



अखिल भारतीय आयुर्विज्ञान संस्थान (एम्स), गुवाहाटी
All India Institute of Medical Sciences, Guwahati
स्वास्थ्य और परिवार कल्याण मंत्रालय, भारत सरकार के तत्वावधान में एक स्वायत्त निकाय
(An autonomous body under Ministry of Health and Family Welfare, GoI)
चांगसारी, गुवाहाटी, असम - 781101
Changsari, Guwahati, Assam - 781101

संदर्भ/Ref. No: 1-48/2022-23/AIIMS/GHY/ADMIN/OFFICE ORDER/2072

दिनांक/Date: 08.09.2026

कार्यालय आदेश/OFFICE ORDER

Sub: Consolidated information on institute's mechanism of redressal of various types of Grievances.

Consolidated information on various modes of grievance redressal mechanisms followed/available in AIIMS Guwahati are summarised hereunder with reference to the relevant office orders:

1. Internal Grievance Redressal Committee (IGRC):

The Internal Grievance Redressal Committee (IGRC) deals with the hearing, examination, investigation and redressal of grievances and complaints concerning employees of AIIMS Guwahati. The following officers of AIIMS Guwahati are members of the IGRC :-

Sl. No.	Name	Designation
1	Dr. Roonmoni Deka, Professor & Head, Anatomy, AIIMS Guwahati	Chairperson
2	Dr. Sankappa Pundalikappa Sinhasan, Professor & Head, Pathology, AIIMS Guwahati	Member
3	Dr. Diganta Borah, Professor & Head, PMR, AIIMS Guwahati	Member
4	Ms. Kalpana Thakur, Lecturer in Nursing, AIIMS Guwahati	Member

[Office Order Ref: 1-47/2022-23/AIIMS/GHY/ADMN./COMMITTEES/2656 dated: 30.12.2024]

Contact Details:

Email: roonmonideka@aiimsguwahti.ac.in

2. Internal Committee (IC):

The Internal Committee (IC) deals with complaints relating to sexual harassment of women at the workplace, in accordance with the applicable provisions of the *Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013*. The following officers of AIIMS Guwahati are members of the IC :-

Sl. No.	Name	Designation
1	Dr. Neirita Hazarika, Professor & HoD, Dermatology, AIIMS Guwahati	Presiding Officer
2	Dr. Kausalya Raghuraman, Associate Professor, Microbiology, AIIMS Guwahati	Member
3	Dr. Nilesh Ashok Devraj, Associate Professor, Forensic Medicine & Toxicology, AIIMS Guwahati	Member
4	Dr. Biraj Ch Paul, Assistant Professor, Hospital Administration, AIIMS Guwahati	Member
5	Ms. Payel Bajaj, Working President, Subham Charitable Association	NGO Representative

[Office Order Ref: 1-96/2023-24/AIIMS/GHY/ADMN./ICC/1479 dated: 07.08.2026]

Contact Details:

Email: icc@aiimsguwahti.ac.in

3. **Public Grievance Redressal Committee related to Hospital matters:**

The Public Grievance Redressal Committee for redressal of Hospital related grievances at AIIMS Guwahati comprises the following members:

Sl. No.	Name	Designation
1	Prof (Dr.) N Brian Shunyu, Former Medical Superintendent, Professor and HoD, ENT, AIIMS Guwahati	Chairman/Nodal Officer
2	Dr. Bhupen Barman, Former Deputy Medical Superintendent, Professor & HoD, General Medicine, AIIMS Guwahati	Member Secretary
3	Dr. Deb Kr. Boruah, Additional Professor, Diagnostic & interventional Radiology, AIIMS Guwahati	Member
4	Dr. Ankur Khandelwal, Additional Professor, Department of Anaesthesia, AIIMS Guwahati	Member
5	Dr. Gautam Sarma, Associate Professor, Department of Radiation Oncology, AIIMS Guwahati	Member
6	Dr. Priyadarshi Dikshit, Associate Professor, Department of Neurosurgery, AIIMS Guwahati	Member
7	Dr. Amrita Dutta, Associate Professor, Department OBG, AIIMS Guwahati	Member
8	Dr. Amit Kr Mallik, Associate Professor, Department of PMR, AIIMS Guwahati	Member
9	Dr. Bipul Kr. Das, Assistant Professor Department of Paediatrics, AIIMS Guwahati	Member
10	Dr. Biraj Ch. Paul, Assistant Professor, Department of Hospital Administration, AIIMS Guwahati	Member
11	Smt. Indu Kumari, Senior Nursing Officer, AIIMS Guwahati	Member
12	Smt. Ankita Boruah, MSW, AIIMS Guwahati	Member

[Office Order Ref: AIIMS/GHY/2023-24/MS Office/Public grievance/1-20/01 dated: 17.10.2023] and [Office Order Ref: 1-38/2021-22/AIIMS/GHY/ADMN./PG/Pt. I/1977 dated: 29.08.2026]

Grievances, complaints and suggestions relating to hospital services and patient-related matters may be submitted through the following channels:

- **Email:** grievance@aiimsguwahati.ac.in / nodal_grievance@aiimsguwahati.ac.in
- **Grievance Drop Box** available at the Ground Floor of OPD building in the Institute.
- **Online:** Visit the <https://aiimsguwahati.ac.in/page/grievance> on the official AIIMS Guwahati website.

