



राष्ट्रीय फैशन टेक्नालॉजी संस्थान

(वस्त्र मंत्रालय, भारत सरकार)

निफ्ट कैम्पस, दूरभाष नगर, रायबरेली – 229010 (उ०प्र०)

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www.nift.ac.in

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CITIZEN'S CHARTER

About Us:

National Institute of Fashion Technology (NIFT), a premier Institute of Design, Management and Technology was set up by the Ministry of Textiles, Government of India. The NIFT Act 2006 (Passed by the Indian Parliament) has accorded statutory status for the promotion and development of education & research in Fashion Technology with President of India as the Visitor. The Act signifies public confidence in the NIFT as a thought leader, with 'fashion' as a business strategy for value addition. This empowers the NIFT with a statutory status to confer undergraduate and postgraduate degrees.

The NIFT is a pioneer in envisioning and evolving fashion business education in the country through a network of fifteen professionally managed centre. At present the centers are at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raebareli and Shillong.

Our Stake holders are:-

The students, parents, faculty, employees, craftsperson, industry, State Governments and sponsoring agencies.

Our Vision is:-

To emerge as a centre of excellence and innovation proactively catalyzing growth of fashion business through leadership in professional education with concern for social and human values.

Our Mission is:-

“To establish NIFT as a centre of excellence in fashion business education, a nodal agency for benchmarking fashion education in India and apex body for training of trainees in fashion business education”. With the above mission we endeavor to:-

- Create an environment of continuous learning with holistic interdisciplinary appreciation of various components of value chain and the ground reality.
- Adopt international best practices from Institutes of higher learning and industry, on an ongoing basis.
- Instill a passion for academic excellence with commitment to team building, inspired by national aesthetics and craft legacy with humility and sensitivity.

Our services are: –

S. No.	Main Services	Standards
1.	Admission to Regular Programmes	<ul style="list-style-type: none">• As per NIFT policy, students are selected through intensive process of ‘Common Entrance Examination’ which comprises of a written entrance examination; situation test; group discussion and interviews. These are conducted for admission to :-<ul style="list-style-type: none">➤ Undergraduate Programmes in 7 courses;➤ Postgraduate Programmes in 3 courses;➤ Doctoral Programmes;spread across 15 centers of the NIFT.
2.	Admissions to Continuing Education (CE) Programme	<ul style="list-style-type: none">• As per NIFT policy announced annually CE certificate programmes are aimed at complementing the practical knowledge of industry professional with formal technical education. It offers:-<ul style="list-style-type: none">➤ 15 certificate programmes of one year

		<p>duration; and</p> <ul style="list-style-type: none"> ➤ 16 certificate programmes of six month duration spread across various centers of the NIFT.
3.	Ensuring Quality Education and Training	<ul style="list-style-type: none"> • A well defined curriculum is laid out which is prepared after series of discussions with the internal & external faculty members, industry and experts. • Academic calendar is issued by Dean (Academics) to all departments across 15 centres at least two months prior to start of academic year. • Each academic year has 2 semesters with 16 weeks with 480 hours of direct lecture & practical instruction hours. • Teacher student ratio for focused attention is normally maintained at 1:12. • The direct teaching inputs for all programs shall be at least of 30 hrs per week. • Feedback from student in terms of contents & presentation made by the faculty is received every week.
4.	Examination, Evaluation and Rules for Promotion	<ul style="list-style-type: none"> • The NIFT has a well laid down system of assessment and promotion to the subsequent semester. • It is based on successful performance in an examination, juries, assignments and other evaluation methods for all programmes. • The performance is judged through grading system and Semester Grade Point Average.

		<ul style="list-style-type: none"> • Within certain limitations students are allowed to appear for re-examination. • Students may apply for re-evaluation only for written examination in the prescribed proforma. • Students can apply for re-assessment in case of the number of failure subjects within certain conditions. • On successful completion of courses, eligible students are given degrees/certificate. Also degrees, awards are given through convocation held annually. The graduating batch is informed one month in advance for registration and completing formalities for attending convocation.
5.	Facilitation of Financial assistance, Academic and Developmental matters related to the student affairs	<ul style="list-style-type: none"> • The NIFT provides financial assistance in the form of subsidy on the basis of economic condition. The eligible students will receive it within 3 months of the admission for each year. • Students of the NIFT can also avail education loan facility from various Banks. • The NIFT also undertakes Student Assistantship Programme to aid students who have demonstrated a need for financial assistance by engaging them in resource centre, laboratory, CE programme etc. & paying them as per the no. of hours they have worked. • Student requests pertaining to academic

		<p>issue is resolved within 2 weeks of receipt of such request.</p> <ul style="list-style-type: none"> • Wherever possible, hostel, canteen along with stationary shop are provided to the students within the campus • For holistic development of students & to nurture their innate creativity, extra-curricular activities including annual cultural festival are organized. • Student Development Activity Cell inter - alia, include four SDAC clubs i.e. Cultural, Literary, Sports, Adventure & Photography; and Environment & Social service club. The Student Development Activities are conducted on every Wednesday 4.00 PM onwards.
6.	Responding promptly & qualitatively to the needs of the Industry	<ul style="list-style-type: none"> • NIFT graduates contribute to the apparel sector, information technology, retail production, accessories, textiles, communication and research based segment of the industry. • In the last semester of each batch invitations are sent to the companies, to conduct campus interviews by the NIFT, as a facilitators for prospective employer companies and future employees from amongst its graduating students. • The NIFT works with the industry partner to design and offer customized programmes.

