



Jayawant Shikshan Prasarak Mandal's
JSPM Narhe Technical Campus

S.No.12/2/2 and 14/9 Narhe, Tal: Haveli, Dist.:Pune-411041
Phone No: + 91 20 2460 8700, 701, 702 Fax: + 91 20 2460 8888
Web: www.jspmntc.edu.in

Approved by AICTE New Delhi and DTE Maharashtra
Affiliated to Savitribai Phule Pune University



Prof.(Dr.)T. J.Sawant
B.E.(Elec.), PGDM,Ph.D
Founder - Secretary

Prof.(Dr.) R.K.Lad
B.E.(Civil),M.E.(Env.Engg.),Ph.D(Engg.)
DIRECTOR

Date: 27/10/2018

To
The Coordinator,
NAAC, Bengaluru

Subject: Proofs of Mechanism to deal with examination related grievances is transparent, time- bound and efficient

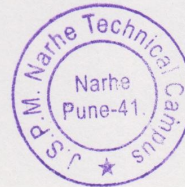
Reference: 2.5.3.Mechanism to deal with examination related grievances is transparent, time-bound and efficient

Dear Sir/Madam,

Sample document of Grievance Redressal Cell (GRC) and Roles and responsibilities of Chief Examination Officer (CEO), departmental examination coordinators and student section in-charge are enclosed herewith.

The detailed documents are available at the following link:

<http://jspmntc.edu.in/Criteria-II/pdf/C2/2.5.3.pdf>



Dr. R.K. Lad
Director

Enclosure:

- 1: Grievance Redressal Cell (GRC)
2. Roles and responsibilities of Chief Examination Officer (CEO), departmental examination coordinators and student section in-charge



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Prof. (Dr.) T. J. Sawant
B.E.(Electrical),Ph.D.,PGDM,MISTE
FOUNDER SECRETARY

Prof.(Dr.) A. B. Auti
DIRECTOR

Ref.: -JSPM/NTC/Exam/2017-18/ 50A

Date: 21/8/17

OFFICE ORDER

EXAMINATION GRIEVENCE CELL

The following teaching and non teaching staff have been appointed for Examination Grievence Cell.

Sr. No.	Name	Designation	Committee Designation	Sign
1	Dr. A. B. Auti	Director	Chairman	
2	Mr. G. V. Gudi	CEO	Coordinator	
3	Mr. M. C. Patil	Asst. Prof.	Member	
4	Mr. C. K. Chheparge	Asst. Prof.	Member	
5	Ms. N. P. Jaju	Asst. Prof.	Member	
6	Ms. P. S. Patil	Asst. Prof.	Member	
7	Ms. N. R. Kadam	Asst. Prof.	Member	
8	Mr. N. J. Mukane	Student section incharge	Member	
9	Mr. Sunil Pise	Clerk	Member	

Mr. Girish Gudi
CEO

Dr. A. B. Auti
Director

Director
JSPM Narhe Technical Campus
Narhe, Pune - 411 041



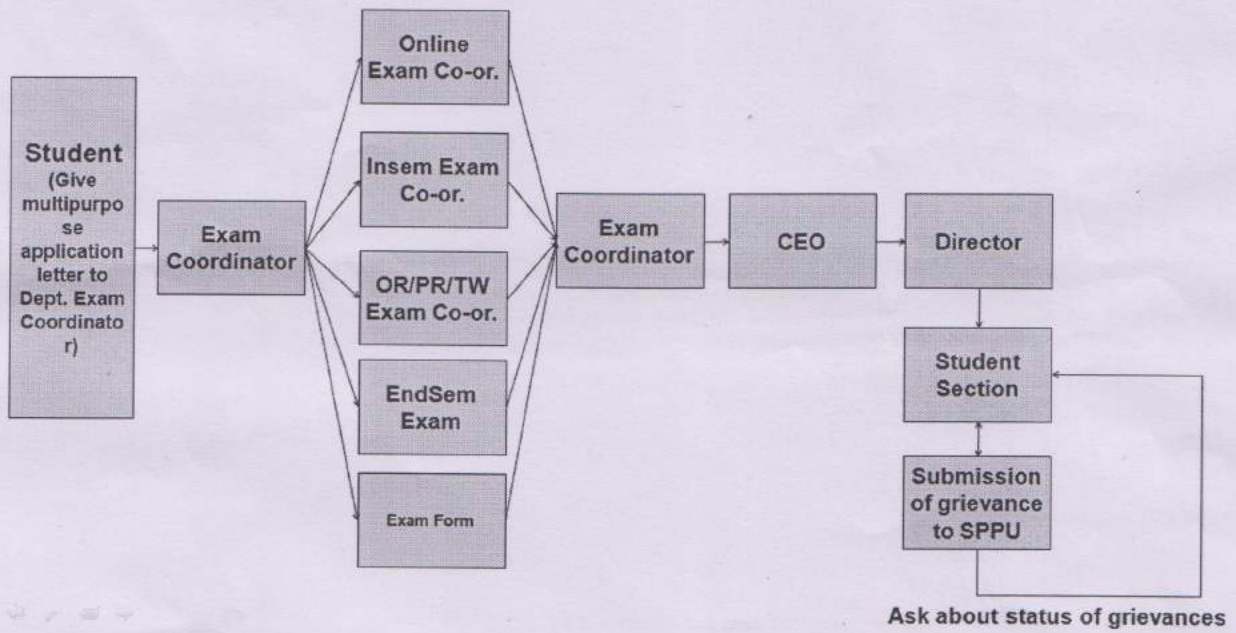
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JSPM NTC
ORGANIZATION CHART
SPPU EXAMINATION GRIEVANCES



