

Deccan Education Society's

BRIHAN MAHARASHTRA COLLEGE OF COMMERCE

845, Shivajinagar, Pune 411004. Maharashtra - India.

Affiliated to Savitribai Phule Pune University - Senior College (I.D.No. Pu/Pn/C/010[1943]) - Junior College No. 11-11-007

GRIVEANCE REPORT ACADEMIC YEAR 2017-2018

College received the autonomous status in the year 2017. In this year our first batch of autonomy started. Being an autonomous college the First Year Examination was conducted by the college. Second Year and Third Year Examinations were conducted by Savitribai Phule Pune University, hence there were no revaluation application received for SY/TY as students apply for revaluation directly in the university

The number of grievances received in the academic year 2017-2018

Number of complaints or grievances	The total number of students who appeared	Percentage
26	1200	2.17



Prof Preeti Rajguru

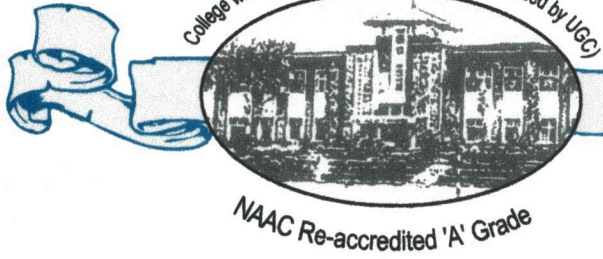
Controller of Examination
Controller of Examination
B. M. College of Commerce
(Autonomous)
Pune - 411 004.



Deccan Education Society's

BRIHAN MAHARASHTRA COLLEGE OF COMMERCE

845, Shivajinagar, Pune 411004. Maharashtra - India.
Autonomous College Affiliated to Savitribai Phule Pune University -
Senior College (I.D.No. Pu/Pn/C/010[1943]) - Junior College No. 11-11-007



GRIEVANCE REPORT

ACADEMIC YEAR 2018-2019

In 2018-2019 First Year and Second Year examinations were conducted by the college. Third Year Examinations were conducted by Savitribai Phule Pune University, hence there were no revaluation applications received as students apply for revaluation directly in the university

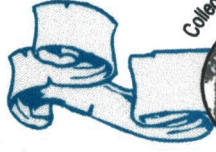
The number of grievances received in the academic year 2018-2019

Semester	Number of complaints or grievances	The total number of students who appeared	Percentage
October 2018	85	2623	3.24
Mar/ April 2019	19	2650	0.71

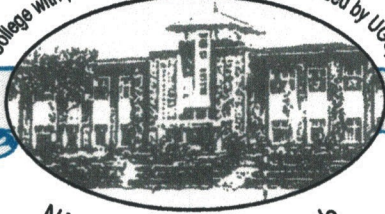



Prof Preeti Rajguru

Controller of Examination
B. M. College of Commerce
(Autonomous)
Pune-411004



College with potential for Excellence (Status Awarded by UGC)



NAAC Re-accredited 'A' Grade



Deccan Education Society's

BRIHAN MAHARASHTRA COLLEGE OF COMMERCE

845, Shivajinagar, Pune 411004. Maharashtra - India.

Autonomous College Affiliated to Savitribai Phule Pune University -

Senior College (I.D.No. Pu/Pn/C/010[1943]) - Junior College No. 11-11-007

GRIEVANCE REPORT

ACADEMIC YEAR 2019-2020

In 2019-2020, the First/Second/Third Year Examination was conducted by the college. In this year revaluation application was received for October 2019 exam only as there were no exams conducted in April 2020 due to the pandemic.

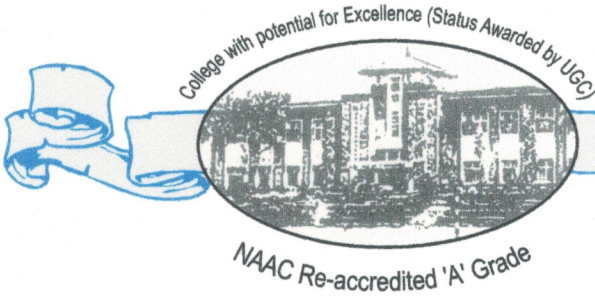
The number of grievances received in the academic year 2019-2020

Number of complaints or grievances	The total number of students who appeared	Percentage
95	2742	3.46



Prof Preeti Rajguru

Controller of Examination
B. M. College of Commerce
(Autonomous)
Pune - 411 004.



