

Grievance Redressal Mechanism for NBEMS Trainees & Candidates

A. Objective

- 1.1. To redress the grievance of the DNB/DrNB/FNB trainees registered with the National Board of Examinations in Medical Sciences (NBEMS) for DNB/DrNB/FNB training respectively.

B. Composition

- 1.2. The composition of NBEMS Grievance Redressal Committee for DNB trainees shall be as under:

Designation	Role in the Committee
Vice President, GB NBEMS	Chairperson
Governing Body Member	Member
Any other co-opted expert/faculty with the permission of the Chairperson	Member
Executive Director	Member
Head of Concerned Department at NBEMS	Member Secretary

C. Terms of reference

- 1.3. The terms of reference of the NBEMS Grievance Redressal Committee for DNB trainees shall be as under:

- 1.3.1. To attend to grievances of registered DNB/DrNB & FNB trainees related to DNB/DrNB/FNB training against the hospital.

- 1.3.2. To attend to disciplinary issues related to DNB/DrNB/FNB training against registered DNB/DrNB/FNB trainees of the hospital.
- 1.3.3. To attend the grievance of the trainees with NBEMS in matters related to DNB/DrNB/FNB training, counselling, registration, thesis and/or examinations etc conducted by NBEMS.
- 1.3.4. To attend the grievance of the candidates with NBEMS who have applied for/appeared in counseling/examinations conducted by NBEMS.
- 1.3.5. To make recommendations on the grievance of the trainees/candidates after going through the facts of the matter.
- 1.3.6. To recommend penalty against trainees making false representations.
- 1.3.7. To provide platform for level – 2 Grievance Redressal.

D. Venue of the meeting

- 1.4. The venue of the meeting of NBEMS Grievance Redressal Committee for DNB trainees/candidates shall be at NBEMS office at New Delhi. The meeting may be convened on a virtual platform also, if so required.

E. Frequency of the meeting

- 1.5. The meetings of NBEMS Grievance Redressal Committee for DNB trainees/candidates shall be held once in every 2 months

F. Quorum for meeting

- 1.6. At least 3 members and Member Secretary should be present.

