

## **Operating Procedure (SOP) for MBA internal examination**

### **1. Purpose**

The purpose of this SOP is to establish standardized procedures for conducting internal examinations for MBA students, ensuring consistency, fairness, and integrity throughout the process.

### **2. Scope**

This SOP applies to internal examination conducted for MBA students within the institution.

### **3. Responsibilities**

Director : Overall process supervision and guidance

Examination Department : Overall supervision and coordination of the examination process.

Faculty Members: Preparation of question papers, invigilation, and evaluation of answer scripts.

Administrative Staff: Logistical support, communication, and documentation.

### **4. Internal Evaluations –**

The internal evaluation has two parts –

- a) Ongoing continuous internal assessments – Subject teacher is responsible to conduct these evaluations in an ongoing class of the respective subject.
- b) Midterm Examination as mandatory internal written component for all MBA students based on 40 to 50% of the taught syllabus.

Midterm Examinations are handled by the examination department as follows -

#### **4.1. Scheduling:**

Set the midterm examination dates in the academic calendar.

Notify students and faculty members well in advance, min 15 days prior to the midterm exam.

#### **4.2. Question Paper Preparation:**

Faculty members must prepare question papers and submit them to the Examination Committee 10 days before the exam date.

Ensure the question papers cover the required syllabus and adhere to the prescribed format.

Secure storage of question papers until the examination day.

#### **4.3. Examination Material:**

Prepare examination materials (answer sheets, question papers, attendance sheets, invigilation schedule etc) at least one day before the examination.

### **5. Conducting the Examination**

### **5.1. Examination Hall Preparation:**

Arrange seating plans and ensure the examination hall is set up to prevent cheating.

### **5.2. Invigilation:**

Assign invigilators to each examination hall. Preparing Invigilation/Supervision Chart.

Brief invigilators on their duties, including monitoring students, distributing and collecting papers, and handling misconduct.

### **5.3. Examination Day Procedures:**

Start the examination on time.

Distribute question papers and answer sheets to students.

Ensure students fill out attendance sheets.

Monitor the examination hall continuously.

Handle any issues (technical problems, student queries) promptly.

## **6. Post-Examination Procedures**

### **6.1. Collection of Answer Sheets:**

Collect all answer sheets immediately after the examination.

Ensure answer sheets are sealed and securely stored.

### **6.2. Evaluation:**

Faculty members should begin evaluating answer scripts within three days of the examination.

Complete the evaluation and submit marks to the Examination Committee within the prescribed deadline.

### **6.3. Result Compilation:**

The examination department will compile the results and ensure accuracy.

Address any discrepancies or errors promptly.

### **6.4. Result Announcement:**

Announce results and communicate results to students via the official platform (email, student portal).

## **7. Handling Grievances of Midterm Marks and other continuous internal evaluation's Marks :**

The mechanism to deal with any internal examination related grievance is very transparent.

It follows all below procedures -

### **7.1. Grievance Submission:**

Allow students to submit grievances regarding their midterm examination or any other evaluation results within one week of result announcement via online or offline mode.

Provide a standardized form for grievance submission subject wise for better clarity on query raised.

### **7.2. Grievance Review:**

The Examination department reviews grievances and genuine grievances are identified by COE for the further actions.

All valid grievances are forwarded to the subject faculty/ midterm evaluator/ concern HOD for checking the grievance in depth and work on it immediately.

Once the grievance is resolved subject faculty/ midterm evaluator/ concern HOD submits the resolution of the grievance with changed score and backend proof records if any.

If the scores are changed the updated scores are considered for finalization with the approval of COE.

### **7.3. 7.3 Grievance resolution :**

The outcome of the grievance is communicated to the individual concerned student via email and his scorecard is updated accordingly.

In case of “No Change” the same is informed to student with all transparency.

## **8. Record Keeping**

Maintain records of question papers, answer sheets, attendance sheets, and results for at least two years.

Ensure all records are securely stored and accessible only to authorized personnel.

## **9. Compliance**

Ensure adherence to institutional policies and academic regulations.

Report any deviations from the SOP to the director for review.

## **Grievance Handling process for End Semester Examination** **of Savitribai Phule Pune University**

### **Procedure for Submission of Application for Supply of Photo/Scan Copy(ies) of Assessed Answer Book(s):**

- The Application form filled in and signed by the examinee only.
- The application shall be submitted by the examinee, along with the requisite fees, **within ten days from start date of application.**
- The candidate shall submit their application forms along with the requisite fees online only.

### **Fee :**

- a. **Photo/ScanCopy**
  - Non-Professional course Rs.150/- per answer book & processing fee is Rs.20/-.
  - Professional course Rs.200/- per answer book & processing fee is Rs.30/-.
- b. **Revaluation**
  - Non-Professional course - Rs.200/- per answer book & processing fee is Rs.20/.
  - Professional course - Rs.250/- per answer book & processing fee is Rs.30/-.

### **REVALUATION OF ANSWER BOOK(S) OF THEORY PAPER(S)**

#### **1) Procedure for Submission of Application for Revaluation of Answer Book(s) of Theory Paper(s):**

- 1) A candidate shall be eligible to apply after receipt of Photo/ScanCopy(ies) of those answer book(s).
- 2) A candidate shall submit an application along with the requisite fees, within ten days from the date of receipt of Photo/ScanCopy(ies).
- 3) The application form shall have to be filled in and signed by the candidate only.

#### **Terms Relating to Revaluation of Answer Book(s) of Theory Paper(s):**

- 1) The revaluation of the answer book(s), however, shall not be permitted in respect of scripts of Practical Examination / Term Work / Internal Assessment / Sessional Marks / Dissertation / Thesis / Clinical / MCQ (Multiple Choice Question in practical examination) /online examination/In-Sem theory examination and Viva-Voce, etc.
- 2) The fee for revaluation may be refunded, if the application is not entertained and not processed for revaluation and if the candidate concerned submits his request for refund.
- 3) A candidate shall note that the result of the revaluation of his/her answer-book(s) of the theory paper(s) shall be binding on him/her.

- 4) The benefit of the revaluation shall be given to a candidate if the original marks and the marks obtained after revaluation exceed by 5% or more of the maximum marks.