



SRI MUTHUKUMARAN MEDICAL COLLEGE HOSPITAL AND RESEARCH INSTITUTE

(Affiliated to the Tamil Nadu Dr.M.G.R. Medical University)

Chikkarayapuram, Near Mangadu, Chennai - 600069

Ph: 044 - 66344044, 66344000 Fax: 66344055, 66344050

E-Mail : smmchri2009@gmail.com, smmchri@yahoo.com

Website : www.smmchri.res.in

EXAMINATION AND RELATED GRIEVANCE REDRESSAL CELL STANDARD OPERATING PROCEDURE

1. Objective:

The purpose of this SOP is to establish guidelines for the Examination Committee towards ensuring the fair and efficient conduct of examinations for students.

It also aims to establish clear guidelines and procedures for addressing and resolving examination-related grievances raised by students within the college. It outlines the roles, responsibilities, and protocols to ensure a fair, transparent, and efficient conduct of examinations for students and exam related grievance redressal process

2. Composition of the Examination Committee:

The Examination Committee is comprised of the following members:

- Chairperson (Head of the Medical College /Dean)
- Chief superintendent
- Deputy superintendent
- Exam coordinator /Secretary
- Subject Matter Experts (Faculty members representing different medical specialties)
- Administrative Staff (to assist with logistics and record-keeping)

Committee Members:

S.No	Name	Designation/Department	Position held
1	Dr. Jayanthi R	Dean	Chairperson
2	Dr. P. Durairajan	Professor & HOD, Pharmacology	Chief Superintendent
3	Dr. T. Swetha	Professor, Community medicine	Deputy Superintendent/Coordinator
4	Dr.V.Sridevi	Professor, Pathology	Exam Co- ordinator/Secretary



SRI MUTHUKUMARAN MEDICAL COLLEGE HOSPITAL AND RESEARCH INSTITUTE

(Affiliated to the Tamil Nadu Dr.M.G.R. Medical University)

Chikkarayapuram, Near Mangadu, Chennai - 600069

Ph: 044 - 66344044, 66344000 Fax: 66344055, 66344050

E-Mail : smmchri2009@gmail.com, smmchri@yahoo.com

Website : www.smmchri.res.in

5.	Dr.P.Mohanalakshmi	HOD, biochemistry	Member
7	Dr.Arun Kumar Jacob	Senior Resident , Dermatology	Member
8	Dr.S.Sathish	Assistant professor, General Surgery	Member
9	Dr. Deepak Avinash K.R	Assistant professor, Community medicine	Member
10	Dr.C.Suhasini Karnal	Assistant Professor,OBG	Member

3. Responsibilities:

3.1 Chairperson:

Oversee and coordinate the activities of the Examination Committee

Oversee the examination grievance redressal process.

Represent the committee in discussions with college administration.

Ensure compliance with the institution's policies and procedures.

Approve the examination schedule and relevant documents.

3.2 Chief superintendent/Deputy Superintendent:

Develop examination schedules in discussion with class coordinators

Coordinate with faculty members to prepare examination question papers.

Oversee the logistics of examination venues and ensure proper invigilation.

3.3 Secretary/Exam coordinator

Coordinates exam schedules and disseminates the same to the stakeholders

Convenes committee meetings and records the minutes of meetings

3.4 Members (Subject incharges):

Contribute to the preparation of examination papers and marking schemes.

Participate in the moderation process to ensure fairness and consistency.

Review and investigate examination-related grievances raised by students.

Provide insights into the fairness and appropriateness of examination processes.



SRI MUTHUKUMARAN MEDICAL COLLEGE HOSPITAL AND RESEARCH INSTITUTE

(Affiliated to the Tamil Nadu Dr.M.G.R. Medical University)

Chikkarayapuram, Near Mangadu, Chennai - 600069

Ph: 044 - 66344044, 66344000 Fax: 66344055, 66344050

E-Mail : smmchri2009@gmail.com, smmchri@yahoo.com

Website : www.smmchri.res.in

Participate in discussions and decisions related to grievance resolution.

3.5 Faculty Representatives

Review and investigate examination-related grievances raised by students.

Provide insights into the fairness and appropriateness of examination processes.

Participate in discussions and decisions related to grievance resolution.

3.6 Administrative Staff:

Manage examination registration and seating arrangements.

Secure examination papers and maintain confidentiality.

Record and compile examination results accurately.

Handle administrative tasks related to the grievance redressal process.

Maintain accurate records of grievance submissions, investigations, and resolutions.

Coordinate communication with relevant stakeholders.

4.Functions:

- Disseminate and communicate the notices from university indicating details regarding exam fee collection, the last date of fee collection, modalities of payment of fine etc.
- Responsible for preparation of smooth conduct of examinations, preparation of internal exam schedule, invigilation duty chart, seat allotment in the examination halls etc.
- For conduct of examination, preparation of proper staff mobilization, assigning the duty as per the duty chart already prepared.
- Analyzes all examination results and in consultation with the Dean, prepares the report and submit to the appropriate authorities for follow up.
- Establish an unbiased consistent mechanism for redressal of varied issues faced by the students related to examinations and its results.
- Accommodate the students to express their grievances / problems freely without out any fear of being victimized.



