

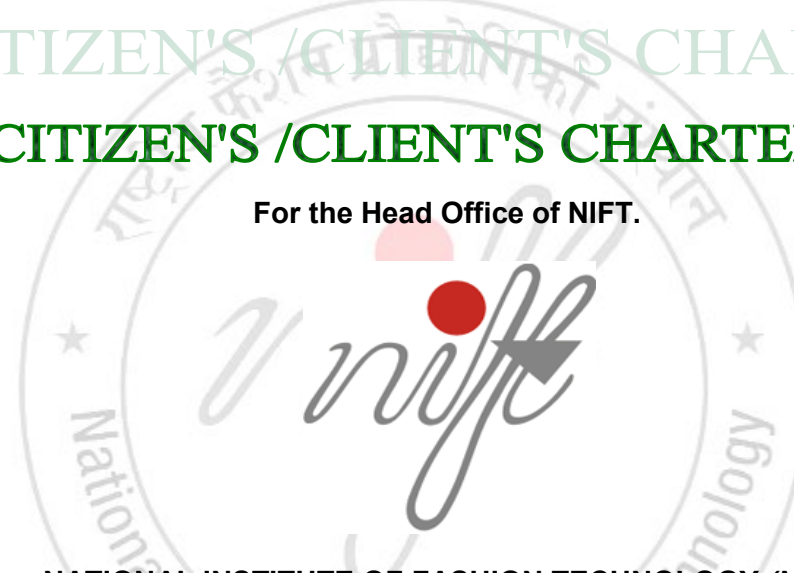


सत्यमेव जयते

CITIZEN'S /CLIENT'S CHARTER

CITIZEN'S /CLIENT'S CHARTER

For the Head Office of NIFT.



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

(2022-23)

About NIFT :-

National Institute of Fashion Technology (NIFT), is a premier Institute of Design, Management and Technology in India, It was set up by the Ministry of Textiles, Government of India in 1986. Later, with the enactment of the NIFT Act 2006, the institute has been 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. The Act also empowers NIFT with a statutory status to confer undergraduate and postgraduate degrees to its alumni.

The NIFT is a pioneer Institute in envisioning and evolving fashion business education in the country through a network of seventeen professionally managed centers located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Panchkula, Raebareli, Shillong and Srinagar (J&K).

Objectives of the Charter:-

- To insure citizens' right for information
- To reign transparent and accountable working system
- To provide quality service for citizens /stakeholders.
- To secure accelerative and fair working system which has public accountability
- To announce citizens that what kind of service in what level of quality and price can they get
- To make citizens /stakeholders fully participants and beneficiaries in the government's developmental activities
- To facilitate a circumstance in which citizens /stakeholders have a sense of ownership in the service delivery so as to impart opinions, information and inputs

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 Department wise are: –



Name of the Department: - Administration, NIFT - Head Office

Head of the Department: - Director (HO)

Contact Person and Ph. No.:- Col. Agendra Mukul, 011-26542040

Client/Stake holder (to whom service is being rendered):- NIFT Employees and other miscellaneous interested parties

S. No.	Details of the Service	Requirement from the stake holders	Maximum processing time for the office	Contact details of the concerned official
1.	Monthly payments to contractors viz., photocopier, Security services, Housekeeping, Taxi hiring, vendors for supply of goods and services etc.	Service Provider/ supplier to submit bills within 07 days of billing cycle/ material supplied. (For services rendered to NIFT – HO only)	15 Days (Excludes the day of bill submission / receipt)	011-26542040
2.	Electricity, Water, Telephone, Internet Data Cards bill Payment, Fuel bill etc.	Bills to be downloaded every month from respective Portals. Concerned dept./section to process bills immediately / next day of receiving/ downloading the bill.	07 Days/ before due date	011-26542040
3.	Process of Tendering for hiring of Horticulture, Housekeeping, Security services, AMC of machines/equipments etc.	Concerned dept./section to raise the indent 4 months prior to expiry of existing contract	Tender Process to be started at least 3 months prior to expiry of existing contract	011-26542040
4.	Repair & maintenance of Vehicles	The requisition for repair of vehicle should be submitted by the drivers	07 Days	011-26542040
5.	Insurance of assets and vehicles	The requisition for renewal of insurance /insurance of additional assets should be submitted by the concerned dept/section one month prior to the expiry of current policy	07 Days/ before due date	011-26542040
6.	Payment of Procurement through GeM Portal	Concerned dept./section to process bills immediately / next day of receiving	Within 10 days of creating CRAC	011-26542040
7.	Booking of Travel Tickets, Hotel accommodation and likewise services	User needs to place timely request along with due approval to avoid last minute hike in fare/ non-availability of tickets	As and when required on priority basis	011-26542040
8.	Booking of NIFT Guest House (To be booked for Officials of all NIFT Campuses, MoT)	Requisition to be submitted by email at least one week in advance	01 Day (Excludes the day of requisition)	011-26542040
9.	Release of advertisements in National/International newspapers	Concerned dept./section to process the request immediately / next day of receiving duly approved matter	07 Days	011-26542040
10.	Reimbursement of bills to Staff	The bills are to be submitted by 7 th of every quarter	15 Days	011-26542040

S. No.	Details of the Service	Requirement from the stake holders	Maximum processing time for the office	Contact details of the concerned official
11.	Settlement of Imprest for Hospitality, other day to day work	Bills to be submitted fortnightly	07 Days	011-26542040
12.	Furnishing information to RTI's	Concerned dept./section to process the RTI request immediately / next day of receiving. (For RTIs pertaining only to Admin, NIFT HO)	Within 30 Days of receipt of such request as per RTI Act.	011-26542040
13.	Dealing with Complaints/ Grievances	Concerned dept./section to process the Complaint/ Grievance immediately.	30 days	011-26542040
14.	Correspondence with Campuses/MoT/State Govt. including setting up of New Campuses	Concerned dept./section to process the letter immediately / next day of receiving the same	03 Days	011-26542040
15.	Lok Sabha and Rajya Sabha Parliament Questions	Concerned dept./section to provide the information sought in time bound manner	To be processed on the same day and reply to be sent in time bound manner	011-26542040
16.	ATR on BOG minutes	Concerned dept./section to provide the information sought in time bound manner	To be processed on the same day and reply to be sent in time bound manner	011-26542040
17.	Preparation and submission of various reports like Hindi, RTI, Vigilance, MPR, QPR etc.	Inputs are to be provided by all concerned stakeholders by 5 th of every month	Within the first week of due month/ before due date	011-26542040
18.	Operating of Franking Machine	The requisition for refilling should be submitted by the concerned operator as and when required	03 Days	011-26542040
19.	Hospitality arrangement for various meetings	Requisition should be submitted at least 7 days in advance	To be arranged in time on due date	011-26542040
20.	Disposal of unserviceable stores / scraps etc.	Concerned dept./user to report unserviceable stores / scraps as and when it comes to notice	Quarterly basis	011-26542040

Name of the Department:- Admission Department

Head of the Department:- Col. Agendra Mukul, Director (HO)

Phone Number:- 011-26542196

S. No.	Client/Stake holder (to whom service is being rendered)	Name of the service	Commitment in terms of days in which service will be rendered may be provided	Expectations/ Requirements from client of the service provider	Contact person and Ph. No.	Remarks
1	Candidates applying for Admission, NIFT Campuses	All India Entrance Test and Counseling for Admission to NIFT	Strictly as per the Admission calendar notified.	1. Submitting the application form in a timely manner with all requisites w.r.t. rules/ instruction. 2. Checking the admission notification on NIFT website regularly.	Admission Department, NIFT Head Office Director (HO) Ph.no. :- 26542196 Deputy Director Ph. no. 26542196	

Grievance redressal Mechanism and Channel of Redressal:

Is there is an inordinate delay in rendering any service despite fulfilling all requisite formalities then the client can contact the responsible persons at the phone numbers provided. However, if the grievance is not redressed then a written representation explaining all issues may be submitted to the Head of the Department.

