

DGT-11014/3/2023-TC SECTION  
Government of India  
Ministry of Skill Development & Entrepreneurship  
Directorate General of Training

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Kaushal Bhawan,  
Near New Moti Bagh, New Delhi,  
Date: 15 Feb 2024

**OFFICE MEMORANDUM**

**Subject: Online Grievance Redressal Mechanism for the ITIs related to accreditation/affiliation and De-affiliation matters -reg.**

The Directorate General of Training (DGT) in the Ministry of Skill Development and Entrepreneurship (MSDE) is the apex organization responsible for granting Accreditation/Affiliation to Industrial Training Institutes (ITIs). The Standing Committee for Accreditation and Affiliation (SCAA) is constituted within the DGT to make the final decisions on accreditation, affiliation and de-affiliation proposals. However, it has been observed that some applicants being dissatisfied with the decisions made by the SCAA, directly approach the Hon'ble Courts.

2. In an effort to minimize such litigations, the DGT has taken a proactive step by establishing a Grievance Redressal Cell (GRC) and an Appellate Committee through DGT OM no. DGT-HC044/18/2021-O/0 Dir (TC) dated 16.08.2022. The primary objective of these committees is to address and resolve grievances related to accreditation, affiliation, and de-affiliation matters in a timely manner. Earlier, grievances were received through email, physical dak, and temporary google form link.

3. Now DGT has introduced an online mechanism for addressing the grievances of applicant ITIs in order to streamline the grievance redressal process. The objective of the Grievance portal is to provide an effective remedy for grievances and ensure their timely resolution.

4. The composition of the Grievance Redressal Cell and Appellate Committee is mentioned in below tables-

Table 1: The Composition of Grievance Redressal Cell

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

Table 2: The Composition of Appellate Committee

Sl. No.	Description of members	Designation
1	Director General of Training, DG(T)	Head
2	Two co-opted officers of Director Level of DGT (HQ) (Other than the Grievance Redressal Cell)	Member(s)
3	Joint Director (TC Section)	Convener

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निवेशक / Director  
प्रशिक्षण मन्त्रालय / Directorate General of Training  
कौशल विकास एवं उद्यमशीलता मन्त्रालय  
Skill Development and Entrepreneurship  
Ministry, New Delhi-12

5. Therefore, the institutes aggrieved with decision of SCAA or in any other affiliation /de-affiliation matter may raise the grievances on the NIMI online portal <https://nimionlineadmission.in/iti/>.

6. The grievance window on the portal will be available from the 1st to the 10th of each month. During this period, the applicants may register the grievances specifically related to affiliation and de-affiliation matters. The decision of the Grievance Redressal Cell and Appellate Committee shall be updated within 90 days on the portal.

7. The Terms of Reference (TOR) of Grievance Redressal Cell shall be as follows:

- i. The meeting of the Grievance Redressal Cell shall preferably be scheduled in the last week of every two months by the convener of the Grievance Redressal Cell.
- ii. The convener of the Grievance Redressal Cell shall present all the grievances received through the online portal during the committee meetings. The convener of the committee will prepare the minutes of the grievance redressal committee. These minutes will be circulated to all committee members with the concurrence of the chairperson.
- iii. DG/AS, DGT shall be the competent authority for approval of the recommendations of the committee.
- iv. The decision of the Grievance Redressal Cell shall be updated by the concerned officer dealing with affiliation and de-affiliation matters.

8. The institutes shall follow the guidelines for registering any grievances as given in Annexure I. The user manual to register the grievance is provided in Annexure II.

9. This OM supersedes the earlier OM no. DGT-HC044/18/2021-O/0 Dir (TC) dated 16.08.2022. This issues with the approval of competent authority and shall come into effective from the date of issue.

Yours faithfully,



Encl: As above

(Ishwar Singh)  
Deputy Director General, DGT

Copy to:

1. PSO to DG/AS, DGT, New Delhi
2. PPS to DDG, DGT (HQ), New Delhi, DDG (South Zone) and DDG (East Zone)
3. RDs of all the RDSDEs
4. All Directors at DGT, (HQ)
5. Executive Director, NIMI Chennai
6. All the State Directorates dealing with CTS



(Ujjwal Biswas)  
Director TC

**उज्जवल बिस्वास/UJJWAL BISWAS**  
निदेशक / Director  
प्रशिक्षण निदेशालय / Directorate General of Training  
कौशल विकास एवं उद्यमशीलता मंत्रालय  
Ministry of Skill Development and Entrepreneurship  
भारत सरकार, नई दिल्ली - 12 / Govt. of India, New Delhi-12

