



## 2.5.2 - Mechanism to deal with internal examination related grievances is transparent, time-bound and efficient

There is regular monitoring of student performance evaluation system and an effective mechanism is practiced to handle internal examination related grievances transparently, efficiently and in a time bound manner.

### Grievance handling mechanism (for internal examination)

1. Transparency in internal assessment is maintained as the immediately after evaluation the students are shown their answer sheet and in case of any discrepancy it is addressed to subject teacher, in case grievance is unresolved it is directed to Programme director and further to HOD.
2. Any concerns regarding the question paper, such as out-of-syllabus content, repeated questions, incorrect allocation of marks, missed marks, or inaccurate question numbering, is directed to the subject teacher.

### Grievance handling mechanism (for university examination)

1. University matters are addressed by either sending an email /application signed by the Principal or Director to the university, along with the required documents to the relevant university department.
2. On verification, the grievance is resolved by the university (confirmation either telephonically or by mail or receipt of letter)

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