

**DGT-HC044/18/2021-O/o Dir (TC)**  
Government of India  
Ministry of Skill Development & Entrepreneurship  
Directorate General of Training

Room.No-105, 1<sup>st</sup> Floor, CIRTUS Building,  
IARI Campus, Pusa, New Delhi, the 16<sup>th</sup> Aug, 2022

**OFFICE MEMORANDUM**

**Subject:-Constitution of Grievance Redressal Cell and an Appellate Committee to redress the grievances related to accreditation/affiliation issues.**

Since the year 1950, the Directorate General of Training (DGT) has been administering the functioning of the Industrial Training Institutes (ITIs) across the country through formulation of norms, policy and standards for establishing ITIs, granting affiliation/De-affiliation of ITIs to National Council of Vocational Education & Training (NCVET) erstwhile known as National Council Vocational Training (NCVT). DGT is also entrusted with responsibility of conducting All India Trade Test and certification under the aegis of NCVT which is recognized nationally and globally.

2. DGT is continuing to act as the Awarding Body for "Affiliation of ITIs". To facilitate the affiliation process for the aspiring ITIs, the Standing Committee for Accreditation & Affiliation (SCAA) was constituted.

3. However, some of the ITIs are aggrieved with the decision of the SCAA and resultantly approached the various Hon'ble Court(s) of Law for assailing orders in their favor.

4. Whereas, in one of such matter, i.e. in WP No. 11138/2022 titled CPS Private ITI v/s Directorate General of Training the Hon'ble High Court Delhi has expressed their opinion to explore a resolution to the grievances of ITIs, so that unnecessary litigation, which, is ex-facie avoidable, does not clog the Court.

5. Whereas, the matter regarding hike of litigation is reviewed by DGT and it has been decided to constitute a **Grievance Redressal Cell and an Appellate Committee** who will resolve the grievance of the ITIs for **accreditation/affiliation/De-affiliation/De-activation issues** in stipulated time.

6. The **Grievance Redressal Cell** shall comprise of the following: -

Sl. No.	Description of members	Designation
1.	Deputy Director General of Training, DGT Hqr.	Head
2.	Two co-opted of Director Level of DGT	Member(s)
3.	Joint Director (TC Section)	Convener

7. The **Appellate Committee** shall comprise of the following: -

Sl. No.	Description of members	Designation
1.	Director General / Special Secretary	Chairperson
2.	Two co-opted of Director Level of DGT (other than the members of Grievance Redressal Cell)	Member(s)
3.	Joint Director (TC Section)	Convener

8. Terms of Reference for the **Grievance Redressal Cell** will be the following:-

- (i) *Identify the grievances of institutes regarding rejection of their Affiliation application and same shall be reported to Director (TC Section) within 15 days, so that such cases may be put up before the SCAA for its review and reconsideration on merit.*
- (ii) *Identify the grievances of institutes regarding de-activation / de-affiliation and same shall be settled within 30 days after receiving representation from the aggrieved institutes.*
- (iii) *Identify the grievances of institutes whose applications for seeking accreditation /affiliation to NCVT are pending at different stages and same shall be settled within 45 days after receiving representation from the aggrieved institutes.*


*The **Grievance Redressal Cell** shall devise a multi-pronged procedure to deal with the different kinds of cases/applications which are filed, for example, those cases which do not involve too much time and concern only a few/minor deficiencies may be taken up and a decision expedited and every endeavour should be made to dispose of the request, well before the 45 days' limit.*

9. Terms of Reference for the **Appellate Committee** will be the following:-

*The appellate authority shall settle the grievances within 60 days from date of appeal filed.*

In view of above, all the concerned litigant ITI(s) (List enclosed) are directed to submit a formal request alongwith all relevant documents to the reviewing authority well before 25<sup>th</sup> August, 2022, at the following link <https://forms.gle/oLwtq81tDwioSaCP9>

This issues with the approval of Special Secretary/DG, DGT.



(Ujjwal Biswas)  
Director (Training)

To

1. PPS to DG/SS, DGT.
2. PPS to DDG, DGT
3. Director(s)-
  - (i) CD/ Co-ordination, DGT, New Delhi
  - (ii) STRIVE/ Projects/ Schemes/SDI, DGT, New Delhi
  - (iii) Apprenticeship, DGT, New Delhi
  - (iv) Controller of Examination/ IT Cell / QED, DGT, New Delhi
  - (v) Central Field Institutes (CFI)/General Administration, DGT, New Delhi

Copy to

1. IT officer, DGT with a request to publish this OM on NCVT MIS Portal/ DGT web portal.