



राष्ट्रीय फैशन प्रौद्योगिकी संस्थान

वस्त्र मंत्रालय भारत सरकार

सिडको औद्योगिक परिसर ओमपोरा बडगाम -191111, जम्मू-कश्मीर

National Institute of Fashion Technology

Ministry of Textiles, Govt. of India

SIDCO Industrial Complex Ompora, Budgam-191111, J&K

www.nift.ac.in/srinagar

GRIEVANCE REDRESSAL MECHANISM FOR STAFF (FACULTY & NON-TEACHING)

1. **GRIEVANCE** shall mean a compliant related to:

- Conduct of fellow employees including outsource staff and students.
- Matters related service conditions, pay and allowances, working hours, leaves, LTC, official tours, training and professional development etc.
- Institute policies and rules.
- Facilities at the Campus
- Any-other matter which hampers the staff in discharging his/her duties smoothly.

2. **SOP** for redressal of grievance:

- Informal Resolution:** It is advisable to resolve a concern or compliant mutually between the staff/persons in the first instance.
- Concerned CAC/CC/Section Head shall facilitate and counsel parties in dispute resolution at informal level.
- If not resolved as above, an employee can submit in writing details of the compliant with all relevant supporting material to the Member Secretary/Convenor of the following Grievance Redressal Committee (Level 1);

Composition of the Committee	Nominated Members
<ol style="list-style-type: none">Joint Director/CACTwo CCs to be nominated by the campus Director on rotation basis for a period of three yearsOne faculty member to be nominated by the campus Director on rotation basis for a period of three yearsTwo Non-teaching staff members to be nominated by the campus Director on rotation basis for a period of three yearsAssistant Director or any other staff/faculty designated as Member Secretary/Convenor <p>Note: Atleast two female faculty members shall be nominated on above Committee. One half of the total members shall form the quorum of the meeting. The committee shall be authorized to co-opt any staff as a special invitee based on relevance of the complaint.</p>	<ol style="list-style-type: none">Mr. Syed Azhar, CACMs. Nousheen Qazi, CC-FDMr. Arvind Kumar Mahdeshiya, CC-F&LAMr. Deepak Sharma, Assistant ProfessorMr. Kranthi Kumar Jerupula, Assistant AdministrationMs. Shabeena Abdullah, Junior AssistantMr. Barkatullah, Assistant Director (Member Secretary/Convenor)



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3. Level 1 Committee shall examine and dispose of the grievance with clear-cut recommendations within 10 calendar days. The Committee may call appropriate persons as witnesses or seek records from the institute while conducting the enquiry into the compliant.
4. A decision on the compliant shall be made by the competent authority of the campus ordinarily within 15 calendar days of the date of compliant. In exceptional cases, the duration of the compliant redressal can be extended by 7 days. Outcome of the case shall be shared with the complainant immediately.
5. In case aggrieved staff is not satisfied with the outcome of his complaint or he/she does not receive any reply within 15 days of the compliant, he/she may file the compliant with all details to **Level 2 Grievance Redressal** (Campus Director – director.srinagar@nift.ac.in).
6. A compliant registered at Level 2 Grievance Redressal shall be disposed of within 7 calendar days of its receipt with proper intimation to the complainant.
7. In case of a fraudulent or frivolous complaint, appropriate action can be taken against the complainant.
8. Anonymous complaints will not be entertained. The names of the complainant and the accused must be specifically mentioned.
9. Persons must register grievances individually, not collectively as a group.
10. Campus Director shall hold Open House every month where pending issues/grievances shall be discussed for redressal.
11. No employee shall breach above Grievance Redressal System while filing a complaint. Sending complaints to Head Office without first approaching the Grievance Redressal System at NIFT Campus shall attract disciplinary action.
12. During all stages of the Grievance Handling and Resolution Procedure, the Campus authorities will take all possible steps to ensure that the complainant and the respondent are not victimized or discriminated against.
13. Any grievances/complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism (ICC) for addressing such matters. Similarly Hostel/Mess related issues shall be dealt by the Hostel/Mess Committee.

Sd/-

Assistant Director (Admin)

NIFT Srinagar

Dated: 06-09-2023

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