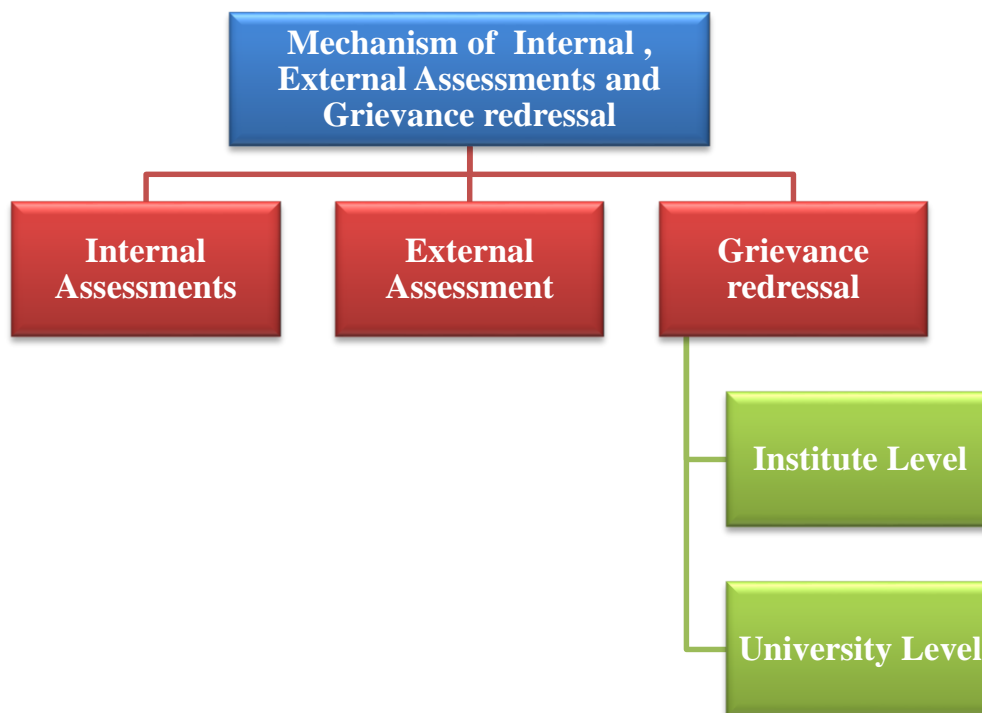


## 2.5.1. Mechanism of internal/ external assessment & Grievance redressal system



### 1. Mechanism of Internal and External assessment

The Institute adheres the affiliating university – Savitribai Phule Pune University norms for conducting Internal and external assessments and evaluation. The examination department efficiently conducts these assessments in accordance with the academic calendar of SPPU and institute. Assessment parameters and schedules are determined by the Director, Academic Head, IQAC coordinator following university guidelines, and are communicated to students during induction and displayed on the notice board. This ensures students understand, process, evaluation parameters and make them are aware of the transparent mechanisms used to assess their performance.

**Internal Assessments** are conducted using a variety of evaluation methods:

- **Concurrent Evaluation (CE):** Institute communicate the **Concurrent Evaluation (CE)** parameters to students in advance during the commencement of academics. The CCE parameters designed to assess the performance of students to excel them in their academics. It includes Home Assignments, MCQ, In-depth viva, tutorials, online examination, Mini /Major Project (for MCA), Summer Internship Programme (SIP for MBA), Midterm and End Exam, Practical &

Dr. Shivaji D. Mundhe  
Director- IIMS



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**INTERNATIONAL INSTITUTE OF MANAGEMENT SCIENCE**

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(Approved by AICTE Ministry of HRD Govt. of India, Recognised by Govt. of Maharashtra

and Affiliated to Savitribai Phule Pune University)

Campus. : IIMS Bldg, S. No. 169/1/A, Opp. Elpro International, Chinchwad, Pune - 411033. Ph.: (020) 27353730/32/33/34, Fax : (020) 27354731  
Website. : www.iims.ac.in E-mail : info@iims.ac.in

Project Exam and Viva as per the Guidelines of Savitribai Phule Pune University Syllabus at institute level examinations. The schedule for these assessments is regularly communicated to students through academic calendar and notices

