

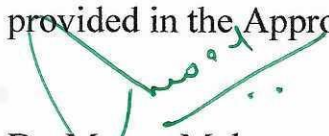
Office Order
No. 74/2025
Dated 06/02/2025

Whereas AICTE has notified All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 vide F. No. 1-101/PGRC/AICTE/ Regulation/2019 dated 07.11.2019 for establishment of grievance redressal mechanism for all AICTE approved Technical Institutions. The committee has been constituted at the Primus School of Management Studies, as per Standing Order No. 04/2023, dated 20/10/2023.

Hence, the Grievance Redressal Committee has been constituted in Primus School of Management Studies. The names and designations of the new faculty members and student representatives appointed to the GRC for the academic year 2025-2026 are listed below.

Sl. No.	Name	Designation	Position
1	Dr. Moona Mohammed	Principal	Chairperson
2	Ms. Arpita Sastri	Assistant Professor	Member
3	Ms. Manisha G	Assistant Professor	Member
4	Mr. Deelip Kumar B	Student Representative	Member
5	Ms. Bhavana B	Student Representative	Member

The committee shall function as per the regulations issued by AICTE and as provided in the Approval Process Handbook.



Dr. Moona Mohammed,

Principal

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GRIEVANCE REDRESSAL CELL

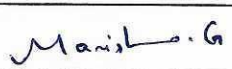
MINUTES OF MEETING

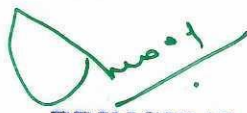
Date: 12/03/2025

Time: 2:30-2:45pm

Agenda: To discuss the issue of delay in returning issued books to the library by some PG students and to ensure proper arrangement of all returned books in their respective racks for easy access by staff and students.

Redressal: The Library staff was instructed to remind students to return the issued books on or before the due date and to organize the returned books systematically in their designated subject racks to maintain order and accessibility.

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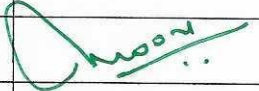
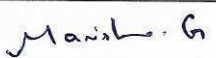
GRIEVANCE REDRESSAL CELL**MINUTES OF MEETING**

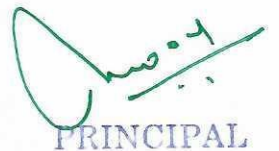
Date: 24/04/2025

Time: 2:45-3:00pm

Agenda: To look into the complaints by staff regarding the lack of cleanliness in the washrooms and the corridors.

Redressal: The support staffs were instructed to maintain cleanliness regularly. The Asset Manager was informed to ensure proper upkeep of the washrooms with the help of the housekeeping team. Regular monitoring was advised to maintain hygiene standards across all areas.

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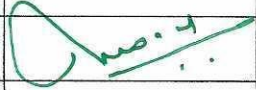
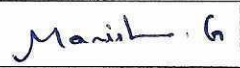
GRIEVANCE REDRESSAL CELL
MINUTES OF MEETING

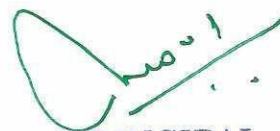
Date: 10/06/2025

Time: 3:00-3:30pm

Agenda: Students requested a short break, as they used to feel exhausted sitting continuously in class until the lunch break.

Redressal: The committee discussed the request and decided to introduce a 15-minute break after morning two periods, allowing students sufficient time for snacks and refreshments before resuming classes.

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PRIMUS

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GRIEVANCE REDRESSAL CELL

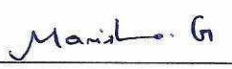
MINUTES OF MEETING

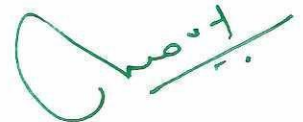
Date: 21/07/2025

Time: 2:00-2:30pm

Agenda: Students requested practical sessions on investments and the stock market, as many had little or no prior knowledge and wanted hands-on learning experience.

Redressal: The committee discussed the request and organized a practical workshop on investments and the stock market to provide students with hands-on insights.

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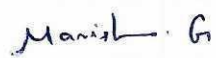
GRIEVANCE REDRESSAL CELL
MINUTES OF MEETING

Date: 18/09/2025

Time: 2:15-2:45pm

Agenda: Students were facing difficulty in solving case studies and requested more practice and guidance from faculty members.

Redressal: The committee discussed the issue, informed all faculty members, and decided to provide two case studies per chapter for each subject, along with guidance sessions for students to help them understand and solve the cases effectively.

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