

MSDE-18011/08/CTS/Jan-20/2019-TTC(Pt.)
Government of India
Ministry of Skill Development and Entrepreneurship
Directorate General of Training

eFile No:-39145
New Delhi, 29th June,2021

Note


Subject: Grievance related to data correction and examination related issues

As a part of examination reforms and bringing transparency in the examination system, DGT has initiated online grievance redressal mechanism which is incorporated and enabled in the NCVT MIS Portal. This enables trainees to register their grievance related to data correction and examination related issues. All grievances are to be initiated by the trainees concerned.

2. DGT has the target to resolve these grievances in a time bound manner. The profile related grievance shall be routed through the Nodal ITIs and the State Directorates. Further details of routing the grievance are mentioned in the SoP (enclosed). All State Directorates and UTs are requested to follow the SoP and direct the concerned Nodal ITIs for necessary action within stipulated time allotted. This will ensure that these cases are resolved within the time frame enabling the trainees to fill forms for supplementary examinations, if required.

3. Grievance link for Nodal ITI will remain open for examination related issue till 7.07.2021 and for State Directorate till 14.07.2021. No further extension will be provided. It is therefore requested that activities may be completed as per prescribed timeline.

Encl: as above


(Sathya Shankar B.P.)
Controller of Examinations

To,

1. All the Principal Secretaries / Directors State Governments/ UT Administrations running CTS.
2. RDSDEs for information & necessary action.
3. All Industrial Training Institutes across India.
4. On the DGT/NCVT web site for wide circulation.

Copy to:

1. Sr. PPS to DG, DGT, Kaushal Bhawan, New Delhi

PROCESS FLOW OF GRIEVANCE REDRESSAL

1. BACKGROUND

The grievance redressal mechanism of an examination is an instrument to measure its efficiency and effectiveness as it provides important feedback on the improvement of existing system. It also helps in delivery of quality services to the relevant stakeholder in a hassle-free manner and eliminates the cause of grievances.

2. OBJECTIVE

To provide opportunities for redressal of certain grievances of the stakeholder i.e. Trainees accompanied with ITIs and State Directorates across the country related to examination processes.

3. TYPE OF GRIEVANCES

Based on the previous experiences, Grievance related to examination has been categorized into major 2 groups

- 3.1. Grievance related to Examination
 - 3.1.1 Practical subject-ED and Practical marks
 - 3.1.2 Main Subjects-TT, ES, WCS
- 3.2. Grievance related to trainee profiles correction

4. PROCESS FLOW DIAGRAM OF GRIEVANCE REDRESSAL

4.1 Grievance related to Practical Subjects-ED and Practical:

- 4.1.1 Once complaint will be registered, a notification mail will be auto directed to Nodal ITI for due diligence. As per request of complainant, Nodal ITI will upload the answer sheet of that trainee and recheck the previously uploaded marks if any correction required within 7 working days of notification. Post remarks of Nodal ITI, it will be directed to SPIU for further action.
- 4.1.2 SPIU to recheck and verify the uploaded answer sheet and recommend for approval of TTC/NPIU/RDSDE within 5 working days of received notification from Nodal ITI. Post remarks of SPIU, it will be directed to TTC/RDSDE for further action.
- 4.1.3 Post recommendation of SPIU, TTC/RDSDE to put their final remarks if any correction required at Nodal ITI or SPIU for grievance and need to provide their final recommendation and approval within 5 working days of received notification from SPIU.
- 4.1.4 Post recommendation of TTC/RDSDE, final response will be directed to complainant and correction will be automatically reflected on NCVT MIS portal/Grievance ID if there are any changes.

