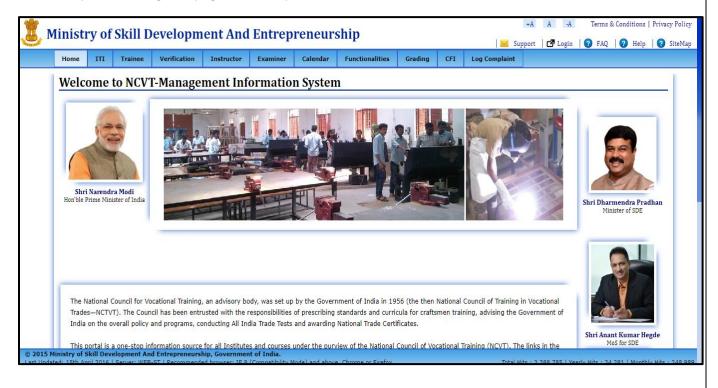


सत्यमेव जयते GOVERNMENT OF INDIA MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP DIRECTORATE GENERAL OF TRAINING (DGT)

"Grievance User Manual for Trainees"

STEP - 1:-Open NCVT public portal site using the URL,

https://ncvtmis.gov.in/pages/home.aspx

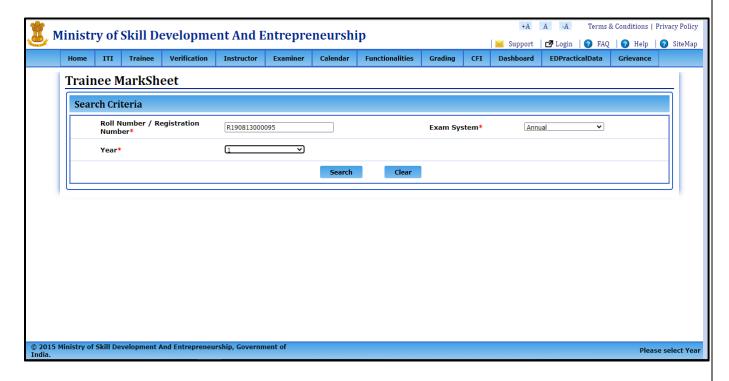


STEP – 2:-Trainee will verify its Marksheet from Marksheet Verification page.

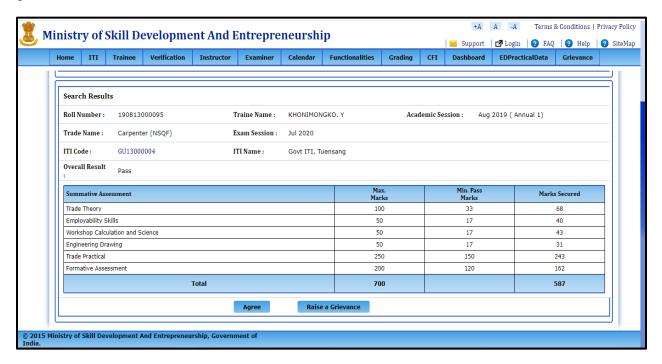
Click On tab Verification → Marksheet Verification



STEP - 3:-Please fill all the details on search Criteria.



STEP – 4:-After filling the details click on search button, your marksheet will appear and you can either verify your marksheet or you can raise a grievance from the 'raise a grievance' button.



STEP -5: - IF TRAINEE IS SATISFY WITH HIS RESULT, He/ She will accept his result. And click on agree.



His result will be accepted and marksheet will be generated by the department

If trainee clicks on "Raise a Grievance"

STEP – 6:-A pop-up will appear asking for confirmation 'I agree that in case raise I a grievance, the result declared hereby and downloading of Mark-sheet / NTC will be put on hold for approximately 30-45 days till resolution of grievance!...'



NOTE: - Once you click on 'OK' you will be redirected to Log Grievance page. And one can continue with below process also.

STEP - 6:-Click On tab Complaint Tool → Grievance → Log Grievance

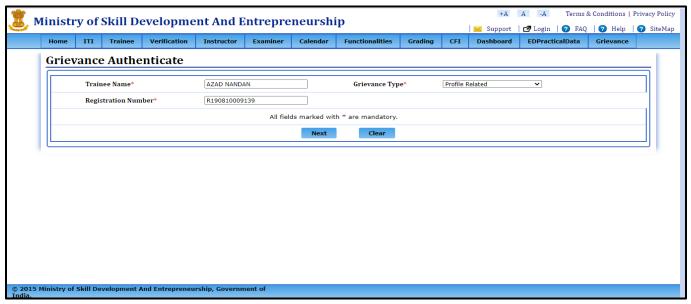


Grievance Page

STEP- 7: -Enter Trainee Name, Grievance type and Registration Number. please note All fields are mandatory to be filled then only You can proceed further.

