

### **Criteria 2.6.3**

**The mechanism for  
grievance redressal  
related to  
examination is  
operationally effective**

### **2.6.3. Mechanism for grievance redressal related to examination is operationally effective**

Grievance redressal mechanisms play a vital role in maintaining a conducive and fair educational environment. In teacher training colleges like Nirmala Memorial Foundation College of Education, where aspiring educators pursue their B.Ed. degrees, a robust system for addressing examination-related grievances is essential. This report analyzes the effectiveness of the grievance redressal mechanism in the college concerning teacher trainees and its impact on the overall academic experience.

Prompt/robust and operational mechanism Examination-related grievance redressal is there in Nirmala Memorial Foundation College of Education. During the Covid-19 pandemic, a mock test was given before the university exam. This was arranged & managed by cluster College. Students were informed in advance that no re-evaluation will be done of MCQs of the University examination as per the guidelines given by University. Students were guided on how to use the online platform for University exams through videos and Zoom meetings for the smooth conduct of exams. Sometimes names and subject corrections were there which were taken care of once the written request was received from the students.

The awareness of their evaluation and procedure of exam-related grievance redressal helps in the smooth functioning of TEI. If a grievance is of serious concern then the Principal, Examination in charge, and Committee members resolve the grievance within a stipulated time. If the grievance is related to

External assessment and the students are not satisfied with their marks in the University examination, then they apply online for a photocopy of their answer scripts within 7 days of the declaration of the result. The awareness of their evaluation and procedure of exam-related grievance redressal helps in the smooth functioning of TEI.

Students are made aware of the committee and person in charge whom they can approach and share their grievances and resolve their issues.

Still, if they aren't satisfied then again in 3-7 days they can apply for reevaluation of answers by paying prescribed fees to the University.

#### Transparent Communication:

The first crucial aspect of an effective grievance redressal mechanism is transparent communication. Nirmala Memorial Foundation College of Education has ensured that teacher trainees are well aware of the process for registering grievances related to examinations. The college has set up a dedicated online portal and communication channels, making it convenient for students to lodge their complaints. Regular orientation sessions and reminders are conducted to keep students informed about the procedure, further promoting transparency.

Orientation about internal assessment criteria of evaluation and time-to-time guidance and feedback is given for improvement. Class re- test for absentees and low scorers is conducted from time to time.

Students are made aware of the pros and cons of each solution option as no

refund of fees, delay in getting re-evaluation results, and marks may or may not be changed. The potential benefits and risks, as well as the practicality of implementing each option, is considered.

The format and pattern of the University exam were informed to students well in time during corona period and the same format class test was conducted to acquaint them with the system of online examination.

No re-evaluation will be done of MCQs of the University examination was guided to the students well in advance as per the guidelines given by University.

Students were guided on how to use the online platform for University exams through videos and Zoom meetings for the smooth conduct of exams. Sometimes names and subject corrections were there which were taken care of once the written request came from the student.

#### Accessibility and Responsiveness:

Accessibility and responsiveness are key elements that enhance the efficiency of the grievance redressal mechanism. The college has appointed a Grievance Redressal Officer who is easily approachable and responsive to students' concerns. The officer promptly acknowledges grievances, initiating investigations without undue delay. Additionally, the college has implemented a multi-level grievance resolution approach, ensuring that

cases are escalated and resolved at the appropriate levels if required.

#### Fair and Impartial Inquiry:

An impartial inquiry into grievances is crucial to maintaining credibility in the grievance redressal process. The college's authorities ensure that a fair and unbiased investigation is carried out for each complaint. Faculty members responsible for the examination process are excluded from the inquiry committee, ensuring that no conflicts of interest arise during the investigation.

#### Confidentiality and Privacy:

To encourage students to freely express their grievances, confidentiality and privacy are upheld throughout the process. The college ensures that the identity of the complainant remains confidential, preventing any form of victimization or intimidation. This assurance helps build trust among teacher trainees, fostering a safe space to address their concerns.

