



सत्यमेव जयते

CITIZEN'S /CLIENT'S CHARTER

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For the Head Office of NIFT.



NATIONAL INSTITUTE OF FASHION TECHNOLOGY (NIFT)

(A premier Institute of Design, Management and Technology)

(A statutory Body established under the NIFT Act, 2006)

NIFT Campus, Near Gulmohar Park

Hauz Khas, New Delhi 110016

Website- www.nift.ac.in

(2015-16)

(Date of issue- January, 2016)

(Date of Review- January, 2017)

About NIFT :-

National Institute of Fashion Technology (NIFT), a premier Institute of Design, Management and Technology was set up by the Ministry of Textiles, Government of India. The NIFT Act 2006 has accorded statutory status for the promotion and development of education & research in Fashion Technology with President of India as the Visitor. The Act signifies public confidence in the NIFT as a thought leader, with 'fashion' as a business strategy for value addition. The Act also empowers NIFT with a statutory status to confer undergraduate and postgraduate degrees.

The NIFT is a pioneer in envisioning and evolving fashion business education in the country through a network of fifteen professionally managed centers located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raebareli and Shillong.

Objectives of the Charter:-

- To insure citizens' right for information
- To reign transparent and accountable working system
- To provide quality service for citizens /stakeholders.
- To secure accelerative and fair working system which has public accountability
- To announce citizens that what kind of service in what level of quality and price can they get
- To make citizens /stakeholders fully participants and beneficiaries in the government's developmental activities
- To facilitate a circumstance in which citizens /stakeholders have a sense of ownership in the service delivery so as to impart opinions, information and inputs

Our Stake holders are:-

The students, parents, faculty, employees, craftsperson, industry, State Governments and sponsoring agencies.

Our Vision is:-

To emerge as a centre of excellence and innovation proactively catalyzing growth of fashion business through leadership in professional education with concern for social and human values.

Our Mission is:-

"To establish NIFT as a centre of excellence in fashion business education, a nodal agency for benchmarking fashion education in India and apex body for training of trainees in fashion business education". With the above mission we endeavor to:-

- Create an environment of continuous learning with holistic interdisciplinary appreciation of various components of value chain and the ground reality.
- Adopt international best practices from Institutes of higher learning and industry, on an ongoing basis.
- Instill a passion for academic excellence with commitment to team building, inspired by national aesthetics and craft legacy with humility and sensitivity.

Our services Department wise are: –

Name of the Department: - Admission Department

Head of the Department: - Ms.PramilaSharan, Director (Admissions)/Administration & Coordination,

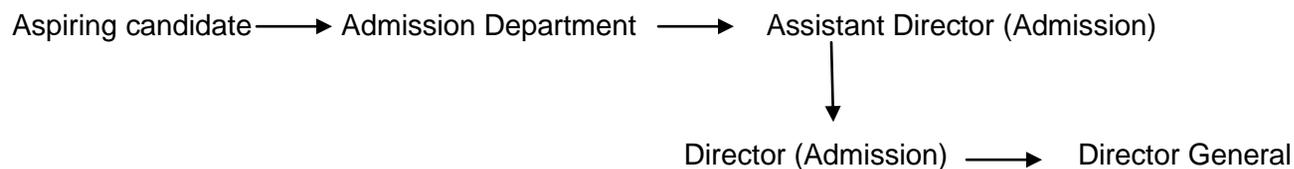
Ph. No. 011-26542066

| S.n. | Client/Stakeholder (to whom service is being rendered) | Name of service | Commitment is terms of days in which service will be rendered may be provided | Expectations/ Requirements from client of the service provider | Contact Person and Ph. No. | Remarks |
|------|--|--|---|---|---|---------|
| 1. | Aspiring Students / concerned parents | Information w.r.t. the All India Entrance Test and declaration of result thereof | Strictly as per the Admission calendar notified | 1. Submitting the application form in a timely manner with all requisites w.r.t. rules/instruction. 2. Checking the admission notification on NIFT website regularly | Admission Department NIFT Head Office Director (Admission) Ph. 26542066 Assistant Director Ph. No. 26542196 | |

Grievance redressal Mechanism and Channel of Redressal:

If there is an inordinate delay in rendering any service despite fulfilling all requisite formalities then the client can contact the responsible persons over the phone numbers provided. However, if the grievance is not redressed then a written representation explaining all issues may be submitted to the Head of the Department.

Channel of Redressal for the services being rendered by the Department is as follows:



Name of the Department: Finance & Accounts, NIFT-HO

Head of the Department: Sh. S P Singh, Director (F&A) (I/c)

Ph no. 011-26542032

| S. No. | Client/ stakeholder (to whom service is being rendered) | ++- | Commitment (in terms of days in which service will be rendered may be provided) | Expectations/requirement | Contact Person and Phone No. |
|--------|---|----------------------------------|--|---|---|
| 1 | Suppliers/service providers | Payment to third party | Within 14 days from the date of receipt of the concerned file duly approved by Competent Authority | Proper bills and fulfillment all contractual obligations etc | Sh S P Singh, DD(F&A-I) 011-26542012 Sh Rajesh Kumar Ohja (F&A-III) 011-26542015 |
| 2 | Employees of NIFT | Reimbursement of personal claims | Within 21 days from the end of each quarter | Duly filled the prescribed format along with the proper bills | Sh S P Singh, DD(F&A-I) 011-26542012 Sh Rajesh Kumar Ohja (F&A-III) 011-26542015 |
| 3 | Students | Refund of Tuition fee | Within 30 days from the receipt of the claim from the Campus | Duly filled the withdrawal form | Sh Rajesh Kumar Ohja (F&A-III) 011-26542015 Sh S P Singh, DD(F&A-I) 011-26542012 |

Grievance redressal Mechanism and channel of redressal:

If there is an inordinate delay in rendering any service despite fulfilling of all the formalities required to get the service then the concerned can contact the responsible person over phone no. provided. However, even if the grievance is not redressed than a written representation explaining all issues may be submitted to the Head of the Department.

Channel of Redressal of Complaints :

1. Suppliers/Service Provider/Contracts DD (F&A) → Director (F&A) → DG
2. Students DD (F&A) → Director (F&A) → DG
3. Officer/Official DD (F&A) → Director (F&A) → DG

Name of the Department:- Industry and Alumni Affairs

Head of the Department:- Dr. Sushil Raturi, Mumbai Campus

Ph. No. 022-27747060
09820024791

| Sl. No. | Client/stakeholder (to whom service is being rendered) | Name of the Service | Commitment (in terms of days in which service will be rendered may be provided) | Expectations/requirement from client of the service provider | Contact Person and Ph. No. | Remarks |
|---------|--|---------------------|--|---|--|---------|
| 1 | Industry Members Students | Industry Linkages | Timely dissemination of information about the industry requirements among the groups of students specified by the industry | Submit the details such as position, place of posting, company details and follow the rules/instruction | Mr. Bharat Jain UI- Industry, Mobile no. 07923265114 | NIL |

Grievance redressal Mechanism and Channel of Redressal:

If there is an inordinate delay in rendering any service despite of fulfilling of all formalities required to get the service then a client can contact the responsible person over phone number provided. However, even if the, grievance is not redressed then a written representation explaining all issues may be submitted of the Head of the Department.

