


GRIEVANCE REDRESSAL CELL

S No.	Committee Members Name	Designation	Contact No.
1.	Dr. H.D. Banjare	President	9425216447
2.	Dr. Ashwani Pradhan	Secretary	9826884455
3.	Mr. Sandeep Pradhan	Secretary	9993735690
4.	Dr. Shridhar Swain	Member	9827941855
5.	Dr. Soniya Singh	Member	8602424758
6.	Dr. Naresh Patel	Member	7224980898
7.	Mr. Prashant Tiwari	Member	8770511485


Signature of Principle
PRINCIPAL/M.S.
RAIGARH MEDICAL COLLEGE
AND HOSPITAL OF
AYURVEDA RAIGARH (C.G.)

C.C To

- President, Vivaan Shiksha Samiti
- Secretary, Vivaan Shiksha Samiti
- Administrator
- All Department
- Notice board
- Hostel (Boys & Girls)
- Mess
- Library



Minutes of Meeting

Formation of Grievance Redressal Cell

Date: 08/12/2025

Venue: Principal Office / Conference Hall

Members Present

- Principal – Chairperson
- Medical Superintendent
- Heads of Departments
- Senior Faculty Members
- Administrative Officer

Agenda

To constitute the committee as per NCISM norms for smooth academic and administrative functioning.

Resolution

It was unanimously resolved to constitute the Grievance Redressal Cell with the following objectives and responsibilities.

Functions

- Receiving complaints from students and staff
- Investigating grievances impartially
- Ensuring timely resolution of complaints
- Maintaining grievance records

Conclusion

The meeting concluded with a vote of thanks to the chair.

Principal/Chairperson

Member Secretary

PRINCIPAL/M.S.
RAIGARH MEDICAL COLLEGE
AND HOSPITAL OF
AYURVEDA



Raigarh Medical College & Hospital of Ayurveda



Recognized by Govt. NCTSA New Delhi, Pt. JEEBHER & Anand University of CGU
Add - Katarwa-Karnal, Raigarh, Dist. Raigarh, Haryana. Phone: 7115700034, 8244121177
Email: r - raigarhcollegedofayurveda@gmail.com, 2024arvd3559@gmail.com

Minutes of Meeting

Formation of Research Cell

Date: 21.12.2024

Time: 10:00 AM - Conference Hall

Members Present:

- Principal - Chairperson
- Medical Superintendent
- Head of Department
- Senior Faculty Member
- Administrative Officer

Agenda

To constitute the committee as per NCTSA norms for smooth academic and administrative functioning.

Resolution

It was unanimously resolved to constitute the Research Cell with the following objectives and responsibilities.

Functions

- Promotion of research culture among faculty and students
- Guidance for research proposals and projects
- Monitoring research publications and conferences
- Facilitating collaboration with research organizations

Conclusion

The meeting concluded with a vote of thanks to the chair.

Principal / Chairperson

Member Secretary

Minutes of Meeting

Formation of Grievance Redressal Cell

Date: 02/09/2025

Venue: Principal Office / Conference Hall

Members Present

- Principal – Chairperson
- Medical Superintendent
- Heads of Departments
- Senior Faculty Members
- Administrative Officer

Agenda

To constitute the committee as per NCISM norms for smooth academic and administrative functioning.

Resolution

It was unanimously resolved to constitute the Grievance Redressal Cell with the following objectives and responsibilities.

Functions

- Receiving complaints from students and staff
- Investigating grievances impartially
- Ensuring timely resolution of complaints
- Maintaining grievance records

Conclusion

The meeting concluded with a vote of thanks to the chair.

Principal (Chairperson)

Member Secretary

PRINCIPAL/M.S.
RAIGARH MEDICAL COLLEGE
AND HOSPITAL OF
AYURVEDA RAIGARH (C.G.)



Raigarh Medical College & Hospital of Ayurveda



(Recognized by Ayush/NCISM New Delhi, Pt. DDUMHS & Ayush University of C.G.)
Add - Kotarliya-Kotrapall, Raigarh, Chhattisgarh Phone: 7711972000, 9244121177
Email id - raigarhcollegeofayurveda@gmail.com, 2024ayu0859@gmail.com.

Minutes of Meeting

Formation of Grievance Redressal Cell

Date: 03/14/2025

Venue: Principal Office / Conference Hall

Members Present

- Principal – Chairperson
- Medical Superintendent
- Heads of Departments
- Senior Faculty Members
- Administrative Officer

Agenda

To constitute the committee as per NCISM norms for smooth academic and administrative functioning.

Resolution

It was unanimously resolved to constitute the Grievance Redressal Cell with the following objectives and responsibilities.

Functions

- Receiving complaints from students and staff
- Investigating grievances impartially
- Ensuring timely resolution of complaints
- Maintaining grievance records

Conclusion

The meeting concluded with a vote of thanks to the chair.