Channel of Redressal for the services being rendered by the Department is as follows:-

Aspiring candidate → Admission Department → Deputy Director (Admission) → Director(HO) → DG

Name of the Department:- Building, NIFT Head Office

Head of the Department:- Director (Head Office)

Phone Number :- 011 – 26542173, 26542165 (PE- Building)

Sr. No.	Client / Stakeholder (to whom service is being rendered)	Name of Service	Commitment in terms of days in which service will be rendered may be provided	Expectations / Requirements from client of the service provider	Contact Person and Phone No.
1.	All NIFT Campuses	Building Services and project management	It is an ongoing and opened ended activity	To provide service as per requirement of NIFT Campuses	Project Engineer (Building) 26542173-011 26542165-011

Grievance Redressal Mechanism and Chennel of Redressal -

Candidate → Building Section → Project Engineer (Building) → Director (Head Office) → Director General

Name of the Unit:
Head of the Unit:

Information Technology (IT)
Dr. Sanjeev Kumar

Phone : 9810011975

S No.	Stakeholder	Name of Service	Commitment of service provider	Expectations/ Requirements of stakeholders from the service provider	Contact person
1	Administrative Employees at HO	E-mail IT equipments and peripherals Office use softwares	<ul style="list-style-type: none"> - Timely procurement of the product/service - Timely distribution of the product/service - Quality of the of the product/service - Timely repair of faulty product/service - Licensed version of the software provided wherever required - Renewal of software in time 	<ul style="list-style-type: none"> - IT equipments are in working condition - IT services are in working condition - Software are licensed and in working condition 	Director-IT
2	Academic Head of Units at HO/CPs	E-mail IT equipments and peripherals Office use softwares Academic use softwares	<ul style="list-style-type: none"> - Timely procurement of the product/service - Timely distribution of the product/service - Quality of the of the product/service - Timely repair of faulty product/service - Licensed version of the software provided wherever required - Renewal of software in time 	<ul style="list-style-type: none"> - IT equipments are in working condition - IT services are in working condition - Software (both for office use as well as for academic input) are licensed and in working condition 	All Head of units All CPs
3	Unit Incharge at HO	Up gradation through capacity building (training) and exposure (seminars/conferences/exhibitions)	<ul style="list-style-type: none"> - Direction and guidance 	-	UI-IT

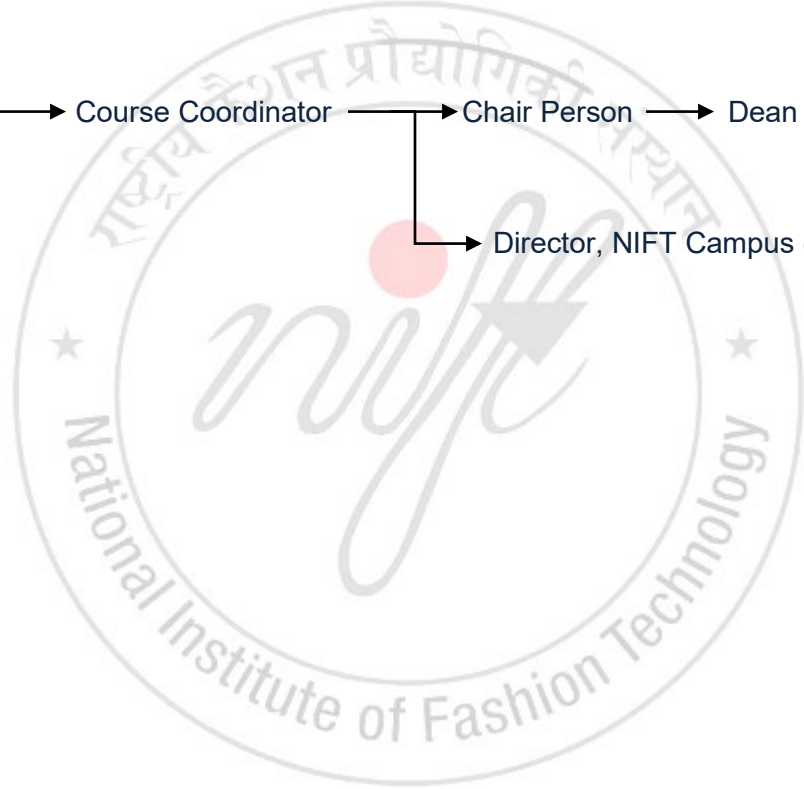
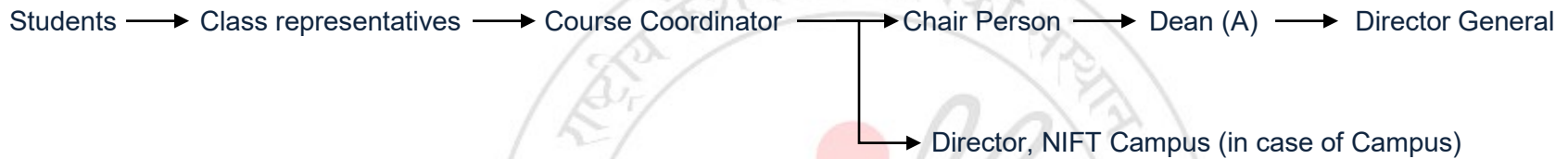
4	Computer In charge at NIFT campuses	Up gradation through capacity building (training) and exposure (seminars/conferences/exhibitions)	- Direction and guidance	-	IT In charge at all NIFT Campuses
5	NIFT	Website	<ul style="list-style-type: none"> - Timely updation - Accuracy of information - Content of information - Bi-linguality of information 	- Admission related notices/circulars/results for prospective candidates	Addl. Director General
				- Timely upload of tenders	Heads of units Director (F&A) Dean-A Head-AA
				- Regular update of NIFT's resources	Addl. Director General Directors at All Campus
				- Regular update of NIFT achievement related news and events	Head CCC
				- Update of information on NIFT statutes, NIFT Ordinance, NIFT Act, RTI Act	Respective Heads
6	Students	Website	<ol style="list-style-type: none"> 1. Timely updation of academic calendar 2. Timely updation of timetable for classes/assignments/exams 3. Timely updation of results 4. Regular update of awards/competitions 	<ul style="list-style-type: none"> - Timely updation - Accuracy of information 	Directors at all Campus

Grievance redressal Mechanism and channel of redressal :-

If there is an inordinate delay in rendering any service despite of fulfilling of all formalities required to get the service then the stakeholders can contact the responsible person over phone number provided. However, even if the, grievance is not redressed than a written representation explaining all issues may be submitted to the head of the department.

Channel of Redressal for the services being rendered by Department is as follows:-

(For academic issues)



NAME OF DEPARTMENT: DEAN (ACADEMIC)

HEAD OF THE DEPARTMENT: प्रोफेसर डॉ .वंदना नारंग, डीन-शैक्षणिक/ Prof. Dr. Vandana Narang, Dean-Academics

Name of the Department & Head	Client / stakeholder (to whom service is being rendered)	Name of Service	Commitment (in terms of days in which service will be rendered may be provided)	Expectations/ Requirements from Client of the service provider	Contact person and Ph. No.
DEAN (A) प्रोफेसर डॉ . वंदना नारंग, डीन-शैक्षणिक/ Prof. Dr. Vandana Narang, Ph. No. 011- 26542033/34 26521276	NIFT Faculty, Newly recruited faculty	FOTD - Training of Trainers (ToTs) - Faculty Industry Attachment - Faculty Orientation Programme	Timely completion of process in identifying subject areas from CPs, compilation and plan of schedules, seeking approvals from Competent authority and informing the participants and Campus Directors about the Training	Submit their proposal on time and nominations of faculties to reach on time through proper channel	Prof. Dr. Rajani Jain <i>Head Faculty</i> <i>Orientation Training</i> <i>Development</i> <i>Programme</i> Tel:+91- 040-23110628 Mob :09989773520
			Proposals for International training of Faculty will be finalized by the central selection process based on the NIFT policy for training	Directions from Dean(A) and confirmation from the partnering institute/ university which will be providing the training	
			Proposals for FIA will be compiled and processed based on receipt of requests from CPs with identified industry and list of nominated faculty in accordance with FCB policy	The proposals should reach on time through proper channel based on the FIA guidelines mentioned in the FCB Policy	
			Timely planning of Induction Training for newly recruited faculty	Nominations of newly recruited faculty names to reach on time through proper channel	
			Timely planning of Faculty Conclave and Universal Training for Faculty, in terms of approvals, logistics of travel and accommodation, dissemination of information through circulation of schedule and identification of Training partner	As per the Academic calendar and directions from the Competent Authority.	
			RESEARCH - Overall coordination of Doctoral Programme, Evaluations	Timely conduct of the activities as per the date and timeline notified	