Channel of Redressal for the services being rendered by the Department is as follows:

Company → RIC → Unit In charge → (IAA) → Head (IAA) → DG-NIFT

Name of the Department:- ESTABLISHMENT DEPARTMENT (HEAD OFFICE)

Head of the Department:- Ms. Neenu Teckchandani, Registrar,

Contact Person and Ph. No.:- DD (Estt.)/AD (Estt.), 011- 26542018/26542011

Client/stake holder (to whom service is being rendered):- NIFT Employees

| Sl. No | Name of the service | Commitment in terms of days in which service will be rendered may be provided) | Expectations/Requirements from client of the service provider |
|--------|--|--|--|
| 1. | All types of leave except Sabbatical Leave and Study Leave | Applications for Leave will be processed within 10 working days subject to application received are complete in all respect. | Employees should submit their leave applications in prescribed pro-forma along with relevant supporting documents for EL/CCL/EOL/HPL/Commutated leave etc., duly recommended by HOD. |
| 2. | Permission for visiting abroad | Application will be processed within 10 working days subject to application received is complete in all respect. | Employees should submit their application in prescribed proforma duly recommended by HOD. |
| 3. | NOC for Passport | do | Employees should submit their application in prescribed proforma alongwith relevant supporting documents, duly recommended by HOD. |
| 4. | NOC for higher studies | Request will be processed within 7 working days. | Employees should submit their application duly recommended by HOD. |
| 5. | Pay fixation | Request will be processed within 10 working days. | Option regarding pay fixation (if applicable) |
| 6. | Processing of resignation | Resignation will be processed within 07 working days subject to condition of fulfilling all terms and conditions. | Employees should submit their resignation duly signed and recommended by HOD (Keeping in mind the notice period to be served by him/her as per terms of appointment). |
| 7. | Release of terminal benefits | Request will be processed within 10-15 | Employees Should submit No Due Certificate |

| | | working days. | after acceptance of Resignation. |
|-----|---|---|--|
| 8. | Release of advances : 1. Computer Advance 2. Motorcycle Advance 3. Festivals Advance | Interest bearing advances within 10 working days and Festival advance 5-7 working days before the Festival. | Employees should submit their application in prescribed proforma along with relevant supporting documents (if required), duly recommended by HOD. |
| 9. | TA Advance on transfer/repatriation | Within 10-15 working days | Employees should submit their application in prescribed proforma along with relevant supporting documents, duly recommended by HOD. |
| 10. | Extension of deputation tenure/repatriations | The process will be initiated before 3 months of expiry of deputation tenure. | Willingness of the concerned officer to continue on deputation/request of repatriation well in advance before 6 months of expiry of deputation tenure. |
| 11. | LTC | Within 10 working days | Employees should submit their application in prescribed proforma along with relevant supporting documents, duly recommended by HOD . |
| 12. | Tuition fee | Application will be processed on quarterly basis as per circular no.02/NIFT(83)/CEA/04 dated 07.12.11 within 10-15 working days | Employees should submit their claims in prescribed proforma along with relevant supporting documents, within 15 days of each quarter ending. (1 st to 15 th of January/April/July and October) |
| 13. | Forwarding application for outside employment | Within 7-10 working days. | Employees should submit their application in prescribed proforma along with relevant supporting documents, duly recommended by HOD. |
| 14. | Leave Salary and Pension contribution | Annually in the month of April every year | Date of entry in Govt. service and details of pay drawn before proceeding on deputation. |
| 15. | Medical reimbursement | Within 7-10 working days | Employees should submit their claims in the prescribed proforma along with original medical bills/relevant supporting documents duly certified/verified by NIFT Doctor. |

| | | | |
|-----|---|--|---|
| 16. | Permission for medical treatment in NIFT Empanelled hospitals | Within 3-5 working days | Employee should submit his/her request along with relevant documents from the hospital. |
| 17. | Annual Increment | Annually by 15 th July | |
| 18. | Permission for attending training for AIS Officers | Within 5-7 working days | Request may be forwarded to HO along with relevant documents. |
| 19. | Submission of APAR's | As per specified time lines | |
| 20. | Recruitment | Requirement based activity | |
| 21. | Promotion | Vacancy based activity | Will be processed as and when the vacancy arrived in the various cadres. |
| 22. | Extension of contract | Extension will be conveyed 15-25 days before expiry of contract. | The recommendation for extension of contract from all campus Director should reach in HO before three months of expiry of contract. |
| 23. | VIP Reference | Within 3-5 working days | |
| 24. | Staff Grievances | Within 5-7 working days. | |

Name of the Department:- International and Domestic Linkages (I&DL)

Head of the Department:- Professor Dr. Shalini Sud, Head-I&DL, NIFT New Delhi Ph-09871122249

Unit Incharge of the Department:- Dr. Purva Khurana, Unit Incharge- I&DL, NIFT New Delhi, Ph. 9911031122

| Sr. No. | Client/Stakeholder | Name of Service | Commitment (in terms of days in which service will be rendered may be provided) | Expectations/ Requirements from Client of the service provider | Contact person |
|----------------|---|--|--|--|---|
| 1 | Students | Semester exchange/dual degree/customized programme opportunities in international schools | Timely completion of information to students about the opportunities and facilitate selection and sending students to international schools. | <ul style="list-style-type: none">- Students to submit their forms on time with all required documents and follow all rules and instructions. | Coordinator of International & Domestic linkages (CI- &DLs) |
| 2 | Coordinator of International & Domestic linkages (CI- &DLs) | Information sharing on Semester exchange/dual degree/customized programme opportunities in international schools | Timely dissemination of information to all CI&DLs | <ul style="list-style-type: none">- Information to all CCs of their centre- Answer student queries- Hold the committee meeting timely to send names of interested students to I&DL -HO.- Inform students about selection and all other requirements- Get the written feedback of students on return- Ensure all international students on campus are taking courses as per requirement and support in logistics- Take written feedback of international students at the end of the semester/programme. | Coordinator of International & Domestic linkages (CI- &DLs) |

| | | | | | |
|---|-------------------------|---|---|---|----------------|
| 3 | Nodal officers | Seeking opportunities of Semester exchange/dual degree/customised programme from international schools and informing international schools of similar opportunities at NIFT | Timely seeking/advising opportunities as per academic calendar timeline | <ul style="list-style-type: none"> - Information to and from international schools as per the academic calendar - Answer student queries on international school rules, regulations, policies and procedures. | Nodal officers |
| 4 | Academic Administration | Approvals on various issues | Timely approvals from competent authority | - | Dean(A) |

Grievance redressal Mechanism and channel of redressal :-

If there is an inordinate delay in rendering any service despite of fulfilling of all formalities required to get the service then the student can contact the responsible person over phone number provided. However, even if the, grievance is not redressed than a written representation explaining all issues may be submitted to the head of the department.

