

**REDRESSAL OF STUDENT
GRIEVANCES**

(2018 - 2023)

**2. MECHANISMS FOR SUBMISSION OF
ONLINE/ OFFLINE STUDENTS
GRIEVANCES**

From,
Pritam R. Damaral
Alto-Parvarim
Goa
PhoNo. 9552466157

Date: 16 September 2022

To,
The Principal
Vidya Prabodhini College of Commerce,
Education, Computer & Management.
Alto-Parvari
Bardez - Goa.

Sub: Regarding Grievance Redressal.
Respected Sir,

I, the undersigned, Pritam R. Damaral, Ex-student of this college appeared for the Semester End Examination, June 2022. The result of the exam was declared on 20th August 2022. My Sab No. was (7663)

I have not cleared my Cost And Management Audit paper in the semester end Examination. I applied for verification and the marks scored by me are verified in my presence and the process has been completed.

However, I wish to plead to the Exam Grievance Committee to reconsider the assessment in the subject of Cost And Management Audit. I kindly request you to look into this matter and do the needful.

Thank you in anticipation.

Yours Sincerely,


(Pritam R. Damaral)

- To - Grievance Committee
- Examination Committee

VIDYA PRABODHANI COLLEGE OF COMMERCE
EDUCATION, COMPUTER AND MANAGEMENT
PARVARI - GOA

Inward No. 397
Date 12/09/2022


12/09/2022.

Rahul Rambhushan Bhat
7611
TY. B. Com
Behind Cronapati Temple
Khordim - Mapusa - Goa.

Date ÷ 15 September 2022

To
The Principal
Vidya Prabodhini College of Commerce, Education, Computer & Management.
Parwarim - Goa.

Subject ÷ Request to consider my application with regard to Economics
Paper's Assessment.

I the undersigned Rahul R. Bhat Ex-student of this college appeared
for the Semester End Exam June 2022. The results of the exam was
declared on 20th Aug, 2022

I have not cleared my Economics paper in the Semester End Exam. I
applied for verification and the marks scored by me are verified in my
presence and the process is completed.

However, I wish to apply before the Exam Grievance Committee to
consider my request of reconsider the assessment in the subject
of Economics.

Please consider my request and do the needful in this regard.

Thanking You
Yours Faithfully,
(Rahul R. Bhat)

VIDYA PRABODHANI COLLEGE OF COMMERCE
EDUCATION, COMPUTER AND MANAGEMENT
PARVARI - GOA

Inward No. 437

Date 15/09/2022

A
17/9/2022
8329553918

Haushvaudhan Mangle
Porvorim, Beaudes
Goa. 403521.

Date: 16-09-2022

To
The Principal
Vidya Prabodhini College,
Goa.

Subject: Request for Grievance.

Respected Sir,

I undersigned Haushvaudhan Mangle Ex-student of this college appeared for the Semester End Exam June 2022 (seat no- 7629). The results of the exam was declared on 20th Aug, 2022.

I have not cleared my International Economics in the Semester End Exam. I applied for verification and the marks scored by me are verified in my presence and the process is completed.

However, I wish to Apply before the Exam Grievance Committee to consider my request of reconsider the assessment in the subject of International Economics.

Please Consider my request and do the needful in this regard.

Thanking You
Yours Faithfully,
Haushvaudhan

(Haushvaudhan Mangle)

VIDYA PRABODHANI COLLEGE OF COMMERCE,
EDUCATION, COMPUTER AND MANAGEMENT
PARVARI - GOA

Inward No. 452
Date 16/09/22

To
- Grievance
Committee
- Examination
Committee

12/9/2022

Standard Operating Procedure

Section A: Preliminary Information	
Name of the Committee	College Examination Grievance Committee
Vision (if applicable)	
Objective(s)	<p>The following are the objectives:</p> <ol style="list-style-type: none"> 1. Establish an unbiased consistent mechanism for redressal of varied issues faced by the students related to examinations and its results. 2. Accommodate the students to express their grievances / problems freely without out any fear of being victimized. 3. Ensure that grievances are resolved promptly, objectively and with complete confidentiality.
Scope	College Examination Grievance Committee is constituted to redress the examination related grievances reported by the students. The main functions of this Grievance Committee is (i) receiving the complaints / problems raised by the students (ii) analyzing the grievances, (iii) conducting meeting /procedures for fair decision (iv) communicating the decision to the students.
Composition	<ol style="list-style-type: none"> 1. Chairperson 2. Member (Teaching Faculty-Regular) 3. Member (Teaching Faculty – regular) 4. Office staff
Duration	3 years

