



**MAHATMA GANDHI MISSION'S
MEDICAL COLLEGE NERUL**

MGMMC/GRC/1/2024

16/09/2024

GRIEVANCE REDRESSAL PROCEDURE FOR STAFF & STUDENTS
MGM MEDICAL COLLEGE NERUL, NAVI MUMBAI

I. INTRODUCTION

In accordance with Dean Office Circular MGMMC/36/2024 dated 09.08.2024, a Grievance Redressal Committee for MGM Medical College Nerul has been constituted to address grievances of Medical College staff and students.

Composition of the Committee is as follows:

S. No	Name	Designation	Dept	Mobile No.	Email ID
1.	Dr. Padma Ramesh	Chairperson	ENT (Professor & HOD)	9869006908	padmar137@yahoo.com
2.	Dr. Alka Ramteke	Member Secretary	Biochemistry (Asst. Professor)	8826667702	alka_ramteke@yahoo.com
3.	Dr. Rupinder Gill	Member	Psychiatry (Sr Resident)	9619424728	rupindergill94@gmail.com
4.	Dr. Ruchi Mishra	Member	Microbiology (Asst. Professor)	7007485720	ruchimishra1208@gmail.com
5.	Ms. Neelanjna Mathur	Member	Clinical Psychologist	9833298077	neelanjna@yahoo.com
6.	Dr. Ajit Chalak	Member	Orthopaedics (Assoc. Professor)	9975704878	ajitchalak@gmail.com

This procedure has the consensus of all members of the Grievance Redressal Committee (GRC).

II. SCOPE & DEFINITIONS

This grievance redressal procedure is applicable to all the staff and students of MGM Medical College Nerul within the environment of the college (see below).

1. Grievance: A grievance is an issue, not easily resolvable, that the staff/student believes is unfair or unjust which arises out of his/her interaction with someone or is due to a violation of established rules, policies and procedures.
2. Staff: All teaching and non-teaching staff.
3. Complainant: Any individual who has made a complaint of an unresolved grievance.
4. Respondent/s: Any staff/student/person against whom the complainant has made a complaint.
5. Environment: Classrooms, campus, hostels, hospital, all office premises and all sites where college related activities happen.

III. GRIEVANCE REDRESSAL PROCEDURE

1. Informal Resolution of Grievance

(a) All grievances will be reported first to the respective faculty who is the Student Mentor and to concerned Head of Department (in case of students) and to Head of Department/Section (in case of staff). If the grievance is relatively minor, the Mentor/HOD will try to resolve the issue informally through discussion, mediation or counselling. If indicated, counselling by the Clinical Psychologist of the college may also be considered.

(b) If the grievance is not resolved at the above level, the Complainant may then raise a formal grievance in writing to be investigated by the Grievance Redressal Committee.

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2. Formal Grievance Redressal Procedure


- (a) The Complainant is to submit a written and signed complaint to the GRC stating all relevant facts and the name(s) of the Respondent(s). The statement must include any supporting evidence and witnesses if any, as well as a brief account of the efforts made to resolve the issue informally. The written complaint to the Committee must be submitted within six months of occurrence of the cause of grievance. The complaint may also be submitted by email at grc@mgmmcnerul.edu.in However, written complaint is mandatory before inquiry can be taken up by the GRC.
- (b) In case of dire emergency that needs urgent action, the Complainant may contact the Chairperson or any member of the Committee telephonically. However, inquiry into the complaint by the Committee will commence only after receiving a written complaint.
- (c) Within ten working days of receiving the written complaint, the Committee will acknowledge the complaint in writing and send a copy of the complaint to the Respondent(s). The Respondent will be asked to submit a written explanation to the Committee within ten working days.
- (d) If there is no reply in writing from the Respondent within ten days, the Committee will send a report of the same to higher authorities of the College.
- (e) Within thirty working days of receiving the complaint, the Committee will initiate the inquiry into the complaint by interviewing (i) the Complainant and witnesses named by the Complainant; (ii) the Respondent(s) and witnesses named by the Respondent(s), and (iii) other persons from the College who the Committee considers may offer information pertinent to the case. The Committee has the right to access any document that may be relevant to the case.
- (f) After the inquiry, the Grievance Redressal Committee will prepare a written Inquiry Report of their investigation summarizing the evidence gathered with respect to the grievance and report to the Dean with their findings and recommendations on whether or not the grievance is legitimate and needs redressal.
- (g) The Dean will review the Inquiry Report and take appropriate action as deemed necessary according to the rules.

