



Since 1994



2.5.1 : Grievance Redressal system is time-bound and efficient :

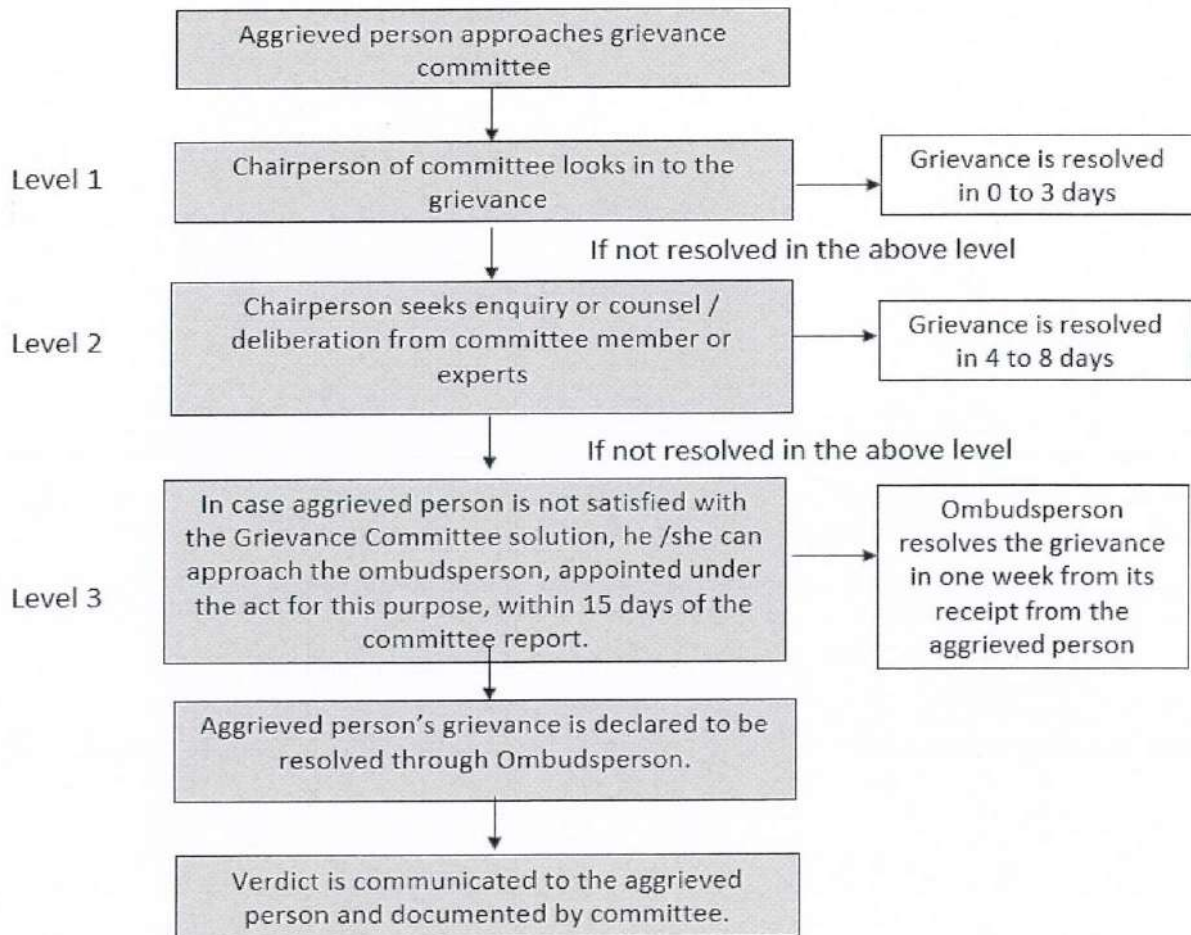
Sr. No.	Particulars
1	Grievance Redressal Mechanism Flowchart
2	Grievance MOM with Case Details



Examination Grievance Redressal Mechanism

The IMERT has portal link on its website (<http://www.mmimert.edugrievance.com>) for addressing the grievances. The institute grievance committee is appointed under the AICTE Regulation, 2019. (Redressal of Grievance) The web portal can be used by the students, parents, faculty members, and non-teaching staff for their grievance. The portal is managed by IMERT grievance committee and Institute management has access to the portal information. The work of grievance redressal takes place as per the defined mechanism and in a time bound manner as required by the applicable Act and Regulation of AICTE. The details are given in the accompanying flow chart.

