



## फुटवियर डिज़ाइन एण्ड डेवलपमेन्ट इंस्टिट्यूट

(एफ.डी.डी.आई. अधिनियम २०१७ के अन्तर्गत, एक राष्ट्रीय महत्त्व का संस्थान)  
वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार

### FOOTWEAR DESIGN & DEVELOPMENT INSTITUTE

(An Institution of National Importance under FDDI Act 2017)  
Ministry of Commerce & Industry, Government of India

Ref. No.: FDDI/HO/HR/Officer-Grievance/2023

Date: 28.02.2024

#### HR CIRCULAR 02/2024

**SUBJECT: NOMINATION OF GRIEVANCE OFFICERS SUBSEQUENT TO THE - OFFICE ORDER REF NO: FDDI/HO/HR/OFFICER-GRIEVANCE/2023**

In partial modification to the office order dated 13.03.2023, regarding giving the additional charge of grievance officers for student-related and employee-related concerns, the following updates are hereby made due to recent manpower changes across campuses.

Sr.No	Name	Designation	Handling Grievance Area	Campus
1.	Mr. Sandeep Kumar Mishra	Sr. Record Keeper	Student related Grievance	Hyderabad
2.	Mr. Mohit Mathur	Assistant Manager	Student related Grievance	Jodhpur
3.	Mr. K. Dinesh Kumar	Sr. Faculty	Student related Grievance	Chennai
4.	Mr. Suraj Kumar	Assistant Manager	Campus-Level Employee Grievance	Noida
5.	Mr. Pradeep Kumar Mandal	Sr. faculty	Campus-Level Employee Grievance	Chhindwara
6.	Mr. MD Adil	Assistant Manager (Admin)	Campus-Level Employee Grievance	Rohtak
7.	Ms. Manju Satanker	Assistant Manager	Student related Grievance	Ankleshwar
8.	Mr. Rajesh Parashar	Sr. Faculty	Campus-Level Employee Grievance	Ankleshwar

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ए-10/ए, सेक्टर-24, नौएडा-201301, जिला : गौतमबुद्ध नगर (उ.प्र.) भारत

दूरभाष : +91-120-4500100, फैक्स : 0120-2411301, ई-मेल : contact@fddiindia.com, वेबसाइट : www.fddiindia.com

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The assigned roles of the employees are in addition to their existing responsibilities. The nominated employees at their respective campuses will be responsible for handling student related and employee-related grievances. The procedure for addressing student-related and employee-related grievances is outlined in the HR Circular and office order dated 10-12-2020 and 04-02-2022.

This is for information and compliance by all concerned.

This issue is with the approval of the competent authority.

A handwritten signature in blue ink, appearing to read 'Suraj', with the date '28/02/2024' written below it.

**SURAJ KUMAR**  
**ASSISTANT MANAGER (HO-HR)**

**Encl: HR Circular & office order dated 10-12-2020 & 04-02-2022**

**DISTRIBUTIONS: -**

1. Concerned Employees
2. Secretary/MD office
3. All Executive Directors
4. All HOS (s)
5. All Centre In-charges
6. All HR Coordinators, Campuses
7. Office Memorandum File
8. Subject File



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### FOOTWEAR DESIGN & DEVELOPMENT INSTITUTE

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Ministry of Commerce & Industry, Government of India

REF.NO.:FDDI/HQ/HR/ER/2020

DATE:10.12.2020

#### HR CIRCULAR NO.:12/2020-21

**SUBJECT:UTILIZATION OF AVAILABLE SYSTEM FOR THE SETTLEMENT/REDRESSAL OF ISSUES OF EMPLOYEES AT FDDI OFFICES/CAMPUSES REGARDING**

The employees grievances and complaints which are primarily manifestation of their dissatisfaction against their working conditions, managerial decisions etc. needs to be redressed/settled at the earliest. There is already hierarchy/system available at the FDDI Offices/Campuses in the matter of issues/grievances of employees wherein an aggrieved employee is welcome to meet his Departmental Head or the concerned HR Coordinator including the Center Incharge or ED, Campus to discuss his/her grievance/issues. An employee can also discuss with the HOD-HR of FDDI-HQ, Noida over phone or through Video Conference over Google Meet, Zoom etc. for the settlement of his/her issues.

The objective of such system/mechanism is to address and settle the grievances of the employees in shortest possible time and at the lowest possible level or authority. The issues/grievances of the employees are to be addressed in the frame work of FDDI Rules. The employees can discuss and get redressal of their issues connected with the Salary Payments, Recovery of Dues, Working Conditions, Leaves, Allotment of Quarters or similar issues with the Campus Authorities. The issues related with the terms of appointment settled prior to joining, annual performance appraisal, matters related to disciplinary enquiry, action and vigilance cases does not come under the purview of the grievance settlement system/hierarchy/mechanism available at the FDDI Offices and Campuses.