#### Timely Resolution:

An effective grievance redressal mechanism must prioritize timely resolution. Nirmala Memorial Foundation College of Education has put in place measures to expedite the resolution process. Complaints are resolved within a specified timeframe, and regular updates are provided to the complainants. Swift resolutions prevent unnecessary stress on teacher trainees and help maintain their focus on academics.

### Continuous Improvement:

The college regularly evaluates the effectiveness of the grievance redressal mechanism. Feedback from teacher trainees and the grievance redressal committee is collected, analyzed, and used to identify areas of improvement. Based on these insights, necessary changes are made to enhance the system further.

### Positive Impact on Teacher Trainees:

The operational effectiveness of the grievance redressal mechanism has had a positive impact on teacher trainees at Nirmala Memorial Foundation College of Education. Students feel reassured that their concerns are heard, leading to a positive perception of the institution. The transparent and responsive approach fosters a sense of trust between the students and the college authorities. Additionally, the mechanism acts as a deterrent against any malpractices or unfair practices during examinations, ensuring academic integrity.

In conclusion, Nirmala Memorial Foundation College of Education has successfully established an operationally effective mechanism for grievance redressal related to examinations. Transparent communication, accessibility, fairness, confidentiality, and timely resolution have contributed to a positive academic environment for teacher trainees. The continuous improvement approach further reinforces the college's commitment to providing an exemplary educational experience. This robust grievance redressal mechanism sets a commendable precedent for other educational institutions,

emphasizing the significance of addressing student grievances and promoting academic excellence.

## RE EVALUATION RESULT OF ATKT STUDENTS

UNIVERSITY OF MUMBAI

JUNE 14, 2018

OFFICE REGISTER FOR TWO YEAR BACHELOR OF EDUCATION (SEM.-I)(CBCS)  
(REVALUATION) EXAMINATION JANUARY 2018  
PAGE : 39

COLLEGE: 790 Nirmala Memorial Foundation


College of Education


SEAT_NO	NAME	CENTRE												
<---Course-I--->		<---Course-II--->		<---Course-III--->		<---Course-IV--->								
<---Course-V--->		<---Course-VI--->		<---Course-VII--->		<---Course-VIII--->								
Th(60/24)	Th(60/24)	Th(60/24)	Pr(50/20)											
Pr(50/20)	In(40/16)	In(40/16)	In(40/16)											
RESULT	REMARK													
TOT	GP	G	C	G°C	TOT	GP	G	C	G°C	TOT	GP	G	C	G°C
TOT	GP	G	C	G°C	TOTAL	GP	G	C	G°C	AC	ACG	GPA		

Course 1: 1: CHILDHOOD & GROWING UP (Th:60/24,Int:40/16,Cr.Pt.:6)  
 Course 2: 2: KNOWLEDGE AND CURRICULUM (Th:60/24,Int:40/16,Cr.Pt.:6)  
 Course 3: 3: GENDER, SCHOOL & SOCIETY (Th:60/24,Int:40/16,Cr.Pt.:6)  
 Course 4: 4: CRIT. UNDERSTAN. OF ICT (Pract:50/20,Cr.Pt.:3)  
 Course 5: 5: PROJECT BASED COURSE -I (Pract:50/20,Cr.Pt.:3)

SEAT_NO	NAME	CENTRE																		
5651	/NISHAD KAVITA MANNAPRASAD PRAMILA	3	ANDHERI																	
35	A+	35	B+	34	B+	24	D	32	A											
P	63	8	A	6	48	59	7	B+	6	42	51	6	B	6	36	32	8	A	3	24
35	9	A+	3	27	240					24	177	7.38								