SAW...  
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**Guidelines for registering grievances related to affiliation and de-affiliation matters**

- i. All grievances must be accompanied by correct and legible supporting documents. The details of the grievance should be clearly mentioned, and proper indexing with page numbers is required for easy reference.
- ii. Any discrepancy found in the veracity and authenticity of the documents will result in the non-progression of the registered complaint.
- iii. The applicant shall not register multiple grievances on the same subject matter.
- iv. If the complainant is dissatisfied with the decision of the Grievance Redressal Cell, they have the option to directly register an appeal from their dashboard within 30 days of the GRC decision being updated on the portal. Failure to register an appeal within the specified period will automatically close the appeal window.
- v. The registered appeal will be considered and processed only if sufficient reasons and grounds are provided by the applicant.
- vi. It is important to note that the reasons for appeal should not be identical to those raised during the initial grievance. Additionally, multiple appeals with the same subject matter cannot be filed before the Appellate Body.

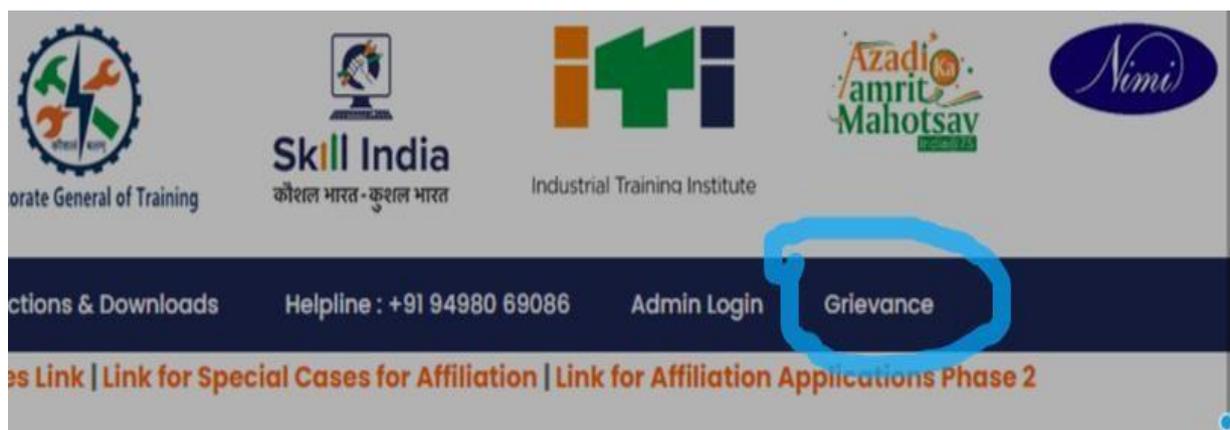
  
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कौशल विकास एवं उद्यमशीलता मंत्रालय  
Ministry of Skill Development and Entrepreneurship  
भारत सरकार, नई दिल्ली-12/Govt. of India, New Delhi-12

## SOP for registration of Grievances, related to Affiliation/De-affiliation

To register the grievance ITI need to follow the steps given below:

**Step-1:** Go to Website 'https://nimionlineadmission.in/iti/'

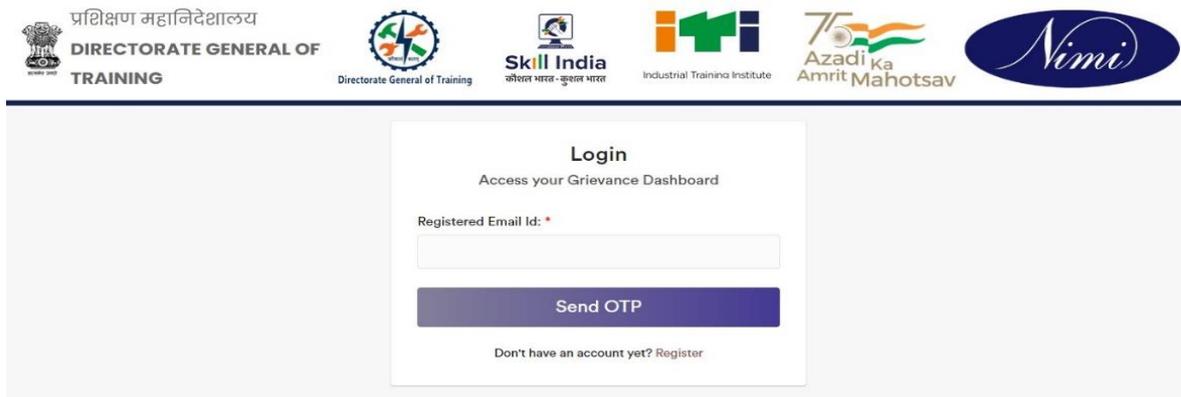
**Step-2:** Then click on 'Grievance', See below image;