Channel of Redressal for the services being rendered by Department is as follows:-

Student → Centre Coordinator → CI&DL → Head-I&DL → Dean → DG-NIFT

Name of the Department:- National Resource Centre

Head of the Department:- Dr. Sanjeev Kumar, Director (NRC) Ph. No. 26542004

| S.N | Client/Stakeholder (to whom service is being rendered) | Name of Service. | Commitment in terms of days in which service will be rendered may be provided) | Expectations/Requirements from Client of the service provider | Contact person and Ph. No. |
|------------|---|---|---|---|--|
| 1. | Students and faculty of all NIFT Centres | Acquisition/Subscription of approved print and online services through consortium | Timely acquisition /renewal of approved services | Timely submission of requests with all bibliographic details by CPs of all academic deptts. | Dr. Sanjeev Kumar Director, NRC 9810011975 |

Grievance redressal Mechanism And Channel of Redressal:-

If there is an inordinate delay in rendering any service despite of fulfilling of all formalities required to get the service then a client can contact the responsible person over phone number provided. However, even if the, grievance is not redressed then a written representation explaining all issues may be submitted to the head of the department.

Channel of Redressal for the services being rendered by the Department is as follows:-

Student/Faculty → Asstt. Librarian → Director (NRC) → Director (General).

Name of the Department : Building

Head of the Department : Director (Admn.)

| S. No. | Client/Stakeholder (to whom service is being rendered) | Name of service | Commitment in terms of days in which service will be rendered may be provided | Expectations/ Requirements from client of the service provider | Contact Person and Ph. No. |
|---------------|---|---|--|---|-----------------------------------|
| 1. | All NIFT Campuses | Building services and project management. | It is an ongoing and open ended activity. | To provide service as per requirement of NIFT campuses. | PE (Bldg.) 011-26542007 |

Grievance redressal Mechanism and Channel of Redressal

Candidate → Building Section → PE (Bldgs.) → Dir (Admn.)/Dir (F&A) → Director General

Name of the Department: - Academic Affairs

Head of the Department: - Dr. Sibichan K. Mathew, Head –AA, Ph. No. 011-26542047

Unit: Student Academic Affairs

| S.N. | Client/ stakeholder (to whom service is being rendered) | Name of Service | Commitment (in terms of days in which service will be rendered may be provided) | Expectations/ requirements from Client of the service provider | Contact person and Ph. No. |
|------|--|---|---|---|---|
| 1 | Student/Parent/ Guardians | Discipline Matters | Three weeks after receiving the complete details of the case and related documents from the respective NIFT Campus. | Submission of appeal with complete documentary proof through proper channel by the client/ stakeholder. | Ms. Riju Jhakar, UI-AA, Ph No.: 011- 26542045 |
| | | Fee related issues . | Three weeks after receiving the complete details of the case and related documents from the respective NIFT Campus. | Submission of appeals with complete documentary proof through proper channel by the client/ stakeholder. | |
| 2 | Students | Student Permanent Transfer | As per the prescribed time schedule cited in the policy | Submission of forms with complete documentary proof through proper channel by the client/ stakeholder. | |
| 3 | Candidates | Student Lateral Entry | As per the prescribed time schedule cited in the policy | Submission of forms with complete documentary proof through proper channel by the client/ stakeholder. | |
| 4 | Student | NIFT campus student exchange | As per the prescribed time schedule cited in the policy | Submission of forms with complete documentary proof through proper channel by the client/ stakeholder. | |
| 5 | Students | Inter Campus Temporary Transfer Cases | Three weeks after receiving the complete details of the case and related documents from the respective NIFT Campus. | Submission of forms with complete documentary proof through proper channel by the client/ stakeholder. | |
| 6 | Student/Parent/ Guardians | Student Grievances | Three weeks after receiving the complete details of the case and related documents from the respective NIFT Campus. | Submission of appeals with complete documentary proof through proper channel by the client/ stakeholder. | |

Channel of Redressal for the services being rendered by the Department is as follows: -

Candidate → Concerned Campus Director → Office of Head-AA → UI-A → Head-AA → Director General

Name of the Department: - Academic Affairs

Head of the Department: - Dr. Sibichan K. Mathew, Head –AA, Ph. No. 011-26542047

| S.N | Client/ stakeholder (to whom service is being rendered) | Name of Service | Commitment (in terms of days in which service will be rendered may be provided) | Expectations/ requirements from Client of the service provider | Contact person and Ph. No. |
|-----|--|--|---|--|--|
| 1 | Student/Parent/ Guardians | Student Disciplinary Matters | 3 weeks after receiving the complete details of case from the respective NIFT Campus. | Submission of appeal through a proper channel along with all supporting documents. | Ms. Upinder Kaur, UI-SDAC, Ph No.: 011- 26542056 |
| 2 | Student/Parent/ Guardians | Grievances | 3 weeks after receiving the complete details of case from the respective NIFT Campus. | Submission of appeal through a proper channel along with all supporting documents. | |
| 3 | Student | Means cum Merit Financial Assistance. | 3 weeks after receiving the complete details of case from the respective NIFT Campus. | Submission of appeal through a proper channel along with all supporting documents. | |

Channel of Redressal for the services being rendered by the Department is as follows: -

Candidate → Concerned Campus Director → Office of Head-AA → UI-SDAC → Head-AA → Director General

Name of the Unit:

Information Technology (IT)

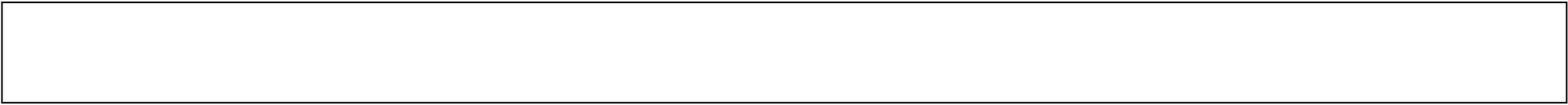
Head of the Unit:

Dr. Prabir Jana, Professor

Phone : 9953005392

| S No. | Stakeholder | Name of Service | Commitment of service provider | Expectations/ Requirements of stakeholders from the service provider | Contact person |
|--------------|----------------------------------|---|--|--|------------------------------|
| 1 | Administrative Employees at HO | E-mail IT equipments and peripherals Office use softwares | <ul style="list-style-type: none">- Timely procurement of the product/service- Timely distribution of the product/service- Quality of the of the product/service- Timely repair of faulty product/service- Licensed version of the software provided wherever required- Renewal of software in time | <ul style="list-style-type: none">- IT equipments are in working condition- IT services are in working condition- Software are licensed and in working condition | Director, Administration |
| 2 | Academic Head of Units at HO/CPs | E-mail IT equipments and peripherals Office use softwares Academic use softwares | <ul style="list-style-type: none">- Timely procurement of the product/service- Timely distribution of the product/service- Quality of the of the product/service- Timely repair of faulty product/service- Licensed version of the software provided wherever required- Renewal of software in time | <ul style="list-style-type: none">- IT equipments are in working condition- IT services are in working condition- Software (both for office use as well as for academic input) are licensed and in working condition | All Head of units All CPs |
| 3 | Unit Incharge at HO | Up gradation through capacity building (training) and exposure (seminars/conf | <ul style="list-style-type: none">- Direction and guidance | <ul style="list-style-type: none">- | UI-IT |

| | | | | | |
|---|------------------------------------|---|---|--|--|
| | | ferences/exhibitions) | | | |
| 4 | Computer Incharge at NIFT campuses | Up gradation through capacity building (training) and exposure (seminars/conferences/exhibitions) | - Direction and guidance | - | All IT Incharge at NIFT campuses |
| 5 | NIFT | Website | <ul style="list-style-type: none"> - Timely updation - Accuracy of information - Content of information - Bi-linguality of information | - Admission related notices/circulars/results for prospective candidates | Director, Admission |
| | | | | - Timely upload of tenders | All Head of units Director (F&A) Dean-A Head-AA |
| | | | | - Regular update of NIFT's resources | Director, Admission All campus directors |
| | | | | - Regular update of NIFT achievement related news and events | Head CCC |
| | | | | - Update of information on NIFT statutes, NIFT Ordinance, NIFT Act, RTI Act | Respective Heads |
| 6 | Students | Website | <ol style="list-style-type: none"> 1. Timely updation of academic calendar 2. Timely updation of timetable for classes/assignments/exams 3. Timely updation of results 4. Regular update of awards/competitions | <ul style="list-style-type: none"> - Timely updation - Accuracy of information | All Campus directors |

