

2.5.1_2. Supporting Documents

Grievance Redressal System



I/C PRINCIPAL
Chandrabhan Sharma College
of Arts, Science & Commerce
Powai-Vihar, Powai, Mumbai - 400 076
Tel. 25704526 / 25704530

Smt. Durgadevi Sharma Charitable Trust



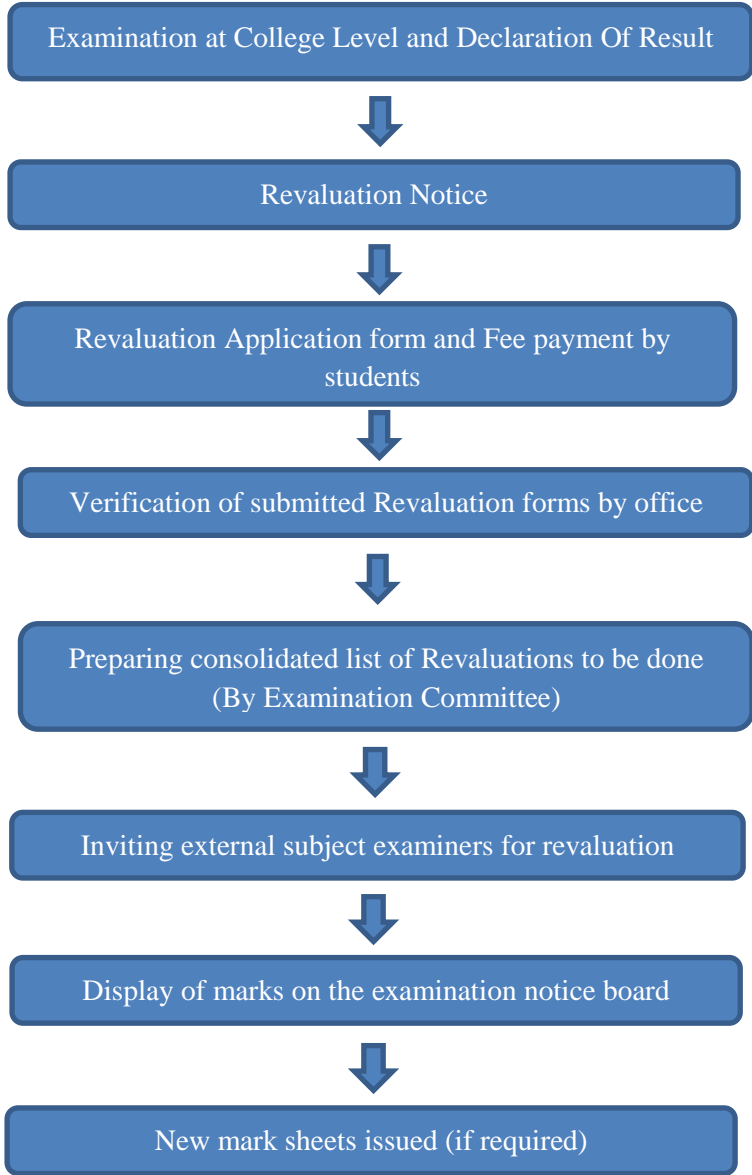
Chandrabhan Sharma College
Arts, Science & Commerce

(Affiliated to the University of Mumbai)
Accredited by NAAC 'B+'

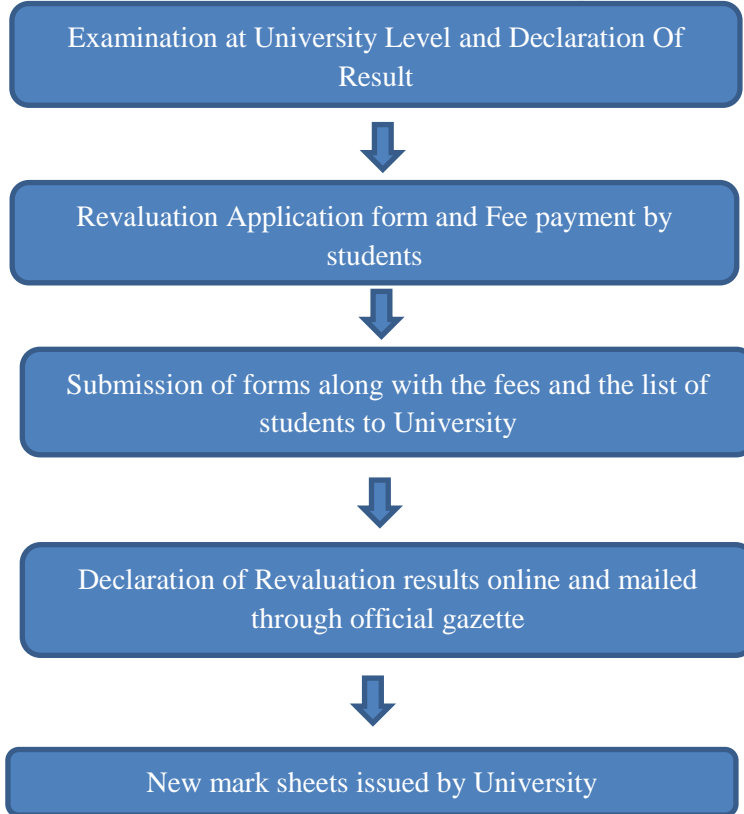
OVERVIEW OF GRIEVANCE REDRESSAL MECHANISM (COLLEGE / UNIVERSITY)

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Chandrabhan Sharma College of Arts, Science & Commerce, Adi Shankaracharya Marg, Powai - Vihar, Powai, Mumbai - 400076.
Tel.: 022-25704526 / 25704530 Email: info@cscollege.co.in Web: www.cscollege.co.in



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EXAMINATION

There is an organized mechanism for redressal of examination related grievances both at the Institutional level and also at the University level. Grievances with regards to evaluation at the College level are redressed by Examination Committee, Unfair Means Inquiry Committee and Grievance Redressal Committee to ensure redressal of student's complaints.

GRIEVANCES RELATED TO COLLEGE EXAMINATIONS

There exists a redressal mechanism as per rules prescribed by the University. The students should apply within a fourteen days after declaration of the result. The time limit for the revaluation and verification are communicated to the students through notices displayed on the examination notice board. The answer sheet verification is done on two aspects. Firstly whether all answers attempted are assessed and secondly to check for any totaling or checking errors. In case of revaluation, the answer book is re-assessed by another external examiner. The result of verification, reassessment is conveyed through display of marks on the examination notice board and the students are issued new mark sheets wherever necessary. For all examinations (College/University), the student can get a photocopy of the answer sheet as per University norms after which a student can apply for re-evaluation of the paper.

GRIEVANCES RELATED TO UNIVERSITY EXAMINATIONS

After the declaration of the results of the University Examinations, if any student feels the marks obtained are not as per his/her expectations, they can apply for revaluation to Mumbai University through college. The students submit the application form and University fees to college office. The office forwards the forms to the University. Students can also obtain photocopy of the answer sheets from the University on request. Once the revaluation forms are received at the office of the controller of examinations, the process of revaluation is initiated. The University of Mumbai declares its revaluation results online which are then sent to respective colleges through their official gazette. The University issues new mark sheets to those students whose marks have changed.

Throughout the entire process, a complete transparency is followed to ensure a fair evaluation and a time bound procedure.



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