



(સંસ્થાનંબર : ૧૯૬૬)

UNI TRUST SURAJBA MAHILA ARTS COLLEGE

(Managed By : Sardar Vallabhbhai Samajseva Trust)

New Shorock Mill Road, NADIAD - 387 001. (GUJARAT)

Ph No. 0268 - 2566555, 2565425

utsmahilaarts@yahoo.in www.mahilaarts.org "NAAC" Accredited Grade : "B"

Re-Accredited "B" with 2.92 CGPA

Ref No :

Date

MECHANISM FOR RESOLUTION OF GRIEVANCES

RELATING TO INTERNAL EXAMINATIONS

Objective:

It is necessary to institute a mechanism to have a harmonious interaction with students who are not satisfied with their assessment in the internal examinations.

The interaction is seen as a constructive step in improving the student's learning and attainment of education, which is the purpose of all educational activity and the spirit behind examinations is:

1. Feedback to the individual student
2. Feedback to the concerned instructor
3. Communication of competence to stakeholders in society at large:
 - a. Individual competence to prospective employers, further education, other selectors etc. as well as family
 - b. Group competence to donors, grant providers, prospective students, prospective employees, policy makers and administrators, and society at large.

It is expected that the persons involved will use the grievance as an opportunity of improving the overall situation and student learning, going beyond mere resolution of a specific marking issue.

"Prevention is better than cure"

All instructors are required to discuss the question paper in the first class itself after the examination, so as to minimize the misconceptions of students, reducing chance of grievances.

Mechanism:

15. The student aggrieved shall firstly raise the issue in the class, and the instructor shall try to resolve it there itself, either by explaining the reason for the marking given, or, if so found, by altering the marks whether fully or partially.



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16. In case this is not feasible, the student shall approach the instructor outside the class when convenient to both.
17. In case the student is not satisfied with the discussion, she may approach the Head of the Department for resolution, who shall intervene with full academic and administrative responsibility, if necessary involving the instructor, in the spirit of furtherance of learning.
18. In case the student still remains dissatisfied, she may approach the Principal with her grievance, who too shall approach the opportunity as specified above.
19. The decision of the Principal shall be final and binding on all concerned.
20. Changes if any in the assessment will be incorporated in the record.

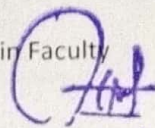
Final Outcome Expected:

1. It is expected that every grievance issue will be resolved clearly, with the student understanding
 - a. the reason for the initial assessment [if applicable]
 - b. the reason for change in assessment [if applicable]
 - c. the reason why the mistake happened in the first place, namely mistakes of commission and omission, or additional knowledge about the topic.
2. It is also expected that the instructor will derive the following feedbacks from the incident:
 - a. Learning level of the student(s)
 - b. Improvement in the "Remarks" given for every answer in the column provided on the front page of the answer book
 - c. Need for improvement in setting question paper
 - d. Need for improvement in teaching content and methodology
 - e. Need for self-improvement.

3. It is further expected that any significant learning from these incidents will be discussed in Faculty

meetings at Departmental and College levels, and reported to the IQAC if necessary.




Principal
U.T.S. Mahila Arts College
NADIAD.



(28/11/01: 1655)

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POLICY FOR APPOINTMENTS

Objective:

It is necessary to design a basic policy outlining the College's approach to appointments. While there are several laws and regulations, there are times when the executives need a more fundamental guideline.

"Prevention is better than cure"

It is better to appoint after full assurance that the person being selected is the best fit for the assignment and good for the organization from the available candidates, rather than appoint in haste and regret at leisure.

Mechanism:

1. There are clear laws prescribing the method of selecting and appointing persons to fill up vacancies in various sections of the College. These must be strictly adhered to, along with regulations and instructions from authorities like Government, UGC, university etc.
2. Even when laws allow greater flexibility in selection and appointments, the following issues must be addressed fully and transparently:
 - a. Clear and explicit identification of the job description, expectations from the employee, emoluments and performance evaluation
 - b. Fairness in the following processes:
 - i. Framing of selection criteria
 - ii. Announcement of the vacancy
 - iii. Application, scrutiny and interview processes
 - iv. Communication of result to the candidates
 - v. Joining and orientation of the employee, along with required documentation
 - c. Transparency in all activities



(2019/2020: 1888)

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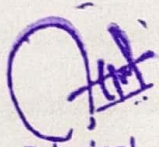
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d. Integrity and accountability

Final Outcome Expected:

It is expected that all the employees recruited shall be satisfied with all aspects of the recruitment process, creating a positive outlook for the college organization, people and working environment, thereby ensuring their commitment to the results the College strives to achieve.




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