

## **CITIZEN CHARTER OF INDIAN INSTITUTE OF FOREIGN TRADE**

### **The Institute**

The Indian Institute of Foreign Trade (IIFT) was established in 1963 by the Government of India with the objective of strengthening the country's external trade sector through development of human resources; generating, analysing and disseminating trade data; conducting research and providing consultancy services. The Institute has been the pioneer in imparting training in foreign trade management in the country and undertaking research and consultancy in various areas of international business. It is ranked consistently amongst the leading Business Institutions of the country. The Institute is also a major think tank and advises the Government of India on policy matters relating to foreign trade and commerce. The Institute was awarded the status of Deemed University in May 2002 by University Grants Commission (UGC) enabling it to award degrees and start its own doctoral programme. On the basis of review by the Expert Committee constituted by UGC, IIFT was granted "Deemed University" status on a permanent basis in February, 2012. It has been awarded Grade 'A' with overall CGPA of 3.53 on a scale of 4 by National Assessment and Accreditation Council (NAAC).

### **Vision**

To be an Academic Centre of Excellence in the area of international business and a well-networked institution committed towards delivering globally competitive business education, training and research to individuals, corporate bodies, government organizations and the society.

### **Mission**

Strengthen, sustain and professionalize business knowledge through creative research and teaching, highlighting the significance of learning and by collaborating with organizations, institutions and university both within India and well beyond the national boundaries.

### **Institute's Stakeholders**

- (i) Young students
- (ii) Experienced working managers
- (iii) Trade & Industry professionals
- (iv) Agencies & Institutions working with the Institute

## **Standards of Services Provided**

Information about Courses/ MDPs or other activities of the Institute, application forms, call letters for tests, result of tests, call letters for interviews, procurements, placement activities, vacancies, etc. are made available on IIFT website immediately.

All courses and programmes are announced widely through Print/IIFT website. All recruitments of Faculty/Staff are done adhering to sound practices of advertisements and wide dissemination. The external experts are involved in all higher level recruitments. IIFT is an equal opportunity employer.

Reservation policy of the Government is implemented in letter and spirit at the Institute. Women's welfare is an area of special concern and the Supreme Court's directive on steps to be taken for preventing discrimination against women is adhered to and necessary institutional mechanism exists.

Being an Educational Institution, special efforts are made to prevent ragging and the institutional mechanisms to receive complaints in this regard have been put in place.

Information sought under RTI Act, 2005 is provided at the earliest but within 30 days' time as provided in the Act. The RTI applications may be sent to Shri Karun Duggal, Public Information Officer, Indian Institute of Foreign Trade, B-21, Qutab Institutional Area, New Delhi-110016 along with application fee of Rs.10 by way of postal order, demand draft. The fee can also be deposited in cash in IIFT. No fee payable by persons below poverty line.

Dr. P.K.Gupta, Registrar is the Appellate Authority for RTI matters in the Institute.

## **Grievance Redressal Mechanism**

For any grievance, employee can forward his case to Grievance Redressal Machinery through proper channel to the Registrar. In case no reply is received by the concerned employee within one month, he may forward copy of his grievance to the Director of the Institute.

The Grievance Redressal Committee also caters to all citizens of India. Any grievance can be sent to the Dr. P.K.Gupta, Registrar (email: [registrar@iift.ac.in](mailto:registrar@iift.ac.in)) of the Institute.

The Grievance Redressal Committee in the Institute has been reconstituted as under:

1. Dr. Vijaya Katti, Dean Admin (Academics) – Chairman
2. Dr. Satinder Bhatia, Chairperson (EMPD)
3. Dr. Rakesh Mohan Joshi, Chairperson (Research)
4. Dr. Ravi Shanker, Chairperson (ICCD)
5. Dr. Sunitha Raju, Chairperson (GSM)
6. Dr. K. Rangarajan, Head, Kolkata Centre
7. Dr. P.K.Gupta, Registrar – Member Secretary