



OFFICE ORDER

Subject: Grievance Redressal Cell for Academic Year 2024-2025

In compliance with institutional guidelines and to ensure timely resolution of grievances and a supportive academic environment, the Competent Authority of Uttaranchal Medical College of Ayurveda and Research, Premnagar, Dehradun, is pleased to constitute the Grievance redressal Cell for the academic year 2024-2025.

This Cell shall be responsible for addressing and resolving grievances raised by students, faculty, and staff promptly, promoting a fair, inclusive, and transparent environment in the institution.

The details of the committee members are as follows:

Sr. No.	Name & Designation	Membership	Mobile No.
1.	Dr. Ravi Joshi (Principal, UMCAR)	Chairperson	8979667108
2.	Dr. Rajeev Kumar (Professor, Rachna Sharir Department)	Coordinator	9896559180
3.	Dr. Savita Pawar (Associate Professor, Samhita Sidhanta Department)	Member	9407880852
4.	Dr. Mudit Chauhan (Consultant, Swasthritta & Yoga Department)	Member	7500355609
5.	Dr. Pankaj (RMO)	Member	8171142244
6.	Ms. Anjali Gupta, (1 st year B.A.M.S student)	Member	8279973710
7.	Ms. Khushi Uniyal, (1 st year B.A.M.S student)	Member	9634176776
8.	Mr. Aditya Gupta, (1 st year B.A.M.S student)	Member	8439811041
9.	Mr. Fuzail Afraheem, (1 st year B.A.M.S student)	Member	7500383551

Responsibilities of the Grievance Redressal Cell:

a) Establishing Grievance Mechanisms:

- Implementing an online and offline grievance submission system to ensure accessibility to all stakeholders.
- Ensuring anonymity for complainants, where requested, to promote confidence in the grievance redressal process.

b) Prompt Response to Grievances:

- Acknowledging receipt of grievances within 24 hours.

- Investigating and resolving grievances within a defined time frame, based on the nature and severity of the issue.
- c) Awareness and Communication:
- Conducting regular awareness programs for students and staff on grievance redressal mechanisms and institutional policies.
 - Organizing workshops on the importance of grievance resolution for a harmonious academic environment.
- d) Inclusive and Fair Investigation:
- Ensuring unbiased and transparent inquiry processes for all grievances.
 - Providing equal opportunities for the complainant and respondent to present their views.
- e) Student and Faculty Support:
- Collaborating with the Counselling and Mentoring Department to provide emotional and psychological support to aggrieved parties.
 - Ensuring that grievance redressal procedures do not disrupt the academic activities of the complainant.
- f) Monitoring and Documentation:
- Maintaining comprehensive records of all grievances, actions taken, and their outcomes.
 - Submitting monthly and annual reports to the Competent Authority on grievance resolution and recommendations for improvement.
- g) Ensuring Compliance with Guidelines:
- Adhering to NCISM and Ministry of Education policies on grievance redressal.
 - Reviewing and updating grievance policies annually to address new challenges.
- h) Preventive Measures:
- Identifying recurring grievances and implementing preventive measures to address systemic issues.
 - Encouraging feedback and suggestions from students and staff to improve grievance redressal efficiency.

Instructions for the Committee:

- a) The Chairperson must convene monthly meetings of the Grievance redressal Cell to review grievances and formulate solutions.
 - b) Minutes of each meeting must be recorded and submitted to the undersigned for review and follow-up actions.
 - c) The Grievance redressal Cell is instructed to prepare an annual report detailing the grievances handled, actions taken, and recommendations for institutional improvement.
 - d) This Cell shall come into effect from 11th December 2024 and will remain operational for the academic year 2024-2025.
- All concerned are requested to take note and comply accordingly.

Dr. Ravi Joshi
Principal

Uttaranchal Medical College of Ayurveda & Hospital
Premnagar, Dehradun
Principal

Uttaranchal Medical College
of Ayurveda & Research
Premnagar, Dehradun-UK

CC to:

- ❖ All Concerned
- ❖ Guard file