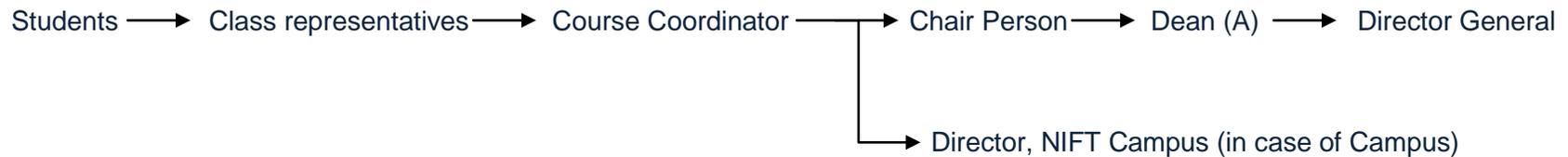


Grievance redressal Mechanism and channel of redressal :-

If there is an inordinate delay in rendering any service despite of fulfilling of all formalities required to get the service then the stakeholders can contact the responsible person over phone number provided. However, even if the, grievance is not redressed than a written representation explaining all issues may be submitted to the head of the department.

Channel of Redressal for the services being rendered by Department is as follows:-

(For academic issues)



NAME OF DEPARTMENT: DEAN (ACADEMIC)

HEAD OF THE DEPARTMENT: DR. VANDANA BHANDARI, DEAN-ACADEMIC

| Name of the Department & Head | Client / stakeholder (to whom service is being rendered) | Name of Service | Commitment (in terms of days in which service will be rendered may be provided) | Expectations/ Requirements from Client of the service provider | Contact person and Ph. No. |
|---|--|---|---|--|--|
| DEAN (A) Prof. Dr. Vandana Bhandari Ph. No. 011-26542033/34 26521276 | NIFT Faculty, Newly recruited faculty and NIFT alumni | FOTD - Training of Trainers (ToTs) - Faculty Industry Attachment - Faculty Orientation Programme - Bridge Programme - <i>Faculty Development Programme</i> | Timely completion of process in identifying subject areas from CPs, compilation and plan of schedules as per Annual work plan in accordance with FCB policy | Submit their proposal on time and nominations of faculties to reach on time through proper channel | Mr. Sivasakthi E. – <i>Head Faculty Orientation Training Development, Faculty Development Programme & Bridge Programme.</i> Ph. No. 011-26542021 Mob:09868534425 |
| | | | Proposals will be compiled and processed based on receipt of requests from faculty within the proposed time frames in accordance with FCB policy | The proposals should reach on time through proper channel based on the FIA guidelines mentioned in the FCB Policy | |
| | | | Timely completion of process in identifying, participants, subject areas , compilation and plan of schedules | Nominations of newly recruited faculty names to reach on time through proper channel | |
| | | | Timely completion of process of admissions as per the date and timeline notified | Submit their form in timely manner with all the required attachments and follow all rules and instructions. | |
| | NIFT Faculty Fraternity and Research Scholars | RESEARCH - Overall coordination of Doctoral Programme, Evaluations - Identification and compiling a list of National & International conferences - Offering a doctoral programme and exploring possibility of joint research collaborations with internal universities / <i>International</i> institutes / apparel industry / organizations and possibilities for research students | Timely conduct of the activities as per the date and timeline notified | Research scholars to exhibit behaviors and attitudes characteristic of advanced study and commitment to research The Faculty authors to present original research work which should have undertaken by him/ herself | Prof. Dr. Prabir Jana <i>Head Research</i> Ph. No 011 -26542129 Mob: 09953005392 |
| | | | Exploring the possibilities and preparation of MoU for Joint Ph.D Programme | Adherence to rules and regulations as specified in the MoU | |

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|---|--|---|---|--|--|
| DEAN (A) Prof. Dr. Vandana Bhandari Ph. No. 011-26542033/34 26521276 | Organization (Govt./Non Govt./ Industry/ Individual) | PROJECT Coordinating in providing Consultancy | Timely completion of the project as per timelines mutually agreed between NIFT and Client | Submitting request/ proposals containing requirements/ timelines etc. | Prof. Suhail Anwar <i>Head Projects</i> Ph. No 011-26542128 Mob: 098999683229 |
| | Students and NIFT Alumni | INTERNATIONAL AND DOMESTIC LINKAGES - Information sharing on Semester exchange/dual degree/customised programme opportunities in international schools - Seeking opportunities of Semester exchange/dual degree/customized programme from international schools and informing international schools of similar opportunities at NIFT | Timely dissemination of information to all CI&DLs | Ensure all international students on campus are taking courses as per requirement and support in logistics | Prof. Dr. Shalini Sud, <i>Head International & Domestic Linkages</i> Ph-9871122249 |
| | | | Timely seeking/advising opportunities as per academic calendar timeline | Information to and from international schools as per the academic calendar | |
| | Students | CLUSTER Activities undertaken by Students as per curriculum | As per the academic calendar | Timely information exchange between centers and head office | Ms. Shinju Mahan <i>Associate Professor & Head Cluster</i> Ph. No 011-26542106 Mob: 09811327222 |
| | Students | CE PROGAMS Overall monitoring of the programme | Issues and Concerns regarding programmes and its admissions | On timely completion of process as per policy. | Prof. R. Russel Timothy <i>Head Continuing Education & Diploma Programme</i> Ph. No 044- 22542756 Mob:094444034918 |

| | | | | | |
|--|---|--------------------------------|--------------------------------|--|---|
| | <i>NIFT Administration, Students, Parents, Aspiring NIFT students</i> | <i>Corporate Communication</i> | <i>As per Annual Work Plan</i> | <i>Overall coordination and creation of visual and communication Identity of NIFT. Publication and Printing of centralized NIFT publications. Liaise with news agencies and press information bureau to ensure coverage in print and electronic media.</i> | <i>Mr. Vijay Kumar Dua, Associate Professor, Head Corporate Communication Cell, Ph. No. 011-26542126 26 Mob: 9873445670</i> |
|--|---|--------------------------------|--------------------------------|--|---|

