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REPORT ON
THE ESTABLISHMENT OF AN ONLINE GRIEVANCE REDRESSAL MECHANISM IN
THE COLLEGE

INTRODUCTION

A transparent, accessible, and efficient grievance redressal system is an essential element of any higher educational institution. With the increasing use of digital platforms, the need for a robust Online Grievance Redressal Mechanism (OGRM) has become imperative. This system ensures that students, faculty members, parents, and other stakeholders can raise concerns in a structured manner and receive prompt and fair solutions. Establishing such a mechanism aligns with UGC, AICTE, and NAAC guidelines that emphasise accountability, welfare, and institutional transparency. This report outlines the objectives, structure, committee composition, implementation process, and expected outcomes of establishing an Online Grievance Redressal Mechanism in the college.

OBJECTIVES OF THE ONLINE GRIEVANCE REDRESSAL MECHANISM

- To ensure transparency and accountability in resolving grievances.
- To provide an accessible online platform for students and staff to submit concerns.
- To promote timely and fair resolution of issues.
- To strengthen student support services and institutional governance.
- To maintain systematic records for audits, NAAC documentation, and policy improvements.

SCOPE OF THE MECHANISM

The OGRM will address issues related to:

- Academics, examinations, and evaluation
- Administration, certificates, fees, documentation
- Hostels, library, transport, and infrastructure
- Harassment, anti-ragging, discrimination
- Placement, counselling, scholarships
- Any general or category-specific grievances of students or staff

COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEE (GRC)

To ensure transparency and neutrality, the following committee is constituted:

Committee Type	Appointment Order Reference Number	Date of Appointment	Name of the Committee Member	Profession	Associated with	Mobile Number	E-mail ID
Grievance redressal committee	03/VSIMS /AICTE/2025-26	10-02-2025	Dr. Ajay R	Director	Vidhya Shekhar Institution of Management Studies	9945217021	ajayrao0182@gmail.com
Grievance redressal committee	03/VSIMS /AICTE/2025-26	10-02-2025	Dr. Raghavendra B N	Faculty	Vidhya Shekhar Institution of Management Studies	9611492141	raghavendrarn3568@gmail.com
Grievance redressal committee	03/VSIMS /AICTE/2025-26	10-02-2025	Ms. Joyce Petricia	Faculty	Vidhya Shekhar Institution of Management Studies	9972446726	joyce.petrícia@gmail.com
Grievance redressal committee	03/VSIMS /AICTE/2025-26	10-02-2025	Ms. Sharanya	Faculty	Vidhya Shekhar Institution of Management Studies	8639843695	sharanya1972@gmail.com
Grievance redressal committee		10-02-2025	Mr. Chandan	Student	Vidhya Shekhar Institution of Management Studies	7411608722	chandan2005@gmail.com

The committee will review submitted grievances, conduct inquiries, interact with stakeholders involved, and provide resolutions within the stipulated timeframe.

COMPONENTS OF THE ONLINE GRIEVANCE REDRESSAL MECHANISM

a) Online Submission Portal

A dedicated portal on the college website will allow users to submit grievances with supporting documents. Anonymous reporting may be enabled for sensitive cases.

b) Tracking System

Each grievance receives a unique tracking ID. Students can monitor progress, whereas automated notifications ensure transparency.

c) Data Management & Documentation

Records will be stored securely to generate periodic reports and support compliance with regulatory requirements.

IMPLEMENTATION PROCESS

- Requirement analysis and planning.
- Development of the online portal and database system.
- Constitution of the Grievance Redressal Committee.
- Pilot testing with selected students and faculty.
- Official launch and awareness programs.
- Regular evaluation and updating of the system based on user feedback.

BENEFITS OF THE MECHANISM

- Encourages trust and strengthens student–institution relationships
- Ensures transparency, fairness, and timely resolution
- Helps the institution comply with regulatory bodies
- Improves institutional quality and student satisfaction
- Provides valuable data for continuous improvement

OUTCOME

The establishment of an Online Grievance Redressal Mechanism signifies a major step toward creating an efficient, student-centric, and transparent academic ecosystem. With a well-structured committee and an accessible digital platform, the college can ensure smooth handling of concerns, foster accountability, and promote a positive and inclusive campus environment.

Screen Shots of online grievance redressal mechanism



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 Not shared

* Indicates required question

Grievance Details

Description of Your Grievance *

Requesting to fix classroom windows

Suggestions for Resolution *

Replace the old windows with new sliding doors with the windows

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Never submit passwords through Google Forms.

Grievance Submission Form (VSIMS)

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 Not shared

* Indicates required question

Grievance Details

Description of Your Grievance *

Requesting for Hygienic washroom facility

Suggestions for Resolution *

I would like to request that attention be given to improving the hygiene standards of our washroom facilities. Ensuring regular cleaning, proper ventilation, and adequate supplies such as soap and tissues would help maintain a healthy and comfortable workplace environment.

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