		<ul style="list-style-type: none"> • Projects for research and consultancy are undertaken for clients from private and public sectors including Govt. & Semi-Govt. These fall under two broader category of :- ➤ Faculty Managed Projects including workshops ➤ Classroom & Industry Projects
7.	Empowering the crafts community to retain regional characteristics & position their requirements and challenges.	<ul style="list-style-type: none"> • A cluster of craftsman is identified wherein students closely interact & work with craftsmen for vision building & capacity building in three phases, each of one year duration to include:- ➤ Business Development services as market intelligence and training and innovation; ➤ Network and build linkage with market & financial institutions; ➤ Generate employment opportunities for the rural poor as well as establishing micro enterprises to catalyze the local economy.

We expect our students to:-

- Exhibit high order of discipline inside & outside the campus.
- Regularly attend the classes and complete the assigned task within stipulated time;
- Adhere to conduct rules stipulated in the student rule book.

We expect our other clients to:-

- Send proposal or request in a timely manner with all relevant documents as required.
- Queries may be raised/ Information may be asked after going through the information/ data available on the website www.nift.ac.in

- Contact our contact persons as listed on the website www.nift.ac.in for obtaining our services.

Our Responsibility Centers are:-

- The NIFT has 16 centres at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raebareli, Shillong and Srinagar.
- Details of the centers and contact persons can be found on our website www.nift.ac.in

Grievance Redressal Mechanism at NIFT Raebareli Centre:

The current student related grievances are received through Student Development Activity Cell which is headed by a faculty of the level of (atleast) the Assistant Professor at each centre. Timelines for responses to the students are as follows:-

1.	Acknowledgement	On the day of receipt
2.	Reply	Within 7 working days
3.	Final redressal of grievances	Within 15 working days and in case of disputed issues, prompt information with the reasons will be provided or our own initiative

- Following are the main issues with respect to the students of NIFT and dealt by Academic Affairs Department.
 - **Academic Matters:** - pertaining to leave of absence, re-registration and cancellation of registration.
 - **Discipline matters:** - pertaining to violation of student conduct such as, teasing/ abusing fellow mates; damage to NIFT property; violation of library rules; violation of lab/ studio rules; cheating cases in examinations; tampering with NIFT documents etc.

- **Financial assistance through NIFT subsidy Policy:** - If a student feels that he/ she is a 'justified' candidate for the NIFT Subsidy Scheme.
- **Attendance related issues:** - pertaining to student attendance such as, cases relating to shortage of attendance due to ill health; accidents; unforeseen emergencies etc.
- **Fee related matters:** - such as excess or less fee, late fee etc related case.
- **Inter Centre/Discipline Transfers:** - deserving cases such as relating to ill health; accidents; unforeseen emergencies etc.

In all the above cases after receipt of initial application, redressal mechanism is as follows:-

Student → Centre Coordinator (Department) → Joint Director → Local Academic Standing Committee (LASC)/ Reviewing Committee → Centre Director → Head Academic Affairs → Academic Affairs Committee (AAC) → Director General.

- **Degree/Diploma/certificate related issues** :- for any degree / diploma related case, the alumnus can approach through following redressal mechanism:-
Alumnus→ Centre Coordinator (Department) → Joint Director → Centre Director → Head Academic Affairs → Director General.
- **Examination related issues** :- for any degree / diploma related case, the alumnus can approach through following redressal mechanism:-
Student→ Centre Coordinator (Department) → Joint Director / Controller of Examination (COE)→ Local Academic Standing Committee (LASC)/ Reviewing Committee → Centre Director → Controller of Examination (COE), Head Office → Head Academic Affairs. → Academic Affairs Committee (AAC) → Director General
- **Student Development activities:** - cases relating to NIFT Fashion Spectrum; NIFT Converge; participation of students in Seminars/ Symposia/ Fairs/ Competitions etc. The student can approach through following redressal mechanism:-

Student → Deptt. Centre Coordinator → Centre Student Development Activity Coordinator→ Joint Director → Local Academic Standing Committee/ Reviewing

Committee → Centre Director → Student Development Activity Coordinator (Head Office) → Head Academic Affairs → Director General.

- **Admission Related issues:** - such cases as relating to Admission, Merit list etc.

The procedure of grievance redressal is as follows:

Candidate → Admission Department → Director (Admission) → Director General

- The NIFT has well defined Grievance Redressal Mechanism for handling of Public/Staff Grievances which inter-alia includes:-

- Mr. Akhil Sahai, Joint Director has been designated as Public Grievance Officer and Mr. Sankara Narayanan T.R., Associate Professor has been designated as Staff Grievance Officer for NIFT Raebareli Centre.
- The Public Grievance Officer remains in their offices during 10:00 to 13:00 Hrs. on every Wednesday to receive /hear grievances of the members of the public.
- A locked complaint box is placed at the centre Reception for registration of complaints by members of the public which is opened by the designated officer at regular intervals.
- Each grievance petition will be acknowledged within 15 days. Even if no action is warranted on a petition, a reply intimating the stand of the organization is sent to the petitioner.
- The contact details of 'Public Grievance Officer' and 'Staff Grievance Officer' of NIFT Raebareli is as follows:

Public Grievance Officer: Mr. Akhil Sahai,
Joint Director
Room No. 12,
Phone: 0535- 2702423, 2702426
Email: jointdirector.raebareli@nift.ac.in

Staff Grievance Officer: Mr. Amitava Chowdhury
Associate Professor
Faculty Room, Academic Block
Phone: 0535- 2702426 Ext. 201

Email: amitava.chowdhury@nift.ac.in