Smt. Indira Gandhi College of Engineering

Sector -8, Ghansoli, Navi Mumbai -400701
(An Autonomous Institute with NAAC "A" Grade, Approved by AICTE,
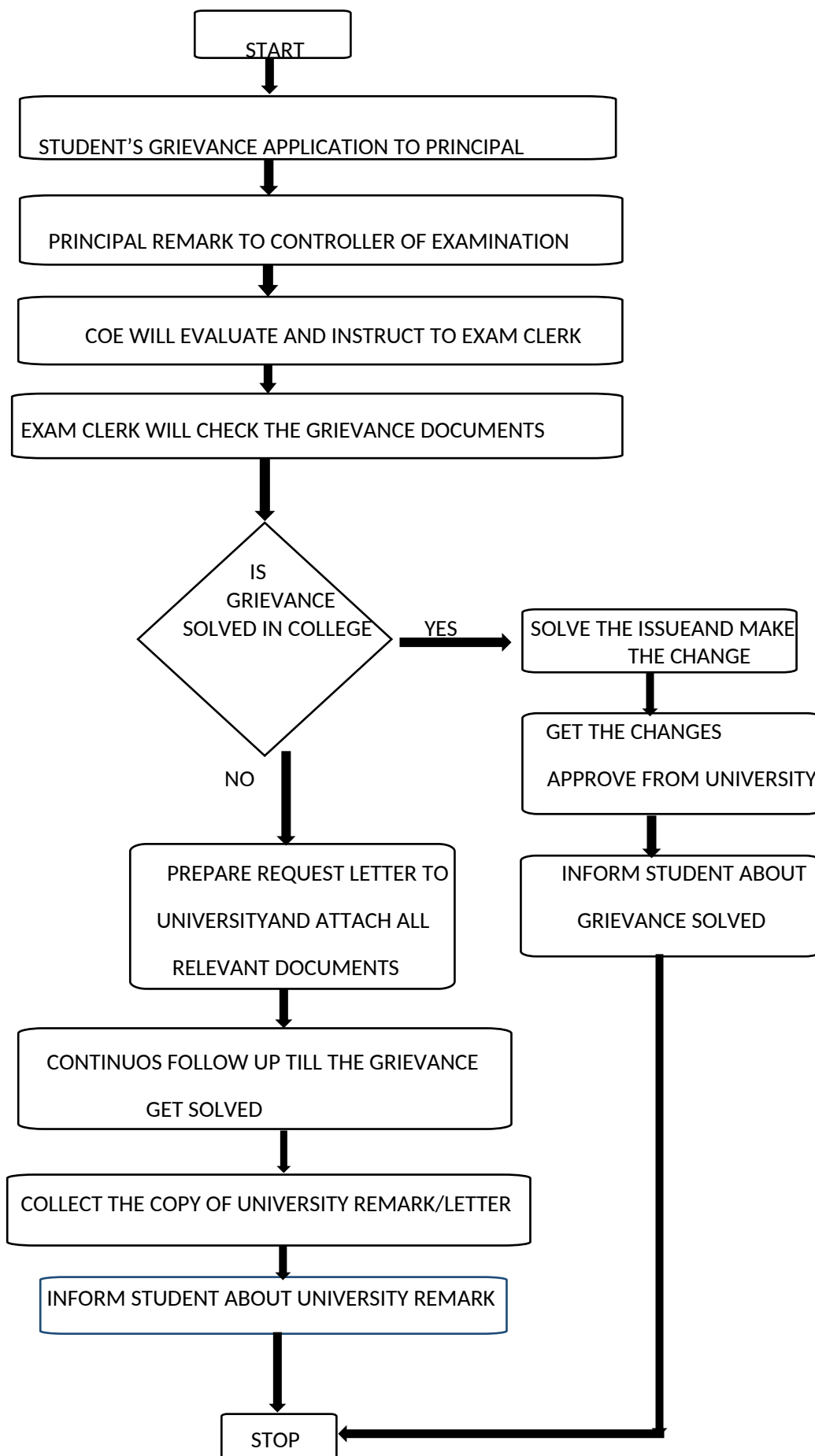**Affiliated to University of Mumbai)**

STANDARD OPERATING PROCEDURE FOR STUDENT GRIEVANCE

1. In case of any grievance student should write an application to Principal clearly mentioning the type of grievance.

2. Principal gives remark to exam in-charge.

3. Exam in-charge instructs concern clerk to process the student's grievance.

4. The clerk will check the proof whether the grievance can be solved in college or it needs university correspondence.

5. If the grievance can solve in college exam section, then necessary correction will be made and the report of correction send to university for updating.

6. If the grievance is related with University side, then application along with request letter and supporting document send to university for necessary correction.

