



NETAJI SUBHAS MEDICAL COLLEGE AND HOSPITAL

(A Unit of Sitwanto Devi Mahila Kalyan Sansthan)

Adityapur, Seraikela Kharsawan, Jharkhand - 832 109

Approved by National Medical Commission, New Delhi

Department of Medical Science under Netaji Subhas University, Jamshedpur

☎ 1800 889 8518

☎ 9229342489

☎ 9386467618

✉ contact@nsmch.ac.in

🌐 www.nsmch.ac.in

Ref. No: PRINCIPAL/ACAD/DI/2025/019

Date: 20th Dec 2025

Notice

To All HOD's

Subject: - Formation of Grievance Redressal Committee

The Grievance Redressal Committee of Netaji Subhas Medical College and Hospital, has been constituted in compliance to NMC/UGC guidelines)

GRIEVANCE REDRESSAL COMMITTEE

| | | |
|----------------------------|---|----------------|
| Dr K.N. Singh | Principal & Professor, General Medicine | Chairperson |
| Dr Nawin Kumar | MS & Professor, General Surgery | Coordinator |
| Dr Ratan Kumar | Professor & Head, Pharmacology | Member |
| Dr Ashok Kumar Dubey | Professor & Head, Anatomy | Member |
| Dr Ayaskant Sahoo | Professor & Head, Anaesthesia | Member |
| Dr Ashim Mishra | Professor & Head, FMT | Member |
| Dr. Sarita Turkey | Professor & Head, OBG | Member |
| Dr Harsini Thakkar | Assistant Professor, Psychiatry | Member |
| Dr Anu Priya | Assistant Professor, OBG | Member |
| Dr Anupama Abhilasha Murmu | Assistant Professor, Community Medicine | Member |
| Mr M.K Jha | Nodal Officer | Member |
| Mr K.K Singh | Hospital Manager | Member |
| Mrs Pushpa Verma | Nursing superintendent | Member |
| Ms.Rani Kumari | Management representative | Member |
| Siddhartha Karn | MBBS 2025 Batch | Student member |
| Palak Priyadarshni | MBBS 2025 Batch | Student member |

Mail id – grievance@nsmch.ac.in

Contact No: - 9386467618 (Nodal Officer)

Sd/-

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Principal

PRINCIPAL
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NSMCH

CC:- Registrar Office

Ms Office

All Department

IQAC, NSU

Academic Guard File

All Notice Board (Library/Girls Hostel/Boys Hostel)



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20/12/25



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Date: *22nd Dec 2025*

GRIEVANCE REDRESSAL COMMITTEE

Date: 22nd December' 2025

Time: 02:00 PM

Venue: Conference Hall, Administrative Block

Chairperson: Dr K.N. Singh, Principal

AGENDA:

1. Formation of purpose and scope of Grievance Redressal Committee.
2. Process of Grievance Redressal Mechanism in Medical College and Hospital.

PROCEEDINGS:

1. **Welcome Address:**

The meeting commenced with a welcome address by the Principal, who emphasized the importance of Grievance Redressal Committee in a Medical College as per NMC.

2. The purpose and scope of the committee was discussed and was noted down.

PURPOSE:

1. Establish a clear and accessible platform for students, faculty, and staff to raise concerns related to academics, administration, or campus life.
2. Ensure fair, unbiased, and timely resolution of grievances while upholding institutional ethics and individual dignity.
3. Promote a healthy and supportive environment by actively addressing various issues.
4. Protect the identity and rights of complainants by maintaining strict confidentiality and a non-retaliatory approach.
5. Encourage accountability and transparency across departments through consistent handling of complaints and follow-ups.
6. Identify patterns in recurring issues and recommend preventive or corrective actions to institutional authorities.



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7. Educate the campus community about grievance procedures, individual rights, and available support systems.
8. Maintain comprehensive records of all grievances and resolutions for institutional review, compliance, and improvement.

SCOPE:

1. The policy is applicable to all the students of Netaji Subhas Medical College and Hospital, Adityapur, Seraikela- Kharsawan.

GRIEVANCE REDRESSAL PROCESS

1. Informal Resolution Process

- a) All grievances will be reported first to the HOD of the respective Department. If the grievance is relatively minor, the HOD will try to resolve the issue informally through discussion, mediation or counselling.
- b) If it is not resolved at the above level, the complainant can raise the issue with the Principal, who will conduct a preliminary investigation and try to resolve the issue.
- c) If it is not resolved at this level, the Complainant may then raise a formal grievance in writing to be investigated and adjudicated by the Grievance Committee.

2. Formal Grievance Redressal Process

- a) The complainant submits a written complaint to the Grievance Redressal Committee stating all the relevant facts and the name(s) of the respondent(s). The statement must include a brief account of the efforts made to resolve the issue informally.

The written complaint to the Grievance Committee must be submitted within one months of occurrence of the cause of grievance, with Supporting evidence, if any, is also required to be submitted along with the written complaint.

- b) Within fifteen working days of receiving the complaint, the Grievance Committee will (i)

Acknowledge the complaint in writing

ii) Send a copy of the complaint to the Respondent(s) asking them to submit a written explanation to the complainant within 7 (Seven) working days.

- c) The Committee will initiate the inquiry into the Complaint by interviewing



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- (a) the Complainant and witnesses named by the Complainant;
(b) the Respondent(s) and witnesses named by the Respondent(s).

(c) Other persons from the Medical college who the Committee feels can offer information pertinent to the case. The Committee has the right to access any document that may be pertinent to the case.

d) The Committee will then prepare a written enquiry report of their investigation summarizing the evidence and report to Principal with respect to validity of the complaint.

e) The Principal will review the Inquiry Report and take appropriate action as deemed necessary as per University Rules.

NB: - All members of. the Grievance Committee and those assigned for record keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty to maintain strict confidentiality throughout the process.



[Signature]
22.12.25
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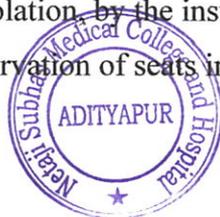
Reference : UNIVERSITY GRANTS COMMISSION

NOTIFICATION, New Delhi, Dated 11th April, 2023

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

As per 3(f) “Grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- I. Admission contrary to merit determined in accordance with the declared admission policy of the institution;
- II. Irregularity in the process under the declared admission policy of the institution;
- III. Refusal to admit in accordance with the declared admission policy of the institution;
- IV. Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
- V. Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- VI. Withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- VII. Demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- VIII. Violation by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;



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- IX. Non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
- X. Delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
- XI. Failure by the institution to provide student amenities as set out in the prospectus, or is required to be extended by the institution under any provisions of law for the time being in force;
- XII. Non-transparent or unfair practices adopted by the institution for the evaluation of students;
- XIII. Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
- XIV. Complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
- XV. Denial of quality education as promised at the time of admission or required to be provided;
- XVI. Harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
- XVII. Any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution;
- XVIII. Any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.



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