gud
Mr. Girish Gudi
CEO

A. B. Auti
Dr. A. B. Auti
Director
Director
JSPM Narhe Technical Campus
Narhe, Pune - 411 041

University of Pune



Guidelines regarding the appointment of “College Examination Officer “ at college/examination center, details regarding their terms, criteria, type of work, responsibility and remuneration :

1. To get more coercion and co-ordination between the examination centers and the University Examination Department, to make the work of examination more effective, strict and efficient at each college / examination center, to be appointed as college examination officer.
2. The appointment of this post will be done by the respective college Principal through nomination. The term of appointment for this post will be for three years. The nominee will be eligible for appointment. After the nomination by the principal, it needs to be informed to the University Examination Department in writing, Permission must be obtained from **hon. Controller of examination** and it will be mandatory.
3. **Eligibility for nomination :**
 - a. Associate Professor or equivalent cadre teacher, should possess at least eight years of the University's granted teaching experience. Whereas if the above qualifications are not available to the college / examination center, their university recognized teacher should be eligible and could be nominated. However, such teacher should be nominated as the **“Officiating College Examination Officer.”**
 - b. The nominated person should not have any other workload / responsibility other than teaching. For e.g. National Service Scheme Program Officer, Student Welfare Officer, National Cadet Core Officer, Director of Physical Education, Education Research Coordinator or similar responsibility.

- c. The nominee should not have been punished by the Examination Committee for any reason before.
 - d. Concern person must have computer skills. (at least Basic computer literacy required)
 - e. Experience of the examination planning required. (For e.g. senior supervisor or work experience in the Vigilance Committee) required.
4. To make the examination more effective he should note down the changes from time to time and take necessary action. To be aware of all the participants, coordination between all the participating substance and officials should be united and the examination officer should have an examination advisory committee at the college level to cooperate with all the components for effective work.

5. Duties and Responsibilities of the College Examination Officer :

- a. Carrying out workload and responsibility for Custodian of the Examination.
- b. Conduct an excellent examination, besides proper communication between concern subdivisions of the examination department.
- c. Follow the Guidelines of exam department, and Perform necessary action according to correspondence.
- d. Provide necessary guidelines to all persons related to examination.
- e. Provide necessary guidelines to all students.
- f. Collect the student information (such as name, address, mobile, email etc.) and store it. And also keep the information of non-teaching staff too.
- g. e.g. timely follow up the amount received from the University to conduct the examination. After completion of examination, submit the accounts to the University within the stipulated time.
- h. Keep record of stationery obtained from the university, proper allocation, appropriation and usage. Submit the details to the University in the prescribed format.
- i. Inform to University about malpractices at the examination, in time!
- j. Get involved in written & practical exam related tasks.
- k. Take necessary action on instructions received by the Hon. Controller of Examinations from time to time.

6. The necessary facilities / equipment to be made available by the college to the “College Examination Officer” :

- a. Provide comfortable sitting space to concern official in college building, Space to keep safe exam material safe (e.g. answer sheets, question papers & other stationery) and the required furniture.
- b. Essential office stationery.
- c. Facility of CCTV: Especially for the safety of the question papers and the answer sheets
- d. Facilities of computers and printers with internet facility and uninterrupted power supply.
- e. Telephones and Xerox machine facility.
- f. An ideal size **Notice Board** to display relevant information.
- g. A permanent service assistant should be appointed for all exam related work. He/she will also responsible to distribution of mark sheets to students and submission of internal test marks to the University.
- h. At least one peon or similar grade attendant to be appointed in examination period.
- i. A high-quality cupboard to keep papers and other documents confidential. (Security that prevents an emergency)

7. Rs. 3000/- per year as remuneration will be paid to the “College Examination Officer”. After completion of three years, the certificate will be issued by the university.

8. They will not participate in any other work apart from examination during the college exam. (E.g. Senior Supervisor, Vigilance Committee etc.)



Controller of Examinations