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| <p>DEAN (A)</p> <p>Prof. Dr. Vandana Bhandari Ph. No. 011-26542033/34 26521276</p> | <p>ALL ACADEMIC DEPARTMENT</p> | <p>Academic deliverance of all subjects as per the curriculum</p> | <p>Timely completion and quality deliverance of curriculum in the semester as per the academic calendar of NIFT</p> | <p><u>A) Academic Management System (AMS)</u></p> <p>i) Curriculum - Documentation - Review - Compliance to Academic Plan</p> <p>ii) Faculty - Facilitating appointments of faculty unit incharges & coordinators across centers. - Ensure optimal utilization of faculty.</p> <p>iii) Ensuring smooth deliverance of curriculum</p> <p>iv) Academic Calendar</p> <p>v) Academic Manual Standardized academic deliverance / course curriculum coverage across NIFT centers</p> <p>- Strengthening monitoring of the program</p> <p>- Faculty/Students developmental activity through participation in competitions, fairs , seminars international exchange etc</p> <p>- Information dispersal and collection for various academic and administrative units</p> | <p>Ms. Roopa Agarwal <i>Chairperson Design Space</i> 09819090387</p> <p>Dr. Noopur Anand <i>Chairperson, Fashion Technology</i> Phone : 9810287381</p> <p>Mr. G. Chiranjeevi Reddy <i>Chairperson F&LA</i> 09246561129</p> <p>Ms. Sushama S. Saitwal <i>Chairperson Fashion Communication</i> 09820291744</p> <p>Mr. G.H.S. Prasad <i>Chairperson, Fashion Management</i> 0944005171</p> <p>Prof. Sudha Dhingra <i>Chairperson, Textile Design</i> 09910233144</p> <p>Mr. V. P. Singh <i>Chairperson, Knitwear Design</i> 09810732486</p> <p>Ms. Rahul Sethi <i>Chairperson Leather Design</i> 09831228294</p> <p>Prof. Monika Gupta, <i>Chairperson Fashion Design</i> 09810741347</p> |
|--|---------------------------------------|---|---|---|--|

Name of the Department:- Vigilance Department, Head Office

Head of the Department:- Ms. Pramila Sharan, Chief Vigilance Officer (I/c), Ph. No. 011-26542036, E-MAIL – cvo@nift.ac.in

Contact Person and Ph. No.:- Mr. R.B. Kushwaha, Vigilance Officer, NIFT, Head Office. Ph. No. 011-26542035

E-mail – vigilanceofficer.ho@nift.ac.in

| S. No. | Client/Stakeholder (to whom service is being rendered) | Name of service | Commitment is terms of days in which service will be rendered may be provided | Expectations/ Requirements from client of the service provider | Remarks |
|--------|--|---|---|---|--|
| 1. | Officers/officials of NIFT Head Office and Campuses | Issuance of Vigilance Clearance | Within 3 working days of receipt of application | The application should be forwarded through Estt. (HO) and APR of the previous years should already have been submitted by the applicant. | — |
| 2. | Public/Citizens | Addressing Complaints | Within 3 months | The complaint must contain factual details verifiable facts. Complaints should not be vague or contain sweeping general allegations. | According to gravity of complaints time may increase. |
| 3. | Officer/Officials of NIFT | Initiation & finalization of Disciplinary proceedings | 180 days (6 months) | Co-operation of charged officer in Regular Disciplinary Proceedings (RDA). Timely replies of charged officer as well as witnesses etc. | The timeline also gets effected due to other circumstances like mitigating factors arise in middle of RDA, or time taken by the CVC's/UPSC or other advisory bodies on the matter referred to them for advice. |
| 4. | Officer/Officials of NIFT | Maintenance of APRs | — | Should be submitted by the end of 31 st January of every year. | — |
| 5. | All Campuses and Head of Department of Head Office | Circulation of CVC's circular and guidelines for compliance | Compliance should be as per the instructions of CVC's or as decided. | Compliance in every respect. | — |

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| 6. | Campuses | Preventive Vigilance Inspection of each Campuses, at least once in a year. | Conducted as per schedule decided with approval of DG. | Campus must provide all documents/Information, files as and when asked by inspection team and submit comments /compliance, timely, on receipt of the report. | — |
| 7. | Campuses/Deptt. of Head Office | Surprise inspection or calling any file for scrutiny | No time limit | HOD's or Campus Director should provide all information, files etc. as and when asked. | — |
| 8. | DVO's of Campuses/ HO | Training (if required) in Vigilance Rules/working | As per schedule decided by DG. | Participants should participate enthusiastically. | — |
| 9. | All NIFT Campuses and all employees of Head Office | Observance of Vigilance Awareness week | As per CVC's circular | It is expected that all employees participate enthusiastically | — |

Method of getting services:-

- The officers/officials of the NIFT Head Office and Campuses may file the complaints directly by dak or email addressed to the Chief Vigilance officer or Vigilance Officer (DVO or Director of respective Campus) explaining the allegations with supporting documents.
- External clients like Citizens/vendors/other service providers, suppliers, etc., of NIFT may also file complaints by dak or email or telephonically (Telephonic call must follow documents or written complaints for sake of records).
- The students of the campuses should submit their complaints to Campus Director or through whatever mechanism has been prescribed in the concerned Campus. If a complaint feels that his grievance has not been redressed by the concerned Campus Director in a reasonable time the complaints may forward his/her complaint to the Vigilance Officer or the Chief Vigilance Officer at Head Office.

Channel of Redressal of Complaints:-

1. Citizens → Concerned Campus Director → Chief Vigilance Officer → DG – NIFT

↓
(In case of HO) → Vigilance Officer → Chief Vigilance Officer → DG – NIFT

2. Students → As per Campus Mechanism → Campus Director → Vigilance Officer

↓
Chief Vigilance Officer → DG – NIFT

3. Officer/Official of NIFT(HO) → Vigilance Officer → Chief Vigilance Officer → DG-NIFT

↓
(In case of Campus) → D.V.O → Campus Director → Vigilance Officer
↓
Chief Vigilance Officer → DG-NIFT

Name of the Department: CE & Diploma Programme

Head of the Department: Prof. R. Russel Timothy (Head – CE & Diploma Programme)