EXAMINATION GRIEVANCE REDRESSAL MECHNISM AT IMERT
 LINK – <https://www.mmimert.edu.in/index.php/grievance-committee>
<https://mmimert.edugrievance.com/>



 Prof. Sachin Kshirsagar Grievance Committee Secretary Prepared By	 Dr. Manglagauri Patil IQAC Head Reviewed By	 Dr. Shubhangee Ramaswamy I/c Director, IMERT Approved By
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Date: 17 November, 2022

MEETING NOTICE

Grievance Redressal Committee

Grievance Redressal Committee meeting is scheduled with following agenda. All members are requested to make it convenient to attend the same.

Date of Meeting: 29 November, 2022
Venue: Manthan (Board room), 6th floor, IMERT, Karvenagar.
Time: 3.00pm.

Agenda No.1: To review the minutes of meeting of the previous meeting.

Agenda No.2: To review the grievances received.

Attendance of the meeting:

Sr. No.	Name	Designation	Signature
1	Dr Shubhangee Ramaswamy	Chairperson	
2	Prof. Sachin Kshirsagar	Secretary	
3	Prof. Pranjal Jadhav	Member	
4	Dr. Vinod Mohite	Member	
5	Ms Prachi Shinde	Member	

 Prof. Sachin Kshirsagar Secretary - Grievance Committee	 Dr. Mangalgaury Patil IQAC	 Dr Shubhangee Ramaswamy In-charge Director
Prepared by	Reviewed/Recommended by	Approved by



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Grievance Redressal Committee Meeting Minutes

Minutes of the Meeting (MOM)

Date of Meeting: 29 November, 2022
Venue: Manthan (Board room), 6th floor, IMERT, Karvenagar.
Time: 3.00pm.

Meeting of grievance redressal committee members were called to discuss on following agenda.

Agenda No.1: To review previous meeting minutes.

Resolution/Discussion/Suggestion:

Prof. Sachin Kshirsagar presented the review of previous meeting minutes.




Agenda No.2: To review the grievances received.

Resolution/Discussion/Suggestion:

This meeting was organised for review of grievance cases and Prof. Sachin Kshirsagar presented the review of grievance cases and their action taken as follows -

Grievance No. 1: Ms Sai Bhagwat and other six students reported that they attended the examination for subject code 207 Contemporary Frameworks in Management (MBA I – Sem II). The online result shows her absent for this subject examination. Eight other students also reported the same discrepancy in the online result marksheet. 23/11/2022

Grievance No. 2: Sheetal Gaikwad and other two students reported unexpected low marks in his university examination. He wanted to know the revaluation procedure.

 Prof. Sachin Kshirsagar Secretary - Grievance Committee	 Dr. Mangalgaury Patil IQAC	 Dr Shubhangee Ramaswamy In-charge Director
Prepared by	Reviewed/Recommended by	Approved by



Marathwada Mitra Mandal's
INSTITUTE OF MANAGEMENT EDUCATION RESEARCH AND TRAINING
(IMERT), Pune
S. No. 18, Plot No. 5/3, CTS No. 205, Behind Vandevi Temple, Karvenagar,
Pune – 411052



Grievance No. 3: Rahul Babar reported that his marks of semester 3 result and as present in 4th semester result printed mark sheet are different.

Discussion and Resolution: In detail discussion and identification of areas of concern were done by the Grievance Committee meeting on grievances in the above-mentioned agenda 2. Following were the details of decisions taken unanimously and the resolutions of grievances.