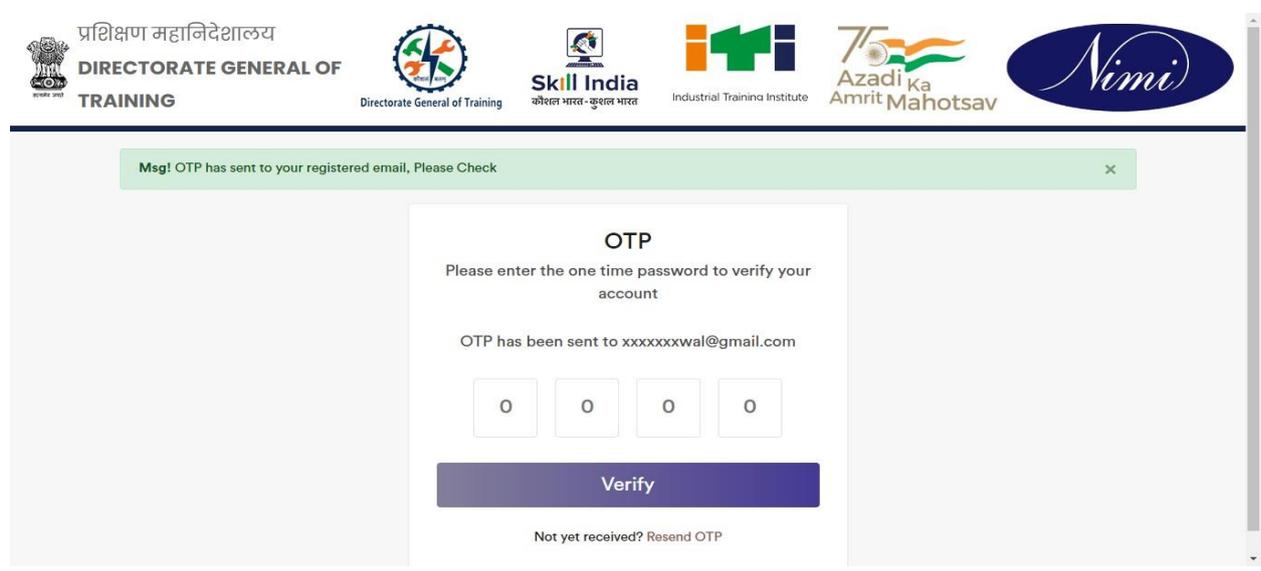
**Step-3:** To raise the grievance, institute need to fill the registration form. Fill the requisite information and upload valid ID(Aadhar card/Pan card/ Votor ID/Driving licences ). Then Click on 'Register', refer to the below image. If already registered then click on login and provide registered email id.

 A screenshot of the NIMI Registration form. At the top, there is a green bar with the text 'Already Registered on Nimi Portal?' and a 'Login' button. Below this is the title 'Registration' and the subtitle 'Make User Profile for Grievances'. The form contains several input fields: 'Name of the Complainant:\*' (text box), 'State' (dropdown menu), 'Address of the Complainant:\*' (text box), 'ITI Name:\*' (text box), 'ITI Code/Application No.:\*' (text box), 'Phone No.:\*' (text box), 'Email Id.:\*' (text box), and 'Address of the ITI:\*' (text box). There is also a section for 'Upload Valid ID Proof of the Complainant\*' with a 'Choose File' button and the text 'No file chosen'. A 'Register' button is located at the bottom right of the form.

**Step-4:** Then enter registered email id for OTP. An OTP will be received on the registered email id (as filled by the Complainant in step 3).