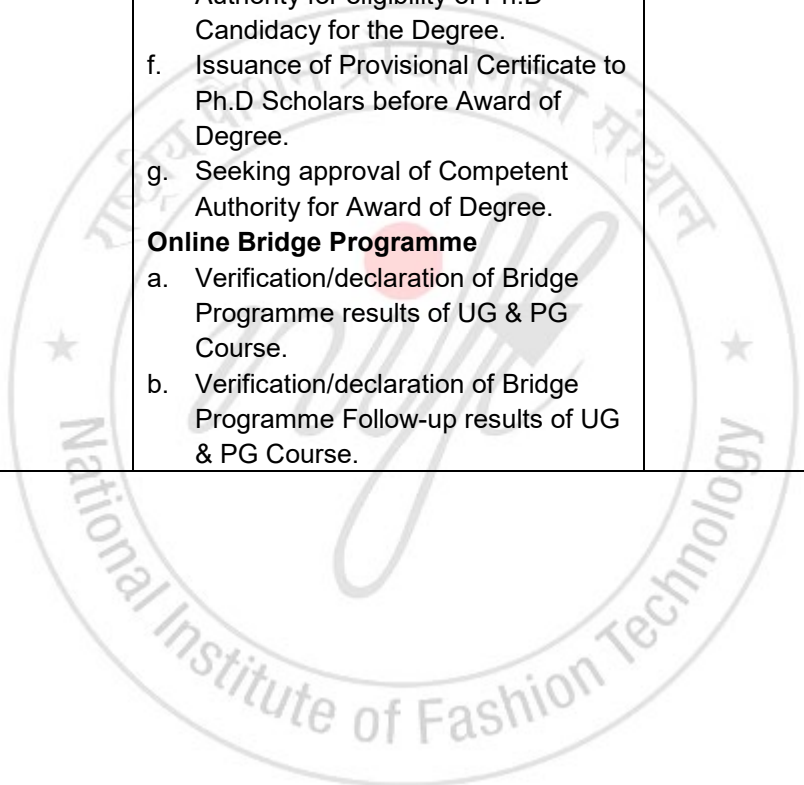
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		- Identification and compiling a list of National & International conferences - Offering a doctoral programme and exploring possibility of joint research collaborations with internal universities /International institutes / apparel industry / organizations and possibilities for research students	Exploring the possibilities and preparation of MoU for Joint PhD Programme	The Faculty authors to present original research work which should have undertaken by him/ herself	
				Adherence to rules and regulations as specified in the MoU	
DEAN (A) प्रोफेसर डॉ. वंदना नारंग, डीन-शैक्षणिक/ Prof. Dr. Vandana Narang, Ph. No. 011-26542033/34 26521276	Organization (Govt./Non Govt.)/ Industry/ Individual	PROJECT Coordinating in providing Consultancy	Timely completion of the project as per timelines mutually agreed between NIFT and Client	Submitting request/ proposals containing requirements/ timelines etc.	Prof. Dr. Anapum Jain Head Projects Ph. No 011-26542217 Mob:09818066614
	Students and NIFT Alumni	INTERNATIONAL AND DOMESTIC LINKAGES - Information sharing on Semester exchange/dual degree/customized programme opportunities in international schools - Seeking opportunities of Semester exchange/dual	Timely dissemination of information to all CI&DLs	Ensure all international students on campus are taking courses as per requirement and support in logistics	Prof. Dr.Sanjeev S. Malage Head, International and Domestic Linkages, Tel : 011- 26542216 Mob: 09449048996
			Timely seeking/advising opportunities as per academic calendar timeline	Information to and from international schools as per the academic calendar	

		degree/customized programme from international schools and informing international schools of similar opportunities at NIFT			
		- MOU with Organization with faculty exchange			
	Students	CLUSTER Activities undertaken by Students as per curriculum	As per the academic calendar	Timely information exchange between centers and head office	Prof. Dr. Rupa Agarwal Head Cluster Ph. No 91 22 27747033/ 011-26542152 Mob: 09819090387
	Students	CE PROGAMS Overall monitoring of the programme	Issues and Concerns regarding programmes and its admissions	On timely completion of process as per policy.	Prof. Dr. Malini Divakala Head Continuing Education, Diploma & Bridge Programme Ph. No 91 40 23112696 Mob: 09848392577
DEAN (A) प्रोफेसर डॉ. वंदना नारंग, डीन-शैक्षणिक/ Prof. Dr. Vandana Narang, Ph. No. 011-26542033/34	NIFT Administration, Students, Parents, Aspiring NIFT students	Corporate Communication Cell (CCC)	As per Annual Work Plan	Overall coordination and creation of visual and communication Identity of NIFT. Publication and Printing of centralized NIFT publications. Liaise with news agencies and press information bureau to ensure coverage in print and electronic media. Website creation and maintenance and social media	Prof. Dr. Preetha Hussain Head Corporate Communication Cell, Tel : 011-26542101 Mob: 9910050095

26521276				management	
Industry Members Student Alumni Connect	Industry and Alumni Affairs (I &AA)	Pre-placements and Campus Placements Matters pertaining to Industry Engagements, Alumni Affairs, Endowments, competitions, etc., Timely dissemination of information related to the above to the stakeholders of NIFT	Submit the details such as position, place of posting, company details and follow the rules/instructions in all Industry & Alumni Engagements.	Prof. Dr. Jonalee D. Bajpai Head Industry and Alumni Affair Tel :91 80 22552550/55 Mob: 9845422340	
Students, Research Scholars, Academia, Industry	Publication Unit	To bring out an annual research journal that will have a definite theme of wide- ranging significance on different aspects of fashion with critical thinking on multiple perspectives of relevance to the wider academia and fashion industry. To encourage and disseminate quality research in the realms of fashion design, management, technology and education, sharing new knowledge, emerging trends, different perspectives and best practices that is relevant to academia and fashion professionals globally.	All activities to be completed as per the annual calendar including finalization of theme, call for research articles, receipt of articles from the contributors, peer review, notifications to the contributors, review and editing and printing of the journal.	Sr. Prof. Dr. BanhiJha Head Publication Tel : 011-26542187 Cell - 09560100655	
DEAN (A) प्रोफेसर डॉ .	Students Controller of Examination (COE-Cell), Head Office	NIFT UG & PG Regular Programmes: a. COE-HO will coordinate with COE of the campuses to compile, verify and	As per the Academic Calendar and directions from the Competent Authority.	Prof. Dr. Vijay K. Dua (COE- HO) Tel: 011-26542046	

<p>वंदना नारंग, डीन-शैक्षणिक/ Prof. Dr. VandanaNar ang,</p> <p>Ph. No. 011- 26542033/34 26521276</p>			<p>notify the End term and Follow-up Examination results of all UG & PG regular Programmes in consonance with Academic Manual and following the time lines of Academic Calendar of NIFT.</p> <p>b. COE-HO will co-ordinate with COE of the campuses regarding preparation/compilation of Results in CMS.</p> <p>c. COE-HO will co-ordinate with NIFT Campus COE regarding Result Verification Report for preparation/notification of End-term & Follow-up examination result.</p> <p>d. The compiled results shall be placed before Competent Authority by COE-HO for approval and thereafter notification.</p> <p>e. COE-HO would co-ordinate with CMS for notifying the results in the CMS Portal. COE-HO shall declare the semester result on the NIFT CMS and on NIFT Website through IT Department.</p> <p>Twinning Programme Result</p> <p>a. Ratification of Equivalence Certificates of Twinning Programme Students.</p> <p>Ph.D Programme</p> <p>a. Allocation of Ph.D Answer Sheets to the Evaluators for Evaluation of Ph.D Coursework Answer Sheets.</p> <p>b. Compilation/preparation/notification</p>		<p>Mob. 9873445670</p>
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			<p>of Ph.D Coursework result.</p> <p>c. Compilation/preparation/notification of Ph.D Coursework Re-examination result.</p> <p>d. Preparation/notification of Comprehensive/Re-comprehensive Examination result.</p> <p>e. Seeking approval of Competent Authority for eligibility of Ph.D Candidacy for the Degree.</p> <p>f. Issuance of Provisional Certificate to Ph.D Scholars before Award of Degree.</p> <p>g. Seeking approval of Competent Authority for Award of Degree.</p> <p>Online Bridge Programme</p> <p>a. Verification/declaration of Bridge Programme results of UG & PG Course.</p> <p>b. Verification/declaration of Bridge Programme Follow-up results of UG & PG Course.</p>		
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<p>DEAN (A)</p> <p>प्रोफेसर डॉ .वंदना नारंग, डीन-शैक्षणिक/ Prof. Dr. Vandana Narang,</p> <p>Ph. No. 011-26542033/34 26521276</p>	<p>ALL ACADEMIC DEPARTMENT</p>	<p>Academic deliverance of all subjects as per the curriculum</p>	<p>Timely completion and quality deliverance of curriculum in the semester as per the academic calendar of NIFT</p>	<p><u>A) Academic Management System (AMS)</u></p> <p>i) Curriculum Documentation Review Compliance to Academic Plan</p> <p>ii) Faculty Facilitating appointments of faculty unit incharges & coordinators across centers. Ensure optimal utilization of faculty.</p> <p>iii) Ensuring smooth deliverance of curriculum</p> <p>iv) Academic Calendar</p> <p>v) Academic Manual Standardized academic deliverance / course curriculum coverage across NIFT centers</p> <p>Strengthening monitoring of the program</p> <p>Faculty/Students developmental activity through participation in competitions, fairs , seminars international exchange etc</p> <p>Information dispersal and collection for various academic and administrative units</p>	<p>Prof. Dr. Shalini Sood, Chairperson, Design Space Tel 011-26542023/Mob : 9871122249</p> <p>Prof. Dr.R. Russel Timothy Chairperson, Fashion Technology Tel:+044 22542771/58/Mob:09444034918</p> <p>Prof. Dr. G. Chiranjeevi Reddy, Chairperson Fashion & Lifestyle Accessories Tel: 040-23111936/Mob-09246561129</p> <p>Prof. Dr. Vibhavari Kumar, Chairperson Fashion Communication Tel. 91 80 22552550/55/Mob:09845154161</p> <p>Prof. Dr. Rajeev Malik Chairperson, Fashion Management Studies Tel: 011-26542044/Mob.9891993459</p> <p>Prof. Dr. Kislaya Choudhary Chairperson, Textile Design Tel- 91-22 27747050/Mob. 07509051636</p> <p>Prof. Dr. V. Yashoda Kumari, Chairperson, Knitwear Design Tel:+91 80 22552550/55 Mob:+09448366076</p> <p>Prof. Dr. Usha Narasimhan, Chairperson Leather Design Tel :011-26542190/Mob 9818233979</p> <p>Prof. Dr. Purva Khurana Chairperson Fashion Design Tel:+ 26542115 / Mob:+ 9911031122</p> <p>Prof. Dr. Varsha Gupta, Chairperson Foundation Programme Tel:+11-26542193Mob :09811238604</p>
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Name of the Department:-ESTABLISHMENT DEPARTMENT (HEAD OFFICE)