Grievance No. 1: Ms Sai Bhagwat and other six students reported that they attended the examination for subject code 207 Contemporary Frameworks in Management (MBA I – Sem II). The online result shows her absent for this subject examination. Eight other students also reported the same discrepancy in the online result marksheet. 23/11/2022

Discussion: On receipt of the information of wrong absentee marked, an email was sent to all the students to inform them about the incidence and to collect the total number of such cases. Total Seven students reported the grievance and supplied their marksheet.

Resolution: The University authorities were informed through the email about the problem along with the attendance record of the students for the concerned subject examination. University department acted on the email request and correct mark sheets were made available to the students for download.

Proposed by: Dr. Vinod Mohite

Seconded by: Prof. Pranjal Jadhav

This resolution was approved unanimously

Grievance No. 2: Sheetal Gaikwad and other two students reported unexpected low marks in their university examination. Student wanted to know the revaluation procedure.

Discussion: Students were expecting more marks. In fact, the marks were low because of the application of scale down mechanism the University. The reason was explained to the students.

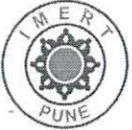
Resolution: Further students are guided to fill the online photo copy and the revaluation form.

Proposed by: Prof. Sachin Kshirsagar

Seconded by: Prof. Pranjal Jadhav

This resolution was approved unanimously

 Prof. Sachin Kshirsagar Secretary - Grievance Committee	 Dr. Mangalauri Patil IQAC	 Dr Shubhangee Ramaswamy In-charge Director
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Pune – 411052



Grievance No. 3: Rahul Babar reported that his marks of semester 3 result and as present in 4th semester result printed marksheet are different, for the subjects

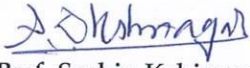


Discussion: Rahul Baber did not appear for the Services Operations Management (OSCM 304) and Decision Science (302) examinations. His mark sheet for 3rd semester exam shows the internal marks as it is. He appeared for these two subjects when he was in 4th semester. He scored less marks in the university examination. According to the scale down mechanism of university, his marks were reduced and these reduced marks appeared in his 4th semester mark sheet.

Resolution: This mechanism is explained to him and told him about the revaluation process for any further doubt.

Proposed by: Dr. Vinod Mohite

Seconded by: Prof. Pranjal Jadhav

This resolution was approved unanimously

 Prof. Sachin Kshirsagar Secretary - Grievance Committee	 Dr. Mangalgaury Patil IQAC	 Dr Shubhangee Ramaswamy In-charge Director
Prepared by	Reviewed/Recommended by	Approved by



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Pune – 411052



Action Taken Report

Sr No	Student name	Grievance reported date	Nature of grievance	Document submitted	Action required	Action taken and date	Grievance closure
1	Girija Wagholikar , Sai Bhagwat, Omkar Hire, Mali Rushikesh, Sakshi Loya, Akshay Saraf, Asawari Kadam	22 Nov 2022	Students wrongly marked absent in online marksheet by University for (207) CFM subject	Email application ,Hall ticket ,online Mark sheet	Register grievance with University	Email written to University on 23-Nov-2022	University carried out necessary correction. Student downloaded corrected marksheets.
2	Sheetal Gaikwad, Deepika Thakur, Akshay Saraf,	16 Nov 2022	Students are not satisfied with the marks in the University Examination	Hall ticket and mark sheet	Counsel students and guide for the revaluation process.	Students are counselled on phone and detailed Revaluation application process is emailed on 21 Nov 2022	Students were able to fill the revaluation form
3	Rahul Babar	16 Nov 2022	Student reported less mark secured than his expectation without reason in subjects - Services Operations Management (OSCM 304) and Decision Science (302)	Hall ticket, Semester result	Counsel students on scale down process for reduction in mark	Students are counselled on phone and detailed Scaling Down process for Internal marks emailed on 21 Nov. 2022	Student understood the importance of scoring in the internal examination

