



Shreeshakti Shaikshanik Sanstha's

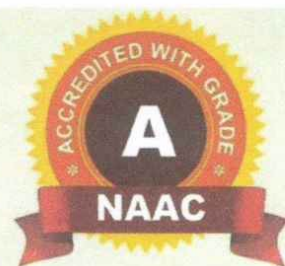
DIVINE COLLEGE OF PHARMACY

Nampur Road, Satana, Tal. Baglan, Dist. Nashik-423301 (M.S.)

Phone: (02555) 226009

E-mail: divinecop15@gmail.com

Web: www.divinepharmacy.in



Approved by PCI - New Delhi (531), Govt. of Maharashtra & DTE - Mumbai (5443).

Affiliated to Savitribai Phule Pune University - Pune (CPHN020560) & MSBTE - Mumbai (1952). AISHE: C-55802.

KEY INDICATOR

2.5. EVALUATION PROCESS AND REFORMS

METRIC NO. 2.5.2

**MECHANISM TO DEAL WITH INTERNAL
EXAMINATION RELATED GRIEVANCES IS
TRANSPARENT, TIME-BOUND AND EFFICIENT**

| INDEX | | |
|---------|---|----------|
| Sr. No. | Particulars | Page No. |
| 1 | Examination grievance redressal mechanism | 2 |
| 2 | Examination advisory for students | 6 |
| 3 | Grievances raised by students | 10 |





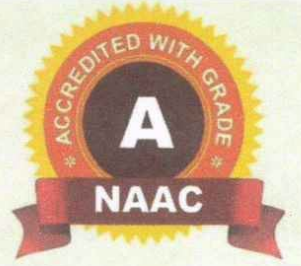
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EXAMINATION GRIEVANCE REDRESSAL MECHANISM



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Shreeshakti Shaikshanik Sanstha's
Divine College of Pharmacy,
Nampur Road, Satana.

EXAM GRIEVANCE CELL

- ❖ **Examination Grievance Cell**
The function of the cell is to look into the complaints lodged by any student, and judge its merit. Anyone with a genuine grievance may approach the exam department members in person. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Exam Department. Grievances may also be sent through e-mail to the exam Incharge at divinesessional@gmail.com

- ❖ **Objective:**
The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the students in order to maintain a harmonious educational atmosphere in the institute.

- ❖ **Procedure for lodging complaint:**
 - The students may feel free to put up a grievance in writing in the examination cell dept.
 - The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.





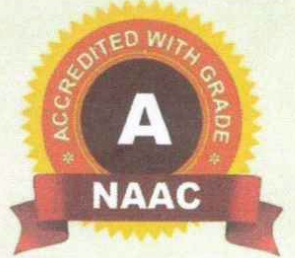
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➤ The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

❖ **Exam Related Grievances**

i. Help to the students to solve grievances related to university exam form: Main grievances such as not finding subjects belonging to back log while filling online exam form, not finding the elective subject as per given choice, overlapping of exam dates, or extension of date due to breakdown of server or interchanging of subjects are taken care by faculty/staff by conveying the same to the university authority and conveying feedback to the students

ii. Guidance to the students about oral and theory exam schedule and pattern: Specific grievances addressed on a need-to-know basis.

❖ **Guidance to the students about university exam results**

i. Guidance to the students about rechecking and re-evaluation process: Faculty members guide the students about the procedure / schedule of rechecking and re-evaluation process. As per its system, the university provides photocopies of the answer papers. Students take this copy to the concerned teacher where he/she goes through the same and guides whether the answers are worthy of re-evaluation, rechecking or redressal.

ii. Mechanism to deal with examination related grievances is transparent, time bound and efficient. In our institution, the various activities related to examinations such as checking the exam schedule, display of the same, noting students' grievances and dealing with them effectively, guiding students in various exam related tasks etc. are performed systematically, in time and efficiently





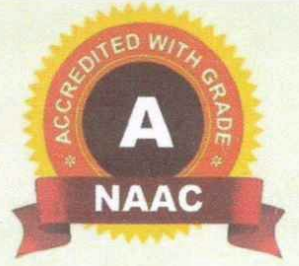
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❖ **Time bound display of all notices related to university exams**

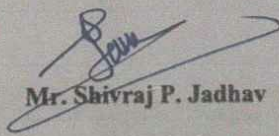
The sequence of activities for theory exams is as follows


- The exam department prepares a tentative exam schedule and sends the same to the students.
- This schedule is displayed to students' notice board so that grievances such as overlapping, omission etc. are brought to the notice of the concern.
- Any other notices related to university exams are displayed on the same day they are received by the institute.