Head of the Department:- Colonel Vikrant Lakhanpal, Registrar,

Contact Person and Ph.No.:- DD(Estt.)/AD(Estt.),011-26542007/26542011

Client/stakeholder (to whom service is being rendered):- NIFT Employees

Sl.No	Name of the service	Commitment in terms of days in which service will be rendered may be provided)	Expectations/Requirements from client of the service provider
1.	All types of leave except Sabbatical Leave and Study Leave	Applications for Leave will be processed within 10 working days subject to application received are complete in all respect.	Employees should submit their leave applications in prescribed pro-forma along with relevant supporting documents for EL/CCL/EOL/HPL/Commuted leave etc., duly recommended by HOD.
2.	Permission for visiting abroad	Application will be processed within 10 working days subject to application received is complete in all respect.	Employees should submit their application in prescribed proforma duly recommended by HOD.
3.	NOC for Passport	do	Employees should submit their application in prescribed proforma along with relevant supporting documents, duly recommended by HOD.
4.	NOC for higher studies	Request will be processed within 7 working days.	Employees should submit their application duly recommended by HOD.
5.	Pay fixation	Request will be processed within 10 working days.	Option regarding pay fixation (if applicable)
6.	Processing of resignation	Resignation will be processed within 07 working days subject to condition of fulfilling all terms and conditions.	Employees should submit their resignation duly signed and recommended by HOD (Keeping in mind the notice period to be served by him/her as per terms of appointment).
7.	Release of terminal benefits	Request will be processed within 10-15 Working days.	Employees Should submit No Due Certificate after acceptance of Resignation.

Sl.No	Name of the service	Commitment in terms of days in which service will be rendered may be provided)	Expectations/Requirements from client of the service provider
8.	TA Advance on transfer/repatriation	Within 10-15 working days	Employees should submit their application in prescribed proforma along with relevant supporting documents, duly recommended by HOD.
9.	Extension of deputation tenure/repatriations	The process will be initiated before 3 months so expiry of deputation tenure.	Willingness of the concerned officer to continue on deputation/request of repatriation well in advance before 6 months of expiry of deputation tenure.
10.	LTC	Within 10 working days	Employees should submit their application in prescribed proforma along with relevant supporting documents, duly recommended by HOD .
11.	Tuition fee	Application will be processed on quarterly basis as per circular no.02/NIFT(83)/CEA/04 dated 07.12.11 within 10-15 working days	Employees should submit their claims in prescribed proforma along with relevant supporting documents, within 15 days of each quarter ending. (1 st to 15 th of January/April/July and October)
12.	Forwarding application for outside employment	Within 7-10 working days.	Employees should submit their application in prescribed proforma along with relevant supporting documents, duly recommended by HOD.
13.	Leave Salary and Pension contribution	Annually in the month of April every year	Date of entry in Govt. service and details of pay drawn before proceeding on deputation.
14.	Medical reimbursement	Within 7-10 working days	Employees should submit their claims in the prescribed proforma along with original medical bills/relevant supporting documents duly certified/verified by NIFT Doctor.

Sl. No	Name of the service	Commitment in terms of days in which service will be rendered may be provided)	Expectations/Requirements from client of the service provider
15.	Permission for medical treatment in NIFT Empanelled hospitals	Within 3-5 working days	Employee should submit his/her request along with relevant documents from the hospital.
16.	Annual Increment	Annually by 15 th January & 15 th July	
17.	Permission for attending training for AIS Officers	Within 5-7 working days	Request may be forwarded to HO along with relevant documents.
18.	Submission of APAR's	As per specified timelines	
19.	Recruitment	Requirement based activity	
20.	Promotion	Vacancy based activity	Will be processed as and when the vacancy arrived in the various cadres.
21.	Extension of contract	Extension will be conveyed 15-25 days before expiry of contract.	The recommendation for extension of contract from all campus Director should reach in HO before three months of expiry of contract.
22.	VIP Reference	Within 3-5 working days	
23.	Staff Grievances	Within 5-7 working days.	

Name of the Department: Finance & Accounts, NIFT (Head office), Hauz khas New Delhi -110016

Head of the Department :Smt. Amisha Srivastava Gupt (IRS)

S.No	Client / Stakeholder (to whom service is being rendered)	Work	Commitment (in terms of days in which service will be rendered may be provided	Expectations/ Requirement	Contact person and phone No
1	Supplier/ Service providers	Payment to third party	Within 14 days from the date of receipt of the concerned file duly approved by competent Authority	Proper bills and fulfilment all contractual obligations etc	Shri B.K Pandey , CAO , 011-26542015 Shri S.P Singh , DD (F&A-1), 011-26542012 Shri Rahul Tyagi DD(F&A-II), 011-26542010 Shri Anil Kumar Sharma (AO -1), 011-26542013
2	NIFT Employees	Reimbursement of personal claims	Within 21 days from the end of each quarter	Duly filled the prescribed format along with the proper bills	Shri B.K Pandey , CAO , 011-26542015 Shri S.P Singh , DD (F&A-1), 011-26542012 Shri Rahul Tyagi DD(F&A-II), 011-26542010 Shri Anil Kumar Sharma (AO -1), 011-26542013
3	Students	Refund of Tuition fee	Within 30 days form the receipt of the claim from the campus	Duly filled with withdrawal form	Shri B.K Pandey , CAO , 011-26542015 Shri S.P Singh , DD (F&A-1), 011-26542012 Shri Rahul Tyagi DD(F&A-II), 011-26542010 Shri Anil Kumar Sharma (AO -1), 011-26542013

Grievance redressed mechanism and channel of redressal :

If there is an inordinate delay in rendering any service despite fulfilling of all the formalities required to get the service then the concerned can contact the responsible person over phone no provided. However, even if the grievance is not redressed than a written representation explaining all issues may be submitted to the Head of the Department

Channel of Redressal of complaints:

1. Suppliers / Service provider / Contracts – AO ⇒ DD(F&A) ⇒ CAO ⇒ Director (F&A) ⇒ Director General
2. Students – AO ⇒ DD(F&A) ⇒ CAO ⇒ Director (F&A) ⇒ Director General
3. NIFT Employees – AO ⇒ DD(F&A) ⇒ CAO ⇒ Director (F&A) ⇒ Director General

Name of the Department: - Academic Affairs

Head of the Department: - Prof. Dr. Shinju Mahajan, Head –AA, Ph. No. 011-26542047 Email I.D: head.aa@nift.ac.in