 Prof. Sachin Kshirsagar Secretary - Grievance Committee	 Dr. Mangalgaury Patil IQAC	 Dr Shubhangee Ramaswamy In-charge Director
Prepared by	Reviewed/Recommended by	Approved by

Case 1 : Grievance on mail received from Ms. Girija Waghlikar

l#advanced-search/from=girijawaghlikar2021%40mmimert.edu.in&subset=all&within=1d&sizeoperator=s_sl&sizeunit=s_smb&query=from%3A(girijawaghlikar2021%40mmimert.edu.in)/FMfcgzGrbHqzXDdjBR...

from:(girijawaghlikar2021@mmimert.edu.in) X [Icons] Away [Icons] [Logo]

← [Icons] 2 of 4 < >

Girija Waghlikar <girijawaghlikar2021@mmimert.edu.in> Wed, Nov 23, 2022, 11:02 PM ☆ ↶ ⋮
to me, sachinkshirsagar ▾

Respected sir, ma'am

Myself Girija Satish Waghlikar
MBA 1st year - 2nd Sem student,
given all the internal and external examination papers as per the examination time table mentioned in the hall ticket.

Subject Code 207 (GE-UL-07)
Contemporary Frameworks in Management (CFM) I have appeared for this paper and I have solved and submitted the complete paper. Despite this, Absent has been printed in the result marksheet.

Printing mistake has been made by the Pune University. This is very scary that the result showed fail atkt coz of this one mistake.

My kind request to you is to send my application form to the Pune University to make appropriate changes.
Kindly do the needful. Thank you.

Student's Details
Name : Girija Satish Waghlikar
Mother's name : RADHA
Permanent registration No : 2052101666
Seat No : 21365
Mobile No : 9112204567

Kindly check the attachments.
1.Hall Ticket
2. Marksheets

Yours Sincerely
Girija Satish Waghlikar
Pune

Case 1 : Grievance resolved – Marksheet of Ms. Girija Wagholikar

No.: 22 - 1779691



SAVITRIBAI PHULE PUNE UNIVERSITY

(formerly University of Pune)

GANESHKHIND PUNE 411 007

STATEMENT OF MARKS/GRADES FOR
MASTER OF BUSINESS ADMINISTRATION (REV. 2019)

SEAT NO. : 21365 CENTRE : 001 P.R.NO. : 2052101666
NAME : GIRIJA SATISH WAGHOLIKAR MOTHER : RADHA
COLLEGE : 0341 M.MITRA MANDAL'S INSTITUTE OF MANAGEMENT, EDUCATION RESEARCH
& TRAINING PUNE