For university practical exams, the final draft is sent directly. It is displayed and students are informed about the schedule of the exams 6-8 days prior to the commencement of the exams.

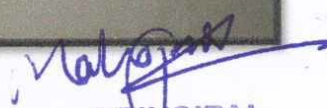
Help to the students for university exams form filling:

The institute has deputed a dedicated clerk to look after all activities related to university exam work.


Mr. Shivraj P. Jadhav


Dr. D. M. Patil




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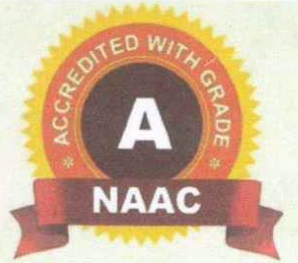
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EXAMINATION GRIEVANCE REDRESSAL MECHANISM

STUDENTS RAISE THE GRIEVANCES TO EXAMINATION DEPARTMENT
(COLLEGE EXAM OFFICER)

↓

CONCERNED EXAM OFFICER PUTS THE GRIEVANCE IN EXAM MEETINGS

↓

EXAM COMMITTEE ANALYSES THE GRIEVANCE

↓

SUGGESTS A SOLUTION TO THE STUDENT

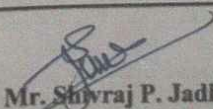
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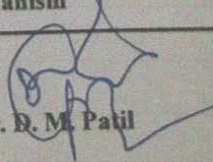
SOLUTION IS ACCEPTED BY STUDENT

↓

GRIEVANCE IS RESOLVED & ACTION TAKEN IS RECORDED

Fig 1: Flow Chart Grievances Redressal Mechanism


 Mr. Shivraj P. Jadhav


 Dr. R. M. Patil




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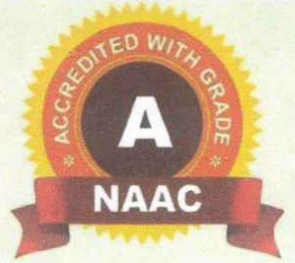
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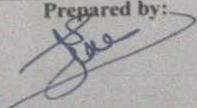
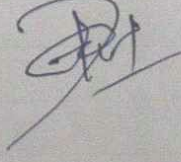
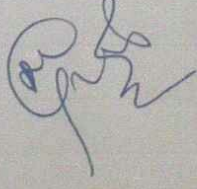
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EXAMINATION ADVISORY FOR STUDENTS

| | | |
|--|--|--|
|  | | |
| <p>Shreeshakti Shaikshanik Sanstha's Divine College of Pharmacy, Nampur Road, Satana.</p> | | |
| <p>EXAMINATION ADVISORY FOR STUDENTS</p> | | |
| <p>Preamble: Examinees must behave like good cultured students upholding high moral, ethical values and do not attempt to take advantage by employing any kind of unfair means. It is the purpose of the examination system to provide each examinee equal and fair opportunity.</p> | | |
| <p>DO'S</p> <ul style="list-style-type: none">✓ Occupy your seats 15 minutes before start of the exam.✓ Ensure that you have necessary stationery (pen, pencil, eraser, scale, etc and calculators of the permitted model and type (non programmable electronic calculators).✓ If there is any emergency / urgent need of any sort speaks to the exam supervisor only. Follow the instructions of the exam supervisor.✓ Visit the Savitribai Phule Pune University Website to educate yourself about the punishment for indulging unfair means. | | |
| <p>DON'TS</p> <ul style="list-style-type: none">• Do not come late.• Do not borrow stationery material / calculator from other students.• Do not speak or even look at any other student in the exam room for whatever reason.• Do not argue with exam supervisor for any reason.• Do not bring in the exam room any material for purpose of copying either deliberately or unknowingly.• Do not attempt to copy even by employing non-written communication means. (Visit the Savitribai Phule Pune University website for ordinances on this issue.)• Do not leave the exam room for any reason unless permitted by supervisor.• Do not bring cell phones or tablets or electronic gazettes to the exam rooms.• Do not move the benches and disturb the seating arrangements which may have been arranged for purpose of taking rounds by exam officials. | | |
| <p>Prepared by:</p>  | <p>Checked by:</p>  | <p>Approved by:</p>  |




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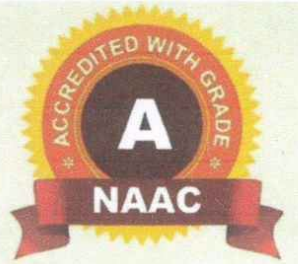
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Divine College of Pharmacy,
Nampur Road, Satana.