Unit: Student Academic Affairs

S.N.	Client/ stakeholder (to whom service is being rendered)	Name of Service	Commitment (in terms of days in which service will be rendered may be provided)	Expectations/ requirements from Client of the service provider	Contact person and Ph. No.
1	Student/Parent/ Guardians	Discipline Matters	Three weeks after receiving the complete details of the case and related documents from the respective NIFT Campus.	Submission of appeal with complete documentary proof through proper channel by the client/ stakeholder.	Assoc. Prof. Garima Anand, UI-AA, Ph No.: 011- 26542045
		Fee related issues	Three weeks after receiving the complete details of the case and related documents from the respective NIFT Campus.	Submission of appeals with complete documentary proof through proper channel by the client/ stakeholder.	
2	Students	Student Permanent Transfer	As per the prescribed time schedule cited in the policy	Submission of forms with complete documentary proof through proper channel by the client/ stakeholder.	
3	Candidates	NIFT Student Lateral Entry	As per the prescribed time schedule cited in the policy	Submission of forms with complete documentary proof through proper channel by the client/ stakeholder.	
4	Student	NIFT campus student exchange	As per the prescribed time schedule cited in the policy	Submission of forms with complete documentary proof through proper channel by the client/ stakeholder.	
5	Students	Inter Campus Temporary Transfer Cases	Three weeks after receiving the complete details of the case and related documents from the respective NIFT Campus.	Submission of forms with complete documentary proof through proper channel by the client/ stakeholder.	
6	Student/Parent/ Guardians	Student Grievances	Three weeks after receiving the complete details of the case and related documents from the respective NIFT Campus.	Submission of appeals with complete documentary proof through proper channel by the client/ stakeholder.	

Channel of Redressal for the services being rendered by the Department is as follows: -

Candidate → Concerned Campus Director → Office of Head-AA → UI-A → Head-AA → Director General

Name of the Department: - Academic Affairs

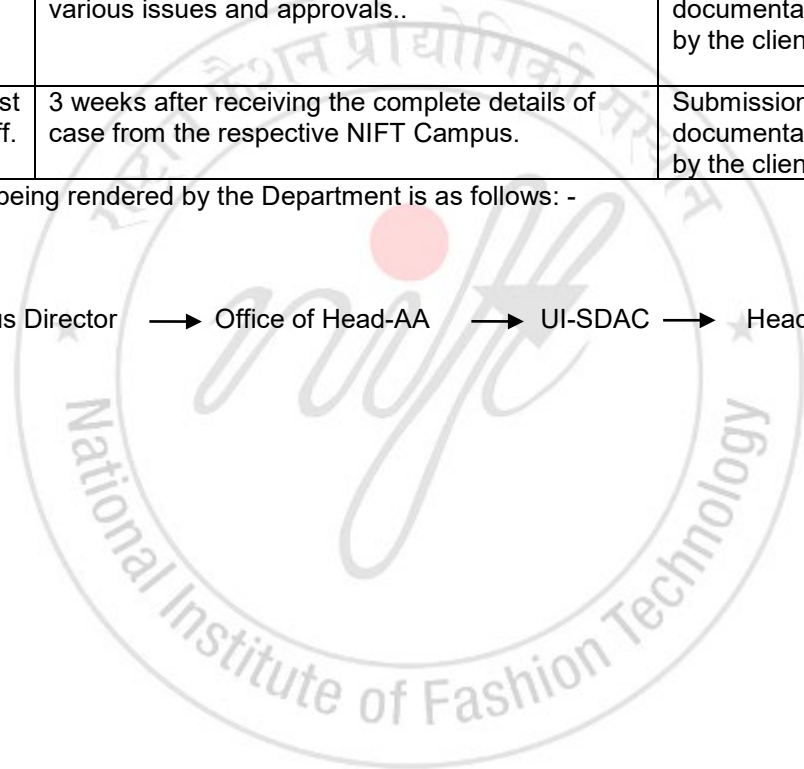
Head of the Department: - Prof. Dr. Shinju Mahajan ,Head –AA, Ph. No. 011-26542047 ,email ID: head.aa@nift.ac.in , Unit: SDAC

S.N	Client/ stakeholder (to whom service is being rendered)	Name of Service	Commitment (in terms of days in which service will be rendered may be provided)	Expectations/ requirements from Client of the service provider	Contact person and Ph. No.
1	Student	“SARTHAK”-NIFT Financial Assistance scheme”	<p>In order to make the process of SARTHAK application error free, transparent and timely, from the academic year 22-2021 onwards, SARTHAK applications are now being invited through online applications. The newly developed portal on the NIFT CMS gives clear instructions about filling up the application. After the first scrutiny, the report is shared with the students and the students get a chance to re-upload the missing documents, thereby giving them a second opportunity to be considered for the scholarship.</p> <p>The systematization of online submission of application form SARTHAK has helped students apply for the scholarships from their respective places even during the lockdown period. The process has streamlined the scrutiny of the applications and the fact that reports are shared with the students has enabled achieve a lot of transparency. It is seen that there is a reduction in the number of appeals regarding SARTHAK due to the increased transparency</p>	Submission of appeals with complete documentary proof through proper channel as per the SARTHAK timeline	Assoc. Prof. K. Murugan, Ph No.: 011-26542102
2	Student	“Merit Based Scholarship at NIFT”	3 weeks after receiving the complete details of the nominated students from Head ERP/ COE-HO	COE/Head-ERP/admission will forward list to Academic Affairs NIFT HO. SDAC deptt will forward the file to account deptt for the release of the funds.	
3	Student	“UDAAN”-NIFT Means-Cum-Merit Scheme for Foreign Studies	Process for the payment within one week after receiving the complete details.	Selection will be done by the IDL deptt., after getting the complete details of the nominated student and the bank details of the foreign Institute, SDAC deptt will	

				forward the file to account deptt for the release of the funds.	
4	Student/Parent/ Guardians	Cheating cases.	Subjected to complete information and details related to the case received from the campus.	Submission of appeals with complete documentary proof through proper channel by the client/ stakeholder.	
5	Student/Parent/ Guardians	Student Disciplinary matters.	3 weeks after receiving the complete details of case from the respective NIFT Campus.	Submission of appeals with complete documentary proof through proper channel by the client/ stakeholder.	
6	Campus	Student related activities: a. Converge b. Spectrum	Request from the campuses with respect to the various issues and approvals..	Submission of appeals with complete documentary proof through proper channel by the client/ stakeholder.	
7	Student/Parent/ Guardians	Grievances against students/ faculty/ staff.	3 weeks after receiving the complete details of case from the respective NIFT Campus.	Submission of appeals with complete documentary proof through proper channel by the client/ stakeholder.	

Channel of Redressal for the services being rendered by the Department is as follows: -

Candidate → Concerned Campus Director → Office of Head-AA → UI-SDAC → Head-AA → Director General



Name of the Department:- National Resource Centre

Head of the Department:- Dr. Sanjeev Kumar, Director (NRC) Ph. No. 26542004

S.N	Client/Stakeholder (to whom service is being rendered)	Name of Service.	Commitment in terms of days in which service will be rendered may be provided)	Expectations/Requirements from Client of the service provider	Contact person and Ph. No.
1.	Students and faculty of all NIFT Centres	Acquisition/Subscription of approved print and online services through consortium	Timely acquisition /renewal of approved services	Timely submission of requests with all bibliographic details by CPs of all academic depts.	Dr. Sanjeev Kumar Director, NRC 9810011975

Grievance redressal Mechanism And Channel of Redressal:-

If there is an inordinate delay in rendering any service despite of fulfilling of all formalities required to get the service then a client can contact the responsible person over phone number provided. However, even if the, grievance is not redressed then a written representation explaining all issues may be submitted to the head of the department.

Channel of Redressal for the services being rendered by the Department is as follows:-

Student/Faculty → Asstt. Librarian → Head Resource Centre → Director (NRC) → Director (General).