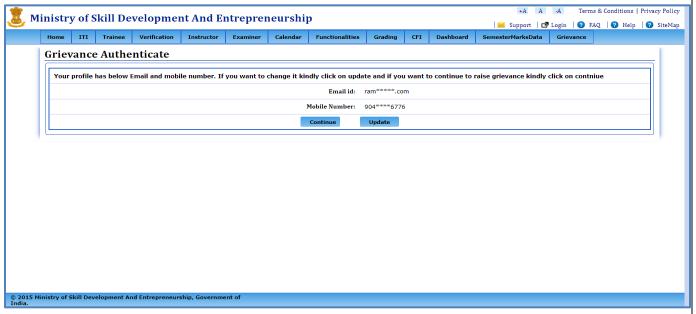
NOTE: - If Grievance Type is selected as

1. Profile: -

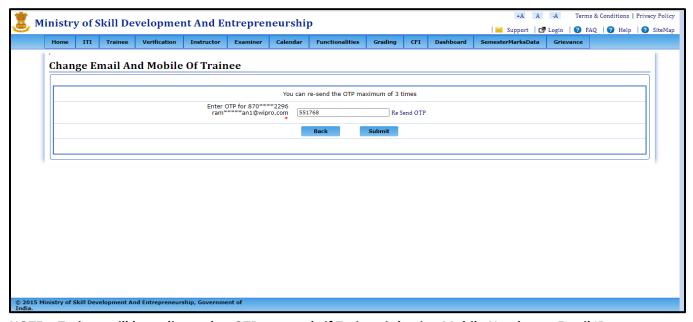


STEP- 1.1: - Click on Next and you will be redirected to new page where you will be asked for the OTP on your Email ID or Mobile Number.

a) If clicked on continue: -



After clicking on continue, trainee will be redirected to OTP page.

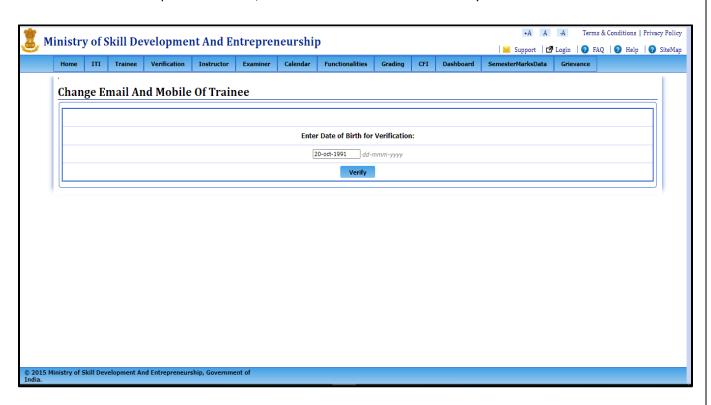


NOTE: - Trainee will be redirected to OTP page only if Trainee is having Mobile Number or Email ID Correct otherwise Trainee has to use Update Option. If click on submit follow STEP: -1.2.

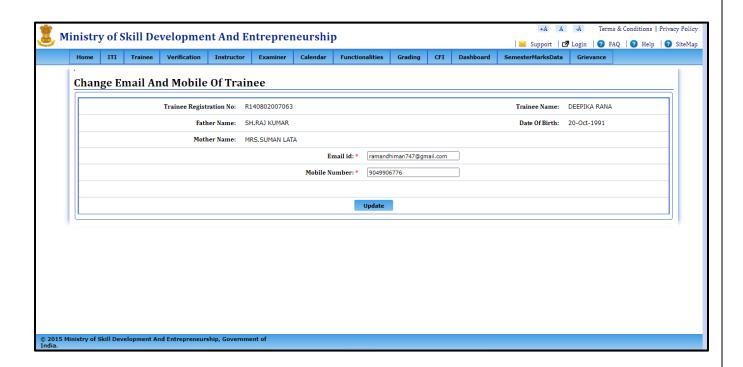
b) If Trainee clicks on Update option: -



