



Industrial Training Institute



Skill India
कौशल भारत - कुशल भारत



Directorate General of Training

User manual for Grievance



कौशल विकास और उद्यमशीलता मंत्रालय
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP
GOVERNMENT OF INDIA

सत्यमेव जयते

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1 Introduction

The ***User Manual for Grievance*** is designed to provide the information on, how the Trainee can create Grievance for Profile, Practical Marks and CBT Marks.

- View Trainee Details
- Create Grievance – Trainee
 - Create Grievance – Profile
 - Create Grievance – Practical Marks
 - Create Grievance – CBT Marks

2 View Trainee Details

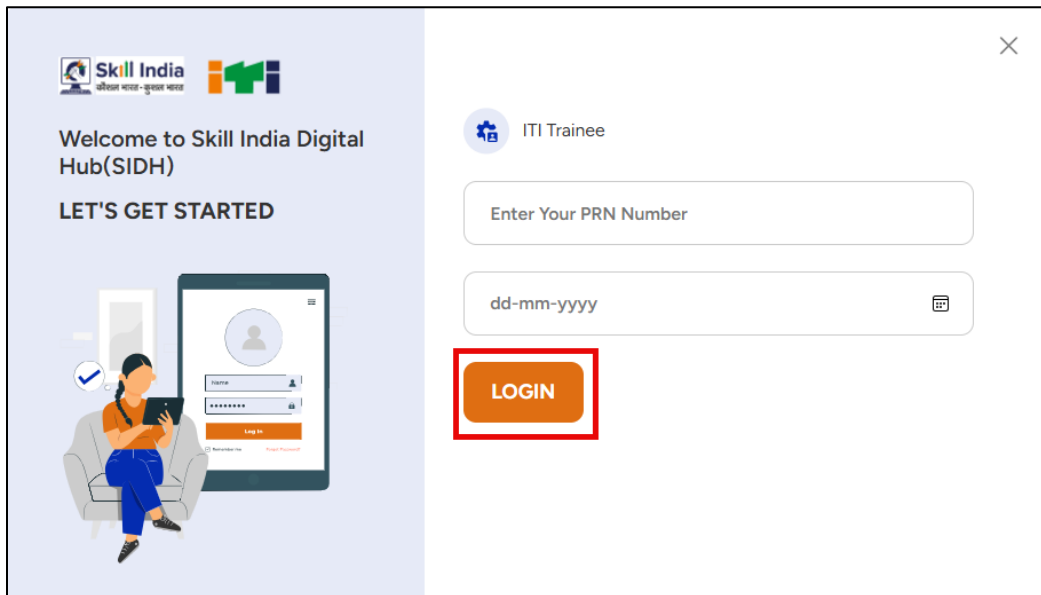
The **View Trainee Details** screen allows the Trainee to view the complete details of the Trainee.

To Navigate

Home --> Login --> Examination --> Trainee --> Trainee Details



- Click **Trainee**, the following screen appears.


 The screenshot shows the 'Welcome to Skill India Digital Hub(SIDH)' login page. It includes the Skill India logo and a 'LET'S GET STARTED' section with an illustration of a person using a tablet. On the right, there is a login form for 'ITI Trainee' with fields for 'Enter Your PRN Number' and 'dd-mm-yyyy' (date of birth). A red box highlights the 'LOGIN' button.

- Enter the appropriate PRN Number.
- Select the date of birth from the calendar.



- Click **Login**, the following screen appears.

Exam Type	Exam Year	Trainee Code	Trainee Name	ITI Code	ITI Name	T1 Working Days	T1 Present Days	T2 Working Days	T2 Present Days	T1 FA Marks Obtained	T2 FA Marks Obtained	Eligibility Status	FA Status	Practical Exam Fees Status	CBT Fees Status	Action
Mains	2024	R230807004428	PRATAP	GU07000001	Veer Saravakar Basic Training Centre Pusa	83	60	99	87	80	84	Eligible	FA Approved	Paid	Success	...

- The **Trainee Details** screen allows the Trainee to view the Trainee details such as Exam Type, Exam Year, Trainee Code, Trainee Name, ITI Code, ITI Name, T1 Working Days, T1 Present Days, T2 Working Days, T2 Present Days, T1 FA Marks Obtained, T2 FA Marks Obtained, Eligibility Status, FA Status, Practical Exam Fees Status, CBT Fees Status and Action.



3 Create Grievance -Trainee

The Create Grievance page allows trainee to create grievance for the below list issues.

- Profile
- Practical Marks
- CBT Marks.

3.1 Create Grievance - Profile

To Navigate

Home --> Login --> Examination --> Trainee --> Trainee Details --> Action --> Create Grievance

Trainee Details														
Exam Type	Exam Year	Trainee Code	Trainee Name	ITI Code	ITI Name	T1 Working Days	T1 Present Days	T2 Working Days	T2 Present Days	T1 FA Marks Obtained	T2 FA Marks Obtained	Eligibility Status	FA Status	Practical Exam Fees Status
Mains	2024	R230807004428	PRATAP	GU07000001	Veer Saravakar Basic Training Centre Pusa	83	60	99	87	80	84	Eligible	FA Approved	Paid
														Success ...

- The **Trainee Details** screen allows the Trainee to view the Trainee details such as Exam Type, Exam Year, Trainee Code, Trainee Name, ITI Code, ITI Name, T1 Working Days, T1 Present Days, T2 Working Days, T2 Present Days, T1 FA Marks Obtained, T2 FA Marks Obtained, Eligibility Status, FA Status, Practical Exam Fees Status, CBT Fees Status and also allows to create Grievance under Action.
- Click **Create Grievance**, the **Create Grievance** screen appears.



