



MALLIGE COLLEGE OF PHARMACY

#71, SILVEPURA, CHIKKABANAVARA POST, BANGLORE - 560 090

(Recognized by AICTE, PCI, New Delhi, RGUHS Bangalore)

Web: www.mallige.ac.in, E - mail: mcpbangalore@ymail.com, Ph: 080-28446666, 9353729763

External Examination Grievance Redressal Mechanism

A committee has been established to address examination-related grievances reported by the stakeholders of the University. The Grievance Redressal Committee has the following key functions:

- i. Receiving complaints and issues raised by students.
- ii. Analyzing the grievances
- iii. Conducting meetings with the relevant officers to ensure fair decision - making, and
- iv. Communicating the decisions to the complainants.

Objective:

The objective of the Grievance Committee is to foster a responsive and accountable attitude among all stakeholders, aiming to maintain a harmonious educational atmosphere. The committee seeks to achieve the following objectives:

- Promote a cordial student-teacher relationship that upholds the dignity of the University.
- Establish an unbiased and consistent mechanism for addressing various issues faced by students regarding examinations and their results.
- Provide students with the opportunity to freely express their grievances and problems without fear of victimization.
- Ensure prompt, objective, and confidential resolution of grievances.
- Guide students through the rechecking and revaluation process.
- Secure and handle revaluation forms and examination-related grievances in a transparent and efficient manner.
- Ensure timely completion of the grievance redressal process following the necessary reviews.

Procedure for Lodging Complaints:

Formal Registration: Students with genuine grievances will submit their complaints in writing for revaluation to the respective Heads of Departments.

Forwarding: The Heads of Departments forward the revaluation forms to the Grievance Redressal Cell, which categorizes and analyses the merits of each grievance. The revaluation forms are then forwarded to the RGUHS Controller of Examinations for appropriate action.

Review: The Grievance Redressal Committee conducts a thorough review of the redressal process. In the case of revaluation, the committee ensures the timely release of results within 15 days of receiving the application.




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Revaluation/Re-totalling/Challenge Process: The Controller of Examinations carries out the valuation process within the stipulated time and announces the results.

Closure of Complaint: The complaint is considered resolved and closed when: a) The complainant has indicated acceptance of the published result, or b) The complainant has not responded within four weeks from the date of receiving information on the resolution.

Documentation: The final decisions of the Grievance Redressal Committee are documented in the external examination grievances register for future reference.




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