#:0.229; @:0.5042A/0.5043A/0.5044A; \*:0.5045A EX:EXMP.CARRIED;/:FEMALE; AA: ABSENT; P : PASSES; F : FAIL; ATKT : ALLOWED TO KEEP TERM; E:EXMP CAN BE CLAIMED;RCC:0.5050;RR:RESERVED;-:Dyslexia ;GPA:GRADE POINT AVERAGE=SUM OF CxG / SUM OF C; GRADE F=GRADE POINT 0= 39.99% & BELOW; GRADE D=GRADE POINTS 4= 40% & ABOVE AND BELOW 45%;GRADE C=GRADE POINTS 5=45% & ABOVE AND BELOW 50%;GRADE B=GRADE POINTS 6=50% & ABOVE AND BELOW 55%; GRADE B+=GRADE POINTS 7=55% & ABOVE AND BELOW 60%;GRADE A=GRADE POINTS 8=60% & ABOVE AND BELOW 70%;GRADE A+=GRADE POINTS 9= 70 % AND ABOVE AND BELOW 79.99; GRADE O =80% & ABOVE ; ADC:ADMISSION CANCELLED; RR:RESERVED; RPV:PROVISIONAL; RCC:0.5050; AA/ABS: ABSENT; NULL:NULL & VOID.; C:CREDIT POINTS; G:GRADE POINTS; Internal Marks are provisional and subject to change as and when the learner passes the external (Theory) Examination as per Ordinance R.8668; + : MARKS CARRIED FORWARD; \$ : GRADE CARRIED FORWARD.

  
**VC PRINCIPAL**  
**NIRMALA MEMORIAL FOUNDATION**  
**COLLEGE OF EDUCATION**  
**KANDIVALI (EAST), MUMBAI-400 101.**





JULY 11, 2018

OFFICE REGISTER FOR TWO YEAR BACHELOR OF EDUCATION (SEM.III)(CBSGS)  
(REVALUATION) EXAMINATION HELD IN NOVEMBER 2017

COLLEGE : 790 NIRMALA B.ED

PAGE : 15

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SEAT NAME OF CANDIDATE  
PP3-----PP4-----  
NO. /CENTRE  
PRACT. TOT  
MAX MARKS:  
MIN MARKS:  
--- 160 ---  
GP CR GR GP CR GR GP  
C\*G C\*G  
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PP1			PP2					
TOT			RSLT			REM		
TH	IN	TOT	TH	IN	TOT	IN	GP	CR
35	15	50	35	15	50	50		
550								
14	6	---	14	6	---	20		
C*G			C*G			C*G		
äC äC*G			GPA			GRADE		

02:USBEDR302:HINDI  
COUNSELING  
28:USBEDR328:PRACTICUM - III  
014:USBEDR314:GUIDANCE &  
027:USBEDR327:CRITICAL UNDERSTANDING OF ICT

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1650 YADAV RADHA LALMANI CHANDA DEVI  
35 267 267  
3 ANDHERI  
MED.:HINDI  
14; 16 A 6 96;  
ANS. LAN.:HINDI  
22 130 5.91 B  
10 09 19 27 12 39 35  
360 P  
\*  
2 D 3 6; 2 0 7 14; 2 0 7  
5.91 B  
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/:FEMALE; P:SUCCESSFUL; F:UNSUCCESSFUL/FAILS; AA/ABS:ABSENT; +:MARKS CARRIED;  
E:EXMP CAN BE CLAIMED; 0: 70 & ABOVE: 7;  
A: 60 TO 69.99: 6; B: 55 TO 59.99: 5; C: 50 TO 54.99: 4; D: 45 TO 49.99: 3; E:  
40 TO 44.99: 2; F(FAIL): 39.99 & BELOW: 1;  
FOR GPA:GRADE - 7:0; 6:A; 5:B; 4:C; 3:D; 2:E; 1:F; --:NOT APPLICABLE;#:0229;  
@:0.5042/0.5043; \*:0.5045; RCC:0.5050; RPV:PROVISIONAL ADMISSION  
INTERNAL MARKS ARE PROVISIONAL & SUBJECT TO CHANGE AS AND WHEN THE LEARNER  
PASSES THE EXTERNAL (THEORY) EXAMINATION AS PER R.8668  
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I/C PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
KANDIVALI (EAST), MUMBAI-400 101.