SRI MUTHUKUMARAN MEDICAL COLLEGE HOSPITAL AND RESEARCH INSTITUTE

(Affiliated to the Tamil Nadu Dr.M.G.R. Medical University)

Chikkarayapuram, Near Mangadu, Chennai - 600069

Ph: 044 - 66344044, 66344000 Fax: 66344055, 66344050

E-Mail : smmchri2009@gmail.com, smmchri@yahoo.com

Website : www.smmchri.res.in

- Ensure that grievances related to internal examinations are resolved promptly, objectively and with complete confidentiality.
- Escalate university examinations related grievances to the university with the approval of the Head of the institution.
- Ensure faculty guide the students about rechecking and reevaluation process.
- Scrutinize the revaluation forms and deal the examination related grievances in a transparent and efficient way.
- Assure the timely completion of the redressal after the necessary reviews.

5. Examination Procedures:

5.1 Conducting Examinations:

Adherence to the approved examination schedule.

Strict enforcement of examination rules and regulations.

Provision of necessary resources for both students and invigilators.

5.2 Result Declaration:

Release of results to students through established channels.

5.3 Define Grievance Categories

Clearly define the categories of examination-related grievances that can be submitted.

Include issues such as unfair evaluation, question paper discrepancies, or procedural errors.

5.4 Establish Grievance Submission Procedures

Develop a user-friendly procedure for students to submit grievances.

5.5 Timeline for Grievance Submission

Establish clear timelines for submitting grievances, considering the examination calendar.

Communicate submission deadlines to students through official channels.

6. Grievance Evaluation and Investigation

6.1 Initial Review

Conduct an initial review of the submitted grievance to determine its validity.



SRI MUTHUKUMARAN MEDICAL COLLEGE HOSPITAL AND RESEARCH INSTITUTE

(Affiliated to the Tamil Nadu Dr.M.G.R. Medical University)

Chikkarayapuram, Near Mangadu, Chennai - 600069

Ph: 044 - 66344044, 66344000 Fax: 66344055, 66344050

E-Mail : smmchri2009@gmail.com, smmchri@yahoo.com

Website : www.smmchri.res.in

Verify that the grievance falls within the defined categories and adheres to submission guidelines.

6.2 Investigation

Form an investigation team to delve into the details of the grievance.

Collect relevant information, interview involved parties, and examine evidence.

6.3 Faculty Input

Seek input from faculty members involved in the examination process.

Consider their perspectives on the validity of the grievance and potential resolutions.

7. Schedule of Meetings

The committee shall meet 6 months once in an academic year and as when required.

The Committee shall formally meet at the start of the academic year to plan for the activities of the Examination and grievance redressal committee for the aforementioned year.

At the end of academic year, a meeting will be conducted to review the activities of the Examination and grievance committee of the institution.

Meetings can be conducted formally/informally in case of emergencies and minutes of the informal meetings need not be maintained

8. Document Control:

Maintain records of examination papers, marks, and any correspondence.

Ensure confidentiality and security of examination-related documents.

9. Review and Continuous Improvement:

Regularly review and update the SOP based on feedback and experiences.

Identify areas for improvement and implement necessary changes.

10. Follow-Up and Implementation

10.1 Implementing Resolutions

Implement the decided-upon resolutions in a timely manner.



SRI MUTHUKUMARAN MEDICAL COLLEGE HOSPITAL AND RESEARCH INSTITUTE

(Affiliated to the Tamil Nadu Dr.M.G.R. Medical University)

Chikkarayapuram, Near Mangadu, Chennai - 600069

Ph: 044 - 66344044, 66344000 Fax: 66344055, 66344050

E-Mail : smmchri2009@gmail.com, smmchri@yahoo.com

Website : www.smmchri.res.in

Coordinate with relevant departments or faculty to ensure the proper execution of solutions.

10.2 Student Notification

Notify the concerned student about the implemented resolution.

Clarify any additional steps or instructions related to the resolution.

11. Compliance:

Ensure compliance with regulatory and accreditation requirements.

12. Communication:

Communicate examination-related information clearly to all stakeholders.

Communicate the decision and resolution to the student who submitted the grievance.

Provide clear explanations for the committee's decision.

13. Record Keeping

Maintain accurate and up-to-date records of grievance submissions, investigations, and resolutions.

Archive documentation for auditing purposes and reporting requirements.

14. Emergency Procedures:

Develop contingency plans for unexpected events during examinations.

15. Review and Revision

Periodically review the SOP to ensure its relevance and effectiveness.

Revise the SOP as needed to accommodate changes in academic policies or college structure.

16. Approval

This SOP is approved by the Dean and relevant academic authority of the and will be reviewed annually.


IQAC COORDINATOR


DEAN
SRI MUTHUKUMARAN MEDICAL COLLEGE
HOSPITAL & RESEARCH INSTITUTE
Chikkarayapuram Near Mangadu
Chennai-600 069