



KRUPANIDHI COLLEGE OF PHARMACY

(Approved by AICTE & PCI, New Delhi, Affiliated to RGUHS, Bengaluru)
Accredited with Grade 'A' by NAAC, Bengaluru | ISO 9001 - 2015 Certified
12/1, CHIKKA BELLANDUR, CARMELARAM POST, VARTHUR HOBLI, BANGALORE - 560 035



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

*SOP dealing with exam grievance of internal
and external exams*



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PP-06 Procedure for University Examination Process

1. Purpose

1.1 To conduct external examination of university as per the university norms.

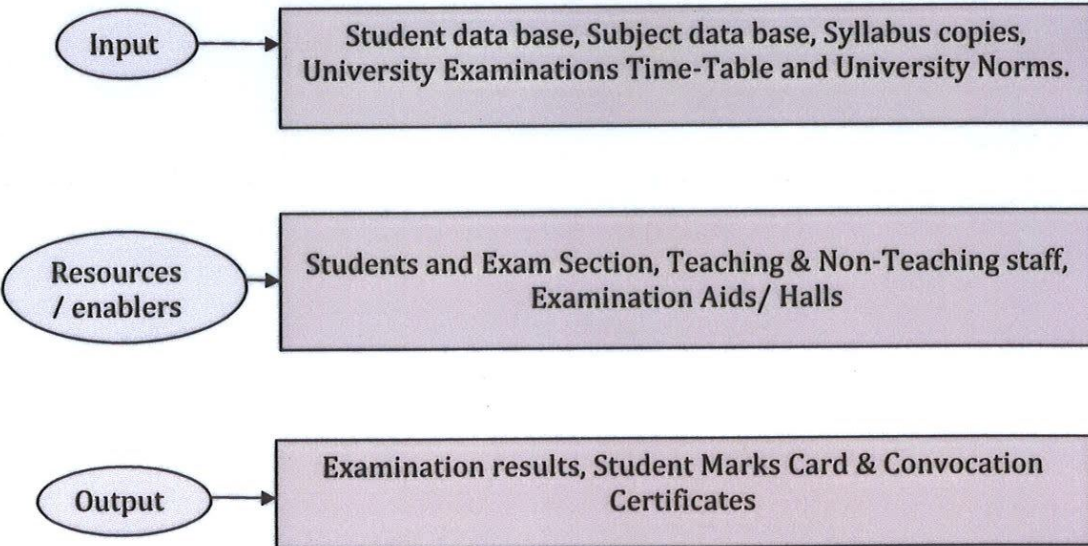
2. Scope


2.1 External examinations of University, conducted at KCP for both UG & PG programs.


3. Process Owners

- 3.1 Principal
- 3.2 Exam coordinator

4. Process Flow



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5. Process

5.1 Planning

Carry out necessary planning for conduct of university theory & practical examinations.

5.2 Examination Process

a) Activities before the Examination:

1. Examination fee detail circular regarding fines last date announcement in the notice board and the issue the same to all departments.
2. Application form for Examination downloaded from university web portal, duly filled by the Students through respective proctors in the concerned department & fee paid challans verified by the accounts section authorized by the concerned HOD & Principal.
3. Extract & Compile from the University Examination Time-Table, details like Day wise / Session wise / Subject wise, details of Candidates taking the exam against each subject as applicable to the Institute.
4. Consolidated list of Students (Regular & Repeaters) along with fee paid details and DD to university
5. Seat Allotment Session wise for University Examination - Day Wise / Session Wise/ Subject Wise, prepared and notified.
6. Preparing Theory and Practical Exam stationary indent and sent to office and collection of stationary from office and distributed to the respective department.
7. Following the norms of universities Question paper Delivery System QPDS, It is ensured that the University Question papers are downloaded as per University directives.
8. Practical Exam Batch List & Faculty members handling Labs will be collected from respective departments, verified, checked with Practical

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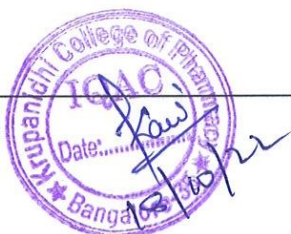
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Batch list of the regular & repeated students & then submitted to university.

