



## 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](http://www.nift.ac.in/srinagar)

### GRIEVANCE REDRESSAL MECHANISM FOR STUDENTS

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

- i. Student amenities and services in the Campus
- ii. Conduct of classes and examinations
- iii. Non-transparent or unfair evaluation practices
- iv. Refund of fee
- v. Scholarships offered by the Campus
- vi. Excess payment of fee or any other charges
- vii. Compliant on mis-conduct by a fellow student or staff
- viii. Any-other matter which hampers the student learning at the campus

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

- i. Informal Resolution: It is advisable to resolve a concern or compliant mutually between the student/staff in the first instance.
- ii. Concerned CC shall facilitate and counsel parties in dispute resolution at informal level.
- iii. If not resolved as above, student 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"><li>1. Joint Director/CAC</li><li>2. Two CCs to be nominated by the campus Director on rotation basis for a period of three years</li><li>3. One faculty member to be nominated by the campus Director on rotation basis for a period of three years</li><li>4. SDAC Member Secretary/Convenor</li></ol> <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"><li>1. Mr. Syed Azhar, CAC</li><li>2. Mr. Arvind Kumar Mahdeshiya, CC-F&amp;LA</li><li>3. Ms. Nousheen Qazi, CC-FD</li><li>4. Ms. Gulistan, Assistant Professor</li><li>5. Mr. Shashi Ranjan, SDAC</li><li>6. Three students including two girls to be nominated by SDAC from the elected bodies/clubs of students.</li></ol>



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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 student 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 off 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. Students must register grievances individually, not collectively as a group. However, Students in a Class may submit a compliant for a common cause through Class Representative.
10. Campus Director shall hold Open House every month where pending issues/grievances shall be discussed for redressal.
11. **No Student 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/-  
SDAC  
NIFT, Srinagar

Dated: 06-09-2023