Standard Operating Procedure
College Examination Officer [CEO]

Preamble: Examination being solemn activity the office bearers are required to perform their duties with complete sincerity upholding the highest principles so that all examinees are provided with equal and fair opportunity of performance. It will be the role of the CEO to ensure smooth conduct of exam for all classes and subjects in the college.

- Overall coordination of
 - Theory Sessional exams.
 - Practical Sessional Exams.
 - End semester theory exams.
 - End semester Practical Exam.
- CEO to link with Savitribai Phule Pune University in cases of
 - Change/Correction in names in mark sheets.
 - Forwarding revaluation requests of students.
 - Dealing with photocopying requests of answer sheets.
 - Dealing with delay in arrival of result.
 - Questions appearing in the exam that are out of the syllabus or wrong.
- CEO to print and handover appropriate number of printed question papers as pertaining to the subject, date and time of the exam to the senior supervisor at least 20 mins before the commencement of the exam, maintaining absolute confidentiality.
- CEO to ascertain that security setup including recording of proceedings in control room is in place and functional.
- CEO to liaison with external senior supervisor and ensure his/her availability.
- CEO to ensure the availability of PCs and related paraphernalia
 - One PC with CEO with CCTV for the confidential purpose of downloading question papers.
 - Second PC for the general purpose of conduct of exam.
 - Printer.
 - Both the PCs must be provided with secured internet connection.
 - CEO should record and issue answer books, Holocraft and other exam related stationary.
 - CEO to provide any other support needed by the exam control room.

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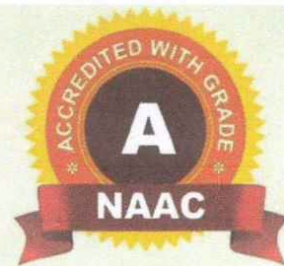
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Standard Operating Procedure

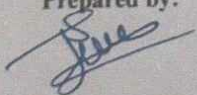
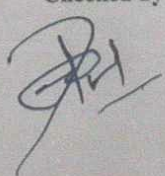
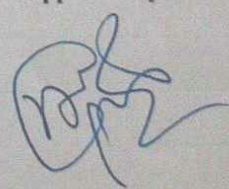
SUPPORT STAFF

Preamble: Examination being solemn activity the office bearers are required to perform their duties with complete sincerity upholding the highest principles so that all examinees are provided with equal and fair opportunity of performance. The

1. The support staff should report 30 minutes before the start of exam.
2. The blocks should be opened 20 minutes before the start of exam.
3. Carry out duty as assigned by the senior supervisor.
4. Avoid last minute leave unless absolutely necessary'.
5. Do not leave the exam venue without intimating and without the permission of the senior supervisor.
6. Assist the senior supervisor in preparation of the blocks. (Shifting and rearranging furniture, cleanliness.)
7. Promptness in case of urgent exam based needs.
8. They should be present at the respective blocks, venue or task assigned.
9. Any exam related task assigned by the senior supervisor or the CEO.
10. Even after completion of the exam do not leave without the permission of the senior supervisor.

Observations:-

1. It is commonly noticed that peons and water-man allotted to the blocks gather together and chit-chat at one place and are not found in the vicinity of the assigned blocks. This should be strictly avoided.

| | | |
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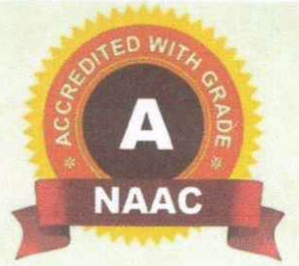
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SAVITRIBAI PHULE PUNE UNIVERSITY


(Formerly University of Pune)