PH. 044-22542756, 09444034918

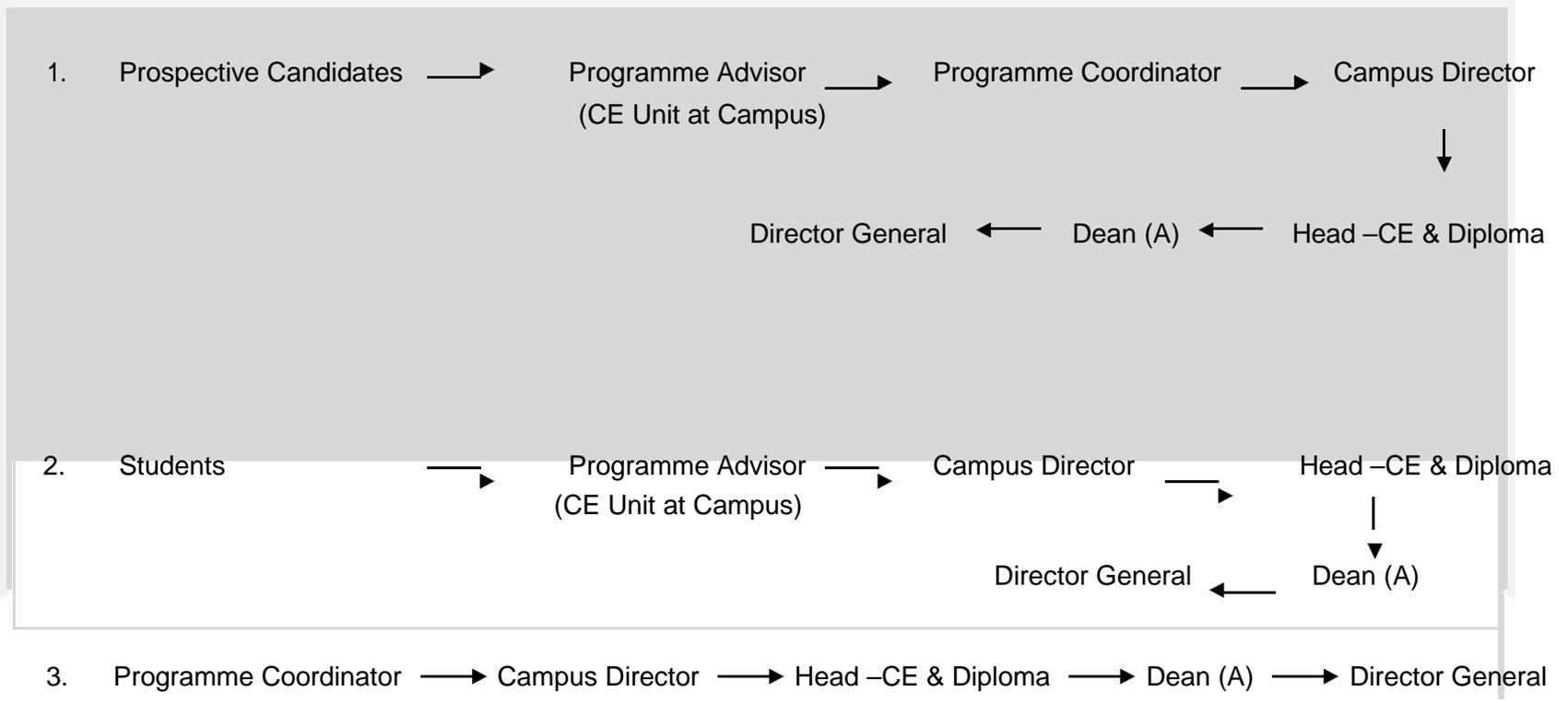
| S. No. | Client/Stakeholder (to whom service is being rendered) | Name of service | Commitment in terms of days in which service will be rendered may be provided | Expectations/ Requirements from client of the service provider | Contact person and phone No. |
|---------------|---|---|--|--|---|
| 1. | Prospective Candidate | Queries regarding programmes | Queries regarding programmes offered, programme fees, admissions process as per the date and timeline notified. Queries shall be handled within 1-2 working days. | Follow all rules/instructions | Prof. R. Russel Timothy (Head – CE & Diploma Programme) PH. 044-22542756 09444034918 |
| 2. | Students | Admission | Timely completion of process of admission as per the date and timeline notified by Campus director. Queries shall be handled within 1-2 working days. | Submit their form in a timely manner with all requirements and follow all rules/instructions | |
| | | Refund of programme fee | Timely completion of process of refund as per policy. Queries shall be handled within 1-2 working days after receiving the request | Submit their application as per rules/instructions | |
| | | Any grievances regarding conduct of programme | Timely and continuous feedback regarding the conduct of the programme as well as on the programmes deliverance shall be taken queries/ grievances shall be handled within 1-2 working days | Submit their application | |
| 3. | Programme Coordinator | Payment regarding Programme Marketing fee, Development fee, Documentation fee and Support Staff | On timely completion of process as per policy. The process shall be initiated within 15 working days after receiving the request | Submit their application as per rules. | |

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| | | payments | | | |
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Grievance redressal mechanism and channel of redressal :

If there is an inordinate delay in rendering any service despite fulfilling all formalities required to get the service by the responsible person over the phone number provided, then a client can contact the Campus Director/Joint Director. However, even if the, grievance is not redressed then a written representation explaining all issues may be submitted to the Head –CE & Diploma Programme at Head Office.

Channel of Redressal for the Services being rendered by the Department is as follows:



राष्ट्रीय फैशन टेक्नालॉजी संस्था न
निफ्ट मुख्यालय, हिंदी विभाग

सिटीजन चार्टर के संबंध में जानकारी

विभाग का नाम/Name of the Department :- हिंदी विभाग

विभाग प्रमुख/Head of the Department :- श्री रवीन्द्र सिंह, हिंदी अधिकारी

फोन नं. 011-26542058

| क्रम सं. | पार्टी/अंशधारक जिन्हें सेवाएं प्रदान की जा रही हैं/Client/stakeholder (to whom service is being rendered) | कार्य का नाम/Name of Service | अभियुक्ति (दिनों की संख्याw जिसमें कार्य पूरा हो जाएगा को बताया जाए)/Commitment (in terms of days in which service will be rendered may be provided) | सेवा प्रदाता द्वारा पार्टी से अपेक्षाएं/जरूरतें/Expectations/Requirements from client of the service provider | संपर्क किए जाने वाले व्यक्ति का नाम एवं फोन नं. |
|----------|---|--|--|---|---|
| 1. | निफ्ट मुख्यालय की राजभाषा कार्यान्वयन समिति की तिमाही बैठक का आयोजन किया जाता है। | राजभाषा कार्यान्वयन समिति की बैठक प्रत्येक तिमाही में आयोजित की जाती है। | मुख्यालय की राजभाषा कार्यान्वयन समिति की बैठकों के कार्यवृत्त 10-15 दिनों के बाद जारी किए जाते हैं। | राजभाषा कार्यान्वयन समिति की बैठक के कार्यवृत्त पर संबंधित विभागों से अनुपालन रिपोर्ट की प्राप्ति। | हिंदी अधिकारी फोन नं. 011-26542058 |
| 2. | निफ्ट मुख्यालय के सभी कैम्पों से राजभाषा हिंदी की तिमाही प्रगति रिपोर्ट मंगवाना। | निफ्ट कैम्पों से हिंदी तिमाही प्रगति रिपोर्ट ऑनलाइन राजभाषा विभाग को ऑनलाइन प्रेषित करना एवं उसकी प्रति मंगवाना। | निफ्ट के प्रत्येक कैम्पों से प्राप्त तिमाही रिपोर्ट के बाद 4-6 दिनों के भीतर इस रिपोर्ट की समीक्षा से संबंधित केन्द्र के निदेशकों को वस्तुस्थिति से अवगत करवाया जाता है। | इंगित कमियों को दूर करके अनुपालन रिपोर्ट प्रेषित करना। | -वही- |
| 3. | संसदीय राजभाषा समिति | संसदीय राजभाषा समिति द्वारा | संसदीय राजभाषा समिति द्वारा निफ्ट | संसदीय राजभाषा समिति | -वही- |

