



D Y PATIL DENTAL SCHOOL

Dr. D Y Patil Knowledge City, Charholi Bk, Via Lohegaon, Pune 412105

Affiliated to Maharashtra University of Health Sciences, Nashik

Recognized by Dental Council of India



SELF STUDY REPORT (CYCLE 1) 2018-2023

CRITERIA: 2-Teaching-Learning And Evaluations

KEY INDICATOR: 2.5 Evaluation Process And Reforms

**METRIC: 2.5.2 Mechanism to Deal with Examination Related Grievances
Is Transparent, Time bound and Efficient.**

ANY OTHER RELEVANT INFORMATION

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STANDARD OPERATING PROCEDURES FOR EXAM RELATED GRIEVANCE REDRESSAL COMMITTEE

The objectives of exam related grievance redressal committee are to develop responsive and accountable attitude among all the stakeholders to maintain a harmonious educational atmosphere in the institute. The committee convenes meetings as and when needed.

The committee is constituted for the redressal of the problems reported by the students at the college with the following objectives:

1. Fair impartial resolution: ensure resolution of grievances raised by students without bias and treat each case objectively.
2. Transparent process: maintain transparency in grievance redressal process.
3. Accessibility: create a system that is easily accessible to students providing clear information on how to submit grievances and make sure that the process is not overly complex.
4. Confidentiality: protect the privacy of students involved and ensure the sensitive information is handled discretely.
5. Timely resolution: establish reasonable timelines for each stage of the grievance resolution process.
6. Accountability: hold all parties involved accountable for their actions.
7. Preventive measures: the committee can play a proactive role in addressing systemic problems to reduce the likelihood of similar grievances in the future.
8. Educational institution improvement: use the insights gained from grievance resolution to contribute to the overall improvement of the educational institution.
9. Communication: faster open communication between students and the institution.
10. Conflict resolution skills: Develop and utilize conflict resolution skills for effectively promoting a positive and constructive resolution.
11. Record keeping: Maintain detailed records of grievances resolution and any actions taken. Documentation is essential for tracking trends, ensuring consistency, and providing a historical reference for future cases.
12. Review and evaluation: regularly review the functioning of the committee and evaluate its effectiveness. Upholding the dignity of college by ensuring stride free atmosphere in the college through promoting a cordial relationship between student and teacher.

MECHANISM FOR RECEIVING STUDENTS' EXAM RELATED GRIEVANCE AND REDRESSAL

It's the endeavor of student grievance redressal committee to make all efforts to ensure transparency in all the activities of students for Redressal of Student's Grievances per UGC guidelines as under

Any student with a grievance can approach the committee members, or directly to the chairperson of the committee.

Minor issues regarding internal assessment exams are solved by the faculty or head of individual department. For issues not resolved at this stage the student's approach / directed to the student exam related grievance redressal committee and submit the grievance.

For grievance regarding MUHS university exam:

After the meeting of exam related grievance redressal committee applications are sent to MUHS through student section head from the office.

After the meeting the decision is made, and the report of the committee is submitted to the Dean's office accordingly and communicated to stakeholder's involved.



Dr. Mrinal Shete

Head,

EXAM RELATED GRIEVANCE REDRESSAL COMMITTEE



Dr. Anand Shigli

Dean