

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA
UNSTARRED QUESTION NO. 2857
TO BE ANSWERED ON 17TH MARCH, 2026**

GRIEVANCE REDRESSAL MECHANISM IN NMC

2857 DR. M. THAMBIDURAI:

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether National Medical Commission (NMC) currently has an independent grievance redressal or Ombudsman mechanism for medical institutions, faculty, students and resident doctors;
- (b) the total number of grievances received in the last two years, category-wise (students, faculty, institutions, etc.);
- (c) the average time taken to resolve grievances and appeals; and
- (d) whether the Ministry proposes to strengthen or restructure this mechanism to ensure faster, transparent and accountable resolution

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE
(SMT. ANUPRIYA PATEL)**

(a) to (d) As informed by the National Medical Commission (NMC), the Commission has established a web-based grievance portal for students and other stakeholders to submit their grievances. The portal can be accessed at: <https://nmc.org.in/ActivitiWebClient/open/initiateComplaint>. During the last two years, a total of 2,572 grievances have been received through the said mechanism, including 1,829 grievances in the year 2025 and 743 grievances in the year 2026. The Commission follows timelines for redressal of grievances in parity with the timelines prescribed under the Centralized Public Grievance Redress and Monitoring System (CPGRAMS).

The Ministry of Health and Family Welfare, in coordination with the National Medical Commission, continuously reviews the grievance redressal mechanism with a view to improve efficiency, transparency and accountability. Steps are taken from time to time to streamline the process and strengthen the system for timely disposal of grievances.