7. The Exam section take continuous follow up with university until the grievance get solved.

8. When university send necessary correction to college then exam section informed the student that the grievance is get solved.

FLOWCHART FOR GRIEVANCE

START

STUDENT'S GRIEVANCE APPLICATION TO PRINCIPAL

PRINCIPAL REMARK TO CONTROLLER OF EXAMINATION

COE WILL EVALUATE AND INSTRUCT TO EXAM CLERK

EXAM CLERK WILL CHECK THE GRIEVANCE DOCUMENTS

IS GRIEVANCE SOLVED IN COLLEGE

YES → SOLVE THE ISSUEAND MAKE THE CHANGE

GET THE CHANGES APPROVE FROM UNIVERSITY

INFORM STUDENT ABOUT GRIEVANCE SOLVED

NO

PREPARE REQUEST LETTER TO UNIVERSITYAND ATTACH ALL RELEVANT DOCUMENTS

CONTINUOS FOLLOW UP TILL THE GRIEVANCE GET SOLVED

COLLECT THE COPY OF UNIVERSITY REMARK/LETTER
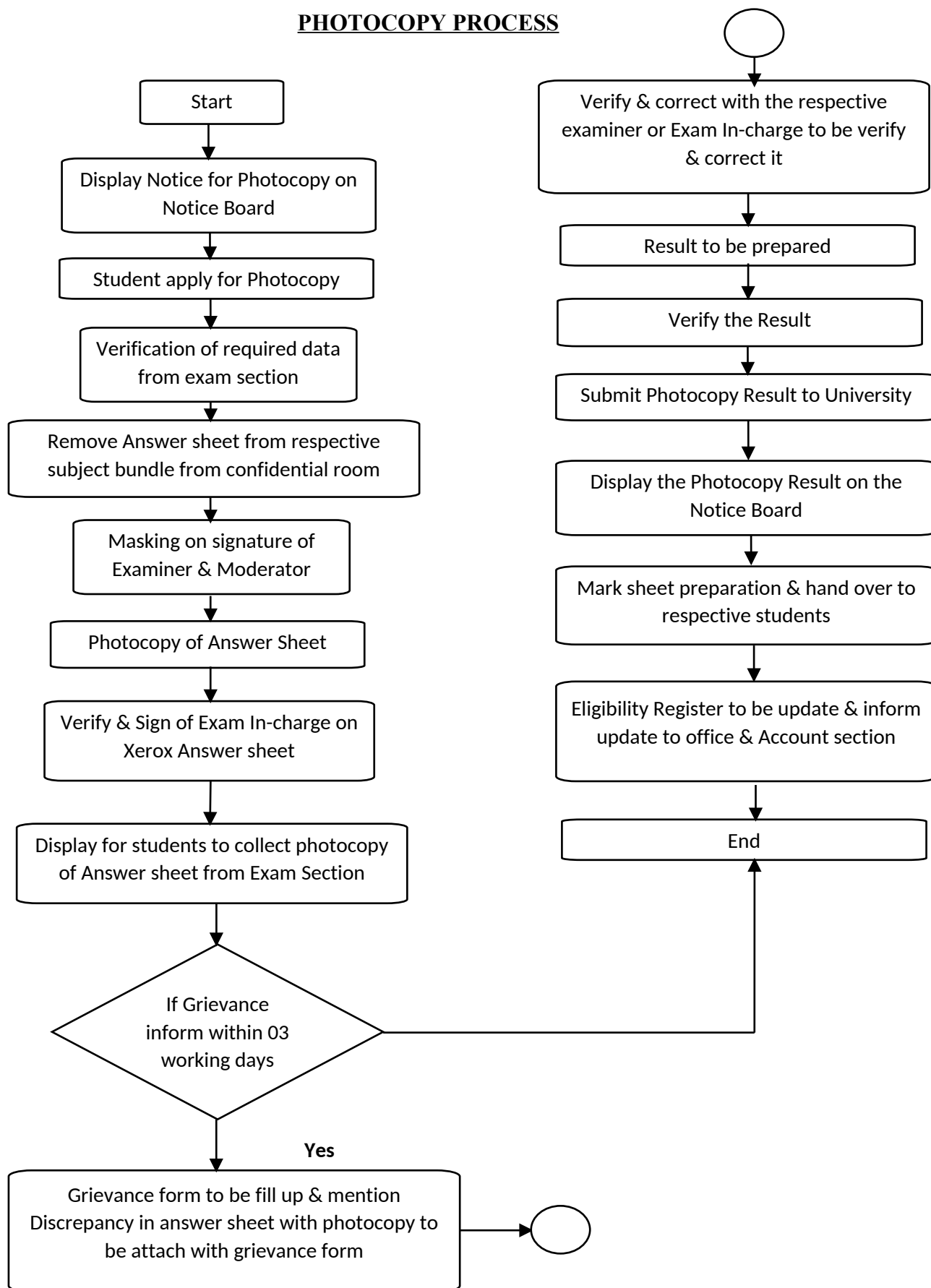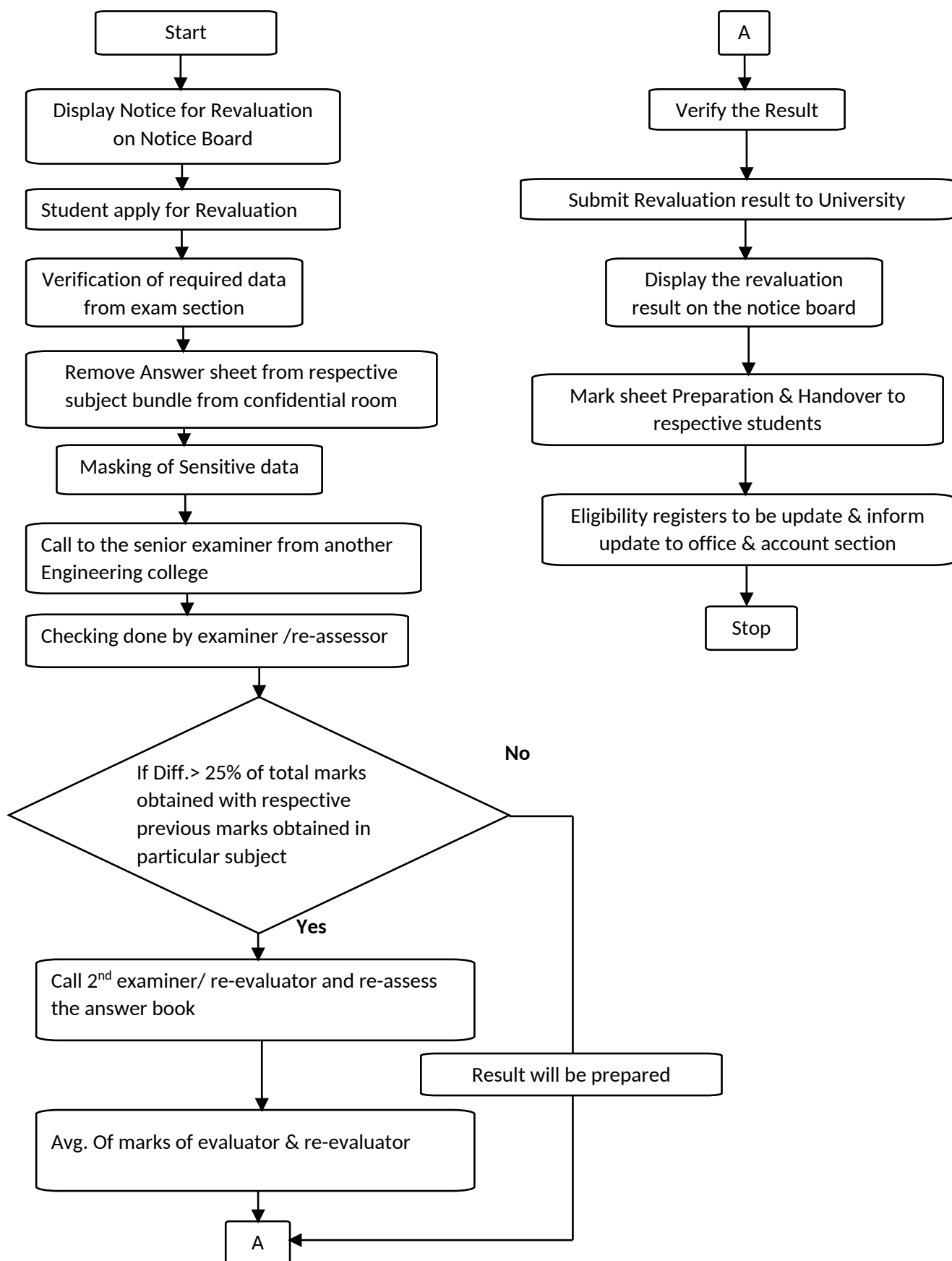
INFORM STUDENT ABOUT UNIVERSITY REMARK

STOP

STANDARD OPERATING PROCEDURE FOR EXAM SECTION:

1) Prepare the Eligibility list for SE, TE and BE student's admission.

2) Prepare the Examination Calendar for the Odd / Even Semester.

3) Complete the student's admission process in University portal in collaboration with Office.

