



## राष्ट्रीय फैशन प्रौद्योगिकी संस्थान

सांविधिक संस्थान निफ्ट अधिनियम 2006, द्वारा शासित और  
वस्त्र मंत्रालय, भारत सरकार द्वारा स्थापित

## NATIONAL INSTITUTE OF FASHION TECHNOLOGY

A Statutory Institute under the NIFT Act, 2006 and  
set up the Ministry of Textiles, Government of India

2001(1003)/NIFT-Delhi/Academics/Students' Grievance Register/2025

04.04.2025

### Circular/परिपत्र

कृपया छात्र मामले एवं शिकायत निवारण तंत्र के संबंध में दिनांक 18.03.2025 का कार्यालय जापन संख्या 1312(99)/प्रशासन/परिपत्र/आदेश/रचओ/2009 का सन्दर्भ ग्रहण करें! इसके संबंध में निम्न बिन्दुओं पर ध्यान दिए जाने की अपेक्षा की जाती है:

Please refer to the Office Memorandum 1312(99)/Admin/Circular/Order/HO/2009 dated 18.03.2025 regarding Student Affairs & Grievance Redressal Mechanism. In this regard, following may be noted:

2. छात्रों की शिकायत निवारण का स्तर निम्नानुसार है:

- प्रथम उन्नयन स्तर: निवासी छात्रों के मामले में छात्रावास वार्डन तथा गैर-निवासी छात्रों के मामले में मेंटर संकाय।
- द्वितीय उन्नयन स्तर: शैक्षणिक संबंधी शिकायतों के लिए सीएसी तथा अन्य सभी प्रकार की शिकायतों के लिए संयुक्त निदेशक
- तृतीय उन्नयन स्तर: कैम्पस निदेशक

2. Escalation level of Students' Grievance Redressal are as follows:

- **1<sup>st</sup> escalation level**: Hostel Warden in case of resident students and Mentor faculty for non-resident students.
- **2<sup>nd</sup> escalation level**: CAC in case of academic related grievances and Joint Director for all other kinds of grievances.
- **3<sup>rd</sup> escalation level**: Campus Director.

3. पूर्णकालिक व्यवस्था होने तक एक शिकायत रजिस्टर शैक्षणिक मामलों के विभाग में रखा गया है; छात्रों की सभी शिकायतों को सम्बंधित शैक्षणिक विभाग द्वारा शिकायत रजिस्टर में दर्ज किया जाना अनिवार्य है। प्रथम, द्वितीय या तृतीय स्तर के जिम्मेदार अधिकारी द्वारा दी गई टिप्पणी/निवारण सहित सभी विवरण, जैसा भी मामला हो, शिकायत के साथ रजिस्टर में उल्लेखित किए जाएंगे।

3. As of now a grievance register has been kept in the Academic Affairs Dept; all the grievances are to be noted in the grievance register by the concerned dept. All the details including the remark/ redressal provided by the responsible officer of 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> escalation level, as the case may be, shall be mentioned in the register against the grievance.

4. संबंधित शैक्षणिक विभाग द्वारा यह सुनिश्चित किया जायेगा कि उक्त विभाग के विद्यार्थियों की शिकायतों का विवरण शिकायत रजिस्टर में अद्यतन कर दिया गया है, जिसमें प्रत्येक शिकायत के निवारण पर फीडबैक भी शामिल है।

4. The concerned department will ensure that the details of the grievance of the students of their department has been updated in the grievance register including the feedback on the redressal provided against each grievance.

5. इस संबंध में कोई भी परिवर्तन या आगे के निर्देश प्रमुख एए से प्राप्त विस्तृत निर्देशों के आधार पर अलग से सूचित किए जाएंगे।

5. Any change in this regard or further directions will be conveyed separately on the basis of detailed instructions received from Head AA, which are awaited as stated in the aforementioned Office Memorandum dated 18.03.2025.