Section B: List of Activities		
Sr. No.	Name of the activity	Timeline
1	Notice to the students for grievance filing	1 week
2.	Student applies for grievance	2 week
3.	Interaction and verification of papers with students	1 week
4.	Interaction and verification of papers with Subject teacher	1 week
5	Reporting - students report, Subject teachers report , grievance committee report	2-4 days
6	Based on report – case to case – procedure is followed	
7	Grievance accepted and Rejected – application closed.	Maximum 1 month



Standard Operating Procedure

8	Reporting of data	
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Section C: Standard Operating Procedure (SOP)		
Sr. No.	Procedure	Schedule
1.	<p>Formal Registration:</p> <p>Any aggrieved student with a genuine grievance will submit his/her grievances in the prescribed format for verification / revaluation to the Principal.</p>	1 week
2.	<p>Forwarding:</p> <p>Principal forward the verifications/revaluation application forms to the College Examination Grievance Committee</p>	1 week
3.	<p>Review:</p> <p>College Examination Grievance Committee will make a thorough review of the application. Verification process is conducted by interacting with students and subject teachers.</p>	1 week
4.	<p>Verification - Re-totalling /Re-valuation:</p> <p>The Examination Grievance committee conducts the valuation process with in the stipulated time and announces the results</p>	1 week
5	<p>Closure of Complaint:</p> <p>The complaint shall be considered as disposed off and closed when:</p> <p>a)The grievant has indicated acceptance of the result published.</p>	
6	<p>Documentation:</p> <p>The final decisions of the College Examination Grievance Committee are documented for future reference.</p>	1 week



Standard Operating Procedure

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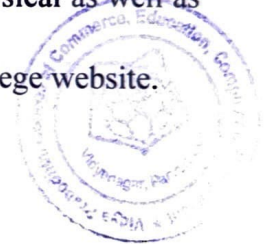
a. Accountability/Responsibility: Office staff

b. List of stakeholders (if applicable):

Section D: List of Documents		
Sr. No.	Title of the document	NAAC criteria
1.	Applications received for Examination Grievances	
2.	Reports of inquiries conducted	
3	Letters to subject teachers for verifications and revaluation	