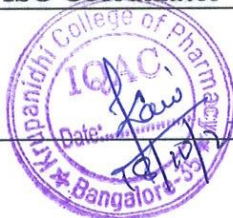
9. Collecting shortage of attendance list and IA marks list from each year/department and sent to university.
10. Submission of faculty details department wise to university (as per university format)
11. Preparing examination duty allotments. Invigilation Duty / No of Students Session-wise, Consolidated Invigilation duty allotment for Theory Exam. Individual Invigilation duty allotment for theory Examination is issued to faculty members who have been allotted examination duty.
12. Preparing External DCS and Squad list and same is sent to office. (as per University format)
13. Preparing Internal DCS list and same is sent to respective HODs.
14. Submission of the per capita stationary details .
15. Hall Tickets will be downloaded from university Web Portal, taken print outs of the same and will be Issued to the students through hall ticket issue register R/PP 19/01.
16. Invigilators shall follow strictly the instructions issued by university as well as the Principal in order to upkeep sanctity of exam and also to keep high respect of the institute.

b) Activities during the Examination:

1. Seat Allotment is timely displayed on the Notice Board
2. Examination Register Session wise/day wise details are entered in the Register.
3. Issue of room allotment sheet to the invigilator
4. Issue of answer books as required.
5. Download the question paper from university web portal as per University norms.

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6. Arrangement of Question Paper as per seat allotment.
7. Distribution of question papers as per University norms.
8. Attendance is to be marked, with Statement of Absentees .
9. A-Form and B-Form of university are to be prepared and sent with a consolidated university Exam- Attendance Report.
10. Malpractices, if any are reported, Malpractice norms of university are followed and Malpractice Memo Format will be issued to the concerned student.
11. The invigilators are responsible for the Examination duty allotment. If they fail to attend the allotted Examination duty, a Memo for invigilator will be issued.

c) Activities after the Examination

1. Collecting theory/practical examination answer sheets and marks sheets from respective departments and arranged, semester and lab wise and submitted to university (Consolidated theory/Practical Exam answer books and mark sheet)
2. Issue of Attendance Certificate and Acknowledgement to concerned examiners for having received sealed covers of practical examination answer sheets & Viva Voce.
3. Adequate care is to be exercised in packing and Dispatch of Answer bundles as per university norms
4. Dispatching the answer bundles (semester, Branch and subject code wise to University. (as per University norms)
5. Sending of absentee's statement after completion of Practical & Theory examinations through University Portal.
6. Remuneration Bills on account of the conduct of University Examination (Theory and Practical) are processed as approved by the Principal in the

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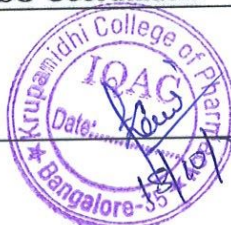
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prescribed format, forwarded and followed up till it is received (as per University format).

7. Prepared Remuneration list of Staff and same is sent to Account section for payment
8. Whenever required, Attendance Certificates, may be processed, approved by the Principal for those on Examination Duty and issued.
9. Sending of sealed covers of the marks list of Viva - Voce examination to University.

d) Activities after the Announcement of Exam Results

1. Results Analysis is prepared timely and same is sent to Principal and HOD's
2. Revaluation, re-totaling, photo copy and challenge revaluation (collecting RV, PC application forms prepare the consolidated statement and DD submitted as per University format)
3. Marks cards received from University will be issued to students through marks card issue register R/PP 19/02.
4. Issue of convocation application forms.

e) Activities at the Beginning of the next Academic year

All University letter correspondence as per University norms (Evaluation)

f) Student grievances

Process owners need to maintain a record on examination section related students grievances and the same needs to be maintained.

5.3 Reviewing the Plans

Monitor the Policies and Programmes with the help of compliances and bring about Corrective & Preventive actions.

5.4 Staff Development Activities

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Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

6. Measurements / Key performance indicators

- 6.1 Results in each year/semester (University)
- 6.2 Student Marks Card (University)
- 6.3 Number of Students grievances resolved

7. Records


- 7.1 Hall Ticket Issue Register - R/PP 06/01
- 7.2 Marks Card Issue Register - R/PP 06/02


8. Documents Referenced

- 8.1 Quality Manual (Clause: 8.2.3; 8.2.4 & 8.4) (9.1.3)
- 8.2 University Regulations

9. Other Documents

- 9.1 University Exam consolidated
- 9.2 Seat Allotment Session wise
- 9.3 Practical Exam Batch List
- 9.4 Invigilation Duty / No of Students Session-wise
- 9.5 Invigilator Duty List
- 9.6 Individual invigilation Duty
- 9.7 Deputy Chief Superintend - Internal
- 9.8 Examination Register Session wise/day wise
- 9.9 Statement of absentees
- 9.10 Memo for invigilator
- 9.11 Consolidated Practical Exam answer and mark sheet

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- 9.12 Attendance certificate
- 9.13 Acknowledgement
- 9.14 Students grievances

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