

**NATIONAL INSTITUTE OF FASHION TECHNOLOGY
HEAD OFFICE
ADMINISTRATION DEPARTMENT
HAUZ KHAS, NEW DELHI**

1312/NIFT-HO/Grievance redressal mechanism/2025

22.10.2025

OFFICE MEMORANDUM

Sub : Grievance Redressal Mechanism for NIFT employees

Effective grievance redressal mechanism is an essential element of efficient administration. Persistent grievances, if left unaddressed or redressed unreasonably, result in complaints and legal cases at times. The receipt of complaints must signal to the authorities about the lacunae in the grievance redressal mechanism or the seriousness of the issue(s). It is therefore essential that immediate action is taken to resolve the grievance(s) or if the issue is complex, then an interim assurance is timely provided to the aggrieved individual. The guidelines for the grievance redressal in respect of NIFT employees are contained in succeeding paragraphs.

2. **Grievance Redressal Officer and Committee.** All campuses shall appoint a nodal officer as Grievance Redressal Officer (GRO) to receive grievances and take action at his / her level for simple grievances or the grievance affecting any individual employee. In case the grievance is such that it affects a number of employees or any particular category / group of employees, then GRO shall transfer the grievance to the Grievance Redressal Committee (GRC). The GRC shall comprise of GRO and at least two Group 'A' officers – one each from teaching and non-teaching cadres. If Joint Director is not the GRO, then Joint Director should be included in the GRC. It is advisable to have a female member in the GRC.

3. **Tenure of GRO and GRC.** The tenure of GRO and GRC shall be 1 year each. The Office Order nominating GRO and GRC shall be issued in the beginning of each calendar year. It is advisable to change GRO and GRC every year, but there shall be no bar if they are renominated in continuation.

4. **3-tier Grievance Redressal Mechanism.** Ideally, all campuses shall have 3-level of addressing grievances as follows :-

- (a) **Tier-1.** GRO
- (b) **Tier-2.** GRC
- (c) **Tier-3.** Campus Director

5. The GRO shall endeavour to resolve the grievance within 30 days of its receipt, if the grievance pertains to any particular individual or transfer it to GRC in case the grievance falls under the ambit of GRC. However, if the resolution is likely to take more time, then GRO shall send an interim reply to the aggrieved employee and resolve it within 60 days from its receipt. In case, GRC is not able to resolve the matter, then GRC shall refer it to the Campus Director for decision. The Campus Director should

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endeavour that the grievance is not left unresolved and not turn into a complaint to HO or MoT or HMOT.

6. Director, HO will be the grievance redressal officer for employees of NIFT-HO and grievances of general nature which do not pertain to any particular Campus.

7. **Grievance Register.** The campuses shall maintain year-wise grievance register wherein all the grievances received in that year are recorded e.g. 2025/G-1, 2025/G-2, so on and so forth. The register shall mention a column named 'Aggrieved' where the name of the aggrieved employee is to be mentioned. If the grievance is of general nature, then 'General grievance' shall be mentioned in the 'aggrieved' column. The remarks / redressal provided by the GRO, GRC or the Campus Director, as the case may be, shall be briefly mentioned against the grievance along with the date. For assessing the effectiveness of the mechanism, the feedback by the aggrieved employees must be obtained after the grievance is considered as redressed by the GRO.

8. Grievance register shall be perused and signed by the GRO every month and quarterly by the Campus Director. This register shall be kept ready for perusal of DG NIFT during campus visits.

9. **Appellate Authority.** If the complainant is satisfied by the resolution provided, an undertaking/acknowledgement to this effect shall be obtained and "Disposed of as resolved" entry in the grievance register shall be made by the GRO. In case the aggrieved employee is not satisfied with the resolution provided, he/she may appeal to the 1st appellate authority after 15 days of disposal with complete facts and specific reasons for dissatisfaction. Director, HO at NIFT Head Office will be the 1st appellate authority. In case the complaint is not resolved by the 1st appellate authority in 30 days from the date of appeal, the complainant may submit second appeal to the 2nd appellate authority, the DG NIFT.

10. **Analysis and prevention.** Grievances should be viewed as free inputs for better understanding of the expectations so that the systemic reforms, if any, may be initiated to fulfil those expectations. Therefore, all campuses must invariably analyse the root cause behind those types of grievances which are raised more frequently than others so as to implement necessary changes/reforms proactively.

This is issued with the approval of the competent authority.


(Gaurav Mishra)
Director HO

To,

1. CVO, NIFT
2. All Campus Directors / Joint Directors
3. Registrar, NIFT Head Office