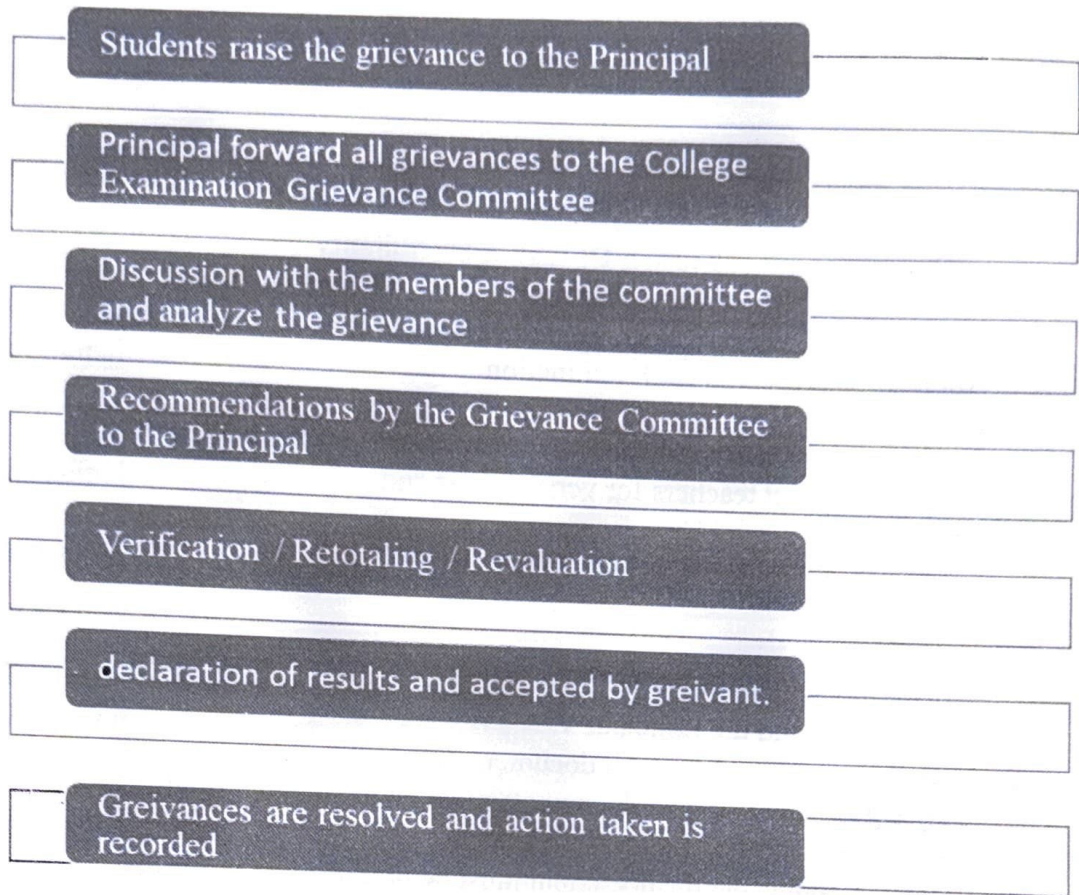
Note:

1. All the documents must be duly stamped and signed by the Programme in-charge, HoD and the Principal/Vice-Principal.
2. Every document must have a document date.
3. Duly signed and stamped documents must be maintained in physical as well as digital mode.
4. Wherever applicable the document must be uploaded on the college website.



Standard Operating Procedure

Section E: Flowchart



Section F: Copy of Ordinance/Statute/Office Order (if applicable)

OC-27A.

D. College Grievance Committee (CGC)

a) The CGC shall be constituted as under:-

i) Vice-Principal/Senior member of teaching staff as Chairperson, provided that s/he is not the Chairperson of CUMIC.

ii) Two regular teachers, who are not members on CUMIC or the College Examination Committee.

b) In case the grievance concerns any member of the Committee, the Principal shall reconstitute the Committee, excluding the concerned member.

VIDYA PRABODHINI COLLEGE OF COMMERCE, EDUCATION, COMPUTER AND MANAGEMENT, PARVARI GOA



Standard Operating Procedure

c) This Committee shall investigate into written complaints from the students referred to it by the Principal in the conduct of examinations in a manner as prescribed below, and recommend a course of action to the Principal as prescribed in OA-5.14.

i) The Committee shall consider the written complaint of a student on the conduct of examination provided that:

a) The complaint is submitted within 15 days after the declaration of results;

b) The complaint is accompanied by a prescribed fee of Rs. 200/- or as notified from time to time, which shall be refundable if the complaint is found to be genuine; and

c) The matter is referred to the Committee by the Principal.

ii) The Committee shall seek necessary explanation from the concerned party in connection with allegations made by the student.

iii) After considering the explanation from the concerned party, the Committee shall recommend a course of action in writing to the Principal.

d) The Principal shall inform the student about the findings of the Committee and shall take appropriate action including reassessment of the said answer book. However, if the marks are reduced after revaluation of the said answer book the original marks shall be retained and the student informed that there is no change in her/his results.

e) A minimum fine of Rs.200/- extending up to Rs.500/-, shall be imposed on the student complainant, if the said allegation(s) is/are found to be a deliberate attempt at casting aspersions on the teacher(s) concerned. If the allegations are found to be genuine and the same is recorded giving reasons, action shall be taken as provided under OA-5.2.6