Dr. Amrit Kaur
(AL, NRC)

Suresh Kumar
(HRC-NRC)

Dr. Sanjeev Kumar
(Director-NRC)

Name of the Department:- Vigilance Department, Head Office

Head of the Department:- Sh. Sandeep Madan, Chief Vigilance Officer (I/c), Ph. No. 011-26542036, e-mail - cvo@nift.ac.in

Contact Person and Ph. No.:- Ms. Rajni Shah, Vigilance Officer (I/c), NIFT, Head Office. Ph. No. 011-26542035

e-mail – vigilanceofficer.ho@nift.ac.in

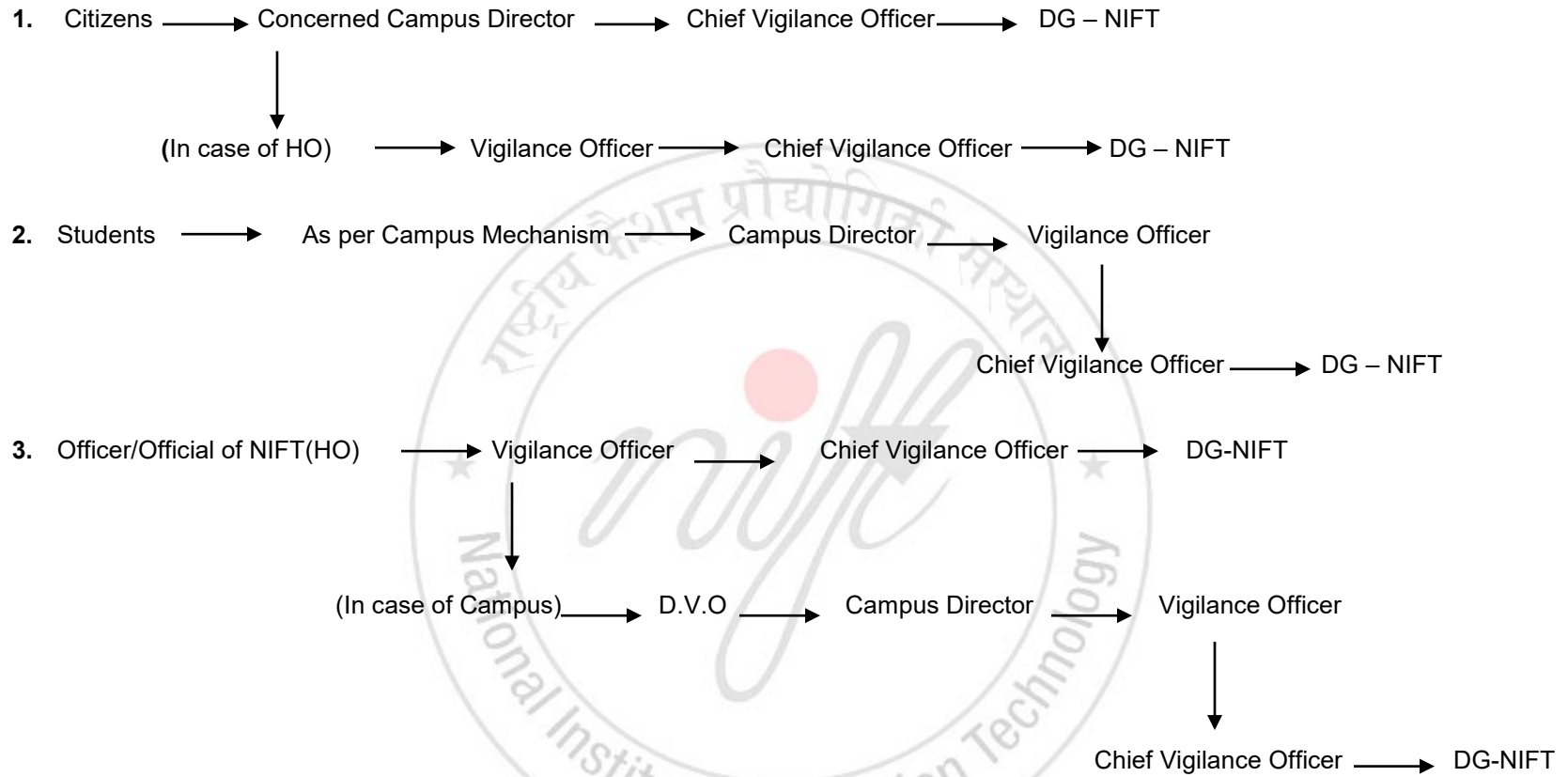
S. No.	Client/Stakeholder (to whom service is being rendered)	Name of service	Commitment is terms of days in which service will be rendered may be provided	Expectations/ Requirements from client of the service provider	Remarks
1.	Officers/officials of NIFT Head Office and Campuses	Issuance of Vigilance Clearance	Within 3 working days of receipt of application	The application should be forwarded through Estt. (HO) and APR of the previous years should already have been submitted by the applicant.	—
2.	Public/Citizens	Addressing Complaints	Within 3 months	The complaint must contain factual details verifiable facts. Complaints should not be vague or contain sweeping general allegations.	According to gravity of complaints time may increase.
3.	Officer/Officials of NIFT	Initiation & finalization of Disciplinary proceedings	180 days (6 months)	Co-operation of charged officer in Regular Disciplinary Proceedings (RDA). Timely replies of charged officer as well as witnesses etc.	The timeline also gets effected due to other circumstances like mitigating factors arise in middle of RDA, or time taken by the CVC's/UPSC or other advisory bodies on the matter referred to them for advice.
4.	Officer/Officials of NIFT	Maintenance of APRs	—	Should be submitted by the end of 31 st January of every year.	—
5.	All Campuses and Head of Department of Head Office	Circulation of CVC's circular and guidelines for compliance	Compliance should be as per the instructions of CVC's or as decided.	Compliance in every respect.	—
6.	Campuses	Preventive Vigilance Inspection of each	As per schedule approval by DG.	Campus must provide all documents/Information, files as and when asked by inspection team and	—

		Campuses, at least once in a year.		submit comments /compliance, timely, on receipt of the report.	
7.	Campuses/Deptt. of Head Office	Surprise inspection or calling any file for scrutiny	No time limit	HOD's or Campus Director should provide all information, files etc. as and when asked.	—
8.	DVO's of Campuses/ HO	Training (if required) in Vigilance Rules/working	As per schedule decided by DG.	Participants should participate enthusiastically.	—
9.	All NIFT Campuses and all employees of Head Office	Observance of Vigilance Awareness week	As per CVC's circular	It is expected that all employees participate enthusiastically	—

Method of getting services:-

- The officers/officials of the NIFT Head Office and Campuses may file the complaints directly by dak or email addressed to the Chief Vigilance officer or Vigilance Officer (Director of respective Campus or DVO) explaining the allegations with supporting documents.
- External clients like Citizens/vendors/other service providers, suppliers, etc., of NIFT may also file complaints by dak or email.
- The students of the campuses should submit their complaints to Campus Director or through whatever mechanism has been prescribed in the concerned Campus. If a complainant feels that his grievance has not been redressed by the concerned Campus Director in a reasonable time the complaints may forward his/her complaint to the Chief Vigilance Officer or the Vigilance Officer at Head Office.

Channel of Redressal of Complaints:-



विभाग का नाम :- हिंदी विभाग

विभाग प्रमुख :- सहायक निदेशक (रा.भा.) फोन नं. 26542058

क्रम सं.	पार्टी/अंशधारक जिन्हें सेवाएं प्रदान की जा रही हैं	कार्य का नाम	अभियुक्ति (दिनों की संख्या जिसमें कार्य पूरा हो जाएगा को बताया जाए)	सेवा प्रदाता द्वारा पार्टी से अपेक्षाएं/जरूरतें	संपर्क किए जाने वाले व्यक्ति का नाम एवं फोन नं.
1	निफ्ट मुख्यालय की राजभाषा कार्यान्वयन समित की तिमाही बैठक का आयोजन किया जाता है।	राजभाषा कार्यान्वयन समित बैठक प्रत्येक तिमाही में आयोजित की जाती है।	मुख्यालय की राजभाषा कार्यान्वयन समित की बैठकों के कार्यवृत्त 10-15 दिनों के बाद जारी किए जाते हैं।	राजभाषा कार्यान्वयन समित की बैठक के कार्यवृत्त पर संबंधित विभागों से अनुपालन रिपोर्ट की प्राप्ति।	हिंदी अधिकारी फोन नं. 26542058
2	निफ्ट मुख्यालय के सभी कैम्पसों से राजभाषा हिंदी की तिमाही प्रगति रिपोर्ट मंगवाना।	निफ्ट कैम्पसों से हिंदी तिमाही प्रगति रिपोर्ट ऑनलाइन राजभाषा विभाग को प्रेषित करना एवं भेजी गई प्रति मुख्यालय को मंगवाना।	निफ्ट के प्रत्येक कैम्पसों से प्राप्त तिमाही रिपोर्ट के बाद 4-6 दिनों के भीतर इन रिपोर्ट की समीक्षा से संबंधित केन्द्र के निदेशकों को वस्तुस्थिति से अवगत करवाया जाता है।	इंगित कमियों को दूर करके अनुपालन रिपोर्ट प्रेषित करना।	-वही-
3	संसदीय राजभाषा समिति द्वारा निफ्ट मुख्यालय और इसके कैम्पसों का राजभाषा संबंधी निरीक्षण।	संसदीय राजभाषा समिति द्वारा निफ्ट मुख्यालय और इसके कैम्पसों का राजभाषा संबंधी निरीक्षण किया जाता है।	संसदीय राजभाषा समिति द्वारा निफ्ट मुख्यालय और इसके कैम्पसों का राजभाषा संबंधी निरीक्षण के उपरांत समिति द्वारा दिए गए आश्वासनों पर 5-10 दिनों के अंदर अवगत	संसदीय राजभाषा समिति को दिए गए आश्वासनों पर कार्रवाई सुनिश्चित करना।	-वही-

