



CHOITHRAM COLLEGE OF NURSING

Accredited by NAAC, Affiliated to INC, MPNRC Bhopal, MPMSU Jabalpur
Choithram Hospital & Research Centre Manik Bagh Road, Indore 452014 (M.P.)



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● Principal: +91-731-4939909

E-mail : cconursing@yahoo.co.in, choithramoffice@gmail.com
Webiste : www.choithramnursing.com

2.5.2 Mechanism to deal with examination related grievances is transparent, time-bound and efficient

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S.NO.	NUMEBER OF GRIVANCES PER YEAR	PAGE NO.
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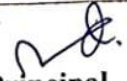


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Internal and External Examination Grievance Redressal 2018 – 2019

Examination	Name of Student/Batch	Nature of Grievance	Date of Grievance addressed	Action taken Report	Remarks
External Examination	B.Sc. Nursing I year	Exam result not declared for 4 students	29/10/2018	On 30/10/2018 mail send to university for this regard	Result declared
	B.Sc. Nursing I, II and III year	Practical examination panel was not received. Practical examination was delayed due to list of external examiners were not sent by the university.	17/06/2019	On 18/06/2019 B.Sc. Nursing I year and on 1/08/2019 for B.Sc. Nursing II & III year practical examiner list received.	Practical examination was conducted immediately.
	B.Sc. Nursing I year	Enrolment not received for exam form filling University examination time table and exam form filling notification declared, but enrollment number not yet received.	12/12/2019	University was informed the concern through mail	Enrollment received and exam form filled
Internal Examination	<p>Common concerns during all internal exams are :</p> <ul style="list-style-type: none">• Question paper issues like mistake in totalling or questions from out of the selected unit are corrected and edited then and there only• Students coming late for the exam for which explanation letter is made to written• Students with unfair means or any such type of practices, strict disciplinary actions are taken• Post copy correction some students are not satisfied by the checking their copies are further verified by the subject in-charge or expert <p>All the internal exams related issues and concerns are informed to exam and HOI</p>				


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Internal and External Examination Grievance Redressal 2019 – 2020

Examination	Name of Student/Batch	Nature of Grievance	Date of Grievance	Action taken Report	Remarks
External Examination.	Ms. Divya Malviya, B.Sc. Nursing IV year	She could not reach in time for B.Sc. Nursing Final year Community health nursing practical examination due to hassles in traffic and flood in the area.	21/08/2020	University was informed about the concern	She had given practical examination later.
	Ms. Shrishti Baghel, B.Sc. Nursing IV year	B.Sc. Nursing I year supplementary examination results not yet declared by MPMSU university.	1/12/2020	Application received by university.	Still under process.
Internal Examination	<p>Common concerns during all internal exams are :</p> <ul style="list-style-type: none">• Question Paper Issues: Errors in the question paper, such as incorrect totaling or inclusion of questions from outside the designated units, are immediately addressed and corrected.• Late Arrivals: Students arriving late for the exam are required to submit an explanation letter.• Unfair Practices: Any incidents of cheating or other unethical behavior are met with strict disciplinary measures.• Post-Exam Concerns: Students who are dissatisfied with their exam results can request a re-evaluation of answer sheets by the subject in-charge or an expert. <p>All the internal exams related issues and concerns are informed to exam in-charge and HOI</p>				


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Internal and External Examination Grievance Redressal 2020 – 2021

Exam	Name of Student/Batch	Nature of Grievance	Date of Grievance	Action taken Report	Remarks
External Examination	Taranjeet Kour. Sherlin P. Daniel-	Regarding problem in submission of exam form	23/02/2021	Concern addressed to university through mail	Problem Rectified.
	B.Sc Nursing 1 st & 2 nd Year	Issue Regarding pending Re-evaluation results of B.Sc Nursing First year and Second Year because of which students are in dilemma to fill the supplementary examination form	03/03/2021	Concern addressed to university through mail	Problem Rectified.
	Ciji Varghese B.Sc. 4 th year	Fracture in right hand so request for writer for writing the university Examination	12/06/2021	Concern addressed to university through mail	Problem Rectified
		Request for the Approval of the writer Ms. Reethu Reji for giving the exam	21/06/2021	Concern addressed to university through mail	Problem Rectified.
	Ms. Lini M. Abraham Ms. Kirti Yadav B.Sc Nursing 1 st Year	Not received their enrolment number as the portal is showing approval pending by the university	08/07/2021	Concern addressed to university through mail	Problem Rectified.


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Internal and External Examination Grievance Redressal 2021 – 2022

Examination	Name of Student/Batch	Nature of Grievance	Date of Grievance	Action taken Report	Remarks
External Examination	Ms. Kirti Yadav	In order to send internal marks to the university prior to examination, student was contacted many times to check and confirm enrollment number. But the student couldn't convey the enrollment number.	29/11/2021	On 29/11/2021 student conveyed enrollment number. The internal marks were sent late by 29/11/2021.	
	Ms. Shrishti Baghel B.Sc. (N) final year	Result not declared for B.Sc. 1 st yr supplementary exam and 4 th year	26/03/22	Multiple reminder mail send to university and complained to joint commissioners office	Received a letter from Joint Commissioner's office to rectify the issue
Internal Examination	Common concerns during all internal exams are : <ul style="list-style-type: none">• Students who arrive late must provide a written explanation for their tardiness.• Strict action is taken against students who engage in any form of cheating.• If a student is not satisfied with their marks, their answer sheet can be reassessed by the subject in-charge or a specialist. All concerns related to internal exams are communicated to the exam in-charge and the Head of Institution.				


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Internal and External Examination Grievance Redressal 2022 – 2023

S.N	Name of Student/Batch	Nature of Grievance	Date of Grievance	Action taken Report	Remarks
External Examination.	B.Sc. (N) I year M.Sc. (N) I year Post Basic B.Sc. Nursing I year (2020-2021 batch)	Students had to pay enrollment fee for three times, but as ensured by university that it will be refunded, only one refund received, remaining one refund pending.	28/03/2023	Mail was sent to university for this concern	Refund was received on 11/5/23
Internal Examination	B.Sc. Nursing I year student	Misuse of internal examination copy	21/03/2023	Student was warned to not to repeat. Evaluator was Instructed to deduct marks. Apology letter written.	Counseled.
<p>Other exam related concerns in common</p> <ul style="list-style-type: none">• Question Paper Issues: Errors in the question paper, such as incorrect totaling or inclusion of questions from outside the designated units, are immediately addressed and corrected.• Late Arrivals: Students arriving late for the exam are required to submit an explanation letter.• Students who are dissatisfied with their exam results can request a re-evaluation of their answer sheets by the subject in-charge or an expert. <p>All internal exam-related issues are reported to the exam in-charge and Head of the Institution (HOI).</p>					


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