Standard Operating Procedure


OC-29.10 Grievance Committee

- (i) There shall be a Grievance Committee of maximum of four members comprising three Teachers and the Principal, to be constituted at the commencement of every academic year. The Principal shall be Chairperson of the Committee. No teacher against whom a grievance is made shall participate in the meetings of the Committee.
- (ii) The Grievance Committee shall examine and decide on the grievances relating to the marking of answer-scripts/evaluation of tests of the students. The Committee may also consider any other matter related to examination and evaluation.
- (iii) A student shall address his/her grievance(s) to the Principal, who shall place the same before the Grievance Committee for resolution. If the grievances are in the Course(s) taught by the Principal, the grievances shall be addressed to the Dean of the Faculty/ Vice-Chancellor.
- (iv) If the Grievance Committee finds that there is a prima facie case, it may refer the respective answer-scripts/ assignments, to an expert outside the Institution, for which the student shall have to pay the prescribed fee. The result of such an evaluation shall be final and binding.
- (v) The decision of the Grievance Committee shall be communicated to the student within one month of his/her filing of the grievance.


IQAC Coordinator

IQAC Coordinator
Vidya Prabodhini College of Commerce,
Education Computer & Management
Vidyanagar, Parvari - Goa.




Principal
Vidya Prabodhini College of Commerce,
Education Computer & Management
Vidyanagar Parvari - Goa.

a) Question No. 1 in each paper shall comprise of objective/short answer type questions covering the entire syllabus. The question should be compulsory question without any internal options and should carry 20 marks.

b) Questions 2 to 8 shall be of 16 marks each covering the entire syllabus. They should be based on theory and problems as the case may be. Candidates appearing at the examination should be required to attempt any Five of these Seven questions.

(v) Pattern of question papers in subjects at T.Y.B.A. and B.Com. examination (except for those subjects for which the respective Boards of Studies have prescribed a different pattern of question paper).

a) Question No. 1 shall comprise of Objective/Short answer type questions covering the entire syllabus. It shall be a compulsory question without any internal options and shall carry 20 marks.

b) Question No. 2 to 6 should be of 16 marks each and based on the entire syllabus laying equal stress on all topics. Each question shall have one internal option.

vi) Pattern of question papers in subjects at T.Y.B.Sc. examinations: For T.Y.B.Sc. examination there shall be six questions in each paper. Question No. 1 is compulsory and carries 20 marks. It comprises of objective/short answer type questions covering the entire syllabus. Question No. 2 to 6 should be of 16 marks each and based on the entire syllabus and each question shall have only one internal option.

OC-8.16 (a) To pass the examination at T.Y.B.A./B.Sc/B.Com. a candidate must obtain a minimum of 30% marks in each paper/head of passing and 40% in the aggregate. For subjects having practical, each theory paper in that subject shall be considered as separate head of passing except in Computer Science, where each paper comprising of theory and practical shall be considered as separate head of passing.

(b) A candidate may apply for revaluation as per OA-5.15.

OC-8.17 Class shall be awarded in F.Y., S.Y. and T.Y. of B.A., B.Com. and B.Sc. examinations on the following basis:

40% and above but less than 50%	Pass Class
50% and above but less than 60%	Second Class
60% and above but less than 70%	First Class
70% and above	Distinction

OC-8.18 College Examination Committee, College Unfair Means Committee and College Grievance Committee

The following committees shall be constituted by the Principal of the college for the terms mentioned against each of them and shall work subject to control and supervision of the Principal.

- | | |
|----------------------------------|----------|
| 1) College Examination Committee | - 1 year |
| 2) College Unfair Mean Committee | - 1 year |
| 3) College Grievance Committee | - 1 year |

(A)(1) The college Examination Committee shall consist of:
i) One Head of Department who shall be the Chairman



ii) Two or Four Senior teachers (in addition to the Chairman)

(2) This Committee shall be generally in-charge of all matters pertaining to F.Y. and S.Y.B.A., B.Com., and B.Sc. examinations in the College.

(3) The Committee shall prepare the examination time-table, arrange to get the question paper sets printed or cyclostyled and answer books assessed. The Committee shall arrange to get the results prepared, settled, announced and individual statement of marks prepared and issued to the candidates.

(B)(1) The College Unfair Means Inquiry Committee (CUMIC) shall be constituted with the following members.

i) Vice-Principal or a senior teacher as Chairman.

ii) Two more teachers who shall be the member of the College Examination Committee.

