



## MGM INSTITUTE OF HEALTH SCIENCES

(Deemed to be University u/s of 3 UGC Act, 1956)  
Accredited by NAAC with 'A' Grade

### Report of Grievance Redressal ( Examination section)

The grievance related to university examination are addressed to examination section of MGMIHS through online portal or off line mode. All grievance which may include re totaling, re-evaluation etc. are processed and resolved by adopting following procedure.

MGMIHS is committed to providing a safe, fair and harmonious learning and work environment. Grievance Redressal Cell was set up at Examination section in accordance with the University Grants Commission regulations 2012 (The Gazette of India, March 23 29, 2013) for handling grievances related to students, parents and staff members.

Grievance Redressal Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective College/Dept./Office, maintaining necessary confidentiality, as the case may be.

Any stakeholder with a genuine grievance like retotaling , revaluation, access to answer sheets submit his/her grievance through on line portal by filing appropriate form and other necessary formalities.

### 2. OBJECTIVES

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders;
- To uphold the dignity of the University by promoting cordial Student-Student relationship, Student-teacher relationship, teacher-teacher relationship;
- To develop a responsive and accountable attitude among the stakeholders, and thereby maintaining a harmonious atmosphere in the University campus;
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized;



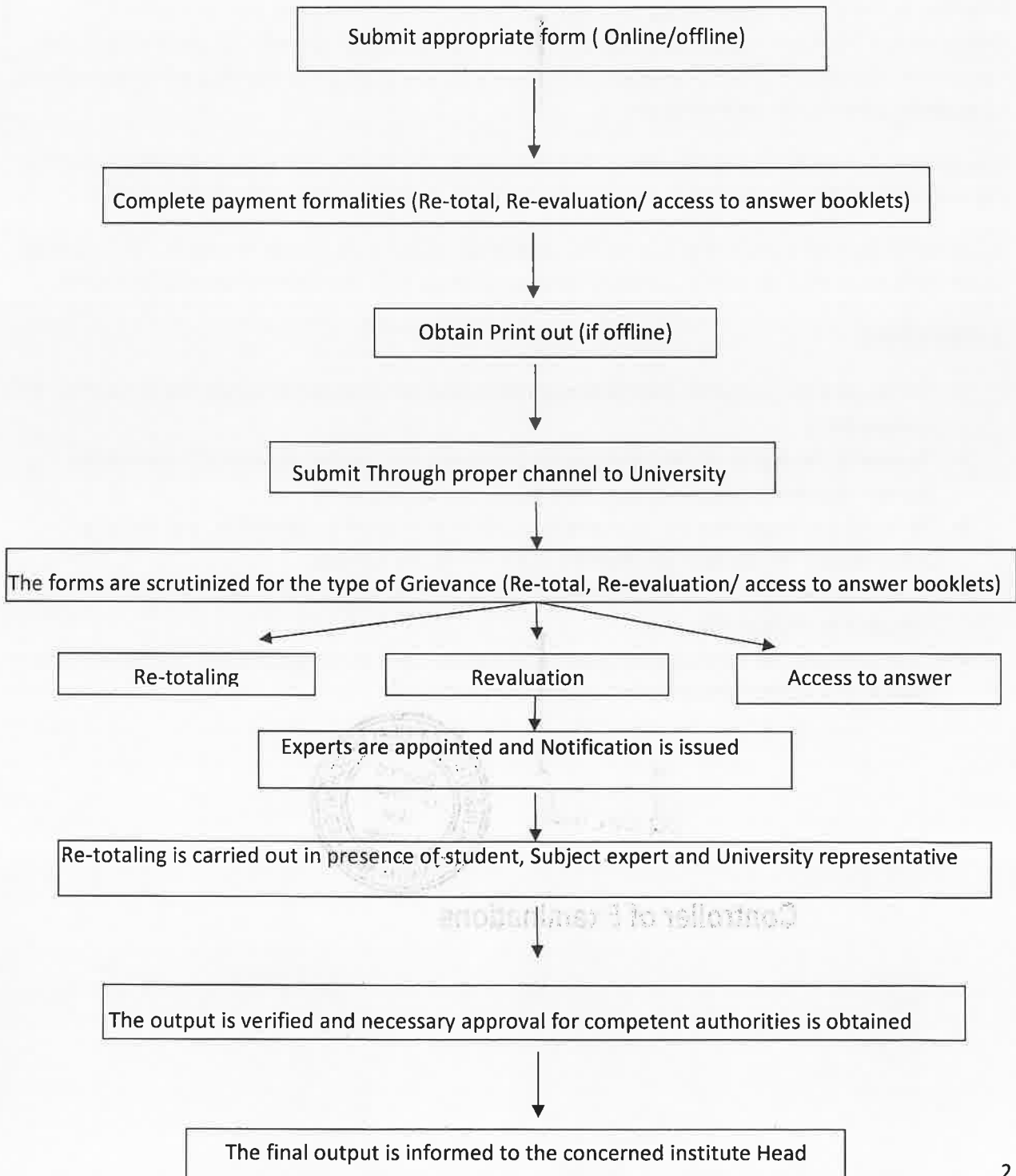
**Controller of Examinations**



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### Grievance Redressal Mechanism ( Examination)





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Version 1.



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Grade 'A' Accredited by NAAC

Sector-1, Kamothe, Navi Mumbai - 410209

Tel. No. 022-27432471, 022-27432994, Fax No. 022 - 27431094

E-mail : registrar@mgmuhhs.com ; Website : www.mgmuhhs.com

### Standard Operating Procedure (SOP) of Students Grievances Redressal Mechanism

1. Aggrieved student needs to submit a hard copy of grievance to respective Institute/College/School/Department Head.
2. At the same time aggrieved student needs to register the grievance on the "ONLINE STUDENTS GRIEVANCES REGISTRATION PORTAL" on University website: [www.mgmuhhs.com](http://www.mgmuhhs.com)  
The link to "ONLINE STUDENTS GRIEVANCES REGISTRATION PORTAL" is : <https://www.mgmuhhs.com/grievance.php>
3. Registered grievance at the University portal will be directed to respective Institute/College/School/Department Head within 02 working days of receipt of the grievance on the online portal.
4. Institute/College/School/Department Head will refer the grievance to appropriate Student Grievances Redressal Committee of the Institute/College/School/ Department
5. The respective Student Grievance Redressal Committee shall fix a date for hearing the grievance which shall be communicated to the institution head and the aggrieved student.
6. An aggrieved student may appear either in person or authorize a representative to present the case.