IV. RIGHT OF APPEAL

The Complainant(s) and Respondent(s) have the right to appeal the recommendations of the Grievance Redressal Committee and/or the action taken by the Dean to higher authorities.

V. CONFIDENTIALITY

All members of the Grievance Redressal Committee, all persons assigned for record keeping, and any student or staff member questioned in relation to the grievance, are bound by the duty of confidentiality at all times to hold in confidence all documentation and information associated with the process.

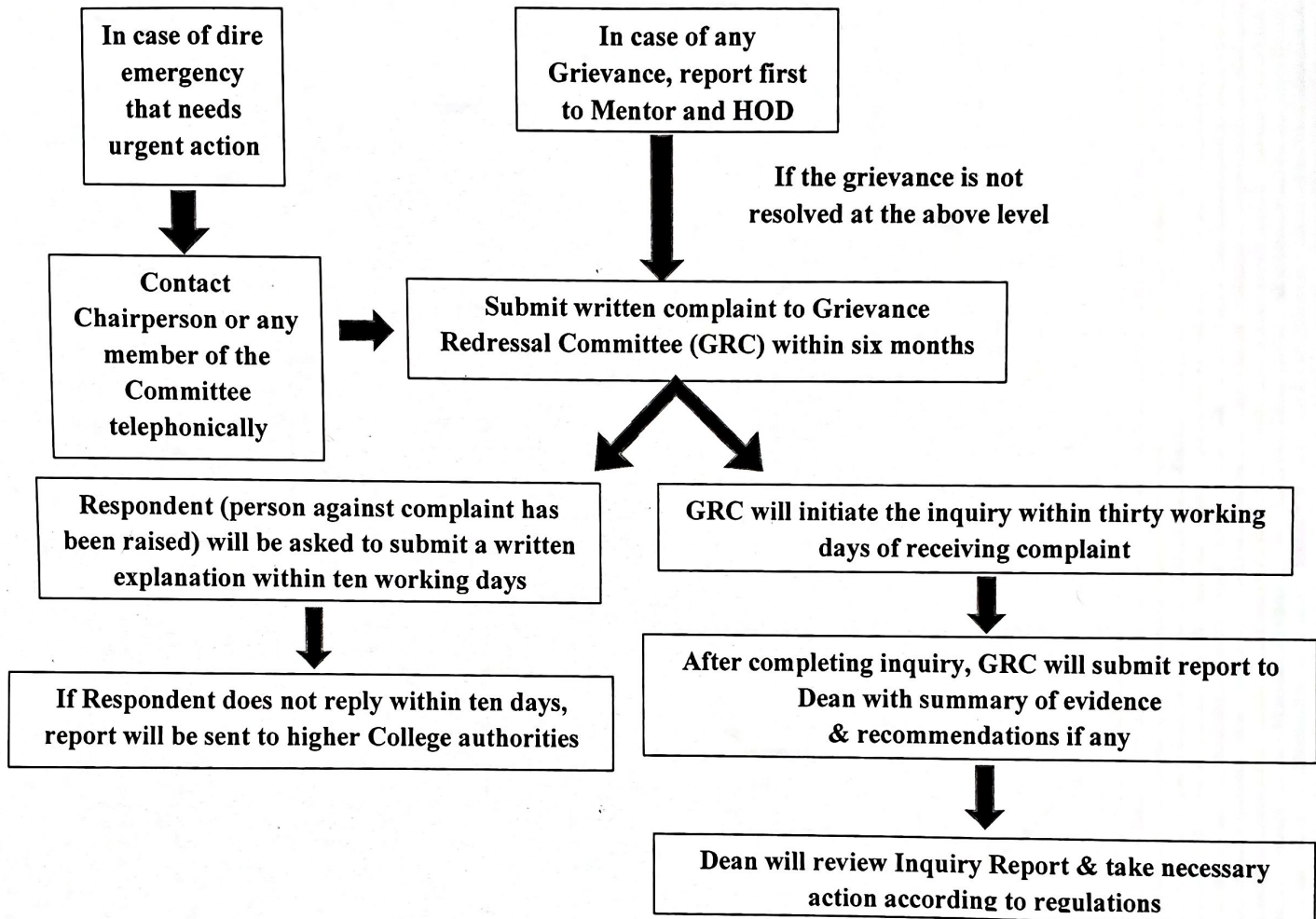

Dr Padma Ramesh
Professor & Head of Department (ENT)
Chairperson, Grievance Redressal Committee





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FLOWCHART: GRIEVANCE REDRESSAL PROCEDURE



JSR/2016