

Profile related correction or Grievance portal has been opened for all pass out certified **trainees (from admission session 2014 to 2022)**. According to this information if any trainees need to apply for correction in the mark sheet, certificate, now he/she can apply for Grievance through NCVT MIS as per Annexure-I

Note: Any Grievance for correction by the trainees in Physical form or through email or letter will not entertained.

Help Desk :

Souvic Roy 70015 75132 Certificate Section Kaligunj Government ITI, Nadia (GR19000204)

OPERATED BY SWADHIN IN PPP MODE

Ref. No. KGITI/2023/SEP/014

1912023

Vill.+P.O-Asachia,P.S.-Kaligunj, Dist- Nadia, State-West Bengal,

Pin-741137

Date. 23-09-2023

Principal Principal

Kaligunj Government ITI Operated by 'SWADHIN'in PPP Mode

Annexure-I



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

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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.

	ш	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	EDPracticalDa	a Grievance	
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Worksho	p Calci	ulation and S	cience				5	0		17		43	
Engineer	ring Dr	awing					5	0		17		31	
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				Total			70	0				587	
					Agree	Raise	e a Grievance						

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

	ITI	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	EDPracticalData	Grievance
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Engin	eering Dr	rawing					5	D		17		31
Trade	Practical						25	i0		150		243
Form	ative Asse	essment					20	0		120		162
				Total			70	10				587

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!...'

	stage.ncvtmis.gov.in says 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 approx 30-45 days till resolution of grievancel OK Cancel	
Weiting for stage nevtmis govin		

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

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ноте	111	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Help	Dashboard	Complaint Tool	
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	Trair	nee Name*					Grievance Typ	e*	-Select-		~		
	Regis	stration Num	ber*										
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						Next	Clear						

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. <u>NOTE: - If Grievance Type is selected as</u>

1. Profile: -

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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: -

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lome	ITI	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	SemesterMarks	Data	Grievance
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Your	profile	has below I	Email and mobi	le number. If	you want to o	change it kin	dly click on updat	e and if you	ı want t	o continue to	raise grievance l	cindly c	lick on contniue
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							Back	Submit					

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

b) If Trainee clicks on Update option: -

	ITI	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	SemesterMarksData	Grievance	
		. A]
riev	ance	Authe	nticate										
Your	orofile h	has below E	Email and mob	ile number. If	you want to o	change it kir	ndly click on upda	te and if you	u want t	o continue to	aise grievance kindly	click on contr	niue
							Email id:	ram*****.co	m				
						1	Mobile Number:	904****6776	5				
							Continue	Undate					

• 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.

• m	Trainee nail An	Verification	Instructor Of Train	Examiner ee	Calendar	Functionalities	Grading	CFI	Dashboard	SemesterMarksData	Login 7 FA	Q 🛛 🕜 Help	🕜 SiteMap
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• 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.

ne	ITI Traine	e Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	SemesterMarksData	Grievance	
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ang	c Eman			ince								
		Trainee Regis	tration No:	R140802007063						Trainee Name:	DEEPIKA RANA	
		Fat	her Name:	SH.RAJ KUMAR						Date Of Birth:	20-Oct-1991	
		Mot	her Name:	MRS.SUMAN LAT	A							
					E	mail id: * raman	dhiman747@gn	nail.com				
					Mobile N	umber: * 90499	06776					
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• 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.

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

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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.

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Roll Number	: R19081	0009139	Traine Name :	AZAD NAI	NDAN	Academic Session	: August	-2019		0	-
Date Of Birth	: 05-Jun-	2001	Mother Name :	GITA DEV	I	Father Name :	RAM SI	INGAR P	RASAD		
Trade Name :	Electric	an (NSQF)	ITI Name :	PR100000	988-Gautam B	udh Industrail Traini	ng Centre At-	P.O Kara	ai Par Sarai		
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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.

Home	ITI	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	EDPracticalData	Grievance
Trade	Name :	Electricia	an (NSQF)	ITI Name :	PR100000	88-Gautam B	udh Industrail Trair	ing Centre At-	P.O Kara	ai Par Sarai		
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						Subr	nit Grievance					

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

	Home	ITI	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	EDPractica	alData	Grievance	
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STEP- 1.4: - Click on submit grievance button to submit the details, and a grievance ID will be generated.

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If Grievance sub type is Examination

2. Examination: -

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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.