			करवाया जाता है।		
4	निफ्ट मुख्यालय/कैम्पसों का राजभाषा संबंधी निरीक्षण व उनकी रिपोर्ट तैयार करना।	मुख्यालय एवं विभिन्न निफ्ट कैम्पसों का समय-समय पर राजभाषा कार्यान्वयन संबंधी निरीक्षण किया जाता है।	निफ्ट मुख्यालय और इसके कैम्पसों का राजभाषा संबंधी निरीक्षण किया जाता है और पाई गई कमियों से संबंधित विभागाध्यक्ष/कैम्पस निदेशक को वस्तुस्थिति से 7-10 दिनों के अंदर अवगत करवाया जाता है।	निरीक्षण रिपोर्ट प्रेषित करना एवं अनुपालन रिपोर्ट प्राप्त करना।	-वही-
5	निफ्ट की वार्षिक रिपोर्ट का पुर्नरीक्षण करना।	निफ्ट की वार्षिक रिपोर्ट के हिंदी संस्करण में विभिन्न प्रकार के रोजमर्रा के कार्यों का पुर्नरीक्षण किया जाता है।	निफ्ट की वार्षिक रिपोर्ट लेखा विभाग से प्राप्त होने के पश्चात इसका पुर्नरीक्षण 10-15 दिनों के अंदर किया जाता है।	निफ्ट की वार्षिक रिपोर्ट को तथ्यपरक आधार पर हिंदी स्वरूप में तैयार करना।	-वही-
6	निफ्ट मुख्यालय के विभिन्न विभागों से रोजमर्रा के प्राप्त सामग्री का अनुवाद एवं टाइपिंग संबंधी कार्य।	विभिन्न प्रकार के रोजमर्रा के अनुवाद कार्य एवं टाइपिंग संबंधी कार्य सुनिश्चित करना।	निफ्ट मुख्यालय के विभिन्न विभागों से प्राप्त रोजमर्रा के अनुवाद एवं टाइपिंग के उपरांत उसे 2-3 दिनों के अंदर संबंधित विभाग को दे दिया जाता है।	-----	-वही-
7	वस्त्र मंत्रालय की राजभाषा कार्यान्वयन समिति की बैठक के कार्यवृत्त पर की गई अनुवर्ती कार्रवाई रिपोर्ट तैयार करना।	वस्त्र मंत्रालय की राजभाषा कार्यान्वयन समिति की बैठकों में भाग लेना।	वस्त्र मंत्रालय की राजभाषा कार्यान्वयन समिति की बैठकों के कार्यवृत्त प्राप्त होने के बाद 4-6 दिनों के	इस अनुपालन रिपोर्ट पर मंत्रालय से प्राप्त दिशा-निर्देशों के अनुरूप कार्रवाई सुनिश्चित	-वही-

			भीतर अनुपालन रिपोर्ट मंत्रालय को प्रेषित की जाती है।	की जाती है।	
8	नगर राजभाषा कार्यान्वयन समिति (नराकास) और क्षेत्रीय कार्यान्वयन कार्यालय से प्राप्त दिशा-निर्देशों पर की गई कार्रवाई रिपोर्ट तैयार करना।	समय-समय पर नराकास द्वारा आयोजित बैठकों में भाग लेना।	नगर राजभाषा कार्यान्वयन समिति (नराकास) से प्राप्त कार्यवृत्तों एवं दिशा-निर्देशों पर 7-10 दिनों में अनुपालन रिपोर्ट प्रेषित की जाती है।	नराकास द्वारा कार्यालय विशेष के लिए दिए गए दिशा-निर्देशों का अनुपालन सुनिश्चित किया जाता है।	-वही-
9	हिंदी सलाहकार समिति की बैठकों में मुख्यालय द्वारा भाग लेना।	वस्त्र मंत्रालय की हिंदी सलाहकार समिति की बैठकों में मुख्यालय द्वारा भाग लिया जाता है।	वस्त्र मंत्रालय की हिंदी सलाहकार समिति की बैठकों से प्राप्त कार्यवृत्त पर 5-10 दिनों अनुपालन रिपोर्ट तैयार करना।	हिंदी सलाहकार समिति द्वारा दिए गए दिशा-निर्देशों का अनुपालन सुनिश्चित किया जाता है।	-वही-
10	प्रत्येक वर्ष राजभाषा विभाग द्वारा जारी वार्षिक कार्यक्रम में निर्धारित लक्ष्य को प्राप्त करने के संबंध में कार्रवाई करना।	मंत्रालय द्वारा प्राप्त वार्षिक कार्यक्रम में निर्धारित लक्ष्यों के बारे में मुख्यालय एवं सभी कैम्पसों को प्रेषित कर सूचित करना तथा मुख्यालय की रा.भा.कार्या. समिति की बैठक में इस पर चर्चा करना।	राजभाषा विभाग द्वारा जारी वार्षिक कार्यक्रम मंत्रालय से प्राप्त होने के बाद उसे मुख्यालय एवं सभी कैम्पसों को आवश्यक कार्रवाई हेतु 5-7 दिनों में भेजा जाता है।	वार्षिक कार्यक्रम में निर्धारित लक्ष्यों के अनुरूप रा.भा.कार्य. समिति की बैठक में निर्धारित लक्ष्यों की प्राप्ति की समीक्षा की जाती है।	-वही-
11	राजभाषा हिंदी के कार्यान्वयन के लिए नियमों, उप नियमों के अंतर्गत जांच बिंदुओं का निर्धारण।	राजभाषा विभाग द्वारा प्राप्त दिशा-निर्देशों के तहत	राजभाषा विभाग द्वारा प्राप्त दिशा-निर्देशों के अनुरूप 3-5 दिनों के अंदर	निर्धारित जांच बिंदुओं के अनुपालन संबंधी समय-समय	-वही-

		जांच बिंदुओं का निर्धारण।	मुख्यालय सहित इसके सभी कैम्पसों को जारी किया जाता है।	पर निरीक्षण किया जाता है।	
12	राजभाषा अधिनियम 1963 की धारा 3(3) एवं नियम-5 का विशेष रूप से तथा तत्संबंधी अन्य नियमों एवं उप नियमों का समय-समय पर अनुपालन सुनिश्चित करना।	राजभाषा अधिनियम एवं नियमों तथा उपनियमों का समय-समय पर अनुपालन सुनिश्चित करना।	राजभाषा कार्यान्वयन संबंधी हिंदी की तिमाही प्रगति रिपोर्टों की प्राप्ति पर 3-5 दिनों के अंदर इनकी समीक्षा करके कार्रवाई सुनिश्चित की जाती है।	रा.भा. कार्य. संबंधी नियमों एवं उपनियमों से मुख्यालय सहित सभी कैम्पसों को अवगत करवाया जाता है।	-वही-

Grievance Redressal Mechanism :-

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

- Each Centre sets up Internal Grievance Redressal Machinery for public as well as staff. Information for each Campus is given at their website.
- The name, designation, room number, telephone number, etc., of the Public Grievance Officer are displayed prominently at the Centre Reception and some other convenient place in the office building of Centre so that the public are made fully aware of it. These will also be posted on the NIFT website.
- The Public Grievance Officers remain in their respective offices during specified hours (1000 hours to 1300 hours) on every Wednesday to receive and hear grievances of the public.
- Complaint may be filed by e-mail or dak or by hand to the Public Grievance Officer or on any working day.
- At Headquarter level Registrar (Estt.) has been designated as 'Staff Grievance Officer, and Addl. Director General as the Central Public Grievance Officer, Their contact details are as follows:-

- **Central Public Grievance Officer:**

Col. Agendra Mukul,
Director,
2nd Floor, NIFT, Head Office,
New Delhi- 110016
Tel: 011- 26542040
Email: director.ho@nift.ac.in

