



Maharashtra Cosmopolitan Education Society's

**M. A. Rangoonwala Institute of Hotel Management & Research, Pune.**

Affiliated To Savitribai Phule Pune University / Institute code No. : 1042

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**Dr. P. A. Inamdar**  
President, M.C.E. Society

**Prof. Dr. Anita Frantz**  
Principal

<b>CRITERION – 2</b>	
<b>TEACHING- LEARNING AND EVALUATION</b>	
<b>Key Indicator</b>	<b>2.5 Evaluation Process and Reforms</b>
<b>Metric No.</b>	<b>2.5.1</b>

- Mechanism of internal / external assessment is transparent and the grievance redressal system is time- bound and efficient
- Procedure to deal with the grievances related to internal/external examinations

### 2.5.1 Mechanism to deal with internal examination related grievances is transparent, time-bound and efficient

#### Examination grievances:

- **External examination:**

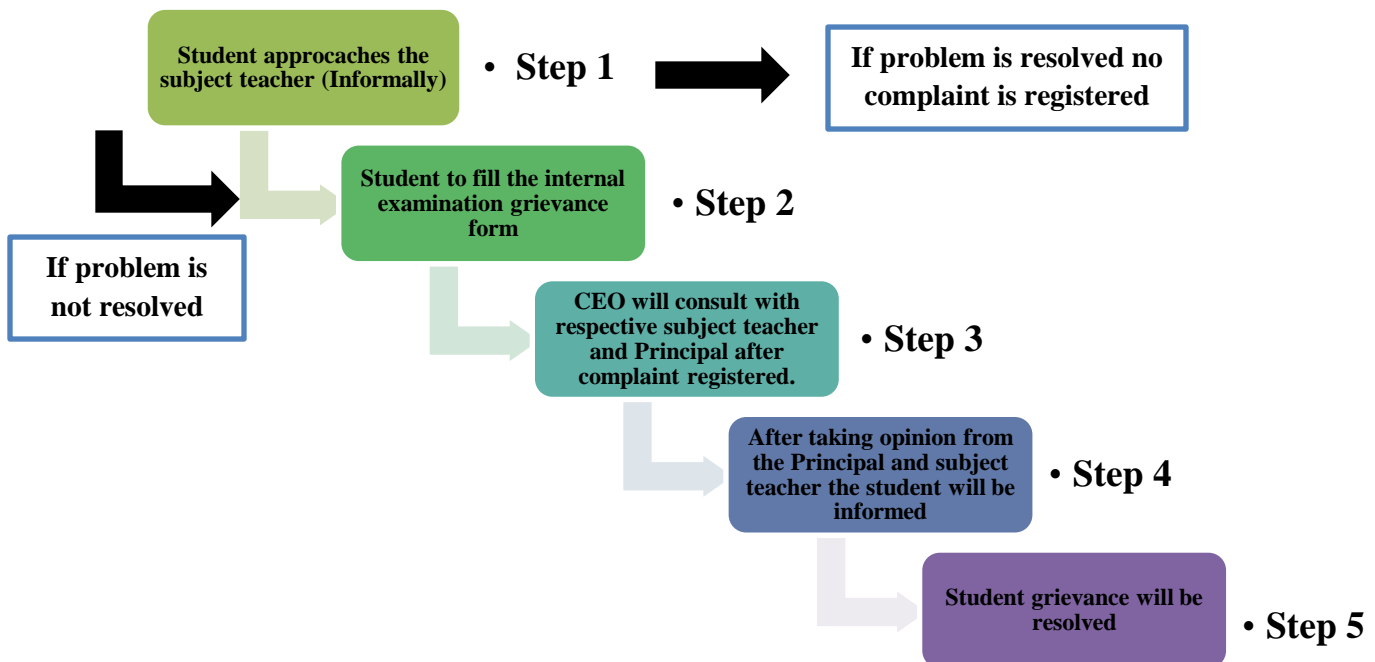
The procedure to handle the examination grievances related to the external examination conducted by the university is displayed on the university website. The college guides the students to fill and submit the application to the university depending on the type of grievance stated on the university website. There is a provision for reevaluation and obtaining the photocopies of the answer booklet for greater transparency.

University website link:

- **Internal examinations:**

Grievances related to the internal assessment is handled as per the university rules and the policy made by the examination committee.

#### Procedure to deal with the grievances related to internal examinations



Sample : Internal Examination Grievance Form



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**Internal Examination Grievance Form**

Academic Year: 2018-2019

1. Student Name : Radha Gavasane Roll No. : 10
  2. Course / Class : Second Year Semester : 1<sup>st</sup>
  3. Mobile Number : 9834859233
  4. Email ID : -
  5. Date of the problem : 07/10/2018
  6. Subject Teacher Name : Arun Deokar Subject Name : Principles of quality food production.
  7. Description of the problem : Wrong entry of Marks.
  8. Has the Problem been reported to the subject teacher : Yes  No
  9. If problem reported, any action taken : Yes  No
  10. Cause of Dissatisfaction and Description of Appeal : Counting of Marks was wrong.
- Student Signature : Radhagavasane  
Remarks of CEO : Recounting of the marks is done.

Signature of CEO : [Signature]

Signature of Principal : \_\_\_\_\_