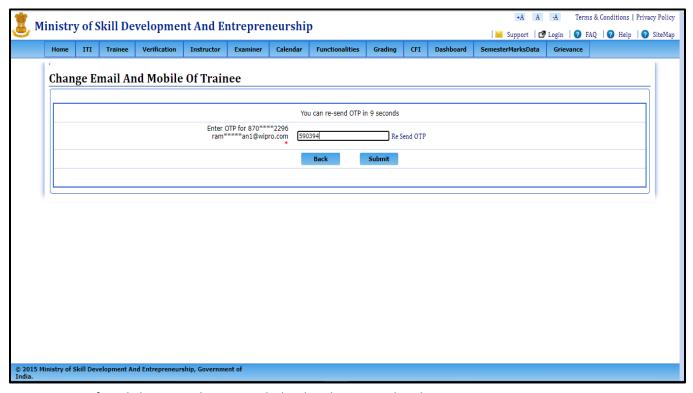
After clicking on update, trainee will be redirected to a new page where trainee has to verify its
 Date of birth to proceed further, Trainee has to enter details correctly.



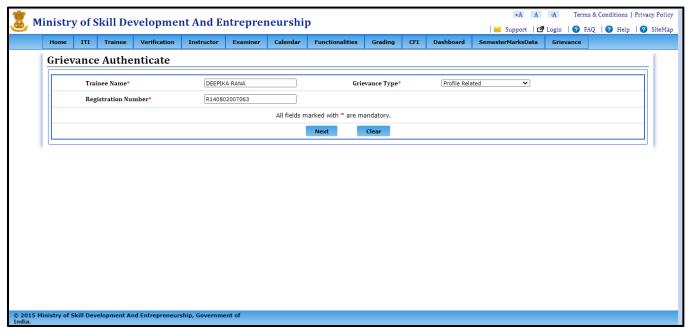
Now after entering correct DOB, Trainee has to click on verify button, a new page will appear
with the Trainee details and having option to enter Mobile Number and Email ID.



 Now click on update and trainee will be redirected OTP Page where trainee will receive on new number/ Email ID, after entering correct Details click on update.

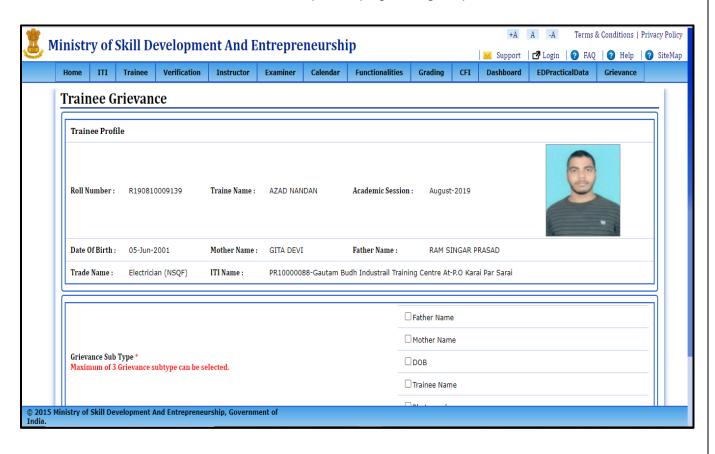


Now after clicking on submit, search the details again to log the grievance.



NOTE: - After this Please follow step 1.1 (a) part to continue.

STEP- 1.2: -Click on submit and Trainee profile page will get opened.

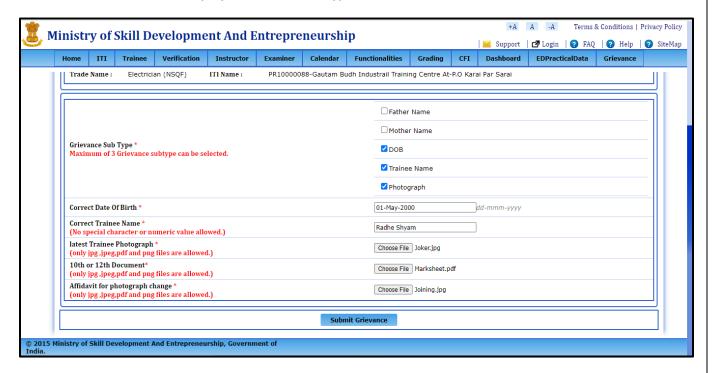


STEP- 1.3: - From the grievance sub-type option, the user can select Maximum 3 options which he wants to correct. And as a proof he has to upload the documents for verifying the correct details.



