

CITIZEN'S CHARTER



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/delhi/

(2019-20)

(Date of issue- September 2019)

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: –

**Finance & Accounts Department
Delhi Campus**

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

Head of the Department: Sh., Deputy 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

**Establishment Department
Delhi Campus**

Contact person : Ms.Neenu Teckchandani
Contact no. : 011-26542161-2162
Stake Holder : NIFT – Delhi Centre Employees

S.No	Name of the Service	Processing period for applications / requests	Requirement from the Stake Holder / Employees
1	Leave Applications (EL, CCL, HPL, Commuted Leave, Sabbatical Leave and Study Leave) sanction by the Centre.	EL / CCL / HPL etc will be processed in 03 working days Sabbatical Leave / Study Leave forwarded to Head Office in 07 working days	Submission of application complete in all respects in the prescribed proforma with supporting documents and recommendations of the HOD / CCs / Unit In-charge as the case may be.
2	Permission for visiting abroad	15 working days	Applications to be submitted in the prescribed proforma duly recommended / forwarded by the department Head
3	NOC for Passport	15 working days	Application to be submitted in the prescribed proforma alongwith relevant supporting documents, duly recommended by HOD.
4	NOC for higher studies	07 working days	Application to be submitted to the Campus Director duly forwarded by HOD.
5	Processing of resignation	15 working days subject to condition of fulfilling all terms & conditions as per NIFT norms.	Employees should submit the resignation duly forwarded by HOD.
6	Release of terminal benefits	30 working days	Submission of No Due Certificate after acceptance of resignation.
7	Release of Advances : 1.Computer Advance 2.Motorcycle Advance 3.Festivals Advance	Interest bearing advances will be forwarded to Head Office in 05 working days and festival advance will be processed 05 working days before the festival.	Employees should submit their application in prescribed proforma complete in all respect along with relevant documents as required.
8	TA advance on transfer / repatriation	10 working days	Submission of application in prescribed proforma alongwith relevant supporting documents, duly recommended by HOD.
9	LTC approval / advance	07 working days	Submission of application in prescribed proforma alongwith relevant supporting documents, duly recommended by HOD.
10	LTC Settlement / Reimbursement	Processing by Establishment Department within 05 working days and final settlement by the Finance Department within next 05 working days.	Submission of claim / supporting bills & documents as per NIFT norms.

11	Tuition fee	Application will be processed on quarterly basis within 15 working days	Employees should submit their claims in prescribed proforma along with relevant supporting documents within 10 days of each quarter ending. (1 st to 10 th of January / April / July & October).
12	Telephone reimbursement	07 working days	Employees to submit self attested bills.
13	Forwarding application for outside employment / NOC for outside employment	07 working days	Employees should submit their application in prescribed proforma along with relevant supporting documents, duly recommended by HOD.
14	Leave Salary and Pension	10 working days	
15	Medical reimbursement (Hospitalization Case)	15 working days	Subject to submission of relevant documents and approval from Competent Authority as applicable
16	Permission for medical treatment in NIFT Empanelled hospitals	05 working days	Employee should submit his/her request along with relevant documents from the hospital.
17	Submission of APAR's	As per specified time lines	
18	Recruitment for C & D group	As per requirement, vacancy and NIFT norms	
19	Extension of contract	Extension will be conveyed 02 weeks before expiry of contract	The recommendation of the concerned HOD to reach the Centre Director before 30 days of the expiry of the contract
20	Staff Grievances	Response will be communicated within 03 working days	

**Academic Affairs Department
Delhi Campus**

Contact person : Ms. Bhavna K. Verma (CAC)
 Contact no. : 011-26542136
 Stake Holder : NIFT – Delhi Students & Visiting faculty

S.No	Nature of work	Time required for process	Requirement from the Stake Holder
1	Guest Faculty Payment	Processing by Academic Affairs Department in 03 working days and generation of the cheques by finance department within 04 working days	Submission of claim form in the prescribed proforma duly recommended by CCs
2	Jury Payment	Processing by Academic Affairs Department in 03 working days and generation of the cheques by finance department within 04 working days	Submission of claim form in the prescribed proforma duly recommended by CCs
3	Issue of Bonafide Certificates to students	03 working days	Application to be submitted to AA department in the proper format
4	Shortage of Attendance & Medical Cases	Processing to be done by the AA department dealing Assistant within 03 working days for consideration of same in the LASC	Request to be forwarded to the AA department on or before last date (as circulated) with the recommendation of CCs.
5	Forwarding of State Government Scholarship to the Ministry	07 working days	Submission of Application form with complete supporting documents as per the requirement of the case.
6	Mercy Appeal	Processing to be done by the AA department dealing Assistant within 03 working days for consideration of same in the LASC	Request to be forwarded to the AA department by the CCs.
7	Faculty Internship	Processing to be done by the AA department dealing Assistant within 07 working days of the receipt of the request from respective CCs.	Request to be forwarded by the CCs to AA department
8	Permission letter for opening lab & class room	02 working days	Submission of request to the Academic Affairs Department forwarded by the CCs
9	Hospitality arrangement for jury	03 working days	Submission of request to the Academic Affairs Department forwarded by the CCs
10	Request for field trip	07 working days	Submission of request to the Academic Affairs Department forwarded by the CCs

**Controller of Examination Cell
Delhi Campus**

Contact person : Ms.Neenu Teckchandani (Joint Director & COE)
Contact no. : 011-26542168
Stake Holder : NIFT – Delhi Students

S.No	Nature of Work	Time taken by dealing assistant to process	Time limit for completing
1	Issue Migration Certificate / Provisional Certificate / Equivalence Certificate.		07 working days
2	Verification of students Data / Education		15 working days
3	Re-evaluation		15 working days
4	Issue of bonafide Certificate / SGPA certificate		07 working days
5	Issue of Duplicate / Additional Marksheet		20 working days
6	Issue of Duplicate Diploma / Degree		20 working days

**Purchase Department
Delhi Centre**

Contact person : Ms. Archana Ghai, Research Assistant & incharge (Purchase)
Contact no. : 26542166
Stake Holder : HODs & CCs in NIFT – Delhi Centre

S.No	Nature of work	Time required for process	Requirement from the Stake Holder
01.	Class room purchases	< 15000 within 3 working days 15000 to 1 lakh within 10 working days 1 lakh to 5 lakhs within 45 days > 5 lakhs within 2-3 months depending upon the actual value	Submission of request for the purchase to the Centre Director giving sufficient time as per the norms.