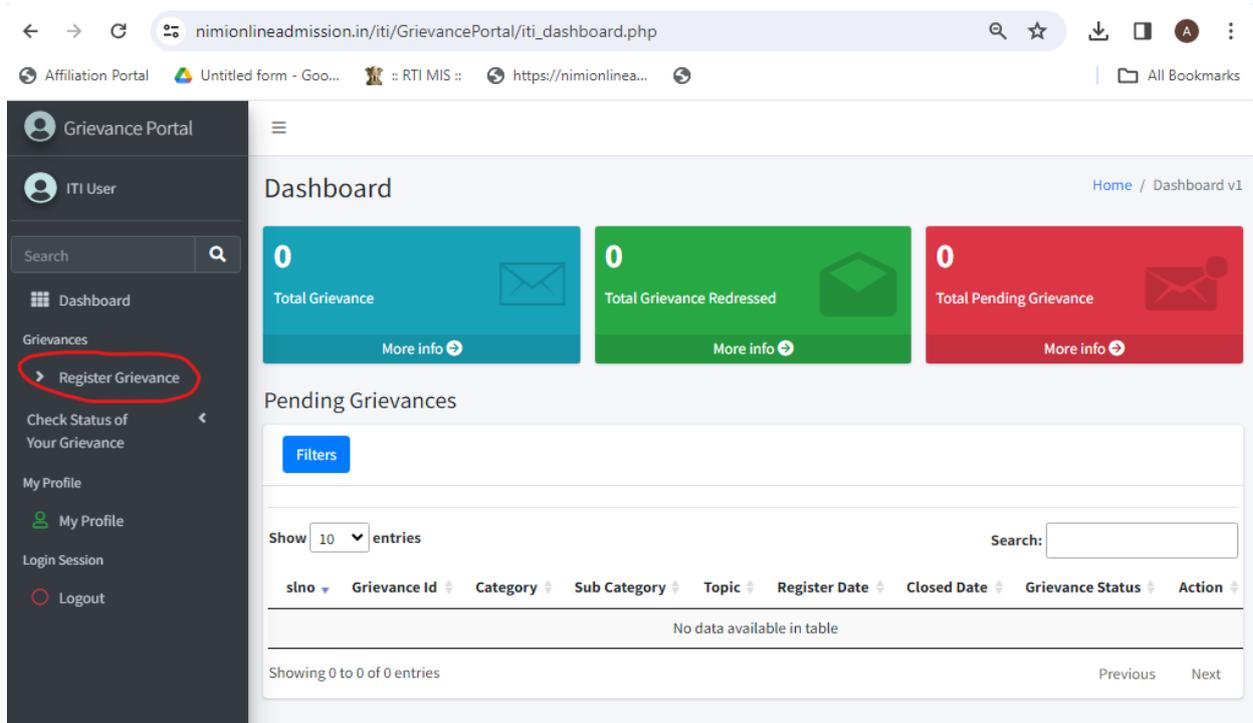


**Step-5:** Submit the OTP and click on the verify button. Kindly refer to the below image.



**Step-6:** Grievance dashboard will be open for the Complainant. Using this dashboard Complainant can register new Grievance and check the status of previously registered/closed grievances

**Step-7:** To Register Grievance, **click on Register Grievance** option as given on left side of the dashboard panel. (As per the image given above)



**(I) For Affiliation related grievances follow the process as given below:**

i. Fill the details as per the image given below:

A: Subject matter of the grievance (write the subject of the grievance in brief )

B: Select the grievance category from drop down as “Affiliation”

C: Select Grievance sub category for affiliation as given –

**Select Grievance Sub Category:\***

1. Affiliation of new ITI application (Ne

- 1. Affiliation of new ITI application (New ITI)
- 2. Affiliation for Addition of unit and trade extension
- 3. Shifting/Location change of ITI
- 4. Inspection related grievance
- 6. Trade unit mismatch in application
- 7. Any other issue

D: If you know in which SCAA Meeting your case is placed then mention the meeting name (e.g. 9<sup>th</sup> SCAA)

E: Mention the meeting date.

F: Concern Order against which you want to raise a grievance (e.g. Affiliation order number)

G: Mention the Order date.

H: Give the description of the grievance (word limit: 500 words).