Principal (Chairperson)

Member Secretary



Raigarh Medical College & Hospital of Ayurveda



(Recognized by Ayush/NCISM New Delhi, Pt. DDUMHS & Ayush University of C.G.)
Add - Kotarliya-Kotrapali, Raigarh, Chhattisgarh Phone: 7711972000, 9244121177
Email id - raigarhcollegeofayurveda@gmail.com, 2024ayu0859@gmail.com.

Minutes of the Meeting:

Formation of the Grievance Redressal Cell (GRC)

Date: 03/11/2025

Time: 2:00 pm

Venue: Principal's Office / Conference Hall

Chairperson:

1. Attendance

The meeting was attended by the Principal, Medical Superintendent, HODs, Senior Faculty Members, and the Administrative Officer.

2. Agenda

To formally constitute the **Grievance Redressal Cell (GRC)** as per **NCISM guidelines** to ensure a fair, impartial, and time-bound mechanism for addressing the complaints of students and staff.

3. Resolution

The Chairperson noted that a healthy institutional environment requires a robust system for conflict resolution. It was unanimously resolved to establish the GRC with a focus on **confidentiality** and **neutrality**.

Core Objectives:

- **Zero Tolerance**: Ensuring a campus free of harassment, discrimination, and administrative apathy.
- **Accessibility**: Providing multiple channels (online/offline) for lodging grievances.
- **Efficiency**: Resolving all filed cases within a stipulated timeframe (typically 7–15 days).

4. Proposed Annual GRC Calendar

To remain proactive rather than just reactive, the following schedule was adopted:

Focus Area	Proposed Activity
1 Constitution	Formal notification of GRC members; installation of "Grievance Boxes" in the campus and hostel.
2 Awareness	Awareness session for students and staff on "How to lodge a grievance" and "Redressal Procedure."

3	Quarterly Review I	First formal meeting to review any pending complaints and check the status of suggestion boxes.
4	Policy Update	Reviewing institutional policies on gender sensitization and anti-ragging in coordination with other cells.
5	Feedback Drive	Conducting an anonymous "Campus Climate Survey" to identify hidden issues or student dissatisfaction.
6	Mid-Year Review	Evaluating the average "Time-to-Resolution" for complaints received in the first half-year.
7	Stakeholder Meet	Meeting with Student Council representatives to discuss common administrative or hostel grievances.
8	Legal Awareness	Guest lecture on "Rights of Students and Employees" and "Legal aspects of Grievance Redressal."
9	Quarterly Review II	Routine inspection of the digital grievance portal and offline registers.
10	Conflict Resolution	Workshop for HODs and Staff on "Soft Skills for Conflict Management and Mediation."
11	Record Auditing	Finalizing the Grievance Register and ensuring all cases are documented with "Action Taken Reports" (ATR).
12	Annual Report	Submission of the Annual Grievance Report to the Governing Body.

5. Conclusion

The Principal emphasized that the GRC must act as a **shield for the vulnerable** and not just a formality. The meeting concluded with a vote of thanks to the Chair.

Signatures:

Principal (Chairperson)

NOTIFICATION

Subject: Constitution of the Grievance Redressal Cell (GRC) – Academic Year 2025-26.

In compliance with the NCISM (Minimum Essential Standards) Regulations and UGC (Redress of Grievances of Students) Regulations, the Institutional Grievance Redressal Cell (GRC) is hereby formally constituted for the current academic session.

The committee is empowered to provide a fair and transparent mechanism for the prompt redressal of grievances related to academic, administrative, and personal matters within the institution.

The Committee Members are as follows:

Role	Name	Designation
Chairperson		Principal
Member Secretary		Senior Professor
Member		Medical Superintendent
Member		HOD, [Department]
Member (Women Rep)		Senior Faculty Member
Administrative Member		Administrative Officer
Special Invitee		Student Representative

Key Mandates:

- Confidentiality:** Every complaint will be handled with strict privacy.
- Timeline:** All grievances must be resolved within **15 working days** of receipt.
- Appellate Authority:** Any student unsatisfied with the decision may appeal to the University Ombudsperson within 15 days.

Principal / Chairperson
Grievance Redressal Cel.



Raigarh Medical College & Hospital of Ayurveda



(Recognized by Ayush/NCISM New Delhi, Pt. DDUMHS & Ayush University of C.G.)
Add - Kotarliya-Kotrapali, Raigarh, Chhattisgarh Phone: 7711972000, 9244121177
Email id - raigarhcollegeofayurveda@gmail.com, 2024ayu0859@gmail.com.

NOTIFICATION

Subject: Constitution of the Grievance Redressal Cell (GRC) – Academic Year 2026-27.

In compliance with the NCISM (Minimum Essential Standards) Regulations and UGC (Redress of Grievances of Students) Regulations, the Institutional Grievance Redressal Cell (GRC) is hereby formally constituted for the current academic session.

The committee is empowered to provide a fair and transparent mechanism for the prompt redressal of grievances related to academic, administrative, and personal matters within the institution.

