



राष्ट्रीय फैशन प्रौद्योगिकी संस्थान

(वस्त्र मंत्रालय, भारत सरकार)

**National Institute of Fashion Technology**

(Ministry of Textiles, Govt. of India)

**No: 19151(02 01)/NIFT-DMN/Estt/2024/27**

**Date: 30/09/2024**

**Office Order**

**1. Grievance shall mean a complaint related to:**

- Conduct of fellow employees, including outsourcing staff and students.
- Matters related to service conditions, pay and allowances, working hours, leaves, LTC, official tours, training, and professional development, etc.
- Institute policies and rules.
- Facilities at the Campus.
- Any other matter which hampers the staff in discharging his/her duties smoothly.

**2. SOP for Redressal of Grievance**

- Informal Resolution:** It is advisable to resolve a concern or complaint mutually between the staff/persons in the first instance.
- The concerned CAC/CC/Section Head shall facilitate and counsel parties in dispute resolution at an informal level.
- If not resolved at the informal level, an employee can submit in writing the details of the complaint with all relevant supporting material to the Member Secretary/Convenor of the Grievance Redressal Committee (Level 1) listed below.

S. No.	Name	Designation
1	Mr. Rujul Patel	Account Officer
2	Dr Vidhu Sekhar P	Associate Professor & CAC
3	Dr Lata Samant	Assistant Professor
4	Dr Rahul Kushwaha	Assistant Professor
5	Ms. Anshu Choudhary	Assistant Professor
6	Mr. Anand Kumar	Assistant Professor

**3. Grievance Redressal Process**

- 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 inquiry into the complaint.
- A decision on the complaint shall be made by the competent authority of the campus ordinarily within 15 calendar days of the date of complaint. In exceptional cases, the duration of the complaint redressal can be extended by 7 days. The outcome of the case shall be shared with the complainant immediately.

डिजाइन, मैनेजमेंट तथा टेक्नोलॉजी का महाविद्यालय

A Premier Institute of Design, Management & Technology

A Statutory body under the NIFT Act 2006

नेशनल इंस्टीट्यूट ऑफ फैशन टेक्नोलॉजी, ब्लॉक 5 और 6, गवर्नमेंट इंजीनियरिंग कॉलेज कैंपस, मोटा फलिया, वरकुंड, नानी दमन, दमन - 396210, भारत

National Institute of Fashion Technology, Block 5 & 6,

Government Engineering College Campus, Mota Falia, Varkund, Nani Daman, Daman – 396210

[www.nift.ac.in/daman](http://www.nift.ac.in/daman)



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- c. If an aggrieved staff member is not satisfied with the outcome of their complaint or does not receive a reply within 15 days of the complaint, they may file the complaint with all details to Level 2 Grievance (Campus Director) at [director.daman@nift.ac.in](mailto:director.daman@nift.ac.in).
- d. A complaint registered at Level 2 Grievance Redressal shall be disposed of within 7 calendar days of its receipt, with proper intimation to the complainant.
- e. In case of a fraudulent or frivolous complaint, appropriate action can be taken against the complainant.
- f. Anonymous complaints will not be entertained. The names of the complainant and the accused must be specifically mentioned.
- g. Persons must register grievances individually, not collectively as a group.
- h. The Campus Director shall hold an open house every month, where pending issues/grievances shall be discussed for redressal.
- i. No employee shall breach the above Grievance Redressal System while filing a complaint. Sending complaints to the Head Office without first approaching the Grievance Redressal System at the campus shall attract disciplinary action.

### Important Note:

All employees are encouraged to use the informal resolution method wherever possible. If unresolved, grievances must be submitted in writing with appropriate documentation to the Committee at the earliest for resolution.

**This issue with the approval of the Competent Authority.**

  
**Establishment Department**  
**NIFT-Daman**

To:

1. All Concerned Committee

Copy to:

- a. Director officer, NIFT Daman, for Information Please
- b. Account Officer, NIFT Daman, for Information Please
- c. All Employees, NIFT Daman
- d. Record File

स्थापना विभाग / Establishment Department

राष्ट्रीय फैशन प्रौद्योगिकी संस्थान, दमन

National Institute of Fashion Technology, Daman

वस्त्र मंत्रालय, भारत सरकार

Ministry of Textiles, Govt. of India

जीईसी कैम्पस, दमन- 396210

GEC Campus, Daman- 396210

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