7. Institute Head must ensure that the time period between receipt of grievance from University portal and redressing the grievance must not exceed 14 working days.



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8. If the student is not satisfied with the decision of the respective Student Grievance Redressal Committee, then his/her grievance must be referred to Registrar by respective Institute Head.
9. Grievances not resolved by the respective Student Grievance Redressal Committee shall be referred by Registrar to the University Student Grievance Redressal Committee for redressal and outcome within 10 days.
10. If the Student is still not satisfied with the decision of the University Student Grievance Redressal Committee, then the Grievance shall be referred to the Ombudsperson (To be appointed by UGC).
11. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).
12. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
13. The University, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the University shall place it for general information on its website.
14. The University shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the UGC any failure on the part of the University to comply with the recommendations.
15. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

Institute/College/School/Department Head shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the UGC, which shall take action in accordance with the provisions of these regulations.

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Dr. Rishabh D. Gadi  
Registrar

MGM Institute of Health Sciences  
(Deemed University u/s 3 of UGC Act, 1956)  
Navi Mumbai- 411 209



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Ref: MGMIHS/

Date:12.02.2019

### NOTIFICATION NO : 30 /2019

### STANDARD OPERATIVE PROCESS FOR RE-EVALUATION OF ANSWER BOOKS

1. Applying for Photo/Xerox copy of the answer books re-totaling of marks and Revaluation are separate and independent procedures to be governed under MGMIHS examination rule 48.
2. Those who are not satisfied after re-totaling of their marks can apply for revaluation of their answer books by paying INR 5,000/- per subject as fees to the MGMIHS.
3. If the examinee is not satisfied with the marks awarded, he/she may independently apply for revaluation within 10 days from declaration of results, whether or not he/she has applied for Photo/Xerox copies of answer books or applied for re-totalling.
4. This re-evaluation facility shall be applicable **for theory papers only**.
5. Revaluation of answer books shall not be permitted in respect of marks awarded to the scripts of practical examination /term work/ project work / dissertation / internal assessment and viva voce /oral / practical examinations.
6. The prescribed application form for revaluation of answer book can be obtained from the respective Medical College or office of the MGM Institute of Health Sciences, Sector 1, Kamothe, Navi Mumbai -410209
7. A non refundable fee of Rs.5000/- per subject for revaluation shall be paid by the examinee. The said fee shall be remitted by RTGS or D. D. drawn in favour of the MGM Institute of Health Sciences, Navi Mumbai



