



College Code:- AYU0766

# Himalaya Ayurvedic Medical College & Hospital

Permitted By:- (NCISM), Ministry of AYUSH, Govt. of India

Approved by : Health Department Govt. of Bihar

Affiliated to - Aryabhatta Knowledge University | Bihar University of Health Sciences

Chiksi, Paliganj (SH-69), Patna, Bihar-801110

✉ himalayaayurvedicmch@gmail.com 🌐 www.hamch.in,

☎ 9031052021 (Hospital), 9031052028 (College), 6287090206(Office), 6287090205(Office)

Ref. HAMCH/34-1/25

Date 12/03/2025

## Grievance Redressal Cell

### Minutes of Meeting

Date: 12/03/2025

Time: 11:00 AM

Venue: Principal's Office

### Members Present:

1. **Dr. (Prof.) Pratima Shukla** – Principal & Chairperson
2. **Dr. Rajendra Kumar** – Assistant Professor, Samhita & Siddhanta
3. **Dr. Rajeev Ranjan** – Associate Professor, Rachna Sharir
4. **Dr. Vivek Kumar Patel** – Associate Professor, Dravyaguna Vigyan (Member Secretary)

### Agenda:

1. Formal initiation of the Grievance Redressal Cell as per Office Order.
2. Discussion on installation of complaint/suggestion boxes.
3. Planning of record-keeping and grievance redressal mechanism.
4. Assignment of responsibilities and reporting structure.

### Proceedings:

- **Item 1: Constitution of the Grievance Redressal Cell**  
The meeting began with the formal acknowledgment of the constitution of the Grievance Redressal Cell as per the office order issued by the Principal. All members confirmed their acceptance of roles and responsibilities.

- **Item 2: Installation of Complaint/Suggestion Boxes**

It was unanimously decided that complaint/suggestion boxes will be installed at the following locations:

- Administrative Block
- Boys' and Girls' Hostels
- Library
- OPD & IPD areas
- Staff Common Room

Each box will be clearly labeled and will indicate the next date of opening.

- **Item 3: Record Keeping and Grievance Handling**

Dr. Vivek Kumar Patel, Member Secretary, was assigned the responsibility of maintaining detailed records of all complaints and suggestions. An action-taken register will be maintained to track resolutions and timelines.

- **Item 4: Reporting and Timelines**

The Cell agreed to review complaints once every fortnight and prepare a quarterly report to be submitted to the Principal. Urgent complaints, if any, will be addressed on priority.

- **Item 5: Dedicated Cell Area**

The Principal informed that a dedicated space for the Grievance Redressal Cell, in compliance with Schedule III specifications, will be made available shortly.

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### **Resolution:**

The committee agreed to commence grievance redressal operations with immediate effect and ensure transparency, timeliness, and sensitivity in addressing all student and staff concerns.

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### **Minutes recorded by:**

Dr. Vivek Kumar Patel  
Member Secretary  
Grievance Redressal Cell

### **Approved by:**

Dr. (Prof.) Pratima Shukla  
Principal & Chairperson  
Grievance Redressal Cell

PRINCIPAL/MEDICAL SUPERINTENDENT

HIMALAYA AYURVEDIC MEDICAL COLLEGE  
& HOSPITAL

CHIKSI, Paliganj, Patna (Bihar)

Rajendra Kumar  
Rajeev Rangan

Vivek Kumar  
Patel