6. इसे सक्षम प्राधिकारी के अनुमोदन से जारी किया गया है।

6. This issues with the approval of competent authority.

  
(डॉ दीपक जोशी)  
संयुक्त निदेशक  
निफ्ट दिल्ली केंद्र

**NATIONAL INSTITUTE OF FASHION TECHNOLOGY**  
**Head Office, Administration Department**  
**Hauz Khas, New Delhi – 110 016**

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1312(99)/Admin/Circular/Order/HO/2009

18<sup>th</sup> March 2025

**OFFICE MEMORANDUM**

**Sub : Student Affairs & Grievance Redressal Mechanism**

NIFT is a pioneering institute in the field of fashion education and has been playing a constructive role in the field of textile research, pedagogy, outreach, image building, professional consultancy, resource repository and collaboration with other institutes in the field of professional education. NIFT Campuses are the action centres where all the above activities are put into operation. The students are the identity, brand ambassadors and the prime focus of the Institute. Therefore, it is imperative that adequate measures be provided to the students to cater to their needs, implement workable suggestions and prompt redressal of their grievances. The following areas need special emphasis at all levels.

2. **Student Mess and hostels:** NIFT attracts students from all parts of the country. It should be the endeavour of all NIFT Campuses to ensure comfortable stay of students. Well-maintained hostels and messes should be the focus areas of NIFT Campuses. Material condition, hygiene and availability of sports & recreational facilities within the Campus are most important factors which influence the decision of parents/guardians and students to prefer one Campus to others. Therefore, the Campuses must make special efforts to create attractive indoor & outdoor sports facilities, recreational and associated facilities. Basic minimum facilities like clean rooms, hygienic food, security and overall safety are non-negotiable.
3. **Grievance Redressal:** Seemingly simple grievances, if not addressed properly and on time, result in complaints. The complaints tarnish the image of NIFT in general and Campuses in particular. It is therefore essential for all Campus Directors and responsible faculties to promote healthy interaction with students & parents on regular basis so that issues, if any, are resolved immediately and feedback on the resolution is obtained from stakeholders. All campuses shall appoint Joint Director as the "Grievance Redressal Officer".
4. **Escalation Levels:** The Campuses shall institute strong grievance redressal and complaint resolution mechanism to keep the complaints to NIL or minimal. Responsive points-of-contact at various escalation levels shall be established and circulated among all students and parents/guardians to deal with the grievances / complaints. Ideally, all campuses shall have 3-levels of escalation levels for grievance redressal as follows :-
  - (a) **1<sup>st</sup> escalation level:** Hostel warden in case of resident students and mentor faculty for non-resident students.
  - (b) **2<sup>nd</sup> escalation level:** CAC in case of academics-related grievances and Joint Director for all other kinds of grievances.

*Mishra*  
18.03.25

(c) **3<sup>rd</sup> escalation level:** Campus Director.

4. **Grievance Register:** Each campus shall maintain a grievance register wherein all the grievances shall be mentioned. There shall be a column named 'Aggrieved' where the name of the student shall be mentioned, if the grievance is specific to any particular student. If the grievance is of general nature, then 'General grievance' shall be mentioned in the 'aggrieved' column. The remarks / redressal provided by the responsible officer of 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> escalation level, as the case may be, shall be mentioned in the register against the grievance. This register shall be perused and signed by the Grievance Redressal Officer every month and quarterly by the Campus Director. It is equally important that the feedback on the redressal provided is obtained against each grievance by the aggrieved student in case of personal grievance or by the Joint Director in case of general grievance. This register shall be placed before the DG for perusal during campus visits.

5. **Student representation in committees:** All matters such as academics, hostels, food, sports, etc. which affect students shall be administered and managed by committees, which shall have compulsory representation of students. All committees responsible for hostel accommodation, hygiene, food, mess and sports shall include at least one representative from resident students. Non-resident students can be made part of committees constituted for other matters affecting all students in general. Head (Academic Affairs) shall formulate and circulate detailed instructions in this matter.

6. **Prevention of sexual harassment cases:** All Campuses shall institute all possible mechanisms to prevent occurrence of any case of sexual harassment. All such cases, if and when reported, shall be dealt with immediately, sensitively and discreetly in case of students. Workshops shall be held to sensitise all stakeholders. Campuses must ensure all legal compliances. The composition of Internal Complaints Committee (ICC) shall be as per the law and meetings of ICC shall be held as per the schedule.

This is issued with the approval of the competent authority.

  
(Gaurav Mishra)  
Director Head Office

To,

1. Campus Directors / Joint Directors
2. Registrar
3. Dean (Academics)
4. Head (Academic Affairs)
5. PS to DG: for information please