**INVOICE COPY OF ONLINE EXAMINATION OF NIRMALA MEMORIAL  
FOUNDATION COLLEGE OF EDUCATION KANDIVALI CONDUCTED BY  
UNIVERSITY OF MUMBAI THROUGH  
TEACH US APPLICATION**



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**Nirmala memorial foundation college of education**  
90 Feet Rd, Thakur Complex,  
Kandivali East,  
Mumbai  
400101 Maharashtra  
India

Invoice Date : 01/04/2022  
Terms : Custom  
Due Date : 10/04/2022

Place Of Supply: Maharashtra (27)

Subject :  
Teach Us Exam | Usage of FERUARY 2022

#	Item & Description	Qty	Rate	CGST	SGST	Amount
1	Camera Proctored Online Exam (87 Students * 6 Papers)	522.00	15.00	704.70 9%	704.70 9%	7,830.00
2	Additional Exams due to uploading issue (255 /7)	1.00	37.00	3.33 9%	3.33 9%	37.00
3	Question Paper Creation (From Word to Excel) Resource - Supan Mehta (2500/7)	1.00	357.00	32.13 9%	32.13 9%	357.00
Sub Total						8,224.00
CGST9 (9%)						740.16
SGST9 (9%)						740.16
Rounding						-0.32
<b>Total</b>						<b>₹9,704.00</b>
<b>Balance Due</b>						<b>₹9,704.00</b>

Total In Words: **Indian Rupee Nine Thousand  
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Notes



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IFSC Code- HDFC0000582

Mr. Chintan Vyas  
Authorized Signature

## APPLICATION LETTER TO THE PRINCIPAL FOR GRIEVANCE REDRESSAL

Name: Khushboo A Shaikh  
Mobile No: - 9867157665  
Nirmala Memorial Foundation College  
of Education  
To,  
The Principal,  
Gandhi Shikshan Bhavan's Surajba College  
of Education,  
Tulu,  
Mumbai-400049

Subject: - To state and justify that  
I have not indulge in any  
kind of malpractice.

Respected Madam,

I have been summoned to college  
and informed that while giving  
or performing exam my camera was  
blocked. Hence I would like to justify  
that my camera was on, I had  
access to my camera and the blue  
light was blinking throughout the exam.  
Because of which I couldn't recognize  
whether there was some issue or  
not. I wasn't aware of anything  
as such my camera was blocked or not.

I want to justify that I have not  
indulged in any kind of malpractice.  
It was some technical issue I guess from  
the other side. I assure you'll that  
I'll not give any reason or chance to  
complain.

Thank You.

Yours Faithfully,  
Shaikh

## APPLICATION LETTER TO THE PRINCIPAL FOR GRIEVANCE REDRESSAL

Name - Nisha Ashok Jaiswal  
mobile no - 8898 676035  
College - Nirmala Memorial Foundation College  
of Education.

To,  
The Principal  
Gandhi Shiksha Bhavan's Surajba College of  
Education Tulu, Mumbai 400049.

Subject : Justification for not doing any  
malpractices.

Respected Madam,

I miss Nisha Jaiswal Roll no. A/26 students of Nirmala Memorial Foundation College of Education. I have just know to our college about I caught in my camera off or freez in University Exam. But As I early informed about the rules and regulation about the exam I allow all the camera and mice on and I follow all the procedure well. I used laptop device for my exam. And follow all this instruction even check my ~~But~~ camera weather is working or not. But I got to know about the my camera in exam was freezed or off. There was no falt from my side and also not aware about unversity side. So I'll promise you that it will not happen in next exam.



NAME:- Manisha D. Pasi  
Mobile no:- 8779984800  
College name:- Nirmala memorial foundation  
College of Education.

To,  
The Principal,  
Grandhi Shikshan Bhavan's Swarajba  
College of Education.

Juhu,  
Mumbai - 400049


Subject:- To State and Justify  
I do not attain any  
malpractice / copying during exam.

Respected madam,

I attend the exam very  
sincerely. If there was any movement was  
occur then that is not my intension  
for any type of malpractice. I stay  
in a single room, there is no such kind  
of separate space for me at my home. So  
I can face that type of problem in  
my exam.

So kindly consider my words and trust  
on me that I have not done any  
malpractice during my exam. I promise  
in next exam there is no such  
problem will occur.

Yours faithfully  
Manisha Pasi.

  
VC PRINCIPAL  
NIRMALA MEMORIAL FOUNDATION  
COLLEGE OF EDUCATION  
KANDIVALI (EAST), MUMBAI-400 101.