- The **Exam Department** conducts exams at regular intervals, with the notice, timetable and seating arrangements communicated to students in advance.
- The Institute conducts **Mid Term and End Term** examination to assess the students at regular interval to measure and understand their performance.
- Examination department takes care of the question paper preparation based on syllabus weightage. Answer sheets were evaluated according to the marking scheme decided for each question paper and the evaluated answer sheets are shared with the students to maintain the transparency in evaluation. Then Final marks are shared and displayed on the notice board for any grievances.
- **Assignment:** The subject wise assignments are given to students by the Individual subject faculties as per academic calendar as well as assignments are evaluated and shown to the students.
- **Presentation:** The subject wise and stream wise presentations are conducted and evaluated.
- **MCQ Exam:** Subject wise MCQ exam is conducted and assessed for final internal marks evaluation.
- **Practical, Project and SIP** Assessments for practical's, projects for MCA students and summer internship programs (SIP) for MBA students are based on the subjects taught in the current or previous semesters. The institute conduct the internal evaluation of practical, project and SIP for the internal assessment. The external evaluation is conducted by SPPU. The external examiner is appointed by the university. This approach ensures that students apply their knowledge effectively and gain hands-on experience
- The performance of the students is communicated to the students for future improvements through notice board. Counselling, Personal guidance, extra lectures, remedial sessions are conducted to the poor performance/ slow learners after their result. The effectiveness of the same is also discussed with the students.

As a result, the Examination Department ensures complete transparency in conducting all types of examinations and assessment.

**Dr. Shivaji D. Mundhe**  
Director- IIMS



**External Examination** The external (university) examination is conducted as per university time table. The Chief Examination Officer and the Examination Committee ensures the examinations are monitored thoroughly on a regular basis.

- The university external examination time table is communicated to students.
- Seating arrangements are provided well in advance.
- Examination instructions are given to students to promote punctuality and discipline in the examination halls
- An internal squad, comprising senior faculty members, supervises the smooth conduct of the university examinations.
- Any student found engaging in malpractice during the exam faces severe disciplinary action by the examination cell.
- In addition to this, institute has well configured CCTV Cameras for more transparency, to maintain the discipline of examination system.

## **2. Mechanism to deal with Resolving Grievances**

The Institute has a structured and efficient process for resolving examination-related grievances. Institute has well established examination committee, Grievance Redressal cell which is formed through IQAC. Director along with IQAC appoints the Chief examination Officer for transparent, time- bound and efficient examination. This mechanism is broadly classified into: internal examination, grievance resolution at institute level, external examination and grievance resolution through the university.

- **Resolving Grievances at the Institute Level**

Internal examinations are conducted at the institute level as per academic calendar and concurrent evaluation parameters which is communicated to the students well in advance. Students can initially approach to class coordinator and then to the Chief Examination Officer, who administers the examination process also ensures that if any grievances occur those are handled according to institutional policies. Students can raise the grievance through various channels namely tea with director, direct application to director and online grievance filing through institute website. For more complex or unresolved issues, students can bring their concerns to the Director through the student grievance committee.

- **Resolving Grievances regarding external examination**



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To ensure examinations are conducted smoothly, university appoints an exam squad and external senior supervisor to ensure that no cheating or misconduct occurs during exams. The Institute appoints Chief Examination Officer, internal senior Supervisor and internal squad. If students face any problems during the examination then it is resolved by the Chief Examination Officer. The Chief Examination Officer is responsible for evaluating grievances and taking necessary actions to address and resolve them. Further if needed the issues are escalated to the Director and necessary action is been taken. The examination department then assesses these grievances in detail and, if required, reports them to the University for Further Resolution. This structured approach ensures that examination-related issues are handled efficiently and transparently within the institute.

### **Resolving Grievances at University Level**

The institute ensures timely notifications about grievance procedures, including revaluation and reassessment options, aligning with university policies.

Grievances related to university examinations are managed by the university itself, with clear guidelines provided on the university's website and through the circular. If students are dissatisfied with their marks, they have the option to apply for revaluation or reassessment. This formal mechanism allows students to seek a review of their examination results, ensuring fairness, accuracy and transparency in the evaluation process.

### **Summary/Conclusion**

- The Institute adheres strictly to the guidelines and rules set by the affiliating university for conducting both internal and external examinations.
- For any grievances related to internal examinations, students can personally approach or send an email to the course faculty, Chief Examination or Director of the institute, who will then promptly address the issue
- After the declaration of results, the university notifies students about the procedures for verification, re-evaluation, or obtaining photocopies of their answer sheets. Students with grievances can apply for these services, and the university will handle the verification, photocopying, or re-evaluation of the answer sheets as appropriate and communicate to students on their individual login.
- The Institute strictly follows the guidelines and rules issued by the affiliating university while conducting internal and external examinations.

**Dr. Shivaji D. Mundhe**  
Director- IIMS