4) Prepare the Autonomous college End Semester Exam Time table and display.

5) To allotment of Exam duty & prepare Exam conduction & CAP duty chart.

6) Allotment of Seat Numbers and generation of IA/ Oral/ Practical/ TW mark sheet

7) Allotment of Seat Numbers and generation of Hall Tickets and their distribution.

8) Conduction of Oral/ Practical and End Semester Examination.

9) To prepare SE, TE and BE results after paper assessment at college CAP & forward to

    IERMC / University for approval of these results.

10) Scheduling and Conduction of Answer Book Review process.

11) Prepare and display of Re- Exam Time table.

12) Conduction of Re- Examination.

13) To prepare SE, TE and BE results after paper assessment at college CAP

14) To issue Exam forms / revaluation / photocopy to the students & collect with duly filled & after fees paid in the account section.

15) To process revaluation & photocopy work & preparation of revaluation results (University KT Exam) & do the correspondence to the University.

16) To update result database file for coming Exam Nov. /Dec. & April / May every Year.

17) To prepare stationary requirement & towards store section each academic year & distribution to Exam conduction team & college CAP as & when ever required.

18) Whenever the student approaches for any kind of various grievances, verify and resolve them at College level or University level.

PHOTOCOPY PROCESS

Start

↓

Display Notice for Photocopy on Notice Board

↓

Student apply for Photocopy

↓

Verification of required data from exam section

↓

Remove Answer sheet from respective subject bundle from confidential room

↓

Masking on signature of Examiner & Moderator

↓

Photocopy of Answer Sheet

↓

Verify & Sign of Exam In-charge on Xerox Answer sheet

↓

Display for students to collect photocopy of Answer sheet from Exam Section

↓

If Grievance inform within 03 working days

↓ **Yes**

Grievance form to be fill up & mention Discrepancy in answer sheet with photocopy to be attach with grievance form

→ ○

Verify & correct with the respective examiner or Exam In-charge to be verify & correct it

↓

Result to be prepared

↓

Verify the Result

↓

Submit Photocopy Result to University

↓

Display the Photocopy Result on the Notice Board

↓

Mark sheet preparation & hand over to respective students

↓

Eligibility Register to be update & inform update to office & Account section

↓

End

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REVALUATION PROCESS

Left column (flowchart):

- Start
- Display Notice for Revaluation on Notice Board
- Student apply for Revaluation
- Verification of required data from exam section
- Remove Answer sheet from respective subject bundle from confidential room
- Masking of Sensitive data
- Call to the senior examiner from another Engineering college
- Checking done by examiner /re-assessor
- If Diff.> 25% of total marks obtained with respective previous marks obtained in particular subject
  - **No** →
  - **Yes** ↓
- Call 2nd examiner/ re-evaluator and re-assess the answer book
- Avg. Of marks of evaluator & re-evaluator
- A

No branch:
- Result will be prepared
- A

Right column (flowchart):

- A
- Verify the Result
- Submit Revaluation result to University
- Display the revaluation result on the notice board
- Mark sheet Preparation & Handover to respective students
- Eligibility registers to be update & inform update to office & account section
- Stop

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ANSWER BOOK REVIEW PROCESS

```
┌─────────────────────────────────────┐
│ Display Notice for Answer book       │
│ review on Notice Board               │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ Student apply for Answer book review │
│ after paying fees through Google     │
│ form Link                            │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ Verification of required data from   │
│ exam section                         │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ Remove Answer book from respective   │
│ subject bundle from confidential room│
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ Hand it over subject wise branch     │
│ wise year wise to department exam    │
│ co-ordinator                         │
└─────────────────────────────────────┘
                  │
                  ▼
┌─────────────────────────────────────┐
│ Showing to students their Answer     │
│ book for review purpose only         │
└─────────────────────────────────────┘
                  │
                  ▼
        ◇ If any grievance as ◇ ──── NO ──┐
        ◇ mentioned in the rules ◇        │
                  │                        │
                 Yes                       │
                  ▼                        │
┌─────────────────────────────────────┐   │
│ Fill the grievance form and if proper│   │
│ grievance within the rules grievance │   │
│ will be corrected and update the     │   │
│ marks in answer book by internal     │   │
│ examiner and send the updated marks  │   │
│ to exam section duly approved by HOD │   │
└─────────────────────────────────────┘   │
                  │                        │
                  ▼                        │
┌─────────────────────────────────────┐   │
│ After proper verification result of  │   │
│ respective student will be updated   │   │
│ Verify the Result                    │   │
└─────────────────────────────────────┘   │
                  │                        │
                  ▼                        │
┌─────────────────────────────────────┐   │
│ Display the Answer book review result│◄──┘
└─────────────────────────────────────┘
```