



College Code: AVU0766

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

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Date...20/12/2025.....

Grievance Redressal Cell Minutes of Meeting

Date: 20/12/2025

Time: 11:00 AM

Venue: Principal's Office

Members Present:

1. Dr. (Prof.) Pratima Shukla – Principal & Chairperson
2. Dr. Syed Wesal Ahmad– Member
3. Dr. Rajeev Ranjan – Member
4. Dr. Yashlok Kumar – Member Secretary

Agenda:

1. Review of grievance redressal activities.
2. Assessment of complaint/suggestion system.
3. Review of record keeping and timelines.
4. Infrastructure and dedicated cell area review.
5. Strengthening grievance handling mechanism.

Proceedings:

1: Review of Grievance Redressal Cell Functioning

The meeting commenced with the Chairperson reviewing the functioning of the Grievance Redressal Cell since its establishment. It was noted that the cell has been actively addressing concerns of students and staff in a timely and transparent manner. All members expressed satisfaction with the overall progress.

2: Review of Complaint/Suggestion Boxes

The committee reviewed the status of complaint/suggestion boxes installed in the College Campus. It was observed that the complaint box are functional and accessible, properly labeled, and regularly monitored. Members suggested ensuring periodic awareness among students regarding their usage.

3: Record Keeping and Grievance Handling Mechanism

Member Secretary, presented the status of record maintenance. It was noted that proper registers are maintained, action taken reports are documented systematically, and confidentiality is ensured. The committee emphasized maintaining digital records in future.

4: Reporting and Timelines

The Cell reviewed grievance redressal timelines. It was agreed that complaints are reviewed regularly, urgent matters are prioritized, and reports are submitted periodically. Members stressed strict adherence to timelines.

5: Infrastructure and Dedicated Cell Area

The Chairperson informed that a dedicated space for the Grievance Redressal Cell has been identified. It will be equipped with necessary facilities ensuring confidentiality. The committee appreciated the initiative.

Resolution:

The committee unanimously resolved that the Grievance Redressal Cell will function with transparency, accountability, and sensitivity. Monitoring mechanisms will be strengthened and awareness among students and staff will be enhanced.

Minutes recorded by:

Dr. Yashlok Kumar
Member Secretary

Approved by:

Dr. (Prof.) Pratima Shukla
Principal & Chairperson

PRINCIPAL/MEDICAL SUPERINTENDENT

HIMALAYA AYURVEDIC MEDICAL COLLEGE
& HOSPITAL
CHIKSI, Paliganj, Patna (Bihar)

Kayee Ranya