



**MGMIHS GRIEVANCE REDRESSAL CELL, KAMOTHE, NAVI MUMBAI**

No. MGMIHS/GR/2016-2017, dated 30 March, 2017

**MINUTES OF THE MEETING**

**Sub: Grievance redressal in r/o Physiotherapy student Jiniyas Rajput Seat No.17001 regarding her result in First BPTH Part-I examination September 2016, appeared from MGM School of Physiotherapy, Navi Mumbai.**

The committee examined the grievance its resolution process in the above matter and came to the following conclusion:

1. That the said student failed in 3 subjects such as Physiology including Biochemistry, Health in society and Psychology of her First BPTH Part-I University examination, September 2016,
2. As per her application, re-totaling of marks secured by her in all these subjects were undertaken by respective subject experts, under supervision of the Principal of MGM School of Physiotherapy, Dr. Bela Agrawal on 2<sup>nd</sup> January 2017. It was found that there was no error in marking or in the calculation.
3. The candidate was counseled adequately by the subject experts in each paper she had failed.
4. There was no change in her result, consequently.
5. She also signed the above re-totaling/ counseling proceedings confirming her satisfaction
6. However, the candidate applied for Xerox copies of her answer books, along with model answers which were issued to her. Thereafter she reconciled with her performance and no further complaints were received from her by the University.
7. The committee was satisfied with the grievance redressed process adopted by the, MGMIHS and was in agreement with the University after verifying relevant papers produced before it by the examination section.
8. The student was further counselled and was communicated accordingly in person with advice to concentrate in her studies and work hard with sincerely.

Registrar  
MGMIHS (Member-I)

Head, IQAC  
MGMIHS, (Member-II)

Dr. N.C. Mohanty  
Chairperson

**Copy to:**

1. The Registrar, MGM Institute of Health Sciences, Navi Mumbai
2. Principle, MGM School of Physiotherapy, Navi Mumbai
3. File





## MGM INSTITUTE OF HEALTH SCIENCES

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

MGMIHS/X-1/2020

Date: 13.02.2020

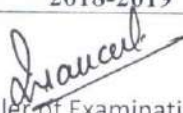
### **REPORT OF EXAMINATION RELATED GRIEVANCE REDRESSAL PROCESS FROM 2014-2015 TO 2018-2019**

Applications received from candidates appeared in University examinations were processed and scrutinized meticulously with regard to their requests for either re-totaling of marks, photo copy of answer scripts or re-evaluation as per Rule 48 of MGMIHS examination rules (Approved vide BOM – 04/2007 Resolution No. 4, amended up to BOM 59/2019 dated 11.11.2019).

Answer booklets showing seat number, identity of candidates, marks originally awarded and examiner's signature were masked in the event of re-evaluation which was applicable from 2018-2019 onwards. In case of re-totaling of marks, individual candidates were shown their answer scripts by their respective subject expert/ convener in presence of the respective heads of institute, simultaneously counselling the candidate on his /her performance in each paper was undertaken. Those applied for photo copies of their answer scripts, were issued the same following due procedure.

Following is the summary of applications for re-totaling /photo copy of answer scripts /re-evaluation in last 5 years:

Academic Year	No of applications	Changes of marks effected
2014-2015	65	3
2015-2016	43	2
2016-2017	52	4
2017-2018	38	4
2018-2019	73	5

  
Jt. Controller of Examinations  
MGM Institute of Health Sciences  
Navi Mumbai