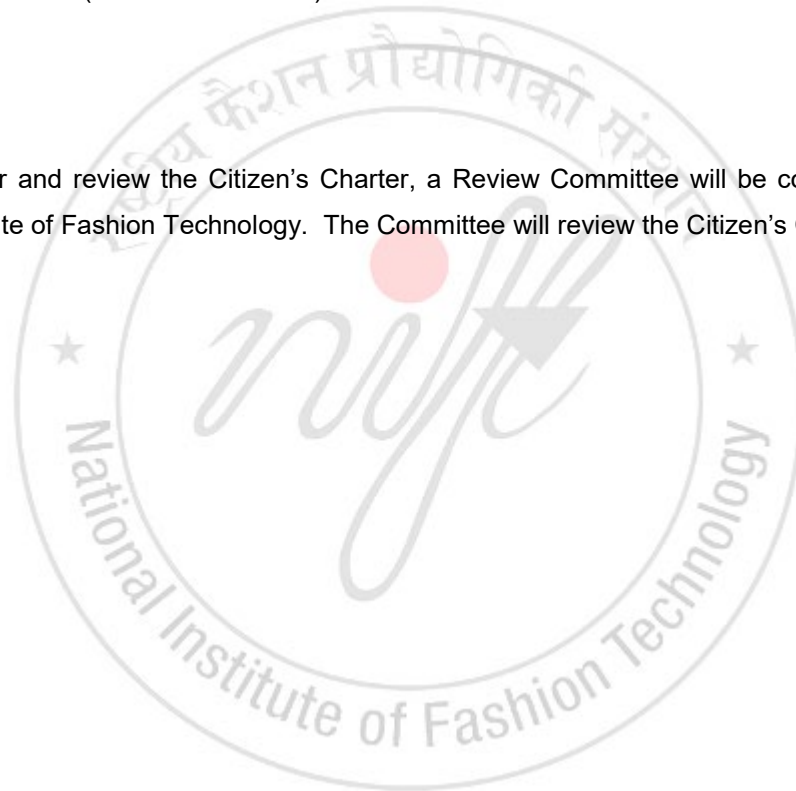
- **Staff Grievance Officer:**

Col. Vikrant Lakhnpal,
Registrar (Establishment)
2nd Floor, NIFT, Head Office
New Delhi - 110016
011- 26542065
registrar.estt@nift.ac.in

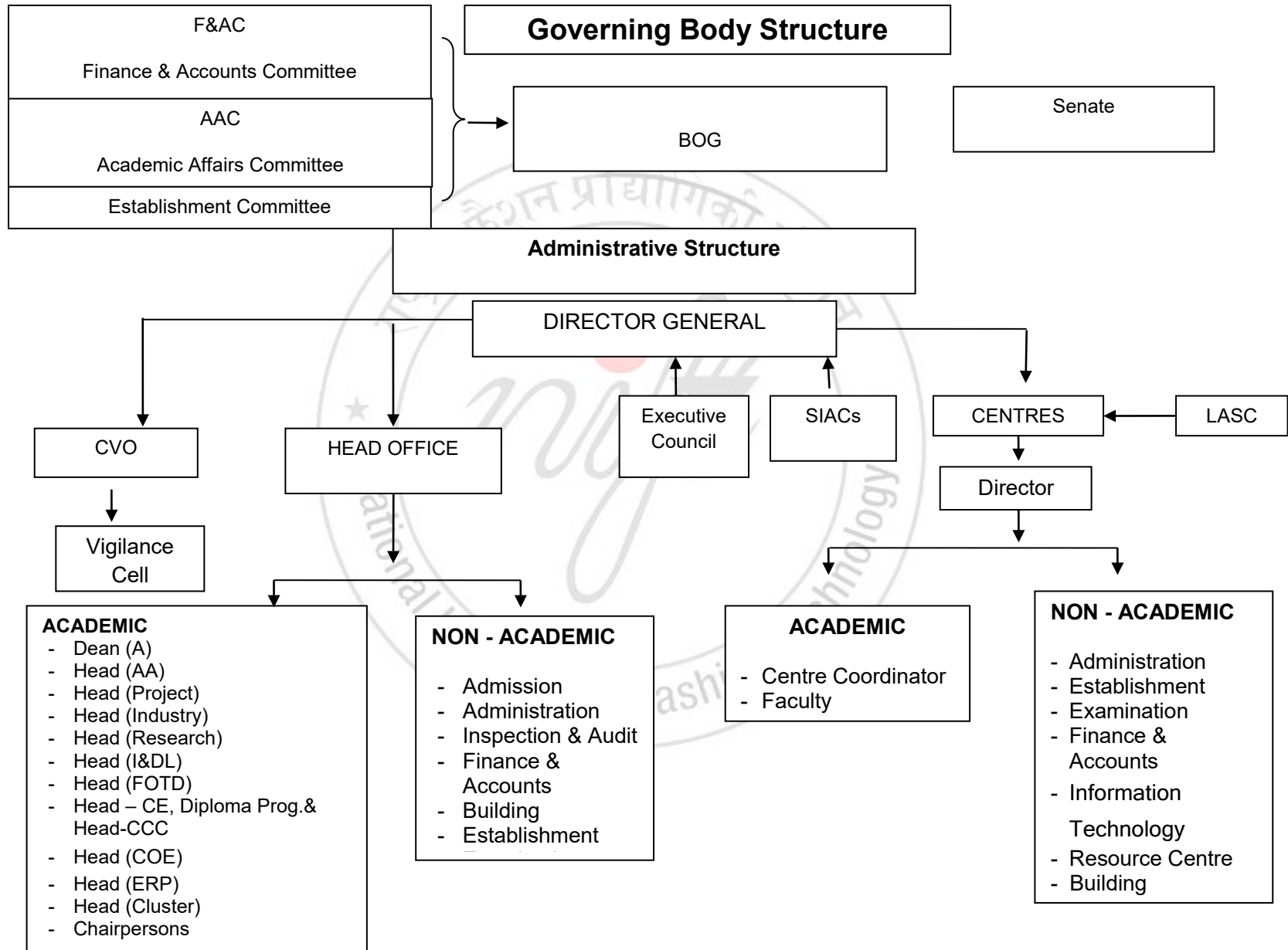
- Each grievance petition will be acknowledged within 15 days. Even if no action is warranted on a petition, a reply intimating the stand of the organization must be sent to the petitioner.
- Grievance lodging process includes email, telephone, website and written complaint to the DG, Chief Vigilance Officer, Central Public Grievance Officer or SDAC coordinator (in case of students).

Review of the Charter

In order to implement, monitor and review the Citizen's Charter, a Review Committee will be constituted under the Chairpersonship of Director General, National Institute of Fashion Technology. The Committee will review the Citizen's Charter on yearly basis.



Organizational Structure of NIFT Head Office New Delhi



Name of Department and contact/ e-mail's of HODs

S No.	Name of Department	HODs	Contact No. (011-)	E-Mail
1.	Academic Affairs, Faculty Affairs	Dean (A)	011-26542033	dean@nift.ac.in
2.	Student Affairs	Head (AA)	011-26542047	head.aa@nift.ac.in
3.	Industry and Alumni Affairs	Head (Industry)	080-22552550/55	head.industry@nift.ac.in
4.	Research Activities	Head (Research)	011-26542207	head.research@nift.ac.in
5.	International and Domestic Linkages	Head (I&DL)	011-26542216	head.idl@nift.ac.in
6.	Capacity Building of NIFT Faculty	Head (FOTD)	040-23110628	head.fotd@nift.ac.in
7.	Continuing Education and Diploma Program (CE&DP)	Head (CE & DP)	040-23112696	head.ce@nift.ac.in
8.	Corporate Communication Cell (CCC)	Head (CCC)	011-26542101	head.ccc@nift.ac.in
9.	Information Technology (IT)	Director (IT)	011-26542129	director.it@nift.ac.in
10.	Cluster Activities	Head (Cluster)	011-26542152	head.cluster@nift.ac.in
11.	National Resource Centre (NRC)	Director NRC	011-26566454	director.nrc@nift.ac.in
12.	Examination Affairs	Head (Controller of Examination)	011-26542046	coe.ho@nift.ac.in
13.	Admissions	DD (Admissions)	011-26542061	admissions@nift.ac.in
14.	Administration	Director, NIFT, H.O	011-26542040	director.ho@nift.ac.in
15.	Finance and Accounts	Director (Finance & Accounts)	011-26522568	director.finance@nift.ac.in
16.	Project Coordination	Head (Project)	011-26542217	head.projects@nift.ac.in
17.	Recruitments	Registrar (Estt.)	26542065	registrar.estt@nift.ac.in
18.	Vigilance Matters	Chief Vigilance Officer Vigilance Officer	26542036 26542035	cvo@nift.ac.in vigilanceofficer.ho@nift.ac.in