YEAR : APRIL 2022 SEM.	NAME OF THE COURSE	<- MARKS ->			CRE- DITS	GR- ADE	GP
		INT	UEX	TOT			
SPECIAL SUBJECT : FINANCIAL MANAGEMENT							
1	GC-01 MANAGERIAL ACCOUNTING	34	21	55	P 03	D	018
	GC-02 ORGANIZATIONAL BEHAVIOUR	37	40	77	P 03	B	024
	GC-03 ECONOMIC ANALYSIS FOR BUSINESS DECISIONS	44	36	80	P 03	A	027
	GC-04 BUSINESS RESEARCH METHODS	35	34	69	P 03	C	021
	GC-05 BASICS OF MARKETING	36	48	84	P 03	A	027
	GC-06 DIGITAL BUSINESS	39	48	87	P 03	A	027
	GE-UL-01 MANAGEMENT FUNDAMENTALS	-	38	38	P 02	B	016
	GE-UL-03 ENTREPRENEURSHIP DEVELOPMENT	-	46	46	P 02	O	020
	GE-UL-05 LEGAL ASPECTS OF BUSINESS	-	40	40	P 02	A	018
	GE-IL-01 VERBAL COMMUNICATION LAB	37	-	37	P 02	B	016
	GE-IL-03 SELLING & NEGOTIATION SKILLS LAB	38	-	38	P 02	B	016
	GE-IL-04 MS EXCEL	38	-	38	P 02	B	016
	HUMAN RIGHTS - I	19	-	19	P 01	B	!
	INTRODUCTION TO CYBER SECURITY - I	21	-	21	P 01	A	!
2	GC-07 MARKETING MANAGEMENT	28	15	43	* 03	P	012
	GC-08 FINANCIAL MANAGEMENT	35	24	59	* 03	D	018
	GC-09 HUMAN RESOURCES MANAGEMENT	35	29	64	* 03	C	021
	GC-10 OPERATIONS & SUPPLY CHAIN MANAGEMENT	38	25	63	* 03	C	021
	SC-FIN-01 FINANCIAL MARKETS AND BANKING OPERATIONS	42	30	72	* 03	B	024
	SC-FIN-02 PERSONAL FINANCIAL PLANNING	41	28	69	* 03	C	021
	GE-UL-07 CONTEMPORARY FRAMEWORKS IN MANAGEMENT	-	29	29	* 02	D	012
	GE-UL-08 GEOPOLITICS & WORLD ECONOMIC SYSTEMS	-	27	27	* 02	D	012
	GE-UL-09 START UP AND NEW VENTURE MANAGEMENT	-	24	24	* 02	E	010
	GE-IL-08 WRITTEN ANALYSIS AND COMMUNICATION LAB	42	-	42	* 02	A	018
	SE-IL-FIN-01 SECURITIES ANALYSIS & PORTFOLIO MANAGEMENT	37	-	37	* 02	B	016
	SE-IL-FIN-03 DIRECT TAXATION	39	-	39	* 02	B	016
	HUMAN RIGHTS - II	21	-	21	* 01	A	!
	INTRODUCTION TO CYBER SECURITY - II	23	-	23	* 01	O	!
SGPA : (1) 8.20(2) 6.70				TOTAL	60		447



Medium of instruction: English

DATE : 14 NOV 2022

ST.NO.: 01364

Dr. Mahesh Kakade

Dr. Mahesh Kakade
Director

Board of Examinations & Evaluation

Case 2 : Grievance on mail received from Ms. Sheetal Gaikwad

mail.google.com/mail/u/0/?ui=2&ik=ede6b167e4&view=lg&permmsgid=msg-f:1749630982213796891



IMERT Exam Dept. <examinations@mmimert.edu.in>

Regarding Online Result Declared By SPPU (Sheetal Gaikwa)

SHEETAL GAIKWAD <sheetalgaikwad2020@mmimert.edu.in>
To: examinations@mmimert.edu.in

Wed, Nov 16, 2022 at 11:25 AM

Dear Sir,

I am writing this mail in response to the result declared by SPPU. I am an MBA final year student and got a backlog in 408- Corporate Social Responsibility (UL Subject).

I had attended this paper in a very good way and was not expecting a backlog.

This result will negatively impact my further career. I genuinely seek help from our College and Examination Department to look into this matter and help me for reevaluation of this subject paper from university or better help our college can provide

Please find attached photo copy of my hall ticket and pdf of my result to this mail.

I am eagerly waiting for a positive response from your side

Regards

Sheetal Gaikwad
MBA II
IMERT

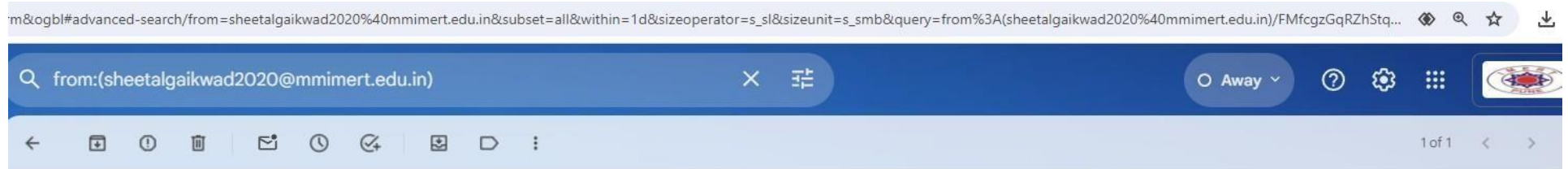
2 attachments — [Download all attachments](#)



image0.jpeg
2586K [View](#) [Download](#)

