GRIEVANCE REDRESSAL SYSTEM

• **Grievance/Complaint** - A “Grievance/Complaint” is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of an institute and the complainant asks for remedial action.

• **Grievance Redress** - Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

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ACADEMICS GRIEVANCE STRUCTURE

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

   STUDENT → COURSE COORDINATOR → INCHARGE/HOD FT/RM/LGAD/FT/BS → ACADEMIC COUNCIL → ED/Sr ED/SECY → MD

- For Degree/Diploma/Certificate related issues: - For any degree/diploma related case, the alumnus can approach through following redressal mechanism:

   ALUMINUS → TRAINING CELL Head → ACADEMIC COUNCIL → ED/Sr ED/SECY → MD

Student Development Activities: - Cases relating to FDDI Fashion Spectrum, FDDI Converge, Participation of students in seminars/Symposia/Fairs/competitions etc. The student can approach through following redressal mechanism:

   CULTURAL COMMITTEE/D EPT HEAD-AS APPLICABLE → ACADEMIC COUNCIL → ED/Sr ED/SECY → MD

Admission related issues: - Such cases as relating to admission, Merit List etc. The procedure of Grievance Redressal is as follows:

   STUDENT → ADMISSION CELL → ACADEMIC COUNCIL → ED/Sr ED/SECY → MD
Training related issues: Examination related issues, For any degree/ diploma related case, the alumnus can approach through following redressal mechanism, Issue of Mark Sheet

Hostel Related Issues

Mess Related Issues
STAFF GRIEVANCES IN VARIOUS ISSUES

ACADEMIC MATTERS - Timetable scheduling, Examination Related Issues, Non-functionality Issues, Machinery, IT services, Syllabus Review, Library services

NON ACADEMIC MATTERS - Service Matters, Maintenance related issues, General Administration, Any other issue

CHIEF GRIEVANCE OFFICER
FDDI

GRIEVANCE CELL
HEAD OFFICE

GRIEVANCE MEMBERS
NOMINATED AT CAMPUS

STAFF
CAMPUSES