I: Mention the details of the court case, if your ITI case is under litigation

J: Attach the document in support of grievance in legible pdf format with proper annexure and page number

- ii. After filling all the information then click on 'Register Grievance' Button
- iii. Then Confirmation Window will show, then click on 'OK' Button.;

**(II) For De-affiliation related grievances follow the process as given below:**

i. Fill the details as per the image given below:

The screenshot shows a web form titled "Register Grievance". It contains several input fields and dropdown menus, each labeled with a letter in a green box:

- A:** Subject Matter of Grievance: \* (Text input: "Related to Trade units")
- B:** Select Grievance Category: \* (Dropdown menu: "De-affiliation")
- C:** Select Grievance Sub Category: \* (Dropdown menu: "Deactivation of trade units")
- D:** Concern order against which you want to raise a grievance: (Text input: "DGT-Aff011/3/2023-O/o DIR (TC)")
- E:** Order Date: (Text input: "06/08/2023")
- F:** Description of Grievance: \* (Large text area)
- G:** Details of court case, if any: (Large text area)
- H:** Attachments in support of Grievance: \* (File upload area with "Choose File" button and "No file chosen" text)

Additional form elements include a "+ Add More Attachments" button, a "Remove" button, and a "Register Grievance" button at the bottom right.

A: Subject matter of the grievance (write the subject of the grievance in brief)

B: Select the grievance category from drop down as "De-affiliation"

The close-up shows the "Select Grievance Sub Category: \*" dropdown menu. The selected option is "1. Deactivation of trade units". Other visible options are "2. De-Affiliation of ITI" and "3. other issue of de-affiliation".

D: Concern Order against which you want to raise a grievance (i.e. de-affiliation order number)

E: Mention the Order date.

F: Give the description of the grievance. (500 Words)

G: Mention the details of the court case, if your ITI case is under litigation.

H: Attach the document in support of grievance in legible pdf format with proper annexure and page number

ii. After filling all the information then click on '**Register Grievance**' Button

iii. Then Confirmation Window will show, then click on '**OK**' Button.;

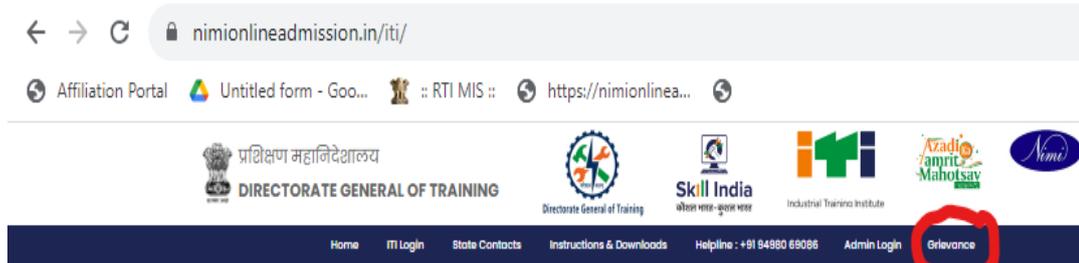
- To check the status of a registered grievance, click on the "**closed Grievance**" option. Decision taken by DGT on your grievance will be visible on the dashboard.
- An email regarding the resolution of the grievance will be sent to the complainant.

## SOP FOR APPEAL

If the Complainant is not satisfied with the Grievance redressal then he/she can apply for Appeal directly from their dashboard within 30 days after the decision of the Grievance committee has been received.

The steps to register Appeal are as given below:

1. Visit the NIMI Affiliation related website- <https://nimionlineadmission.in/iti/>
2. Click on the Grievance Tab.



3. Click on LOGIN -

Already Registered on Nimi Portal? [Login](#)

4. Enter the Registered Email ID with which Grievance was raised, after entering Email ID, kindly click on **Send OTP**. You will be receiving OTP on your Email ID, submit the OTP and click on **Verify**.

**Login**  
Access your Grievance Dashboard

Registered Email Id: \*

**Send OTP**

Don't have an account yet? [Register](#)

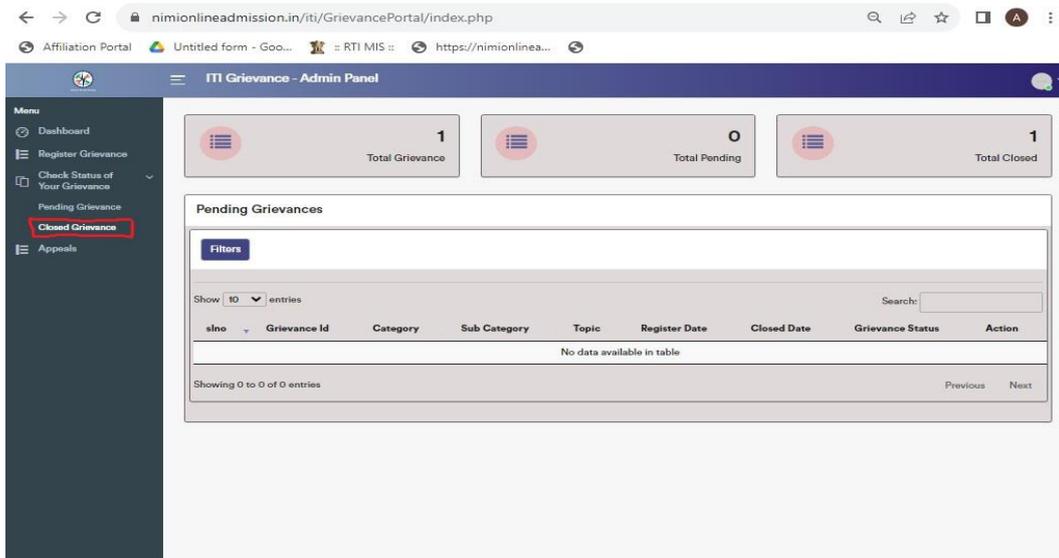
**OTP**  
Please enter the one time password to verify your account