Note:_a) If Photograph checkbox is selected then two additional file uploads will be mandatory

- 1. Latest Trainee Photograph
- 2. Affidavit for photograph change
 - b) Textboxes will be displayed for each Sub Types selected to enter correct details

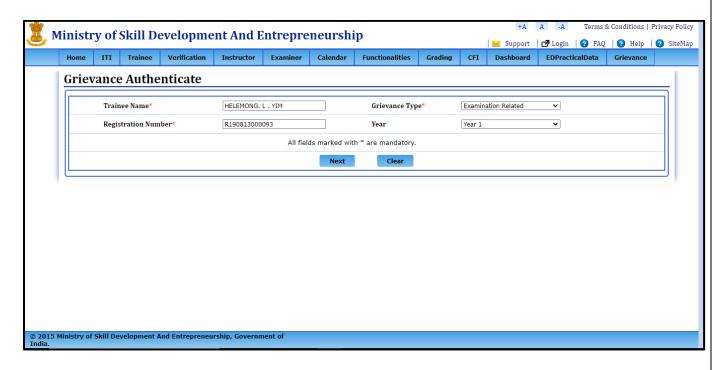


STEP- 1.4: - Click on submit grievance button to submit the details, and a grievance ID will be generated.



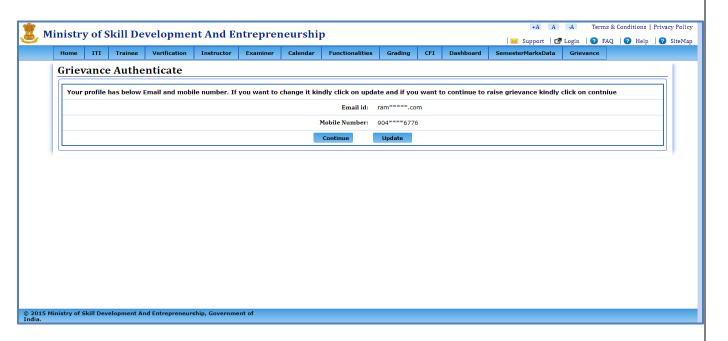
If Grievance sub type is Examination

2. Examination: -

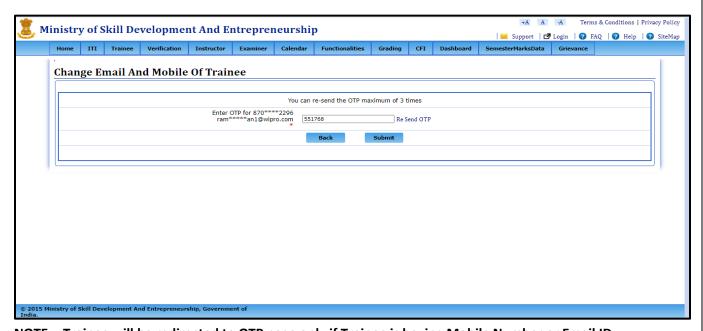


STEP- 2.1: -Click on Next and you will be redirected to new page where you will be asked for the OTP on your Email ID or Mobile Number.

a) If clicked on continue: -

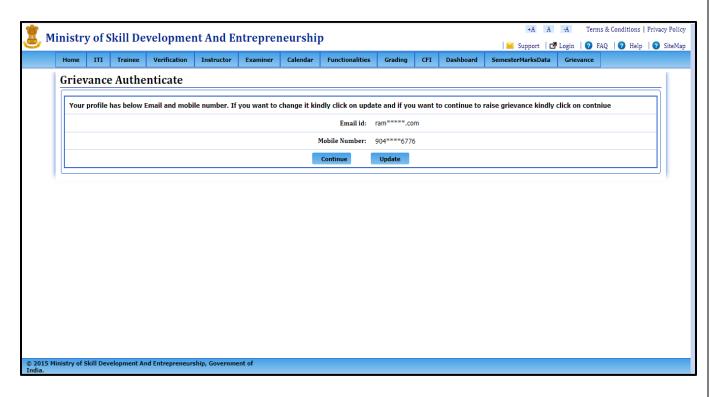


After clicking on continue, trainee will be redirected to OTP page.

