



Ref.No.:UMCAR/2025/199

Date: 19.12.2025

**OFFICE ORDER**

**Subject: Constitution of Grievance Redressal Cell for the  
Academic Year: 2025-2026**

In compliance with institutional guidelines and to ensure timely resolution of grievances and a supportive academic environment, the Competent Authority of Uttarakhand Medical College of Ayurveda and Research, Premnagar, Dehradun, is pleased to constitute the "Grievance redressal Cell" for the academic year 2025-2026. 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 members are as follows:**

S. No.	Name & Designation	Membership	Contact No.
1.	Dr. Vibhooti Chandrakar (Principal/ Professor, Samhita Sidhanta Department)	Chairperson	7248788958
2.	Dr. Nandini Mishra (Associate Professor, Rachna Sharir Department)	Co-ordinator	7817915895
3.	Dr. Sunita Fonia (Professor, Rasa Shastra & Bhaisajya Kalpana Department)	Member	8218091634
4.	Dr. Savita Pawar (Associate Professor, Samhita Sidhanta Department )	Member	9407880852
5.	Dr. Satwinder Kaur (Deputy Medical Superintendent, UHDC)	Member	9149067700
6.	Mr. Aditya Gupta (1 <sup>st</sup> Year B.A.M.S student, Batch-2024)	Member	8439811041
7.	Mr. Fuzail Afraheem (1 <sup>st</sup> Year B.A.M.S student, Batch-2024)	Member	7500383551
8.	Mr. Pratyaksh Lavaniya (1 <sup>st</sup> Year B.A.M.S student, Batch-2025)	Member	8266042652
9.	Mr. Rishabh Sharma (1 <sup>st</sup> Year B.A.M.S student, Batch-2025)	Member	8178280344

**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.

Contd...2

Under the aegis of Sushila Devi Centre for Professional Studies and Research

Arcadia Grant, PO- Chandanwari, Premnagar - Dehradun - 248007 (UK)

Ph. No.: 0135-2770300 | Mob.: 7617774518 | Mail ID: uumedical@uumail.in | Website: www.umcar.in | Toll Free: 1800 891 4232



**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.

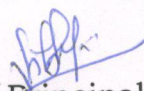
**Instructions for the Committee:**

- 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 19<sup>th</sup> December 2025 and will remain operational for the academic year 2025–2026.

All concerned are requested to take note of the above and comply accordingly.

**Copy to:**

1. Director, UMCAR – for kind information
2. UMCAR/UHDC Admin. In-charge – for necessary changes in the portal
3. All concerned – for information and necessary actions

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