Deccan Education Society's

BRIHAN MAHARASHTRA COLLEGE OF COMMERCE

845, Shivajinagar, Pune 411004. Maharashtra - India.
Autonomous College Affiliated to Savitribai Phule Pune University -
Senior College (I.D.No. Pu/Pn/C/010[1943]) - Junior College No. 11-11-007

In the Academic Year, 2020-2021 both the semester i.e. October 2020 and April 2021 was conducted Online. The online MCQ exams were conducted through the ERP system, ITLE module of 'Mastersoft'.

Due to the pandemic, students were not able to come to college to solve their exam result-related queries and so mail Id was created for the students. The students were told to mail their queries on the following mail Id:

result2020bcom.bmcc@despune.org

result2020bba.bmcc@despune.org

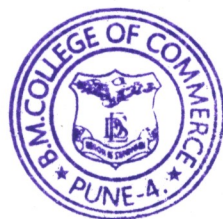
result2020mcom.bmcc@despune.org


The number of grievances received in the academic year 2020-2021 for both the semester i.e. October 2020 and April 2021 for all courses are as follow

Semester	Number of complaints or grievances	The total number of students who appeared	Percentage
October 2020	288	2885	9.98
April 2021	62	2895	2.14

As students were giving exams first time online from their homes, the number of grievances received from the students are more in October 2020 examination. All the queries received related to the internal assignment were solved. There were no queries for external MCQ examination as the marks were system generated and the college has created a HELP DESK for students so that any problem arises during the ongoing exam students can call the HELP DESK and get their query solved immediately.

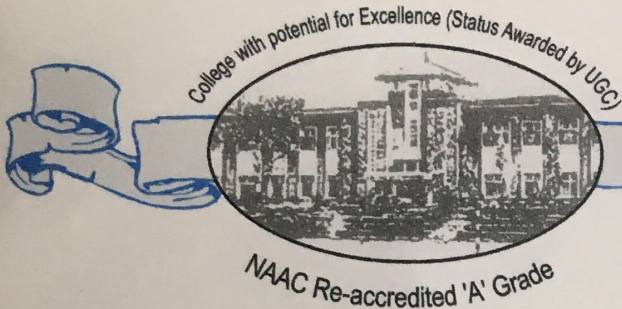
With the experience of the October 2020 examination, in order to reduce the number of cases of internal discrepancies, our software team was instructed to add one more tab on the internal mark entry page relating to 'show marks to students'. Due to this, the number of queries was reduced in April 2021 examination.




Prof. Preeti Rajguru
Controller of Examination
B. M. College of Commerce
(Autonomous)
Pune - 411 004.



Deccan Education Society's



BRIHAN MAHARASHTRA COLLEGE OF COMMERCE

845, Shivajinagar, Pune 411004. Maharashtra - India.
Autonomous College Affiliated to Savitribai Phule Pune University -
Senior College (I.D.No. Pu/Pn/C/010[1943]) - Junior College No. 11-11-007

GRIEVANCE REPORT ACADEMIC YEAR 2021-2022

In the Academic Year, 2021-2022 October 2021 exam were conducted online and April 2022 was conducted offline. The online examination of October 2021 exams were conducted through the ERP system, ITLE module of 'Mastersoft'. As the October 2021 exam were conducted online there were no queires received as the internal marks were already show to students and for external examination there was no revaluation, as marks were system generated.

April-2022 Semester End Examiatnion were conducted offline in college for all courses and the number of grievances received for all courses are as follow

Number of complaints or grievances	The total number of students who appeared	Percentage
49	3163	2.55

Dr Preeti Rajguru

Controller of Examination
Controller of Examination
B. M. College of Commerce
(Autonomous)
Pune - 411 004.