	ITI	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	SemesterMarks	Data	Grievance	
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Griev	ance	e Authe	enticate											
Your	nrofile l	has below	Email and mobi	le number. If	you want to	change it kir	ndly click on unda	te and if you	u want t	o continue to	raise grievance k	cindly a	click on con	tniue
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a) If clicked on continue: -

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

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b) If Trainee clicks on Update option: -

Griev		manice		Instructor	Examiner	Calendar	Functionalities	Grading	CEL	Dashboard	SemesterMarksData	Grievance	
Griev			Vermeation	Instructor	Examiner	Calcindar	ranctionanties	arading	GI	Dashboard	Semestermarksbata	direvance	
	/ance	e Authe	nticate										
	C1												
Your	profile	nas below E	mail and mob	lle number. If	you want to	change it kir	idly click on upda	te and if you	i want to	o continue to i	alse grievance kindi	Click on cont	niue
							Email id:	ram*****.co	m				
						I	Mobile Number:	904****6776	5				
							Continue	Update					

• 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.

Home III Irainee Vermication Instructor Examiner Calendar Functionalities Grading CH Dashboard SemesterMarksData Grievance Change Email And Mobile Of Trainee	
Change Email And Mobile Of Trainee	
Change Email And Mobile Of Trainee Enter Date of Birth for Verification: 20-oct-1991 dd-mmm-yyyy Verify	
Enter Date of Birth for Verification: 20-oct-1991 dd-mmm-yyyy Verify	
Enter Date of Birth for Verification: 20-oct-1991 dd-mmm-yyyy	
Enter Date of Birth for Verification: 20-oct-1991 dd-mmm-yyyy Verify	
20-oct-1991 dd-mmm-yyyy Verify	
Verify	
Verify	

• 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.

nistr	y of Sl	kill De	velopmei	nt And Ei	ntreprer	eurshi	р				+A A	-A Term	s & Conditions Priv
Home	ш	Trainee	Verification	Instructor	Examiner	Calendar	Functionalitie	s Grading	CFI	Dashboard	SemesterMarksData	Cogin OF F.	AQ 🕜 Help 🕜
Chan	ge En	nail An	id Mobile	Of Train	iee							-	
			Trainee Regist	ration No: R1	140802007063						Trainee Name:	DEEPIKA RANA	
			Fath	ner Name: SH	H.RAJ KUMAR						Date Of Birth:	20-Oct-1991	
			Moth	ier Name: M	RS.SUMAN LAT	А							
						E	mail id: * ram	andhiman747@g	mail.com				
						Mobile N	umber: * 904	9906776					
							Upda	e					
4inistry of S	skill Deve	lopment An	d Entrepreneurs	ship, Governme	ent of								

• 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.

tome		Testers	Marthankan	Transformations	Frank Land	Colordan.	r	Currelling	OFT	Dealthroad			e i 😈 noip
	m	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	SemesterMarksData	Grievance	
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				Enter (ram*	OTP for 870*** *****an1@wip	**2296 ro.com 590	0394	Re S	end OTP				
						*							
						_	Back	Submit					

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

iome	ш	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	SemesterMarksData	Grievance	
riev	ance	e Authe	enticate										
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	Tran	nee Name-		DEEPIK			Grie	svance Type.		FIONE REA	ateu •		
	Regi	istration Nu	mber*	R14080	2007063								
						All fields n	narked with * are m	andatory.					
							Next	Clear					

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.

	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading Cl	I Dashboard	EDPracticalData	Grievanc
rainee	Grievan	ce								
Trainee Re	sults									
Roll Numbe	r: 1908130	000093	Traine Name :	HELEMON	G. L . YIM	Academic Sessio	n: Aug 2019	Semester/Year 1	📄No Photo Up	oloaded
Trade Name	e: Carpent	er (NSQF)	Exam Session :	Jul 2020						
ITI Code :	GU1300/	0004	ITI Name :	GU130000	04-Govt ITI, 1	uensang				
Overall Res	alt rolling	nainearing Draw	ing Trade Drasti	aal Trado Th						
:		ngineering Draw	ing, nade Placu	cal, fraue frie	eory					
Summative	Assessment					Max. Marks		Min. Pass Marks	Marks Sec	ured
	y					100		33	Ab	
Trade Theor						50		17	40.00)
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Trade Theor Employabilit Workshop C Engineering	y Skills alculation and S Drawing	cience				50		17	Ab	
Trade Theor Employabilit Workshop C Engineering Trade Practi	ty Skills alculation and S Drawing tal	cience				50 250		17 150	Ab Ab	
Trade Theor Employabilit Workshop C Engineering Trade Practi Formative A	ty Skills alculation and S Drawing cal ssessment	cience				50 50 250 200		17 150 120	Ab Ab 138	

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

1. **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.