IMPORTANT INSTRUCTIONS

| | |
|---|---|
| 1 | The external students should follow the instructions issued separately regarding filling of the examination form. Before filling the examination forms they should ensure, that he/she offers subject/s for which teaching is provided in the affiliated colleges for relevant degree course/s. |
| 2 | A) If the last date of filling the examination forms falls on Holiday/Bank Holiday or any other holiday, the examination forms will be submitted on the next working day. B) The Examination forms be validated & inward be done by the college within stipulated time limit. Inward facility be started from first day of submission of form by the student C) The Exam fees should be deposited in the bank within 3 days after the expiry of the each last date. |
| 3 | Exam forms will be accepted only upto last date with late fee. Please note that after last date with late fee no forms will be accepted. |
| 4 | All the title of the papers may appear in the examination programme. However the question paper will be set only of those papers for which the teaching is provided in the affiliated colleges/recognized institutes/University Departments. |
| 5 | Post Graduate Departmental Examinations will be conducted by the Principals of affiliated colleges having P.G. Centers/Heads of the University Departments and Director of Recognized Institutes in such a way that, the marks of the Examinations and Departmental Courses are submitted to the University on or before the commencement of the respective examinations. No relaxation will be given in this regard. |
| 6 | The Departmental Courses and Term End Examination should be arranged by the Colleges / Departments / Institutes in such a way so that it should not clash with the dates of the University examinations. |
| 7 | All Departments of University and the courses conducted under circular No. 125 have to declare the results of every examination conducted by them within 30 days from the last date of examinations of per course. |
| 8 | For Handicapped, Blind and Learning Disabled Students: The Senior Supervisors/Principal/Director of the concerned examination centre is authorized to make the appointment of a writer at an examination for Handicapped, Blind and Learning Disabled Students. The writer to be appointed must not have passed the examination at which he is appointed to work for the examination. The concerned writer should not be first relative with Examinee, i.e. Mother-Father, Sister-Brother, Paternal and Maternal Uncle. And also authorized to sanction additional Twenty minutes for per one hour question paper to handicapped, blind and learning disable students. However students will have to submit the medical certificate of endorsing Civil Surgeon. An application of the student must be received through the Principal/Director to the Senior Supervisor concerned. Answer-Scripts of learning disabled students such students be submitted to CAP Centre in separate envelop. |




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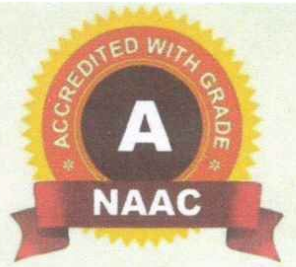
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GRIVENCE RAISED BY STUDENTS

PAGE No. / /
DATE / /

To,
The Principal,
Divine Collage. of pharmacy
Divine Collage of pharmacy Satana

Date : 23-10-23

Subject : Application for submitting exam form.

Respected sir,

Respectfully, I am here to inform you that I take admission for a bsc. fy in 2022 in bsc. course. I create my Abc id. but this year in 2023 I change my course. I take admission in fy to pharmacy. I am regular student. but this year I have got issue while filling exam form.

So, please, provide me dropout form.

Thank you!

Your obediently
Kedar. Adesh. Sanjay
35
F.Y. B. pharmacy.

~~To, Exam Dept~~
11/10/23



Mahajan
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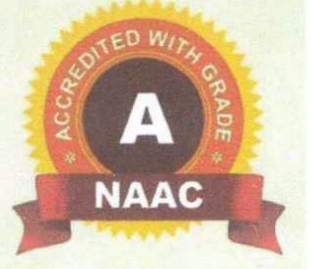
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प्रति,
मा. संचालक सो.
परीक्षा व गुल्यांकन मंडळ
सावित्रीबाई फुले पुणे विद्यापीठ
गणेश खिंड, पुणे. ७

विषय:- विद्यार्थी केदार आदेश संजय याचे प्रथम वर्ष
बी. फार्मसी (फार्मासुटिक्स / फार्माकोलॉजी) अभ्यासक्रमाच्या परिक्षा अर्जासाठी Drop Out
ने नांव नोंदणी होणे बाबत.

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नाही.

सदर विद्यार्थ्याने बी. फार्मसी अभ्यासक्रम सावित्रीबाई फुले पुणे विद्यापीठांतर्गत
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नोंदणी होऊन विद्यार्थ्यांना विद्यापीठाचा परिक्षा अर्ज भरण्यास मंजूरी द्यावी.

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