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8. The prescribed application form for revaluation of answer book duly filled in and signed by the applicant examinee is to be submitted along with the statement of marks, prescribed fees as above and question paper/s for which he/she intends to apply for revaluation, within ten (10) working days from the date of the declaration of the result.
9. The application should be routed through the Dean of respective medical colleges.
10. The University examination branch will arrange such re-evaluation in a confidential manner from a competent examiner as per MCI guidelines.
11. The marks awarded originally will be completely masked the answer book in subjected for re-evaluation.
12. Marks whichever is higher between original and re-evaluated marks will be accepted.
13. If the candidate or any other person gets the Xerox answer books re-evaluated from any other examiner of his/choice, such marks will not be entertained by MGMIHS.
14. Any attempt to influence the examiners(S) in any form by a candidate of his/her relatives will amount to adopting "Unfair Means" by the candidate.

(Above SOP approved on note sheet by Hon'ble Vice Chancellor)

Authority : MGMIHS BOM Resolution No 5.1 of BOM 55/2018 (ii) dated: 27/11/2018

Controller of Examinations



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### APPLICATION FORM FOR RE-EVALUATION/ OF ANSWER SCRIPTS

Name of The Candidate : \_\_\_\_\_

Seat No : \_\_\_\_\_

Examination/Course Name : \_\_\_\_\_

Month /Year Of Examination : \_\_\_\_\_

College Name : \_\_\_\_\_

Subject/S for which Re-Evaluation Sought :

Sr.No	Name of the Subject and Paper	Marks Obtained
1		
2		
3		
4		
5		
6		

#### Instructions:

1. Revaluation fee Rs. 5,000 per subject for (UG) per paper for PG.
2. Payment of fees only through demand draft favouring 'MGM Institute of Health Sciences, Navi Mumbai'.
3. Send the filled in Application Form along with the DD to 'The Registrar, MGM Institute of Health Sciences, Sector 1, Kamtohe, Navi Mumbai'.

Details of fees paid for Revaluation / Re-totaling: Total Amount: .....Date:

.....DD No: ..... Bank Name: .....

P.T.O



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### **MGM INSTITUTE OF HEALTH SCIENCES, NAVI MUMBAI**

1. Certified that the student was bonafied students of MGM Medical College, Kamothe / Aurangabad, admitted in the academic year \_\_\_\_\_ and has appeared in the University examination for \_\_\_\_\_ course held in \_\_\_\_\_ 20\_\_.
2. The Marks Card supplied by the University has been verified with reference to the marks furnished by the candidate and the applicant fulfills all conditions of Re-verification Ordinances notified vide rules and regulations of MGM University of Health Sciences, Navi Mumbai.

**Date :**

**Office Seal**

**Signature of the Dean / Principal with**





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### Verification / Re-totaling details

Seat No. \_\_\_\_\_

Month \_\_\_\_\_ Year of Examination \_\_\_\_\_

Subject/ for which verification / Re-  
totaling sought

Name of the Subject & Paper	Marks Obtained

Paid Verification / Re-totaling fees of  
Rs. \_\_\_\_\_

DD No. \_\_\_\_\_ Dated \_\_\_\_\_

Name of the Bank which is payable at Navi Mumbai: \_\_\_\_\_

Signature of the Candidate: \_\_\_\_\_

P.T.O



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### APPLICATION FOR VERIFICATION/ RE-TOTALING OF ANSWER SCRIPT/S OF \_\_\_\_\_ COURSE EXAMINATIONS

Name of the Candidate

Name and Address of the College:

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Where the candidate studying :

Course Name :

Name of the Faculty & Year :

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### **APPLICATION FORM FOR ACCESS TO ANSWER BOOKLETS**

I wish to apply for access to answer booklets,

Name of The Candidate : \_\_\_\_\_  
Seat No : \_\_\_\_\_  
Examination/Course Name : \_\_\_\_\_  
Month /Year of Examination : \_\_\_\_\_  
College Name : \_\_\_\_\_  
Subject and Paper : \_\_\_\_\_

Necessary payment will be done after acceptance of this form and communication received from university.

Signature of candidate

Signature of Institution Head



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**Date :**

**Signature of the Dean / Principal**

**with Office Seal**