



SHREE L. R. TIWARI COLLEGE OF ENGINEERING

Approved by AICTE & DTE, Maharashtra State & Affiliated to University of Mumbai, NAAC Accredited, NBA Accredited program,
ISO 9001:2015 Certified | DTE Code No: 3423, Recognized under Section 2(f) of the UGC Act 1956, Minority Status (Hindi Linguistic)

Criteria 2- Teaching- Learning and Evaluation

Key Indicator- 2.5. Evaluation Process and Reforms

Standard Operating procedures (SOP) for Grievance Redressal

Dr. Deven Shah

Principal
Principal

Shree L. R. Tiwari College of Engineering
Kanakiya Park, Mira Road (E.)





Shree Rahul Education Society's (Regd.)

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SOP for Grievances related to Examination for FE to BE

Purpose of SOP

The purpose of the policy is to assist the students in resolving the exam related issues as and when they develop and redressal of the exam related grievances. To assure the fair and speedy judgement of the complaint.

Objective of SOP

The objective of the Grievance Cell is

1. To develop a responsive and accountable attitude among all the stakeholders.
2. To maintain a harmonious educational atmosphere in the institute.
3. To provide platform to the students for expressing their grievances freely and ensuring the confidentiality of the student.
4. To ensure the unbiased and impartial redressal for their complaints.

Procedure

1. For the grievances related to SE & TE internal/external assessment the college adopts the following procedure
 - a. The student with genuine grievance can approach the concerned subject teacher / department exam coordinator/examination redressal committee members in person /principal.
 - b. Grievances need to be sent in writing through email or application.
 - c. Depending on the nature and severity of the issue the committee resolves the problem as per MU guidelines.
 - d. The decision taken by the committee is conveyed to student in written through email.
2. For grievances related to FE & BE after the results for End semester examination of FE Sem I/II and BE sem VII.VIII gets declared on Mumbai University portal at <http://www.mumresults.in/>
3. If a student has any doubt regarding marking related to any subject he/she can apply for photocopy on MU portal (<http://revalphoto.mu.ac.in/reval/instruction.html>) in stipulated period.



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4. If a student still finds any discrepancy he can download and duly fill a form provided by Mumbai University and submit it to University of Mumbai students' Grievances and Redressal committee.
5. To entertain and consider the grievances of the students. The committee may hear the students in person by giving opportunities of hearing.
6. If the UGRC feels it necessary to verify the grievances personally it may authorize any members of the UGRC or any other authorized persons to visit the concerned establishment and find out the authenticity of the grievances.
7. The Member Secretary communicates a copy of Order/Decision/Resolution to the student as well as the institution whose grievances were mentioned in the Agenda.

Mrs. Zainab Mizwan

Incharge of Examination



Dr. Deven Shah

Principal