Ho	me IT	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	EDPracticalData	Grievance
L	worksnop	acculation and s	science				50			17	40.00	,
	Engineerin	Drawing					50			17	Ab	
	Trade Pract	ical					250			150	Ab	
	Formative	Assessment					200			120	138	
Ш			т	otal			700				218	
-								·			·	
	Grie Subj	vance Sub Typ ects*	e *			-: P -: T E V	Select- lain Subjects (Trade Th ractical Subjects (Engi Select- rade Theory mployability Skills Vorkshop Calculation a	neory, Employ. neering Drawi nd Science	ability Ski ng, Trade	lls, Workshop Cal Practical, Formati	ulation and ve Assessme	
	Des (Thi (No (Ler	cription : s not mandator special charact gth should be	ry field.) er are allowed.) less tha 100 char	acters.)								
						Subr	nit Grievance					

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.

worksnop Laicuiation and Science 50 17 40.00 Engineering Drawing 50 17 Ab Trade Practical 250 150 Ab Formative Assessment 200 120 138 Constant of the second of t		ITI	Trainee	Verification	Instructor	Examiner	Calendar	Functionalities	Grading	CFI	Dashboard	EDPractica	alData	Grievance
Engineering Drawing 50 17 Ab Trade Practical 250 150 Ab Formative Assessment 200 120 138 Total 700 218	works	snop caici	liation and So	cience				50			17		40.00	
Trade Practical 250 150 Ab Formative Assessment 200 120 138 Total 700 218 Supporting Document(s): (This is not Mandatory Fields.) (only jpg ,jpeg,pdf and png files are allowed.) Add File Grievance Sub Type * -Select- Main Subjects (Engineering Drawing Trade Practical Subjects (Engineering Drawing Trade Practical Subjects (Engineering Drawing Trade Practical Call -Select- Engineering Drawing Trade Practical Subjects (Engineering Drawing Trade Practical Call	Engin	eering Dra	awing					50			17		Ab	
Formative Assessment 200 120 138 Total 700 218	Trade	Practical						250			150		Ab	
Total 700 218 Supporting Document(s): (This is not Mandatory Fields.) (only jpg ,jpeg,pdf and png files are allowed.) Grievance Sub Type * -Select- Main Subjects (Trade Theory, Employability Skills, Workshop Calculation and Practical Subjects (Engineering Drawing, Trade Practical, Formative Assessm) Subjects* -Select- Engineering Drawing Trade Practical Description : (This not mandatory field.) (Length should be less tha 100 characters.)	Forma	ative Asse	ssment					200			120		138	
Supporting Document(s): (This is not Mandatory Fields.) (only jpg ,jpeg,pdf and png files are allowed.) Add File Grievance Sub Type * -Select- Main Subjects (Trade Theory, Employability Skills, Workshop Calculation and Practical Subjects (Engineering Drawing, Trade Practical, Formative Assessm Subjects* -Select- Engineering Drawing Trade Practical Description : (This not mandatory field.) (Length should be less tha 100 characters.) Engineering Drawing				т	otal			700					218	
Description : Engineering Drawing (This not mandatory field.) (No special character are allowed.) (Length should be less tha 100 characters.) Image: Character are allowed.)		(only jp Grievan	g ,jpeg,pdf a ce Sub Type	and png files are	allowed.)	Add File	-S Mi Pr	elect- ain Subjects (Trade Th actical Subjects (Engir	eory, Employ	ability Skil	lls, Workshop Cal Practical, Format	culation and		
		Subjects	•				-S Er Tr	elect- gineering Drawing ade Practical						

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.

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						Submit	: Grievance							
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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,<u>https://ncvtmis.gov.in/pages/home.aspx</u>



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

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Traine Numb	e Registratio	n Trainee N	iame	father Name		Date Of Birth	Gri	wance Type	GrievanceSubTyp Practical Subjects	e Status	GRievance View	

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

Grievance Code	GR1908130000930002		Grievance type	Examination Related
Grievance Sub Type	Practical Subjects (Engineering Drawing, Trade Practi	cal, Formative Assessment)	Trainee Registration Number	R190813000093
Semester/Year	1			
Description	Testing is being done	h		
File Name	I	Jownload File		
Joker_01062021_151346.jpg		Download File		
Approval Status	Pending with approving authoirty(Nodal officer or Spiu(when no nodal officer present in your district)).	Approval Remarks		

Profile Grievance

Grievance Code	GR1908100091390001	Grievance type	Profile Related
Grievance Sub Type	DOB, Photograph, Trainee Name	Trainee Registration Number	R190810009139
Current Trainee Name	AZAD NANDAN	Correct Trainee Name	Radhe Shyam
Current Date Of Birth	6/5/2001	Correct Date Of Birth	5/1/2000
10th or 12th Documnet	Marksheet_20210517_09_59_57.pdf		
Affidavit for photograph change	Joining_20210517_09_59_57.jpg		
Latest Trainee Photograph	Joker_20210517_09_59_57.jpg		

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