



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 Uttaranchal 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 & Desgination	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 st Year B.A.M.S student, Batch-2024)	Member	8439811041
7.	Mr. Fuzail Afraheem (1 st Year B.A.M.S student, Batch-2024)	Member	7500383551
8.	Mr. Pratyaksh Lavaniya (1 st Year B.A.M.S student, Batch-2025)	Member	8266042652
9.	Mr. Rishabh Sharma (1 st 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.

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

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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 19th 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.



Principal

Principal

UMCAR

Uttaranchal Medical College

of Ayurveda & Research

Premnagar, Dehradun-UK

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