



VESTOR COLLEGE OF MANAGEMENT

(An Affiliated Unit of Patliputra University, Patna, College Code -468)

Address: Patna Zero Mile, near Krishna Niketan, Vestor College of Management, Jakaripur, Patna – 800007

Email-ID-info@vestorcollege.com Mob. No : +91 9354260331

Online Grievance Redressal Mechanism

(As per AICTE / UGC / NEP-2020 Compliance)

OFFICE ORDER

Order No.: VCM/OGRM/205

Date: 26/09/2025

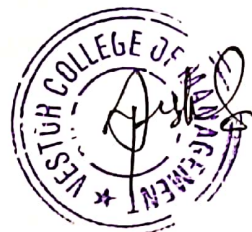
Objective

The institution has established an **Online Grievance Redressal Mechanism (OGRM)** to provide students, faculty, staff, and stakeholders with a transparent, time-bound, and confidential platform to lodge grievances and ensure their speedy resolution.

Scope

This mechanism addresses grievances related to:

- Academic issues
- Examination & evaluation
- Admission and fees
- Infrastructure & facilities
- Harassment / ragging
- Discrimination
- Administrative matters
- Any other institutional concerns



Constitution of Grievance Redressal Committee (GRC)

S. No.	Name	Designation	Role in Committee	Contact No.	Email
1	Ms. Shreya Singh	Principal	Chairperson	9905515080	principal@vcm.edu.in
2	Mr. VSS Prasad	Senior Faculty	Member	8985937050	vss.prasad@vcm.edu.in
3	Mr. Ankit Kumar	Admin Officer	Member	7979810941	vivaan.siso45@gmail.com
4	Mr. Abhay Kumar	Student Representative	Member	8051967298	abhaykr03.in@gmail.com
5	Ms. Situ Kumari	External Expert	Member	8340616565	situkumari123@gmail.com
6	Ms. Shweta Singh	Woman Faculty	Member	8585970043	shweta@vcm.edu.in

VESTOR COLLEGE OF MANAGEMENT

A Unit of Vestor Education Trust Registered with Serial No. 6012. Deed No 283 in the Year 2020

Registered Address: Mukhtartoli, Kadamkuan, Patna - 800003





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Online Grievance Portal

<https://www.vcm.edu.in/grievance> (Or) Email ID for grievances: grievance@vcm.edu.in

Procedure for Filing Grievance

1. The complainant shall submit the grievance through the online portal/email.
2. Grievance must include:
 - o Name & ID (optional for anonymous)
 - o Contact details
 - o Nature of grievance
 - o Supporting documents (if any)
3. Acknowledgment will be sent within **48 hours**.



Redressal Process

Stage	Activity	Time Limit
Stage 1	Acknowledgment	Within 48 hrs
Stage 2	Verification & Committee Review	Within 7 working days
Stage 3	Hearing (if required)	Within 10 working days
Stage 4	Final Decision & Communication	Within 15 working days

Confidentiality

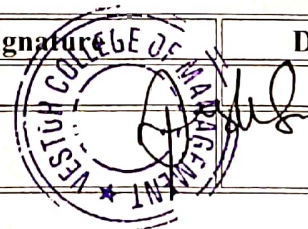
All grievances shall be handled with strict confidentiality and without any victimization or discrimination.

Appeal Provision

If the complainant is not satisfied with the decision, he/she may file an appeal to the **Head of Institution / Governing Body** within **7 days** of receiving the decision.

Approval

Name	Designation	Signature	Date
Ms. Shreya Singh	Principal/Director		
Mr. Ayush Sinha	Chairman/Secretary (Management)		



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