The Committee Members are as follows:

Role	Name	Designation
Chairperson		Principal
Member Secretary		Senior Professor
Member		Medical Superintendent
Member		HOD, [Department]
Member (Women Rep)		Senior Faculty Member
Administrative Member		Administrative Officer
Special Invitee		Student Representative

Key Mandates:

1. Confidentiality: Every complaint will be handled with strict privacy.
2. Timeline: All grievances must be resolved within 15 working days of receipt.
3. Appellate Authority: Any student unsatisfied with the decision may appeal to the University Ombudsperson within 15 days.

Principal / Chairperson



Raigarh Medical College & Hospital of Ayurveda



(Recognized by Ayush/NCISM New Delhi, Pt. DDUMHS & Ayush University of C.G.)

Add - Kotarliya-Kotrapali, Raigarh, Chhattisgarh Phone: 7711972000, 9244121177

Email id - raigarhcollegeofayurveda@gmail.com, 2024ayu0859@gmail.com.

Ref. No:

Date: 03/11/2025

INTERNAL MEMORANDUM

To: The Administrative Officer / Hostel Wardens (Boys & Girls)

Subject: Installation of "Grievance & Suggestion Boxes" across Campus.

In view of the recent formation of the **Grievance Redressal Cell (GRC)** and as per **NCISM compliance**, it is hereby directed to install official "Grievance & Suggestion Boxes" at the following strategic locations by [Insert Date]:

1. Main College Entrance (Near Reception)
2. Library Entrance
3. Boys' Hostel Common Room
4. Girls' Hostel Common Room
5. Hospital OPD Waiting Area

Requirements:

- The boxes must be made of durable material (Wood/Metal) and securely locked.
- The keys shall remain in the exclusive custody of the **Member Secretary, GRC**.
- A notice clearly stating "**Grievance Redressal Cell**" must be pasted above each box.

Kindly submit a compliance report once the installation is complete.

Principal / Chairperson
Grievance Redressal Cell

Ref. No:

Date: 04/11/2025

CIRCULAR

Subject: Awareness Session on Grievance Redressal Procedures.

The **Grievance Redressal Cell (GRC)** of our institution is committed to maintaining a transparent and student-centric environment. To ensure that every member of our college is aware of their rights and the support systems available, we are conducting an **Awareness Session**.

The session will cover:

1. **Defining a Grievance:** What constitutes a formal complaint?
2. **How to Lodge a Grievance:** Using the online portal vs. physical boxes.
3. **Redressal Timeline:** How long it takes to resolve an issue.
4. **Anti-Retaliation Policy:** Ensuring complainants are protected from any bias.

Program Details:

- **Date:** 04/11/2025
- **Time:** 10:30 am
- **Venue:** Auditorium
- **Target Audience:** All Students BAMS and Staff Members.

Attendance is highly encouraged to ensure a collaborative and professional campus culture.

Principal / Chairperson
Grievance Redressal Cell



ACTION TAKEN REPORT (ATR) – ACADEMIC YEAR 24-25

Grievance Ref. No.	Date Received	Nature of Complaint	Action Taken by the Committee	Status
GRC/2025/001	12/03/25	Poor lighting in the library.	Directed Admin to install 10 new LED panels; completed on 15/03/25.	Closed
GRC/2025/002	05/04/25	Request for AIAPGET mock tests.	Forwarded to Career Guidance Cell; weekly tests started in May.	Resolved
GRC/2025/003	20/05/25	Unfair internal marking.	Subject expert review conducted; marks adjusted as per answer key.	Closed

Summary of Outcomes:

- Total Grievances Received: 3
- Total Resolved: 3
- Average Resolution Time: 8 Days

Certified By:

Member Secretary, GRC

Raigarh Medical College & Hospital of Ayurveda



(Recognized by Ayush/NCISM New Delhi, Pt. DDUMHS & Ayush University of C.G.)
Add - Kotarliya-Kotrapali, Raigarh, Chhattisgarh Phone: 7711972000, 9244121177
Email id - raigarhcollegeofayurveda@gmail.com, 2024ayu0859@gmail.com.

ACTION TAKEN REPORT (ATR) – ACADEMIC YEAR 2025-26

Grievance Ref. No.	Date Received	Nature of Complaint	Action Taken by the Committee	Status
GRC/2025/001	12/09/25	Poor lighting in the mess Hall	Directed Admin to install 10 new LED panels; completed on 15/09/25.	Closed
GRC/2025/002	05/11/25	Poor food quality	Directed Admin to enhance the food quality.	Resolved
GRC/2026/003	09/03/26	no sufficient cooler.	Informed the issue to infra structure committee and more cooler were installed in the class room.	Resolved
GRC/2026/004	17/03/26	Water cooler was found not working properly	Reported to Infra structure Committee. Water cooler repaired.	Resolved

Summary of Outcomes:

- Total Grievances Received: 4
- Total Resolved: 4
- Average Resolution Time: 7 Days

Certified By:

Member Secretary, GR