OTP has been sent to xxxxxx620@gmail.com

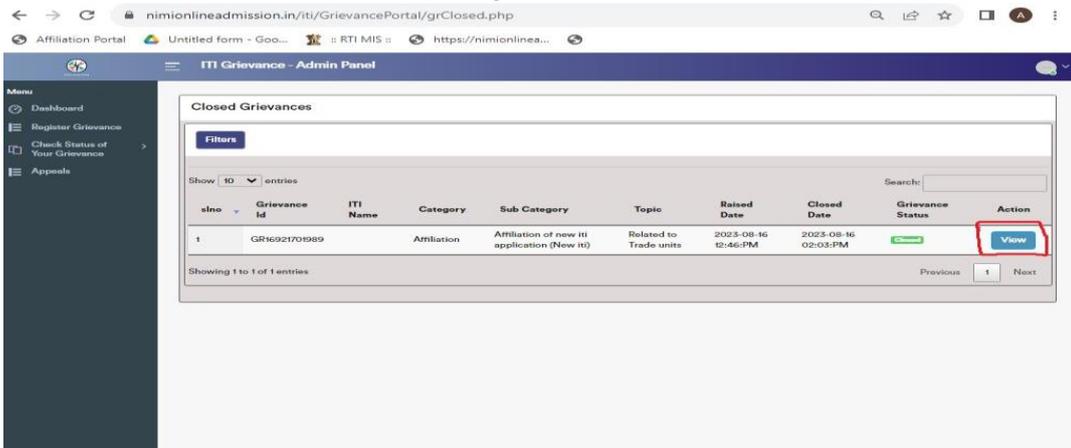
**Verify**

Not yet received? [Resend OTP](#)

5. After Verifying the OTP, it will direct the Complainant to his **DASHBOARD**. Kindly, Click on Check Status of your Grievance tab, Choose the **Closed Grievance** option.



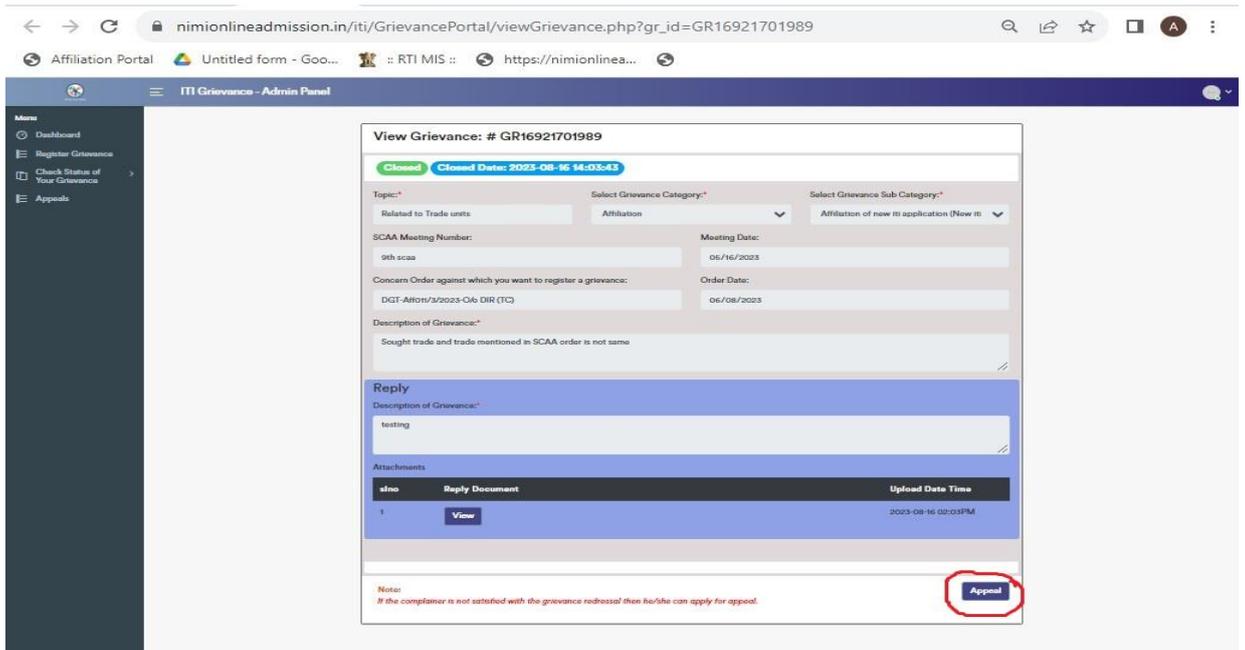
- After Choosing the **Closed Grievance** Option, Complainant can see the Decision/Reply of the Grievance Committee after clicking on the **View** button under Action Tab.



