



**Anjuman-I-Islam's  
Institute of Hospitality Management**

**NAAC Accredited B+**

**(Affiliated to the University of Mumbai)**

92, Dr. Dadabhai Naoroji Road, Opp CSMT, Mumbai - 400 001.

Tel.: +91 22 2265 2272 / 2270 2997 • Website : [www.anjumanihm.com](http://www.anjumanihm.com)

E-mail: [principal@anjumanihm.com](mailto:principal@anjumanihm.com) / [rukshana.principal@anjumanihmct.org](mailto:rukshana.principal@anjumanihmct.org)

**Mechanism of Internal / External  
Assessment is Transparent and the  
Grievance Redressal System is  
Time-Bound and Efficient**



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### **2.5.1 Mechanism of internal/ external assessment is transparent and the grievance redressal system is time- bound and efficient**

#### **Response:**

The examination process is transparent and compliant with the University of Mumbai guidelines. Students and their parents are informed about the examination process through orientation programs in the First Year. Semester end and internal examinations of Undergraduate programmes are handled by the examination committee.

#### **Examination Committee:**

The Committee consists of Convener, Co-Convener and members from all Undergraduate departments. Non-teaching staff also lend their support in administrative work. The examination committee performs following functions to maintain transparency and robustness of examination procedure:

#### **For internal and semester end examinations:**

- Time table and seating arrangement for examination are displayed on the notice board adequately in advance. For internal examination, the syllabus is declared by the subject teacher and semester end examination is conducted on the entire syllabus.
- The question papers are verified to eliminate errors and stored in a sealed envelope.
- Supervision duty charts are drafted and informed to teachers.
- Separate seating arrangement for students with learning disability and the writer, reader and extra time to such students as per university guidelines.
- Requisite number of copies are printed just 2 hours before the actual examination.
- Attendance of students is maintained properly during examination.
- Any unfair activity of the student is reported to the Unfair Means Committee for appropriate investigation and action.
- The Examination Committee determines the deadline for assessment of answer books. Teachers update marks in result processing software "Graded"

#### **Additional responsibilities for semester end examinations:**

- Prepare examination timetable one month in advance and its submission to the college designated by the university.
- Subject teachers prepare 3 sets of encrypted question papers and submit them to the designated email address.

  
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- The question paper for examination is selected randomly by the authority. Moderation of answer books is done as per guidelines of university.
- External moderators are called from the list of moderators provided by the lead college.
- Examination committee members verify the final result and then grade cards are printed.

**Infrastructure for examination related work:**

- The College has designated a specific room having necessary equipment including Computer, Printer, Photocôpier and Paper -Shredder for examination work. The room has restricted access and is under continuous CCTV surveillance.

**Frequency of the examinations:**

- All Internal, re-internal, practical, semester end and supplementary examinations are conducted once in each semester.
- Project evaluation is done as per requirement of Programme Structure


**Additional examinations are conducted for eligible students as per university guidelines.**

- All practical examinations, internal evaluation of projects and internal examination of
- Postgraduate programmes are carried out by individual departments as per university guidelines.

**All these processes are:**

Time bound;

- Time tables displayed well in advance,
- Hall tickets are issued at the proper time,
- Question papers submission schedule is given to faculties,
- Schedules regarding the time for application for Revaluation,
- Evaluation and declaration of results given by the examination committee with stipulated time of 20days,
- Unfair means enquiry meeting and declare the decision of the Committee,
- Schedule for moderation in coordination with assessment completion,
- Schedule for submission of marks, based on which verification will begin

  
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**Transparent;**

- Time-tables are displayed on the Notice Board,
- Hall tickets reflects relevant details of the examination,
- Revaluation result is displayed on the Notice Board,
- students can apply for photocopy of the answer paper for all theory, practical and internal examinations,
- University guidelines are adhered in moderation, All faculty members are aware of the result processing stages

  
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