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| द्वारा निफ्ट मुख्यालय और इसके कैम्पसों के राजभाषा संबंधी निरीक्षण । | निफ्ट मुख्यालय और इसके कैम्पसों का राजभाषा संबंधी निरीक्षण किया जाता है। | मुख्यालय और इसके कैम्पसों के राजभाषा संबंधी निरीक्षण के उपरांत समिति द्वारा दिए गए आश्वासनों पर 5-10 दिनों के अंदर अगवत करवाया जाता है। | को दिए गए आश्वासनों पर कार्रवाई सुनिश्चित करना। | |
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| 4. | निफ्ट मुख्यालय/केद्रों का राजभाषा हिंदी संबंधी निरीक्षण व उनकी रिपोर्ट तैयार करना। | विभिन्न निफ्ट कैम्पसों का समय-समय पर राजभाषा कार्यान्वयन संबंधी निरीक्षण किया जाता है। | निफ्ट मुख्यालय और इसके कैम्पसों का राजभाषा संबंधी निरीक्षण किया जाता है और पाई गई कमियों से संबंधित विभागाध्यक्ष/कैम्पस निदेशक को वस्तुस्थिति से 7-10 दिनों के अंदर अवगत करवाया जाता है। | निरीक्षण रिपोर्ट प्रेषित करना एवं अनुपालन रिपोर्ट प्राप्त करना। | -वही- |
| 5. | निफ्ट की वार्षिक रिपोर्ट का हिंदी अनुवाद/ टाइपिंग का कार्य करना। | निफ्ट की वार्षिक रिपोर्ट के हिंदी संस्करण में विभिन्न प्रकार के रोजमर्रा के कार्यों का हिंदी अनुवाद एवं टंकण कार्य सुनिश्चित किया जाता है। | निफ्ट की वार्षिक रिपोर्ट लेखा विभाग से प्राप्ति होने के पश्चात् इसका हिंदी अनुवाद/ टाइपिंग आदि का कार्य 10-15 दिनों में किया जाता है। | निफ्ट की वार्षिक रिपोर्ट को तथ्यपरक आधार पर हिंदी स्वरूप में तैयार करना। | -वही- |
| 6. | निफ्ट मुख्यालय के विभिन्न विभागों से रोजमर्रा के प्राप्त सामग्री का अनुवाद एवं टाइपिंग संबंधी कार्य। | विभिन्न प्रकार के रोजमर्रा के अनुवाद कार्य एवं टाइपिंग का कार्य सुनिश्चित करना। | निफ्ट मुख्यालय के विभिन्न विभागों से प्राप्त रोजमर्रा के अनुवाद का कार्य एवं टंकण के उपरांत उसे 2 - 3 दिनों के अंदर संबंधित विभाग को दे दिया जाता है। | ----- | -वही- |
| 7. | वस्त्री मंत्रालय की राजभाषा कार्यान्वयन समिति की बैठक के कार्यवृत्त पर की गई अनुवर्ती कार्रवाई रिपोर्ट तैयार करना। | वस्त्र मंत्रालय की राजभाषा कार्यान्वयन समिति की बैठकों में भाग लेना। | वस्त्र मंत्रालय की राजभाषा कार्यान्वयन समिति की बैठकों के कार्यवृत्त प्राप्त होने के बाद 4-6 दिनों के भीतर अनुपालन रिपोर्ट मंत्रालय को प्रेषित की जाती है। | इस अनुपालन रिपोर्ट पर मंत्रालय से प्राप्त दिशा-निर्देशों के अनुरूप कार्रवाई सुनिश्चित की जाती है। | -वही- |

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| 8. | नगर राजभाषा कार्यान्वयन समिति (नराकास) और क्षेत्रीय कार्यान्वयन कार्यालय से प्राप्त दिशा-निर्देशों पर की गई कार्रवाई रिपोर्ट तैयार करना। | समय-समय पर नराकास द्वारा आयोजित बैठकों में भाग लेना। | नगर राजभाषा कार्यान्वयन समिति (नराकास) से प्राप्त कार्यवृत्तों एवं दिशा-निर्देशों पर 7-10 दिनों में अनुपालन रिपोर्ट प्रेषित की जाती है। | नाराकास द्वारा कार्यालय विशेष के लिए दिए गए दिशा-निर्देश का अनुपालन सुनिश्चित किया जाता है। | -वही- |
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| 9. | प्रत्येक वर्ष राजभाषा विभाग द्वारा जारी वार्षिक कार्यक्रम में निर्धारित लक्ष्य को प्राप्त करने के संबंध में कार्रवाई करना। | वार्षिक कार्यक्रम में निर्धारित लक्ष्यों के बारे में सभी निफ्ट कैम्पसों को प्रेषित कर सूचित करना तथा मुख्यालय की रा.भा. कार्य. समिति की बैठक में इस पर चर्चा करना। | राजभाषा विभाग द्वारा जारी वार्षिक कार्यक्रम मंत्रालय से प्राप्त होने के बाद उसे निफ्ट मुख्यालय और इसके कैम्पसों को आवश्यक कार्रवाई हेतु 5-7 दिनों में भेजा जाता है। | वार्षिक कार्यक्रम में निर्धारित लक्ष्यों के अनुरूप रा.भा. कार्य. समिति की बैठक में निर्धारित लक्ष्यों की प्राप्ति की समीक्षा की जाती है। | -वही- |
| 10. | राजभाषा हिंदी के कार्यान्वयन के लिए नियमों, उप नियमों के अंतर्गत जांच बिंदुओं का निर्धारण। | राजभाषा विभाग द्वारा प्राप्त दिशा-निर्देशों के तहत जांच बिंदुओं का निर्धारण। | राजभाषा विभाग द्वारा जारी दिशा-निर्देशों के अनुरूप 3 - 5 दिनों के अंदर मुख्यालय सहित इसके कैम्पसों को जांच किया जाता है। | निर्धारित जांच बिंदुओं के अनुपालन संबंधी समय-समय पर निरीक्षण किया जाता है। | -वही- |
| 11 | राजभाषा अधिनियम 1963 की धारा 3 (3) एवं नियम 5 का विशेष रूप से तथा तत्संबंधी अन्य नियमों एवं उपनियमों का समय-समय पर अनुपालन सुनिश्चित करना। | राजभाषा अधिनियम एवं नियमों तथा उपनियमों का समय-समय पर अनुपालन सुनिश्चित करना। | राजभाषा कार्यान्वयन संबंधी हिंदी की तिमाही प्रगति रिपोर्टों की प्राप्ति पर 3 - 5 दिनों के अंदर इनकी समीक्षा करके कार्रवाई सुनिश्चित की जाती है। | रा.भा. कार्य. संबंधी नियमों एवं उपनियमों से मुख्यालय सहित सभी कैम्पसों को अवगत करवाया जाता है। | -वही- |

Grievance Redressal Mechanism :-

The *NIFT* has well defined Grievance Redressal Mechanism for handling of Public/Staff Grievances which inter-alia includes:-

- Each Centre sets up Internal Grievance Redressal Machinery for public as well as staff. Information for each Campus is given at their website.
- The name, designation, room number, telephone number, etc., of the Public Grievance Officer are displayed prominently at the Centre Reception and some other convenient place in the office building of Centre so that the public are made fully aware of it. These will also be posted on the website.
- The Public Grievance Officer remains in their offices during specified hours (1000 hours to 1300 hours) on every Wednesday to receive and hear grievances of the members of the public.
- Complaint may be filed by e-mail or dak or by hand to the Public Grievance Officer or an any working day.
- At Headquarter level Registrar (Estt.) has been designated as 'Staff Grievance Officer, Registrar (Estt.) and Director (Administration) designated as the Central Public Grievance Officer, Their contact details are as follows:-

