



CDN-20011/136/2025-COORDINATION-NMC

Government of India
National Medical Commission
Policy & Coordination Division



Pocket- 14, Sector- 8,
Dwarka, Phase-1, New Delhi-77

Dated: 08-07-2025

Public Notice

Subject: - ADVISORY ON GRIEVANCE REDRESSAL MECHANISM FOR MEDICAL STUDENTS AND STAKEHOLDERS

This Commission has been receiving grievances from medical students/parents and other stakeholders relating to various challenges being faced by them during their academic and clinical training etc. This may relate to charging of excess fee, delay in payment of stipend or Non payment of stipend, ragging/harassment, Internship related issues, faculty or college staff related issues, disciplinary matters, health and safety concerns, academic issues viz. curriculum, attendance, teaching methods, examinations, assessment, etc. There is an emergent need for a dedicated Grievance Redressal Mechanism at various levels so that the stakeholders have a platform for redressal of their grievances.

2. Most of these grievances can be resolved at the College or University level itself. If still unresolved, the same can be redressed by appropriate intervention of DME/Health & Medical Education Department of the state concerned. If a grievance require intervention at the NMC level, the same may be escalated to NMC for necessary resolution.

3. This Advisory is being issued to put in place a structured mechanism at 3 levels, viz. (i) Medical College/Institute, (ii) University,

and (iii) DME/Health & Medical Education Department of the State/UT for an effective Grievance Redressal Mechanism. It is accordingly suggested to form Grievance Redressal Committees at above 3 levels consisting of senior level functionaries. Colleges/Universities/ DME/Health & Medical Education Department will also give details of these Committees on their websites and maintain all records of Grievances received and resolved. Colleges/Universities should also create and display a web-portal address and provide a link on their respective websites where aggrieved students can register their grievances in an online mode.

4. All out efforts are to be made by the stakeholders for effective and speedy resolutions of the grievances of the students/stakeholders with an endeavor that all the grievances are attended to at the levels from where the grievance emanate. Web portal:<https://nmc.org.in/ActivitiWebClient/open/initiateComplaint> has been activated at NMC for lodging of the unresolved grievances by the medical students/stakeholders. Students/stakeholders may register themselves on the portal and submit their grievances accordingly.

Digitally signed by
Dr.Raghav Langer
Date: 08-07-2025
18:55:26

Raghav Langer
SECRETARY

r.langer@ias.nic.in
National Medical Commission
New Delhi

Copy for information to:

1. ACS/PS/Secretaries/Department of Health & Medical Education in States/UTs
2. The Principals / Deans of all Medical Colleges / Institutions (under the purview of NMC)
3. PPS to Chairman, NMC

4. PPS to Secretary, NMC
5. PPS to Presidents of all Boards in NMC
6. DMMP-I System Integrator – for uploading on website
7. Guard File