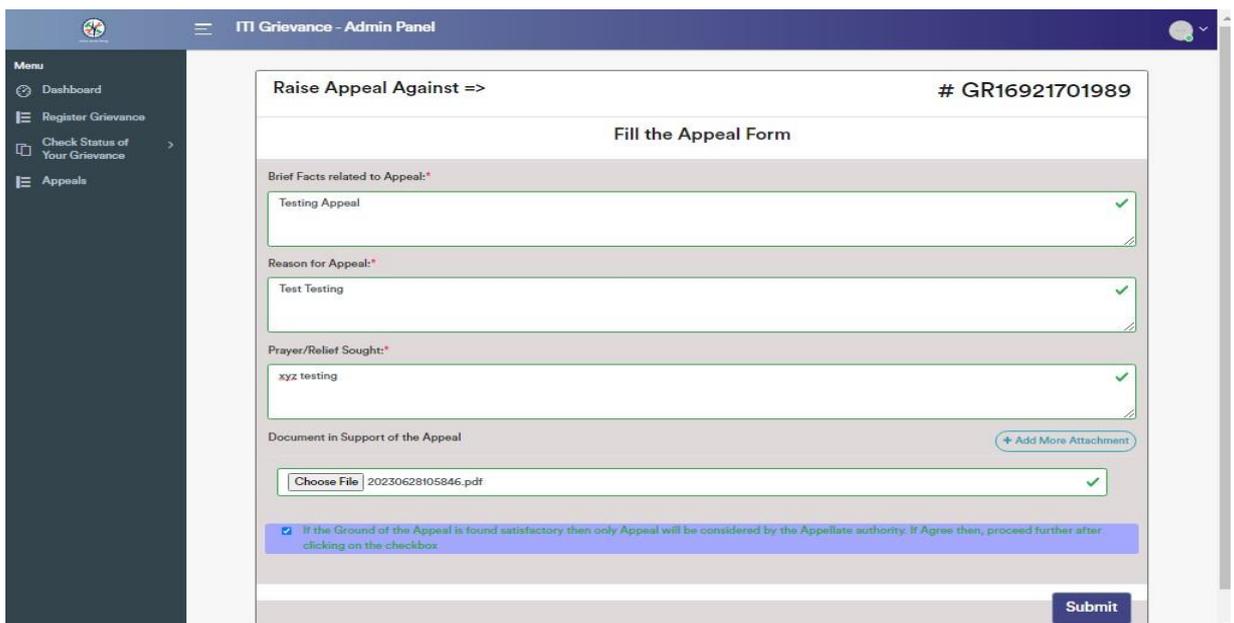
- Now, the Complainant can see the Decision/Reply of the Grievance Committee, If the Complainant is not satisfied with the Grievance redressal then he/she can apply for Appeal directly from their dashboard within 30 days after the decision of the Grievance Committee.