(2) This committee shall investigate into the cases of unfair means and malpractices reported in a manner prescribed by OC-8.19 and shall recommend to the Principal a course of action as prescribed in OC-8.19.

(C)(1) The College Grievance Committee shall be constituted as under:

i) Vice-Principal/Senior Member of teaching staff as Chairman, provided that he is not the Chairman of CUMIC.

ii) Two teachers who are members of CUMIC and the College Examination Committee.

iii) In case the Grievance concerns any member of the committee, the Principal shall reconstitute the committee, excluding the concerned member.

(2) This committee shall investigate into written complaints from the students referred to them by the Principal in the conduct of examinations and recommend a course of action to the Principal as prescribed in OC-8.20.

OC-8.19 Procedure for investigating cases of unfair means:

The following procedure shall be followed for investigating the cases of candidates alleged to have used unfair means at the First Year and/or Second Year B.A., B.Com., and B.Sc. examinations.

(1) The candidate be served with a show cause notice and made aware of the charges/allegations reported against him so as to enable him to prepare his defence at the time of his appearance before the Unfair Means Inquiry Committee and informing him thereby of the proposed action to be taken in his case, with a request to bring reply to the show cause notice as to why the action proposed under it should not be taken against him.

(a) The reply received by the Committee from the candidate when he appears before it be considered by the Committee and the final recommendation in the matter be taken and reported to the Principal for his approval.

(b) The punishment finally awarded can be equal to or less than what is mentioned in the show cause notice, but not more than what is mentioned therein.

(c) The College Unfair Means Inquiry Committee is a recommendatory body. The Principal has to



exercise his power under Statute SB-13(iv) of the University and issue final order.

(d) The broad category of malpractice and the quantum of punishment for each category thereof shall be as follows:

Nature of Malpractice

Quantum of punishment.

Cancellation of the present examination. (This will apply to all categories) plus debarring from:

i) Possession of copying material	i) One additional Examination.
ii) Actual copying,	ii) Two additional Examinations.
iii) (a) Smuggling out and in of University/College answer books.	iii) a) Three additional examinations.
b) Smuggling of answer-books and Forging the signature of Junior Supervisor.	(b) and (c) Four additional examinations.
c) Smuggling in of full answer books based fully on question paper itself.	
(iv) Impersonation	iv) Five additional examinations or for five years whichever is less.

Besides these guidelines, each case be examined in detail and punishment awarded on the merit of each case.

OC-8.20 Procedure for investigation of Grievances by the College Grievances Committee

1) The Committee shall consider the written complaint by a student on the conduct of examination provided that (i) the complaint is submitted by the student within 15 days after the declaration of results; (ii) the complain is accompanied with a fee of Rs. 100/- (refundable if the complaint is found genuine); and (iii) the matter is referred to the Committee by the Principal. The Committee shall invite a reply to the allegations, if any, made by the student from the concerned party.

2) After considering the reply of the concerned party, the committee shall recommend a course of action in writing to the Principal.

3) (effective from 14th July, 2005) The Principal may inform the student, the findings of the Committee and shall take appropriate action including reassessment of the said answer book. However, if the marks are reduced after revaluation of the said answer book the original marks shall be retained and the student to be communicated that there is no change in his/her result.

4. Imposition of fine of Rs. 50.00 on the student may be done if the allegations are found to be a deliberate attempt at casting aspersions on the teacher.

OC-8.21 The affiliated Colleges in Arts, Science and Commerce shall follow instructions for guidance of the Senior Supervisors and Block Supervisors as stipulated in OA-5.14 and OA-5.15 of the Goa University.

OC-8.22 In the event of a conflict between provision or interpretations thereof, the Standing Committee constituted under this Ordinance shall be final authority to interpret and decide the matters. The constitution of the Committee shall be Vice-Chancellor, Registrar, Controller of Examinations and two members of the Standing Committee of the Academic Council.


PRINCIPAL

Vidya Prabodhini College of Commerce,
Education Computer & Management
Vidyanagar, Parvari - Goa.