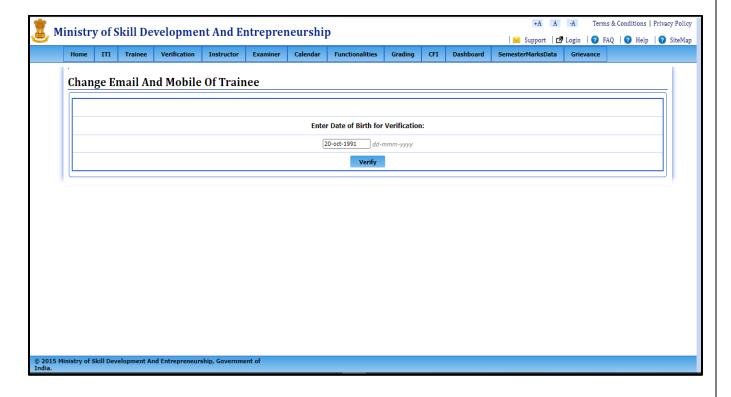


NOTE: - Trainee will be redirected to OTP page only if Trainee is having Mobile Number or Email ID Correct otherwise Trainee has to use Update Option. If click on submit follow STEP: - 2.2.

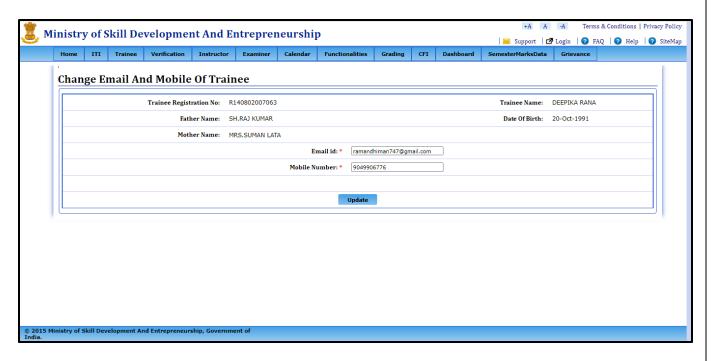
b) If Trainee clicks on Update option: -



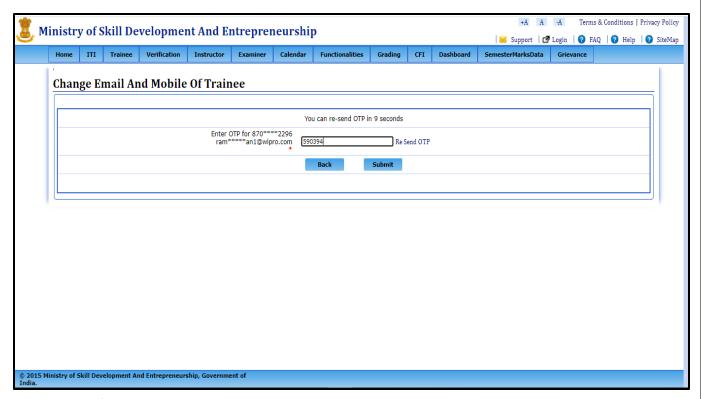
• After clicking on update, trainee will be redirected to a new page where trainee has to verify its Date of birth to proceed further, Trainee has to enter details correctly.



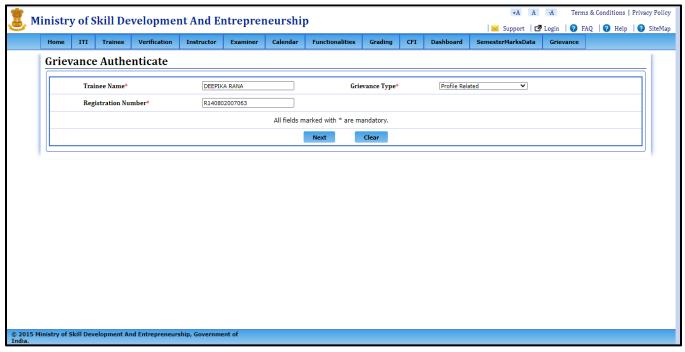
• Now after entering correct DOB, Trainee has to click on verify button, a new page will appear with the Trainee details and having option to enter Mobile Number and Email ID.



 Now click on update and trainee will be redirected OTP Page where trainee will receive on new number/ Email ID, after entering correct Details click on update.