**Note # After 30 days from date the decision of grievance committee, Appeal option will be disabled.**

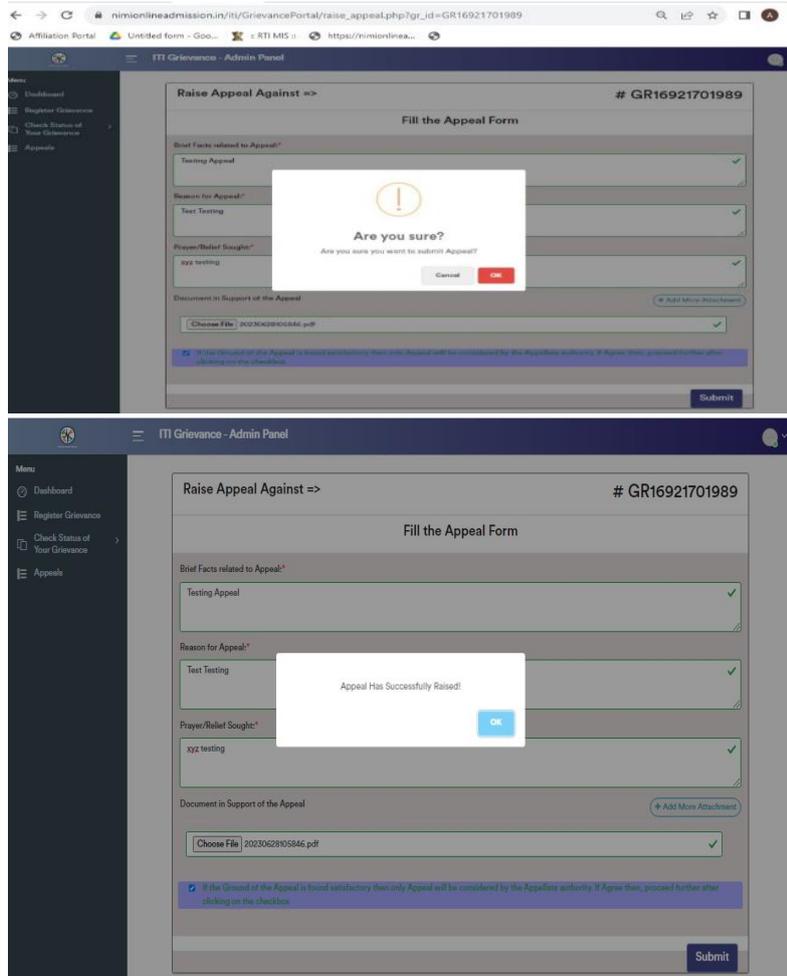
- Click on Appeal Tab to proceed and fill the Appeal Form.



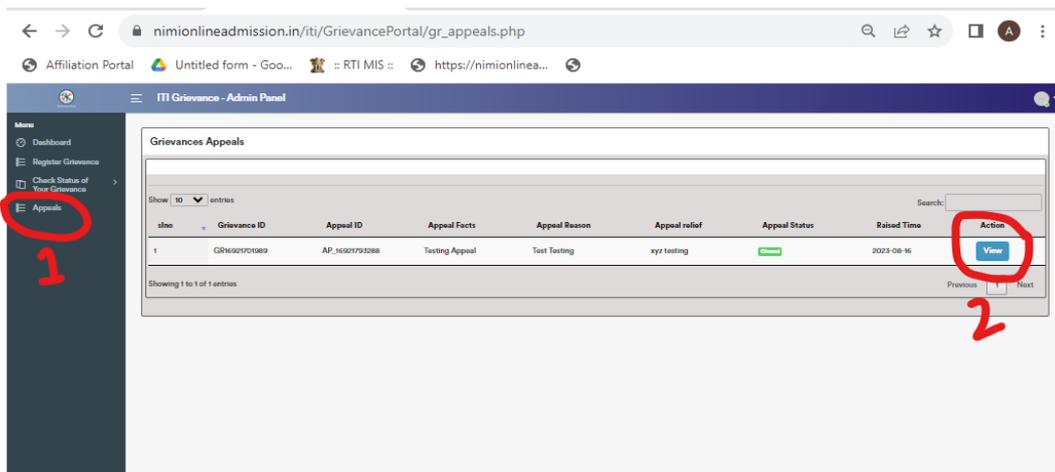
- Appeal Form-** Fill the form with accurate data. If the Ground of the Appeal is found satisfactory then only Appeal will be considered by the Appellate authority.  
 If Agree then, proceed further after clicking on the checkbox.



- Click on Submit button to Submit the Appeal and click on **OK** button to confirm the submission. Now the Complainant has successfully registered the Appeal.



8. Complainant can see the status /decision of Appellate authority by clicking on the **Appeal** button given in the left side panel, after that by clicking on the **View** button



Thank You