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

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-

SI. 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 1: The Composition of Grievance Redressal Cell

Table 2: The Composition of Appellate Committee

	SI. No.	Description of members	Designation
SAWA	a chian com	Director General of Training, DG(T)	Head
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phinanty	2	Two co-opted officers of Director Level of DGT (HQ)	Member(s)
Differences	TH WEATHY B	(Other than the Grievance Redressal Cell)	
St-alleC ar	3	Joint Director (TC Section)	Convener

HEATER / UJJWAL BISWAS निवेशक / Director महानिदेशालय/Directorate General of Training विकास एव उद्यमशीलता मन्नालय ment and Entrepreneursh RICH

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 <u>https://nimionlineadmission.in/iti/</u>.

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:

CAWP & LAWILL'ENCE

- 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 তৃত্যবল বিংবাংশ/UJJWAL BISWAS নিবহাক / Director মহিৰল সম্ভনিহালেয/Directorate General of Training কীহালে বিকাংশ ঘৰ তেন্দ্ৰগালেবা শসালেব Ministry of Skill Development and Entrepreneurship ৰাম ৰাকো, না বিবলা-12/GoyL of India, New Delh-12 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.

प्र उज्जवल विस्वास/UJJWAL BISWAS निवेशक / Director प्रशिक्षण महनिवेशालय/Directorale General of Training कोशाला विकास एव उद्यानशालता मजालाव कोशाला विकास एव उद्यानशालता मजालाव कोशाला सरकार नई विल्ली-12/Gov. 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;

orate General of Training	र्डि Skill India कौशल भारत - कुशल भारत	al Training Institute	Azadio amrit Mahotsav	Nimi
ctions & Downloads	Helpline : +91 94980 69086	Admin Login	Grievance	
es Link Link for Spe	cial Cases for Affiliation Linl	c for Affiliation A	Applications Phase	2

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.

	Already Registered	on Nimi Portal? Login				
Registration Make User Profile for Grievances						
Name of the Complainant:		State				
Address of the Complainan	Address of the Complainant:*					
ITI Name:*	ITI Code/Application No.:*	Phone No.:*	Email Id.:*			
Address of the ITI:*	Address of the ITI:*					
	- Otit		11			
Choose File No file chosen	e Complainant*					
			Register			

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.

प्रशिक्षण महानिदेशालय DIRECTORATE GENERAL O TRAINING	Directorate General of Training	डिंग्ल भारत-कुशल भारत	Industrial Training Institute	Azadi _{Ka} Amrit Mahotsav	Nimi
Msg! OTP has sent to your regi	tered email, Please Check				×
	Please e OTP h	OTP nter the one time pa accoun as been sent to xxxx	assword to verify your t xxxxwal@gmail.com		
		Verify			
		Not yet received? F	Resend OTP		

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)

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

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

	Registe	r Grievance		
Subject Matter of Grievance:*	A Select Grievance Cat	egory:*	B Select Grievance Sub C	Category:*
Related to Trade units	Affiliation		Affiliation of new ITI	application (New IT
SCAA Meeting:		Meeting Date:		
9th scaa D		05/16/2023	E	•
Concern order against which you want to raise	a grievance:	Order Date:		
DGT-Aff011/3/2023-O/6 DIR (TC)		06/08/2023		•
Description of Grievance:*		F	G	
Details of court case, if any:	1			
	Ι			
Attachments in support of Grievance.*				+ Add More Attachemt
Choose File No file chosen				Remove
	L			
			R	egister Grievance

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. Affili	ation of new ITI application (New ITI)
•	2. Affili	ation for Addition of unit and trade extension
	3. Shift	ing/Location change of ITI
	4. Inspe	ection related grievance
Ŀ	6. Trad	e unit mismatch in application
L	7. Any o	other issue

D: If you know in which SCAA Meeting your case is placed then mention the meeting name (e.g. 9^{th} 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:

	Register (Grievance		
Subject Matter of Grievance:* Related to Trade units	Select Grievance Catego De-affiliation	в	Select Grievance Sub Category Deactivation of trade units	• C
Concern order against which you want to raise a grie DGT-Aff011/3/2023-O/o DIR (TC)	D	Order Date: 06/08/2023	E	
Patails of court acco if any				
G				
Attachments in support of Grievance.*			(+ Ac	Id More Attachemt
			Registe	r Grievance

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"*

Select Grievance Sub Category:*				
1. Deactivation of trade units	~			
1. Deactivation of trade units				
2. De-Affiliation of ITI				
3. other issue of de-affiliation				

D: Concern Order against which you want to raise a grievance (i.e. deaffiliation 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	OTP Please enter the one time password to verify your account		
Registered Email Id: *	OTP has been sent to xxxxxxx620@gmail.com		
	0 0 0 0		
Send OTP	Verify		
Don't have an account yet? Register	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.

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🚯 😑 ITI Grievance - Admin Panel	۹~
Menu © Deshboard E Register Grievance Parcing Grievance Parcing Grievance Appeals Modata available in table Showing 0 to 0 of 0 entries	1 Total Closed

6. 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.

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Showing 1 to 1 of 1 entries Previous 1

7. 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.

O Dashboard	View Grievance: # GR16	5921701989						
E Register Grievance	Closed Closed Date: 202	3-08-16 14:03:43						
E Appeals	Topic:*	Select Grievance 0	Category:*	Select Grievance Sub Category:*				
	Related to Trade units	Affiliation	~	Affiliation of new iti application (New iti	~			
	SCAA Meeting Number:		Meeting Date:					
	9th scan		05/16/2023					
	Concern Order against which you want	t to register a grievance:	Order Date:					
	DGT-Atton/3/2023-O/6 DIR (TC)		06/08/2023					
	Description of Grievance:*							
	Sought trade and trade mentioned in	SCAA order is not same						
					11			
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	using .							
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• **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.

<u>**</u>	Ξ ITI Grievance - Admin Panel	
Menu ③ Dashboard	Raise Appeal Against =>	# GR16921701989
Register Grievance Check Status of > Your Grievance	Fill the Appeal Form	
⊟ Appeals	Brief Facts related to Appeal:*	
	Testing Appeal	~
	Reason for Appeal:*	
	Test Testing	~
	Prayer/Relief Sought:*	
	xyz testing	~
	Document in Support of the Appeal	+ Add More Attachment
	Choose File 20230628105846.pdf	~
	If the Ground of the Appeal is found satisfactory then only Appeal will be considered by the Appellate as clicking on the checkbox.	othority. If Agree then, proceed further after
		Submit

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.

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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