

Complaint Handling Mechanism (CHM)

Government Medical College, Nagpur

Sr No.	Particulars	Description
1	Where to lodge a complaint	Inward Section
2	Acknowledge of the complaints	Inward Section
3	Time for the resolution of the complaints	Depends on nature of the complaint
4	Escalation of Complaints	Appropriate action will be taken
5	Time for resolution of the complaint After escalation	Depends on nature of the complaint
6	Name & Contact details of Grievance Redressed officer	Dr. Dinkar Kumbhalkar Professors of Department of pathology Tel No. 0712-2703804

Citizen Charter – 2019
Government Medical College, Nagpur

Sr. No.	Certificate	Documents Required	Time Period	Officer	Escalation Officer
1	Academic Certificate	Students application	With in a week	Office Superintendent (Student Section)	Dean
2	Bona fide Certificate	Internship completion certificate, Last leaving certificate	With in a week	Office Superintendent (Student Section)	Dean
3	College Leaving Certificate	All concerned mark list	With in a week	Office Superintendent (Student Section)	Dean
4	Attempt Certificate	Student application	With in a week	Office Superintendent (Student Section)	Dean
5	Character Certificate	Student application & fee receipt	With in a week	Office Superintendent (Student Section)	Dean
6	Hostel Leaving Certificate	Student Application	With in a week	Office Superintendent (Student Section)	Dean
7	Experience Certificate for Employee	Employee's Application	With in a week	Office Superintendent (Dean Office)	Dean
8	No Objection Certificate For Employee	Employee's Application	With in a week	Office Superintendent (Dean Office)	Dean
9	Address proof Certificate For Employee	Employee's Application	With in a week	Office Superintendent (Dean Office)	Dean
10	Appointment & Joining Letter For Employee	Employee's Application	Same Day	Office Superintendent (Dean Office)	Dean
11	Relieving Certificate	Employee's Application	Same Day	Office Superintendent (Dean Office)	Dean
12	Medical Reimbursement	Application in Prescribed format	Same Day	R.M.O.	Dean