4. **Anti-Ragging Committee:**

The Anti-Ragging Committee of AIIMS Guwahati comprises the following members of AIIMS Guwahati:

Sl. No.	Name	Designation	Phone Number
1	Prof. (Dr.) Ashok Puranik	Executive Director, AIIMS Guwahati (Chairman)	03612800607
2	Comdt. T. Ngamlien	Deputy Director (Admin.), AIIMS Guwahati (Member)	03612912010
3	Dr. Muralidhar Reddy Sangam	Dean Academic (Member)	9440668501
4	Dr. Sankappa Pundalikappa Sinhasan	Professor & Head, Pathology (Member)	9442551998
5	Dr. Jayanta Das	Associate Dean (Academic), (Member)	9864268679
6	Dr. Vinay G	Hostel In-Charge - Boys (Member)	9844966427
7	Dr. Dibyajyoti Saikia	Hostel In-Charge - Boys (Member)	7289822218
8	Dr. Kewithinwangbo Newme	Hostel In-Charge - Boys (Member)	9401212452
9	Dr. Kausalya Raghuraman	Hostel In-Charge - Girls (Member)	9910231285
10	Dr. Murchana Khound	Hostel In-Charge - Girls (Member)	9954508268
11	Ms. Nabanika Kalita	Hostel In-Charge - Girls (Member)	9864033262
12	Dr. Amit Kumar Sonkar	Nodal Officer	9918833889
13	Mr. Mrigen Kumar Sarma	Junior Warden - Boys Hostel (Member)	8486937022
14	Ms. Apeksha Mathur	Junior Warden - Girls Hostel (Member)	9079908637
15	Officer-in-Charge, Changsari Police Station	Inspector In-Charge (Member)	9101392498

16	Mr. Anubhav Kumar	Changsari Reporter - Niyomiya Barta Newspaper (Member)	9854326836
17	Mr. Sumanta Madhab Baruah	Advocate, M/O Ms. Toniya Baruah, MBBS Batch 2025 (Member)	7086504932
18	Chaudhari P. Shivaji	MBBS Student, Batch 2023	932582880
19	Priya Yadav	MBBS Student, Batch 2023	7681970734
20	Pranav Yernagul	MBBS Student, Batch 2024	7989918003
21	Priyanka Bin	MBBS Student, Batch 2024	8011767948
22	Ananya Meher	MBBS Student, Batch 2025	9980347803
23	Ashutosh Khandalal	MBBS Student, Batch 2025	9694916465

[Office Order Ref: 1-47/2022-23/AIIMS/GHY/ADMN./COMMITTEES/1940 dated: 25.08.2026]

5. CPGRAMS:

Grievances concerning quality of services may be submitted through the Centralised Public Grievance Redress and Monitoring System (CPGRAMS), the Government of India's online grievance redressal platform. However, Service matters, RTI matters, Sub-judice matters and matters Beyond Entitlement are invalid on the CPGRAMS Portal.

Contact Details:

Shri Proshanta Purkayastha

Administrative Officer

AIIMS Guwahati

Email: adminofficer@aiimsguwahati.ac.in

6. Right to Information (RTI):

Requests seeking information under the Right to Information Act, 2005 should be submitted through the prescribed RTI mechanism.

CPIO:

Shri Proshanta Purkayastha

Administrative Officer

AIIMS Guwahati

Email: adminofficer@aiimsguwahati.ac.in

Appellate Authority:

Comdt. T. Ngamlien

Deputy Director (Admin)

AIIMS Guwahati

Email: dda@aiimsguwahati.ac.in

[Office Order Ref: 1-98/2023-24/AIIMS/GHY/ADMN./TRAINING/1727 dated: 16.10.2025]

Note: Besides the above-mentioned channels for redressal of grievances, the administration is always open for hearing and resolving any complaint, grievances or suggestions from employees, students, patients and the general public.

**Sd/-
Comdt. T. Ngamlien
Deputy Director (Admin)
AIIMS Guwahati**

Copy to: -

1. PS to Executive Director, AIIMS Guwahati- for kind information
2. FA, AIIMS Guwahati – for kind information
3. MS, AIIMS Guwahati – for kind information
4. All Dean, AIIMS Guwahati – for kind information
5. Principal, Nursing College, AIIMS Guwahati – for kind information
6. All HoDs of AIIMS Guwahati- for kind information
7. IT Cell, AIIMS Guwahati – for kind information and publishing on the institute website
8. Office copy
9. Office Guard file