



Godavari Foundation's

## DR. ULHAS PATIL MEDICAL COLLEGE & HOSPITAL,

Recognized by Medical Council of India, Approved by Central Govt. of India, New Delhi,

Letter no. MCI-34(41)/2012-med./158127, dated 05/02/2013

Affiliated to Maharashtra University of Health Sciences, Nashik [College Code-1306]

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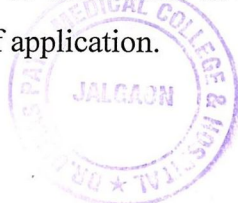
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### SOP for Exam Grievance Redressal Committee

- A **Exam Grievance redressal committee** is formed at college. This committee looks after complaints received from the students, takes necessary action against wrong things happening in college and examinations in time bound manner and ensures the efficiency.

#### Process of handling Exam related grievances for internal assessment examination.

- **For internal assessment examination** students can reach out to teacher concerned who solves students grievance related to examination like retotalling of marks, revaluation of certain answers or whole answer sheet.
- **For transparency** a copy of the answer sheet corrected by the teacher is provided and students are explained about expected answers along with weightage of marks while calculating. If desired, model answers are provided to students. If the student is still not satisfied with the explanations he can ask for a review by the Head of Department.
- Even after review by the Head of Department if student feels aggrieved he/she can file a written appeal to the grievance redressal committee clearly stating the reasons and justification for his/ her objections. The committee discusses and give a hearing to the appellant before deciding the matter appropriately and the same will be conveyed to the appealing student. A candidate who is not satisfied with the decision of the committee at college level can appeal to the University for redressal of his grievances.
- **The whole process is time bound and efficient** as committee ensures that the whole process is completed within 10 days of the declaration of the result. Application must be submitted within 5 days of declaration of result and committee submit its report within 5 days of receiving of application.

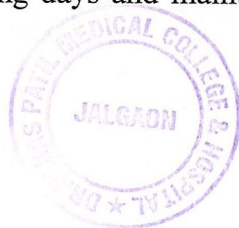


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- **University also has a grievance redressal committee** which looks after the grievances of the students regarding college. Students can address his grievances regarding college in confidentiality and the complaint is resolved in a proper time bound manner is looked after by that committee. The decision made by that grievance committee is final and obligatory.
- **If any student is absent** for the internal assessment examinations, the committee decide appropriateness of the reason for absence of the student for the examination. It looks after sickness certificates or some other important reason submitted by the student. After verifying the genuineness of the reason for the absence, the committee may allow the candidate to appear for the additional examination. This facility is available to fairly absent cases only and no betterment examination is conducted for any failure student.

Process of handling exam grievance at university level.

- **For final university examination by University**, students can apply for reverification of totalling of marks for theory / practical examination within 7 days from the declaration of result which is disposed within 7 days of its receipt. No reevaluation of answer sheets is done as University follows the CAP (Central Assessment Program) System for evaluation of answer sheets and double evaluation of answers are already done at university level.
- **For transparency** if wished by student university provides photocopy or markslips of the answer book if candidate or student makes application to the university within seven days of the declaration of results. Such applications are submitted in college and forwarded to the university. Online payment system for supplication is available at [www.muhs.ac.in](http://www.muhs.ac.in). Photocopy or Mark-slips of Theory Answer-book or Verification/ Retotalling of marks will be forwarded to the College by the University.
- **The process is time bound and efficient as** College hand-over it to the respective candidate within 7 working days and maintain record of candidate's signature with date of receipt.



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## ❖ Roles of Committee Members

Sr. No	Designation	Roles & Responsibilities
1	Chairman	<ul style="list-style-type: none"><li>• To form the committee</li><li>• To maintain the committee structure</li><li>• To see for smooth function</li></ul>
2.	Member Secretary	<ul style="list-style-type: none"><li>• To carry out meetings time to time</li><li>• To maintain smooth functions</li></ul>
3.	Coordinator	<ul style="list-style-type: none"><li>• To coordinate the meetings</li><li>• To see for number of grievance in each exam</li><li>• To make amendments in functioning to reduce grievances.</li></ul>
4.	Member (Phase1)	<ul style="list-style-type: none"><li>• To solve gricvances in time bound manner</li></ul>
5.	Member(Phase2)	<ul style="list-style-type: none"><li>• To solve grievances in time bound manner</li></ul>
7.	Member (Phase3)	<ul style="list-style-type: none"><li>• To solve grievances in time bound manner</li></ul>
8.	Member (Phase4)	<ul style="list-style-type: none"><li>• To solve grievances in time bound manner</li></ul>



**Chairman & Member Secretary**

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