**Complaints Management system ( CMS )**

**Students Complaints**

**Controller of Examinations 🡪**

**A. HOD - Dy. Registrar – Results 🡪**

**Section Head – Asst. Registrar – Pre Examination activities**

1. Enrollment for Examinations – Not Done - AR Results, Pre Exam
2. Receipt not generated (Form filled / Payment Paid) - AR Results, Pre Exam
3. Hall ticket not generated / Received - AR Results, Pre Exam
4. My Seating arrangement not done - AR Results, Pre Exam
5. Colleges not allowing for examination due to attendance - AR Results, Pre Exam
6. Examination Centre change request - AR Results, Pre Exam
7. To modify the Examination form / wrong information filled - AR, Results, Pre Exam
8. Papers overlapped (same day/two papers) - AR Results, Pre Exam

**Section Head – Asst. Registrar – Arts & Fine Arts Faculty**

1. My Results not declared - Arts & Fine Arts Faculty - AR Results, Arts
2. RLE papers given but results not amended - AR Results, Arts
3. RLE amended but current results not declared - AR Results, Arts
4. Results declared but wrong data - AR Results, Arts

**Section Head – Asst. Registrar – Commerce Faculty**

1. My Results not declared - Commerce Faculty - AR Results, Commerce
2. RLE papers given but results not amended - AR Results, commerce
3. RLE amended but current results not declared - AR Results, commerce
4. Results declared but wrong data - AR Results, commerce

**Section Head – Asst. Registrar – Science & Engg. Faculty**

1. My Results not declared – Science & Engg. Faculty - AR Results, Science & Engg.
2. RLE papers given but results not amended - AR Results, Science & Engg.
3. RLE amended but current results not declared - AR Results, Science & Engg.
4. Results declared but wrong data - AR Results, Science & Engg.

**Section Head – Asst. Registrar – Law & Mgmt. Faculty**

1. My Results not declared – Law & Mgmt. Faculty - AR Results, Law & Mgmt.
2. RLE papers given but results not amended - AR Results, Law & Mgmt.
3. RLE amended but current results not declared - AR Results, Law & Mgmt.
4. Results declared but wrong data - AR Results, Law & Mgmt.

**Section Head – Asst. Registrar – Marks & certificates**

1. Mark sheet not received (original) - AR – Marks & certificates
2. Mark sheet depicts wrong marks - AR – Marks & certificates
3. Old mark sheet submitted but not amended - AR – Marks & certificates
4. Name or seat no or college name wrong on mark sheet - AR – Marks & certificates
5. Name/ Seat No./ College name wrong on degree certificate - AR – Marks & certificates
6. Degree certificate not received - AR – Marks & certificates
7. Duplicate mark sheet not received - AR – Marks & certificates
8. Duplicate degree certificate not received - AR – Marks & certificates
9. Verification of mark sheet not done - AR – Marks & certificates
10. Verification of degree certificate not done - AR – Marks & certificates
11. Mark sheet not received - AR – Marks & certificates

**Section Head – Asst. Registrar – Unfair Means Inquiry Cell**

1. My Results kept on hold due to UMIC - AR - UMIC
2. Did not get reply regarding UMIC - AR - UMIC
3. I Was not heard by UMI committee - AR - UMIC

**A. HOD - Dy. Registrar – Photocopy & Revaluations 🡪**

**Section Head – Asst. Registrar – Photocopy**

1. Did not get my photocopy - AR - Photocopy
2. Photocopy not legible - AR - Photocopy
3. Its not my Photocopy - AR - Photocopy
4. Grievance for (a) un assessed part not redressed - AR - Photocopy
5. Grievance for (b) Totaling error not redressed - AR - Photocopy

**Section Head – Asst. Registrar – Revaluations**

1. My Revaluations Result not declared - AR - Revaluations
2. Results not amended after Revaluation - AR - Revaluations
3. RLE not cleared due to Revaluation - AR - Revaluations
4. RLE cleared but current result not amended - AR - Revaluations