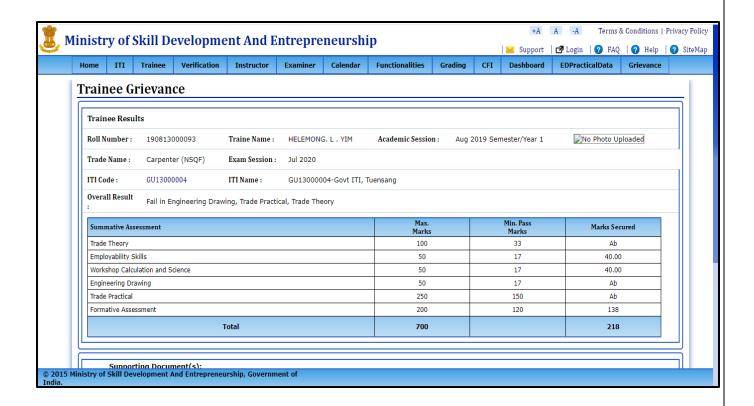


Now after clicking on submit, search the details again to log the grievance.



NOTE: - After this Please follow STEP: - 2.1 (a) part to continue.

STEP- 2.2: -After Submitting OTP, a page will open with all your examination Marks.

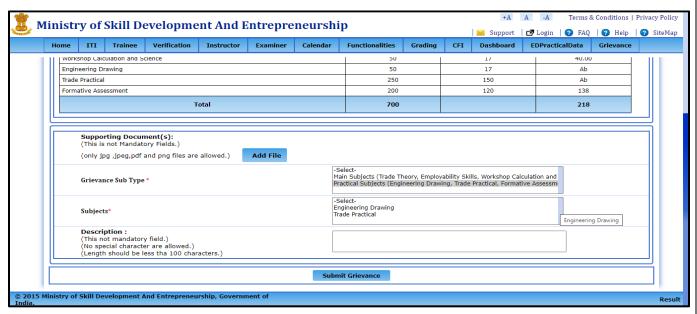


STEP- 2.3: -Trainee can select grievance sub-type as: -

 Main Marks: when user will select main Subjects, the subject's column will automatically get all main subjects and user can select from options for which he wants to log grievance. User can select one subject or all at a time, but its mandatory to select at least one subject.

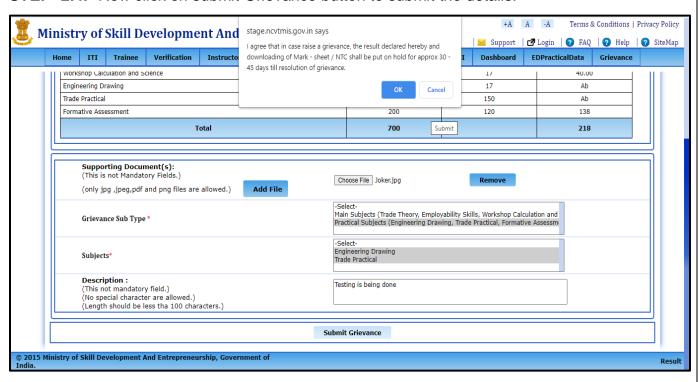


2. **Practical Marks**: - when user will select practical, the subject's column will automatically get all Practical subjects and user can select from options for which he wants to log grievance. User can select one subject or all at a time, but its mandatory to select at least one subject.



NOTE: - For Both ED and Practical subjects Grievance should be raised separately.

STEP- 2.4: -Now click on submit Grievance button to submit the details.



A popup will appear 'I agree that in case raise a grievance, the result declared hereby and downloading of marksheet/ NTC shall be put on hold for approx. 30- 45 days till resolution of grievance.' Click on Ok to submit the details.

STEP- 2.5: -Once the grievance is submitted, a grievance number will be generated.

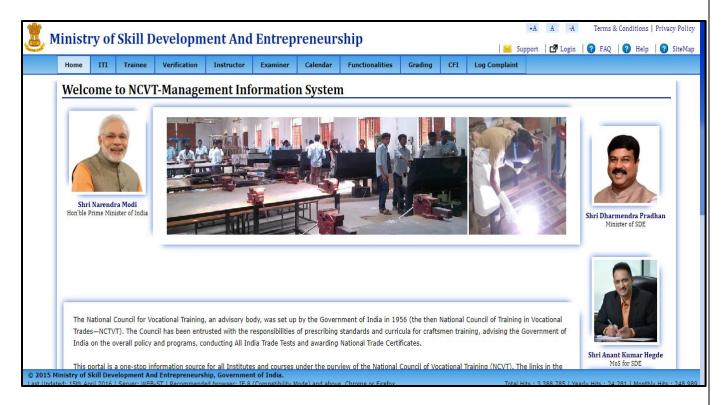
NOTE: -Please note it down for further use.