The method of following of the proper channel/structure holds good when an employee, group of employees or any constituents of employees raise their issues, concerns or grievances. It may be appreciated that the employees may raise and settle their issues/concerns through the defined channels/available mechanism only. The raising of personal / professional issues to the high

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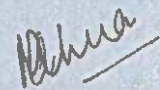
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authorities of the Institute or outside without exhausting the available channels/hierarchy available at FDDI Offices/Campuses leads to unnecessary delay, creates further disciplinary issues and also consumption of productive time of the higher authorities in the absence of proper background awareness. It is also made ample obvious that such acts are being viewed seriously by the Institute and may attract disciplinary action as per provisions of FDDI General Service Rules/Relevant Rules.

Therefore, it is requested/advised to all FDDI employees to utilize the available resources/hierarchy for the redressal of their issues/grievances without writing to the higher authorities directly. The meetings of any committee or otherwise may be called by following the proper/due procedure with the consent of the Centre Incharge/ED, Campus, as the case may be. It is expected/desirable from the employees to demonstrate the highest level of conduct in action and should refrain from any act which will affect the image of the Campus as well as of the Institute. It is therefore advised to all employees to utilize the available resources/hierarchy/mechanism available at the FDDI Office/Campus for the redressal of their grievances/issues and avoid writing/reaching directly to the higher authorities or approaching outside authorities without completing the available channels of communication and redressal in the organization.

This is for information and compliance by all concerned.

This issues with the approval of competent authority.

  
( MAHUA MUKERJI )  
DY.MANAGER (HR)

**DISTRIBUTION:-**

1. Centre In charges, All Campuses
2. HR Coordinators, All Campuses
3. All Employees
4. All HODs, FDDI-HQ, NOIDA
5. PPS to MD, FDDI
6. Subject/Circular File



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Ministry of Commerce & Industry, Government of India

REF.NO.:FDDI/HR/HO/2022

DATE: 04.02.2022

#### OFFICE ORDER

#### SUBJECT: PROCEDURE FOR HANDLING THE STUDENTS' GRIEVANCE OF FDDI STUDENTS: REGARDING

The FDDI 75<sup>th</sup> Governing Council meeting was held on dated: 09.11.2021, through which a list of Departments had been approved under section 4 of The FDDI Service Regulation's chapter-I "General Service Conditions", wherein existing Training department has been renamed as Student affairs and Examination Department.

2. During the recent past it has been observed and feedback also been received that the matters relating to students are not being handled properly due to which the Head Office - Student Affairs and Examination Department (erstwhile Training Department), NOIDA is burdened with many issues which could have been handled through a streamline approach at campus level itself. This aspect is highly un-warranted for FDDI's image and its day-to-day operations.

3. Keeping in view the above scenario, the following shall be the procedure to handle the students' related matters across all campuses :

3.1 The authorized employee of the "Training Department" hereinafter called as "Student Affairs and Examination Department" of respective campuses shall handle all the student related issues pertaining to their campuses under the principle of single-point-of-contact (SPOC) in consultation with the concerned Head-of-department (*list of authorized representatives campus-wise attached as Annexure-A*). However, if the issue is not being able to be settled by the Student Affairs and Examination department, it shall be referred to the Centre In-Charge of respective campus for settlement / redressal. The Centre In-Charge shall nominate two Student Representatives, one female and one male student, for assisting the Student Affairs and Examination Department. The student representative shall be nominated for the purpose, on rotational basis, for period of 2 months from Footwear/

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Fashion/Retail/LGAD alternatively (as per availability of the respective departments/school in the respective campus). However, care should be taken by the Student Affairs and Examination Department to handle the student issues in a sensitive manner.

3.2 The Student Affairs and Examination Department shall maintain a register wherein the complaints/grievances/suggestions of the students shall be logged in. The Centre In-Charge shall check the register on a weekly basis and seek explanation from Student Affairs and Examination Department in case of pending issues. In cases of negligence, if any, found by the Centre In-Charge, she/he shall take strict action in case of such repetitive negligence through a warning letter to the concerned under intimation to DGM, Student Affairs and Examination Department, HO-NOIDA with copy to HQ-HR, NOIDA.

3.3 In case the Centre In-Charge is not able to settle / redress the matter at his/her level then she/he shall forward the issue for examination and settlement to HOD (Students Affairs and Examination Department), HO/Noida for handling the same. The Centre-in-charge while forwarding the issue to HOD (Student Affairs and Examination Department at HO/Noida) shall elaborate on the efforts put in by her/him in trying to settle the matter and also give her/his suggestion along with the issue.

This issues with the approval of competent authority.

POOJA PANWAR  
FACULTY (HQ/HR)

**DISTRIBUTION:**

1. HEAD OF SCHOOLS
2. DGM(Student Affairs & Examination Department)
3. CENTRE IN-CHARGES-ALL CAMPUSES
4. All HODs- ALL CAMPUSES
5. HR COORDINATORS
6. SPOC-STUDENT AFFAIRS AND EXAMINATION DEPARTMENT
7. RECORD FILE
8. MASTER FOLDER