



Himalaya Ayurvedic Medical College & Hospital

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

Approved by:- Health Department Govt. of Bihar

Affiliated to:- Aryabhata Knowledge University /Bihar University of Health Sciences

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Ref. HAMCH/311-2/25

Date 20/12/2025

OFFICE ORDER

Sub: Reconstitution of Grievance Redressal Cell

In continuation of the previous constitution of the Grievance Redressal Cell, it is hereby notified that due to administrative changes including transfer, resignation, and restructuring of responsibilities, the Cell is reconstituted with immediate effect.

The reconstituted Grievance Redressal Cell shall function to ensure timely, transparent, and effective redressal of grievances of students and staff, while maintaining confidentiality and fairness.

Reconstituted Members:

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

Objectives:

- To establish a transparent and responsive grievance redressal mechanism.
- To address complaints and suggestions of students and staff in a timely manner.
- To promote a safe, supportive, and inclusive institutional environment.
- To ensure confidentiality and impartiality in grievance handling.

Roles & Responsibilities:

- Receive and register grievances through complaint/suggestion mechanisms.
- Review and resolve grievances within stipulated timelines.

- Maintain proper records of complaints and action taken.
- Ensure awareness among students and staff regarding grievance procedures.
- Submit periodic reports to the Principal regarding grievances and resolutions.

Operational Guidelines:

- Complaint/suggestion boxes shall be installed at accessible locations across the campus.
- The Cell shall meet periodically to review grievances and monitor progress.
- Urgent matters shall be addressed on priority basis.
- Confidentiality of complainants shall be strictly maintained.
- Proper documentation including registers and digital records shall be maintained.
- Awareness programs shall be conducted to inform stakeholders about grievance mechanisms.

Tenure:

This reconstitution shall remain effective for the Academic Year 2025-26 or until further orders.

Approved by:

[Signature]
 Dr. (Prof.) Pratima Shukla
 Principal & Chairperson
 Grievance Redressal Cell
 CHIKSI, Paliganj, Patna (Bihar)

[Signature]
 Syeo Masal Ahmad

[Signature]
 Rajeev Rangan

[Signature]
 Yashlok