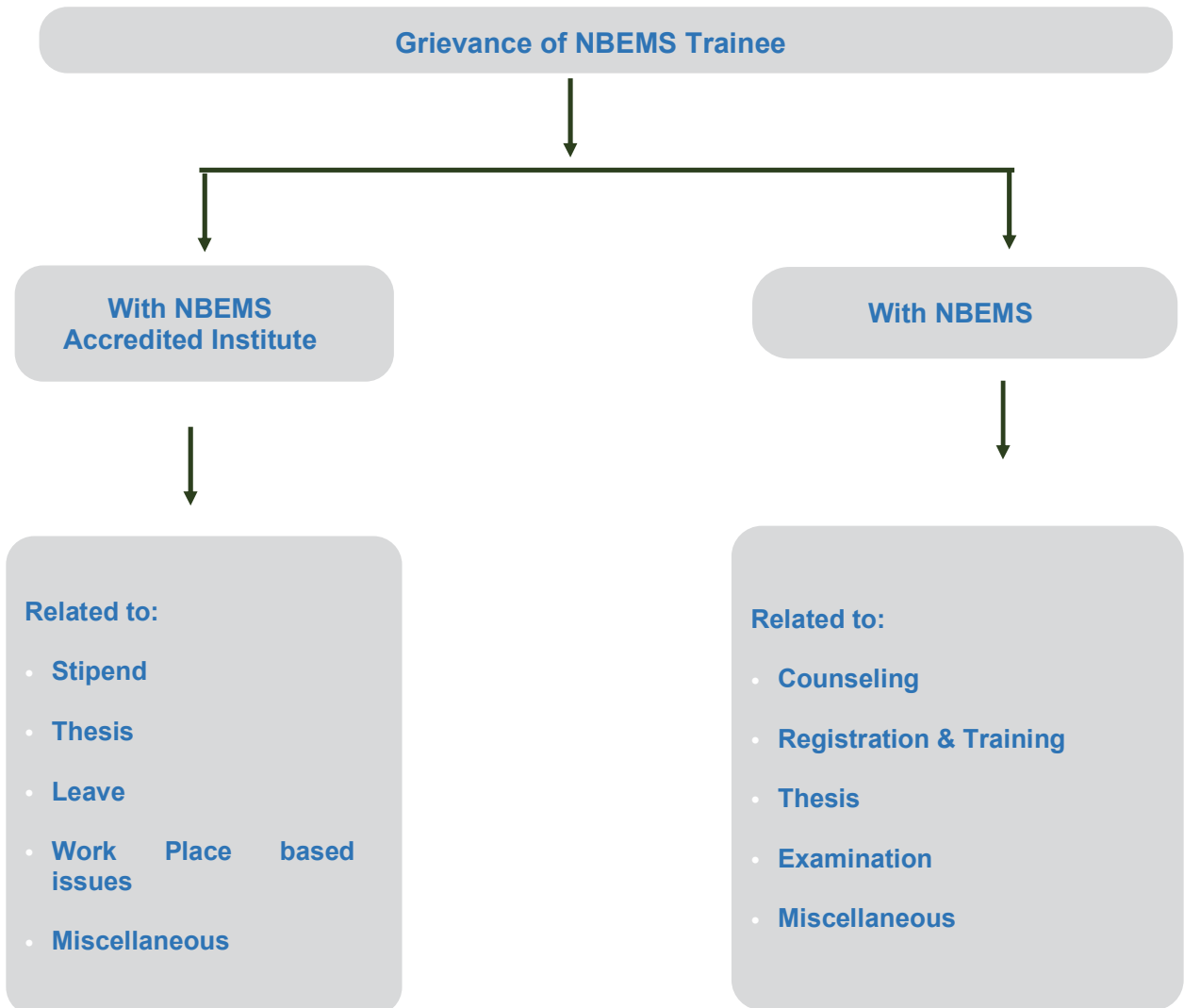
G. Presiding officer

- 1.7. Every meeting shall be presided by the Vice President of NBEMS and if the Vice President is unavailable then the Governing Body Member will be presiding the meeting.

H. Voting

- 1.8. Every member shall have one vote except the Head of the NBEMS Department concerned. The Head of the NBEMS Department concerned will not have any voting rights as he/she has dealt the case at the time of redressal of the grievance at the 1st level. If there is an equality of votes on any issue being deliberated by the Committee, the Chairperson shall have a casting vote.

I. Nature of Grievance



J. Grievance Redressal Procedure:

a) Grievance against NBEMS Accredited Hospital

1.9. To address issues between the DNB/DrNB/FNB trainees and NBEMS accredited hospitals, a Grievance Redressal Committee (GRC) exists at each of the accredited hospital as per composition detailed below for addressing grievances of the DNB/DrNB & FNB candidates. The composition of the said committee is as under:

S. No.	Members	Role
1	Head of the Institute	Chairman
2	In-house, Senior Consultant, Medical Specialty	Member
3	In-house, Senior Consultant, Surgical Specialty	Member
4	DNB Coordinator of the hospital	Member
5	Medical Superintendent or equivalent in the hospital	Member
6	Representative of DNB & FNB Candidates of the hospital	Member
7	External Medical Expert of the Rank of Professor of a Govt. Medical College <i>with Basic Science background</i>	Member

1.10. The *Terms of Reference* for the Hospital GRC is as under:

1.10.1. To attend to grievances of registered DNB/DrNB & FNB candidates related to DNB/DrNB/FNB training against the hospital.

1.10.2. To attend to disciplinary issues related to DNB/DrNB/FNB training against registered DNB/DrNB & FNB trainees of the hospital.

1.10.3. To submit an action taken report to NBEMS in matters which are escalated for redressal at NBEMS level.

1.11. **Level - 1 Grievance Redressal Mechanism:** Any grievance against the NBEMS Accredited Institution related to DNB/DrNB/FNB training shall first be attended by the above-

mentioned Grievance Redressal Committee of the NBEMS Accredited hospital as level - 1 redressal mechanism.

- 1.12. Such matters shall not ordinarily be entertained by NBEMS directly. However, if the complainant is not satisfied with the decision of the hospital Grievance Redressal Committee, such matters shall be forwarded for further adjudication to the NBEMS Grievance Redressal Committee constituted for this purpose along with action taken report of Grievance Redressal Committee of the concerned accredited hospital.
- 1.13. The representation has to be submitted within one month of disposal of the grievance at level - 1. The Grievance can be submitted by the trainee through a dedicated Online Grievance Registration Portal (OGRP).
- 1.14. The aggrieved trainees will have to be physically/virtually present themselves before the NBEMS committee to present their grievance along with the supporting documents. The Head of Institute of the hospital/ the Head of the concerned department at hospital may be asked to attend the proceedings, if required.
- 1.15. No legal person / lawyer shall accompany the hospital/ the trainee under any circumstance.
- 1.16. The trainees shall be given an ample opportunity to present their case before the Committee.

b) Grievance against NBEMS:

- 1.17. **Level - 1 Grievance Redressal Mechanism:** Any grievance against the NBEMS related to DNB/DrNB/FNB training and/or exam shall first be attended by the concerned department of NBEMS. Complainant can register their grievance with the concerned department through **Communication Web Portal of NBEMS**, as level - 1 redressal mechanism.

- 1.18. If the complainant is not satisfied with the resolution provided by the respective department of NBEMS, such matters shall be forwarded for further adjudication to the NBEMS Grievance Redressal Committee constituted for this purpose along with the resolution provided by the concerned department of NBEMS.
- 1.19. The representation has to be submitted within one month of disposal of the grievance at level - 1. The Grievance can be submitted by the trainee through a dedicated **Online Grievance Registration Portal**. The decision/resolution provided at Level -1 shall be mandatorily required to be submitted while submitting the Grievance at Level - 2. In case no resolution has been provided despite multiple communications at Communication Web Portal, details of all those communications needs to be provided. Matter cannot be escalated to Level - 2 unless the maximum time sought at NBEMS Communication Web Portal to resolve the matter at Level - 1 has been exhausted.
- 1.20. No legal person / lawyer shall accompany the trainee under any circumstance
- 1.21. The trainees shall be given an ample opportunity to present their case before the Committee.

K. Recommendations of the Committee

- 1.22. Committee shall make its recommendations subsequent to the representation being made by the trainee. The recommendations shall be approved by the Examination Committee and thereafter the GB will ratify the same, before the final outcome is communicated to the trainee.