

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

**(2016-17)**

**(Date of issue- October, 2016)**

**Will be reviewed on monthly basis**

**Establishment Department  
Delhi Campus**

Contact person : Mr.Dinesh Chander Tiwari, OSD (Establishment)  
Contact no. : 26542155  
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	07 working days	Applications to be submitted in the prescribed proforma duly recommended / forwarded by the department Head
3	NOC for Passport	10 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 alongwith relevant supporting documents within 10 days of each quarter ending. (1 <sup>st</sup> to 10 <sup>th</sup> 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 alongwith 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 alongwith 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.Neenu Teckchandani (Joint Director & COE)  
Contact no. : 26542107  
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. : 26542107  
Stake Holder : NIFT – Delhi Students

<b>S.No</b>	<b>Nature of Work</b>	<b>Time taken by dealing assistant to process</b>	<b>Time limit for completing</b>
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 : Mr.Vasudevan, OSD (Purchase)  
Contact no. : 26542154  
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.