Savitribai Phule Pune University, Online Result.pdf
135K [View as HTML](#) [Download](#)

Case 2 : Grievance resolved mail sent to Ms. Sheetal Gaikwad



IMERT Exam Dept. <examinations@mmimert.edu.in>
to SHEETAL ▾

Nov 21, 2022, 5:13 PM ☆ ↶ ⋮

GM,
From your students profile account select photocopy revaluation.
Apply for the photocopy, check the answer sheet for possible increase in the marks and then apply for the revaluation.
The process is entirely online through students login, the result of revaluation is sent by university in student profile login.



On Wed, Nov 16, 2022 at 11:25 AM SHEETAL GAIKWAD <sheetalgaikwad2020@mmimert.edu.in> wrote:

Dear Sir,

I am writing this mail in response to the result declared by SPPU. I am an MBA final year student and got a backlog in 408- Corporate Social Responsibility (UL Subject).

I had attended this paper in a very good way and was not expecting a backlog.

This result will negatively impact my further career. I genuinely seek help from our College and Examination Department to look into this matter and help me for reevaluation of this subject paper from university or better help our college can provide

Please find attached photo copy of my hall ticket and pdf of my result to this mail.

I am eagerly waiting for a positive response from your side

Regards
Sheetal Gaikwad
MBA II
IMERT

↶ Reply ↷ Forward

Case 3 : Grievance on mail received from Mr. Rahul Baber

from:(rahulbabar2020@mmimert.edu.in)

Correction in Marksheet Inbox x

RAHUL BABAR <rahulbabar2020@mmimert.edu.in> to me Wed, Nov 16, 2022, 10:33 AM

Good morning

Respected sir/Madam

This is to inform you as per result of 4th semester declare by pune university there is change in my Marksheet in previous result of 3rd semester by pune university I have got 45 marks in internal examination in the subject (302) decision science
And in the result of 4 the semester it is showing 21 marks in internal examination. And also in the subject of (304) OSCM Services Operation Management in previous result of 3rd semester there are 41 Marks In internal examination and in 4th semester result it is showing 37 in internal examination. I request you to please do the needful help
Here I have attached both the Marksheet which is 3rd semester and 4th semester and Hall ticket.

3 Attachments • Scanned by Gmail

- Hall Ticket .pdf
- 4th Semester Res...
- 3rd Sem result .pdf

Case 3 : Grievance resolved mail sent to Mr. Rahul Baber

from:(rahulbabar2020@mmimert.edu.in)

IMERT Exam Dept. <examinations@mmimert.edu.in> to RAHUL

Nov 21, 2022, 5:16 PM

GE,
As discussed the marks are reduced due to the scale down mechanism explained to you.
Also as discussed, from your students profile account you can still select photocopy reevaluation.
Apply for the photocopy, check the answer sheet for possible increase in the marks and then apply for the reevaluation.
The process is entirely online through students login, the result of reevaluation is sent by university in student profile login.

On Wed, Nov 16, 2022 at 10:33 AM RAHUL BABAR <rahulbabar2020@mmimert.edu.in> wrote:
Good morning

Respected sir/Madam

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Here I have attached both the Marksheet which is 3rd semester and 4th semester and Hall ticket.

Reply Forward

Prepared By :- Prof. Sachin Kshirsagar-CEO

Reviewed/Recommended By :- Dr. Mangalgouri Patil, Associate Professor

Approved by :- Dr. Shubhangee Ramaswamy, Incharge-Director IMERT