- **Central Public Grievance Officer:**

Ms. Pramila Sharan (IRS)
Director (Administration),
NIFT Head Office, New Delhi,
011- 26535890 (T/F),
Director.admn@nift.ac.in

- **Staff Grievance Officer:**

Ms. Neenu Teckchandani,
Registrar (Establishment)
Room No.4, 2nd Floor, NIFT Head Office
011- 26542065, 26522212 (T/F)
registrar.estt@nift.ac.in
registrar.estt@gmail.com

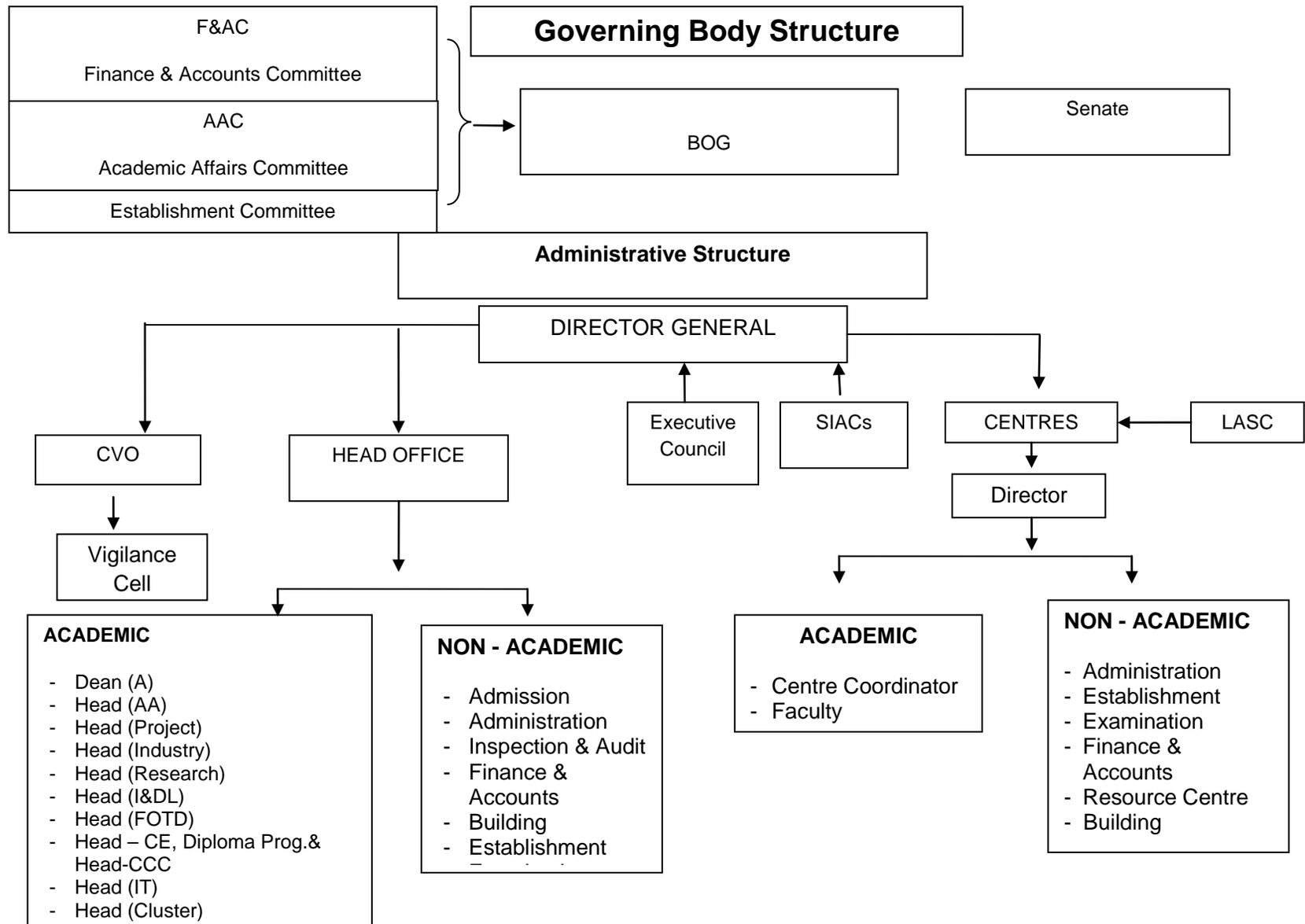


- Each grievance petition will be acknowledged within 15 days. Even if no action is warranted on a petition, a reply intimating the stand of the organization must be sent to the petitioner.
- Grievance lodging process includes email, telephone, website and written complaint to the DG, Chief Vigilance Officer, Central Public Grievance Officer or SDAC coordinator (in case of students).

Review of the Charter

In order to implement, monitor and review the Citizen's Charter, a Review Committee will be constituted under the Chairpersonship of Director General, National Institute of Fashion Technology. The Committee will review the Citizen's Charter on yearly basis.

Organizational Structure of NIFT Head Office New Delhi



Name of Department and contact/ e-mail's of HODs

| S No. | Name of Department | HODs | Contact No. (011-) | E-Mail |
|--------------|--|----------------------------------|----------------------------|--|
| 1. | Academic Affairs, Faculty Affairs | Dean (A) | 26542033 | bhandari_vandna@hotmail.com |
| 2. | Student Affairs | Head (AA) | 26542047 | head.aa@nift.ac.in |
| 3. | Industry and Alumni Affairs | Head (Industry) | 09820024791 | head.industry@nift.ac.in |
| 4. | Research Activities | Head (Research) | 011-26542129 | head.research@nift.ac.in |
| 5. | International and Domestic Linkages (I&DL) | Head (I&DL) | 09871122249 | head.idl@nift.ac.in |
| 6. | Capacity Building of NIFT Faculty | Head (FOTD) | 011-26542021 | head.fotd@nift.ac.in |
| 7. | Continuing Education and Diploma Program (CE&DP) | Head (CE & DP) | 9444034918 | head.ca@nift.ac.in |
| 8. | Corporate Communication Cell (CCC) | Head (CCC) | 26542126 | head.ccc@nift.ac.in |
| 9. | Information Technology (IT) | Head (IT) | 26542129 | head.it@nift.ac.in |
| 10. | Cluster Activities | Head (Cluster) | 26542106 | head.cluster@nift.ac.in |
| 11. | National Resource Centre (NRC) | Director NRC | 26542004 | director.nrc@nift.ac.in |
| 12. | Examination Affairs | Head (Controller of Examination) | 26542057 | coe.ho@nift.ac.in |
| 13. | Admissions | Director (Admission) | 26542069 | pramisharanirs@gmail.com |
| 14. | Administration | Director (Administration) | 26542069 | pramisharanirs@gmail.com |
| 15. | Finance and Accounts | Director (Finance & Accounts) | 26522568 | director.finance@nift.ac.in |
| 16. | Project Coordination | Head (Project) | 26542128 | head.projects@nift.ac.in |
| 17. | Recruitments | Registrar | 26542065 | registrar.estt@nift.ac.in |

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| 18. | Vigilance Matters | Chief Vigilance Officer | 26542036 | cvo@nift.ac.in |