4.2 Grievance related to Main Subjects-Trade Theory, Employability Skills and Work Calculation & Sciences:

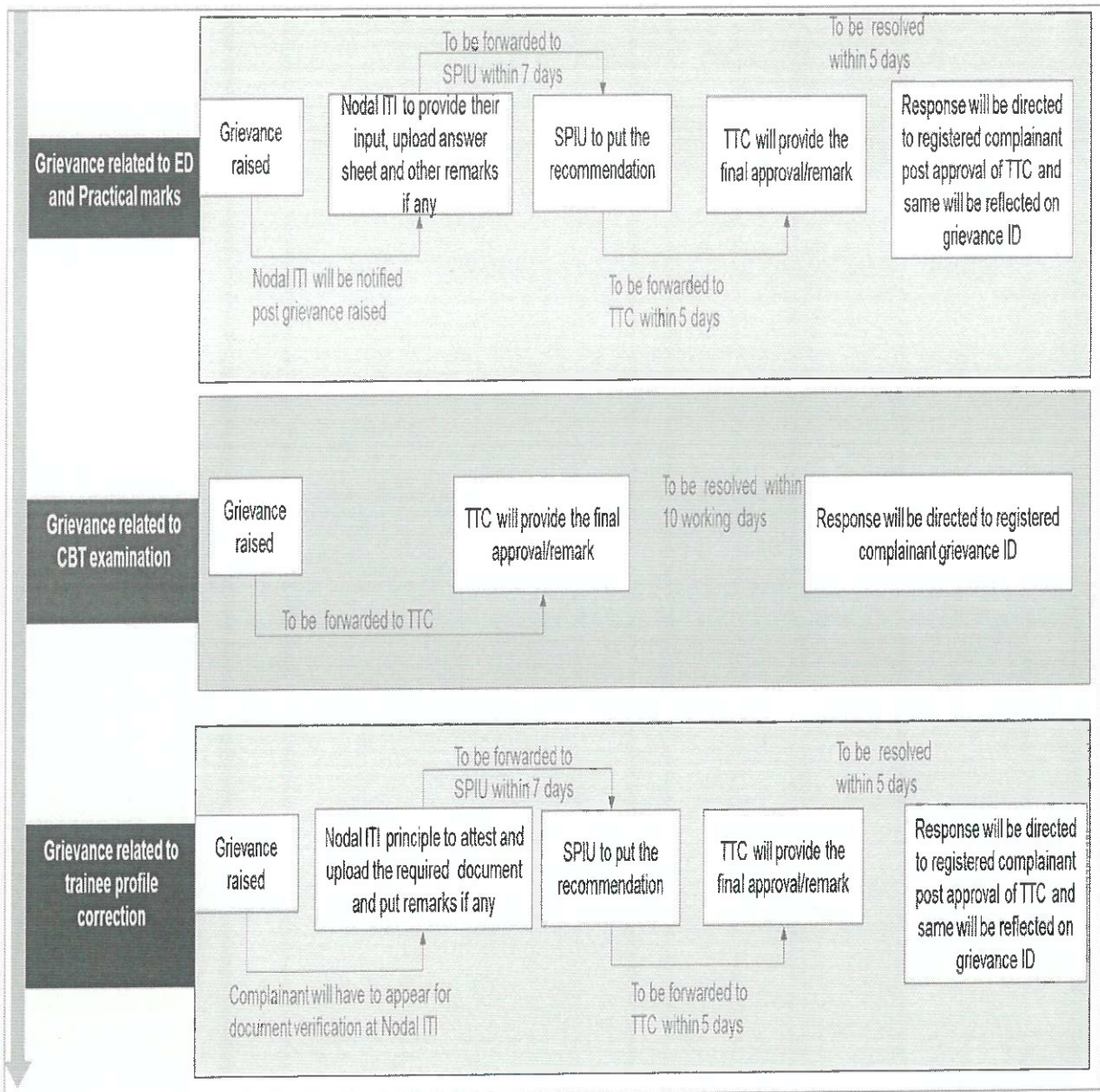
Once complaint will be registered, a notification mail will be auto directed to TTC for due diligence.

- 4.2.1 TTC to provide their final recommendation and approval within 10 working days of received notification
- 4.2.2 Post recommendation of TTC, final response will be directed to complainant in their Grievance ID

4.3 Grievance related to Trainee profile correction:

- 4.3.1 Once complaint will be registered, a notification mail will be auto directed to Nodal ITI for due diligence. Post complaint, Complainant / Trainee will have to physically appear for document verification to Nodal ITI with original documents. As per request of complainant, Nodal ITI may ask the required duplicate copy/photocopy of the original document to upload on grievance portal.
- 4.3.2 Nodal ITI has to upload the documents post attestation by the Principal of Nodal ITI and may put the remark within 7 working days of notification. Post remarks of Nodal ITI, it will be directed to SPIU for further action.
- 4.3.3 Please note that for change in photographs notarized affidavit shall be uploaded by the Nodal ITI.
- 4.3.4 SPIU to recheck and verify the uploaded document and recommend for approval within 5 working days of received notification from Nodal ITI. Post remarks of SPIU, it will be directed to TTC for further action.
- 4.3.5 Post recommendation of SPIU, TTC to put their final remarks if any correction required at Nodal ITI or SPIU for grievance and need to provide their final recommendation within 5 working days of received notification from SPIU.
- 4.3.6 Post recommendation TTC, final response will be directed to complainant and correction will be automatically reflected on NCVT MIS portal/ Grievance ID if there are any changes.

Based on the type of grievance, the detailed process flow for grievance redressal mechanism are mentioned below



5. CONSEQUENCES OF NON-COMPLAINE

5.1 Failure to comply within the timelines/SLAs defined, heavy penalty will be charged on the concerned authority. The TTC can also decide further course of action as they deem fit.