



॥ तमसो मा ज्योतिर्गमय ॥

NATIONAL FIRE SAFETY INSTITUTE
OF RESEARCH TECHNOLOGY



**GRIEVANCE
REDRESSAL
POLICY**





॥ तमसो मा ज्योतिर्गमय ॥

NATIONAL FIRE SAFETY INSTITUTE OF RESEARCH TECHNOLOGY

UTTAR PRADESH

REGULATIONS FOR STUDENT Grievance Redressal Policy

1. Objective

The objective of this Grievance Redressal Policy is to provide a fair, transparent, and timely mechanism for resolving complaints and grievances raised by students, parents, employees, staff members, and training centres associated with National Fire Safety Institute of Research Technology.

2. Types of Grievances

Complaints may be related to the following matters:

- 2.1. Admission and fee-related issues
- 2.2. Examination and result-related complaints
- 2.3. Errors in mark sheets or certificates
- 2.4. Misconduct or inappropriate behavior of staff or trainers
- 2.5. Training quality and academic issues
- 2.6. Infrastructure and facility-related concerns
- 2.7. Harassment, discrimination, or unfair treatment
- 2.8. Online portal or technical problems

3. Procedure for Filing a Complaint

A complaint may be submitted through the following methods:

- 3.1. Written application
- 3.2. Email communication
- 3.3. Personal submission at the Institute office
- 3.4. Through authorized training centres
- 3.5. The complainant should provide:
- 3.6. Name of the complainant
- 3.7. Mobile number and contact details
- 3.8. Course or department name
- 3.9. Detailed description of the grievance
- 3.10. Supporting documents, if available

4. Grievance Redressal Committee

The Institute shall constitute a Grievance Redressal Committee consisting of administrative officers and concerned departmental representatives to review and resolve grievances fairly.

5. Resolution Timeline

The Institute will make every effort to resolve grievances within a reasonable period:

- 5.1. General complaints: Within 7 working days
- 5.2. Examination or certificate-related complaints: Within 15 working days
- 5.3. Serious matters: Resolution after detailed inquiry and investigation

6. Confidentiality

The Institute will maintain confidentiality regarding the identity of the complainant and grievance details to the extent possible. Information will not be disclosed to unauthorized persons except where legally required.

7. False Complaints

If any complaint is found to be intentionally false, misleading, or malicious, the Institute may take appropriate administrative action against the concerned person.

8. Right to Appeal

If the complainant is not satisfied with the resolution provided, they may submit an appeal to the higher management of the Institute for further review.

9. Contact Information

For complaints or suggestions, please contact:

National Fire Safety Institute of Research Technology

Declaration

The Institute is committed to providing a fair, safe, and professional environment for all students and stakeholders and ensuring proper resolution of grievances.



Authorized Signatory

National Fire Safety Institute of Research Technology