



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

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Ref. HAMCH/160-1/24

Date 05/06/2024.....

OFFICE ORDER

Subject: Constitution of Grievance Redressal Cell

In accordance with the prescribed rules for establishing and operating a Grievance Redressal Cell and to address grievances effectively within the institution, the following members are hereby nominated to the Grievance Redressal Cell of the Himalaya Ayurvedic Medical College and Hospital:

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

Terms of Reference:

1. Complaint or suggestion boxes, appropriately labeled and indicating the next opening date, shall be installed at key locations across the institution.
2. The Grievance Redressal Committee shall open the boxes periodically, maintain a record of complaints and suggestions, and prepare action-taken reports.
3. The committee is responsible for ensuring that all grievances are resolved in a timely and satisfactory manner.
4. A constructed area for the Grievance Redressal Cell, as per Schedule III specifications, shall be provided for conducting its functions.

Responsibilities:

The Grievance Redressal Cell is required to:

- Ensure transparency and efficiency in grievance handling.
- Maintain detailed records of all complaints, actions taken, and outcomes.
- Submit quarterly reports to the Principal.

This order shall come into force with immediate effect, and the Grievance Redressal Cell shall commence its activities in line with the institution's policy framework.

Issued by:

Dr. (Prof.) Pratima Shukla  PRINCIPAL/MEDICAL SUPERINTENDENT

Principal

Himalaya Ayurvedic Medical College and Hospital
CHIKSI, Paliganj, Patna (Bihar)

HIMALAYA AYURVEDIC MEDICAL COLLEGE



Rajendra Kumar

Rajeev Kumar

Vivek Kumar
patel