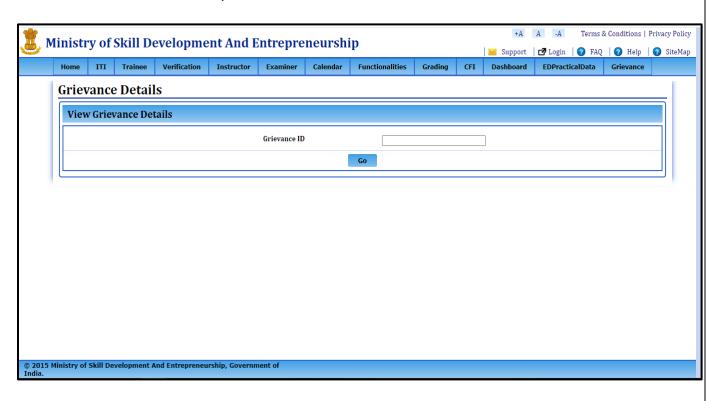
VIEW GRIEVANCE

STEP – 1:-Open NCVT public portal using the

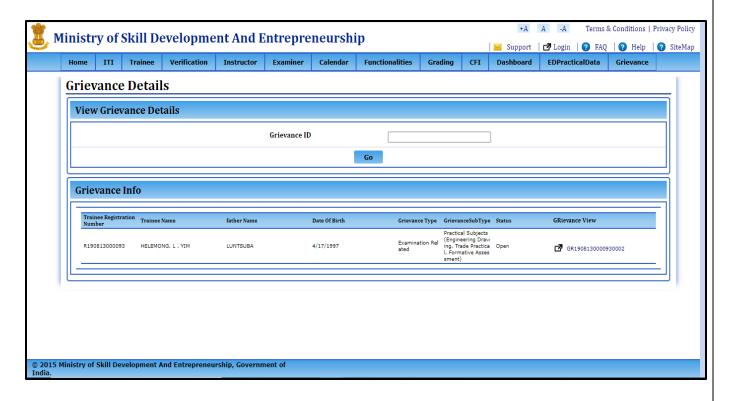
URL, https://ncvtmis.gov.in/pages/home.aspx



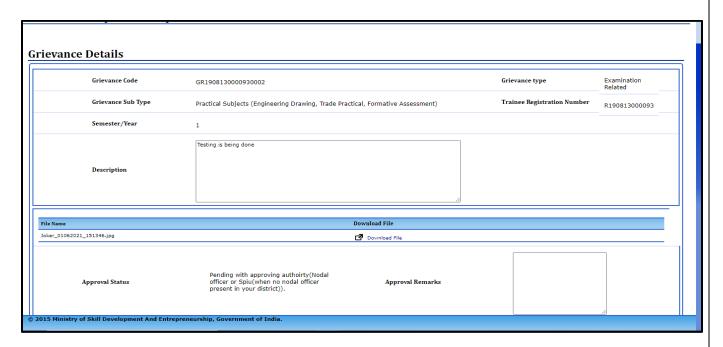
STEP – 2:-Click On tab Complaint Tool → Grievance → Grievance View



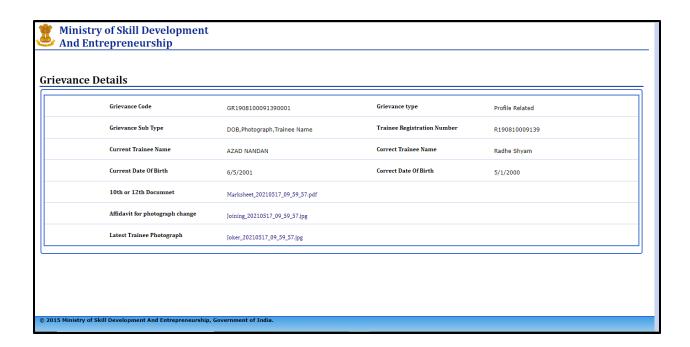
STEP -3: -Enter Grievance ID and then click on GO Button.



STEP -4: -To view the details of the raised grievance, click on grievance view link, a page will open with the details.



Profile Grievance



NOTE- By viewing grievance you can check the status of the grievance raised.
