

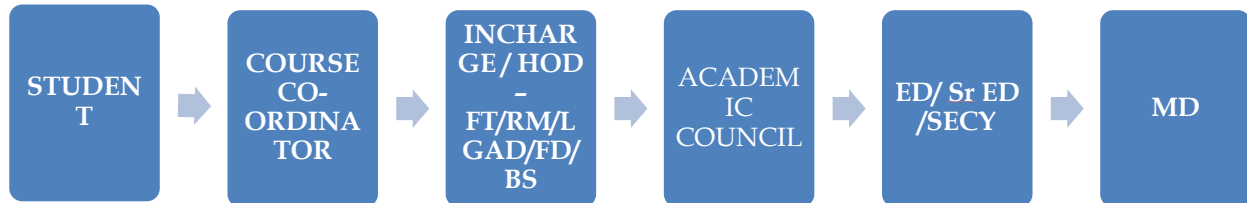
GRIEVANCE REDRESSAL SYSTEM

- **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.

STUDENTS GRIEVANCES IN VARIOUS ISSUES	
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 FDDI property, Violation of Library rules, Violation of LAB/Studio rules, cheating cases in examinations, Tampering with FDDI document etc.
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	Matters such as excess or less fee, late fee etc related cases.
INTER CENTRE/DICIPLINE TRANSFERS	Deserving cases such as relating to ill health, accidents ,unforeseen emergencies etc.
HOSTEL & MESS RELATED ISSUES	Allocation of Rooms, Cleanliness and Hygiene, Mess facilities

ACADEMICS GRIEVANCE STRUCTURE

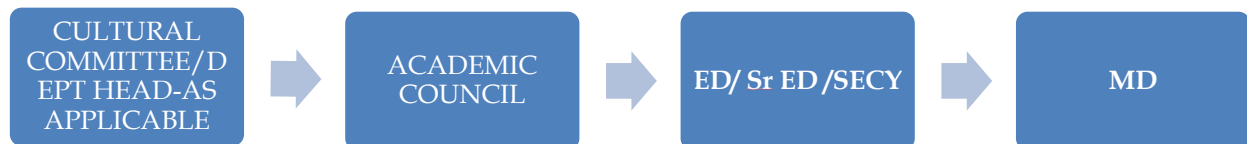
➤ In all the above cases after receipt of initial application, redressal mechanism is as follows:-



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



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



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



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

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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

