

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-

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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कौशल विकास एवं उद्यमशीलता मंत्रालय
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

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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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निदेशक / Director
प्रशिक्षण महानिदेशालय/Directorate General of Training
कौशल विकास एवं उद्यमशीलता मंत्रालय
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