- The **Create Grievance** screen displays the details such as Trainee PRN and Trainee Name. Also allows the Trainee to enter the details such as Trainee Mobile Number, Email and Description.

The screenshot shows the 'Create Grievance' form. It has a title bar with a 'BACK' button. The form contains several input fields: 'Trainee PRN' (R230807004428), 'Trainee Name' (PRATAP), 'Trainee Mobile No.' (8595560694), and 'Email ID' (pratapnios2023@gmail.com). There are two dropdown menus: 'Type' (set to 'Profile Related') and 'Category' (set to 'Select category'). A 'Description' text area is also present. At the bottom right, there is a 'SAVE' button.

Note: If the User do not have access of the present mobile number, the user can change mobile number.

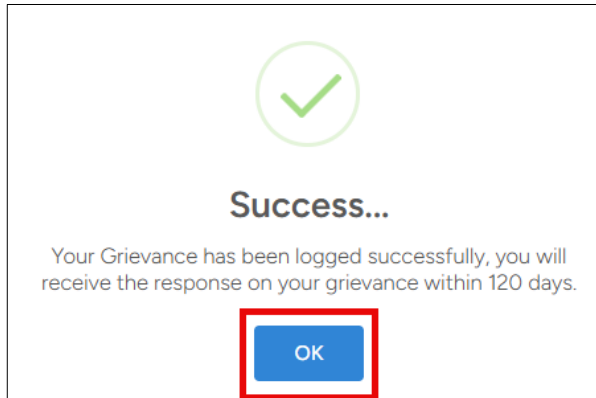
- Select the appropriate Type and Category from the drop-down list the following appears.

The screenshot shows two document upload sections. The first is labeled '10th/12th/Other Document' and the second is 'Other Document'. Both sections have an upload icon, a 'Click here to Upload' link, and text indicating 'Choose file (Eg: JPG, JPEG, PNG, PDF)' and 'Maximum 2MB allowed'.

- Click **Browse** to *upload* the appropriate Category. The Trainee can upload only JPG, JPEG, PNG, PDF, and the maximum file size is **two** MB each.
- Click **Save**, the **Enter OTP** screen appears.

The screenshot shows the 'Enter OTP' screen. It has a title bar with the text 'Enter OTP'. Below it is an input field for the OTP. At the bottom right, there is a 'Resend OTP in 1:53' timer and two buttons: 'SUBMIT' and 'CANCEL'.

- Enter the appropriate OTP received on registered mobile number.
- Click **Submit**, the **Success** message appears.



- Click **OK**, to navigate to the Trainee Details screen.

3.2 Create Grievance - Practical Marks

The **Practical Marks** screen allows the Trainee to raise Grievance on Practical Marks.

To Navigate

Home - - > Login - - > Examination - - > Trainee - - > Trainee Details - - > Create Grievance - - > Practical Marks



- Click **Trainee**, the following screen appears.

- Enter the appropriate PRN Number.
- Select the date of birth from the calendar.
- Click **Login**, to navigate to the Dashboard.



Dashboard	Dashboard
Trainee Details	
View Result	
Grievance	
Practical Examination	
CBT Examination	
Download Marksheet	
Download Certificate	

Exam Type	Exam Year	Trainee Code	Trainee Name	ITI Code	ITI Name	T1 Working Days	T1 Present Days	T2 Working Days	T2 Present Days	T1 FA Marks Obtained	T2 FA Marks Obtained	Eligibility Status	FA Status	Practical Exam Fees Status	CBT Fees Status	Action
Mains	2024	R230807004428	PRATAP	GU070000001	Veer Saravakar Basic Training Centre Pusa	83	60	99	87	80	84	Eligible	FA Approved	Paid	Success	...

- The **Trainee Details** screen allows the Trainee to view the Trainee details such as Exam Type, Exam Year, Trainee Code, Trainee Name, ITI Code, ITI Name, T1 Working Days, T1 Present Days, T2 Working Days, T2 Present Days, T1 FA Marks Obtained, T2 FA Marks Obtained, Eligibility Status, FA Status, Practical Exam Fees Status, CBT Fees Status and Action.

Trainee Details																
Exam Type	Exam Year	Trainee Code	Trainee Name	ITI Code	ITI Name	T1 Working Days	T1 Present Days	T2 Working Days	T2 Present Days	T1 FA Marks Obtained	T2 FA Marks Obtained	Eligibility Status	FA Status	Practical Exam Fees Status	CBT Fees Status	Action
Mains	2024	R230807004428	PRATAP	GU070000001	Veer Saravakar Basic Training Centre Pusa	83	60	99	87	80	84	Eligible	FA Approved	Paid	Success	...

[Create Grievance](#)
[View Transaction History](#)
[View Trainee Journey](#)

- Click **Create Grievance**, the **Create Grievance** screen appears.



- The **Create Grievance** screen displays the details such as Trainee PRN and Trainee Name. Also, allows to edit the details such as Trainee Mobile No, and Email ID.

Create Grievance

< BACK

Trainee PRN
R230807004428

Trainee Name
PRATAP

Trainee Mobile No
8595560694

Email ID
pratapnios2023@gmail.com

Type
Select Type

Description
Enter Description

- The Trainee can also select the Type, Subject Type, Subject, Category from the drop-down list.

Type
Marks Related

Subject Type
Practical

Subject
Select Subject

Category
Select Category

+ ADD

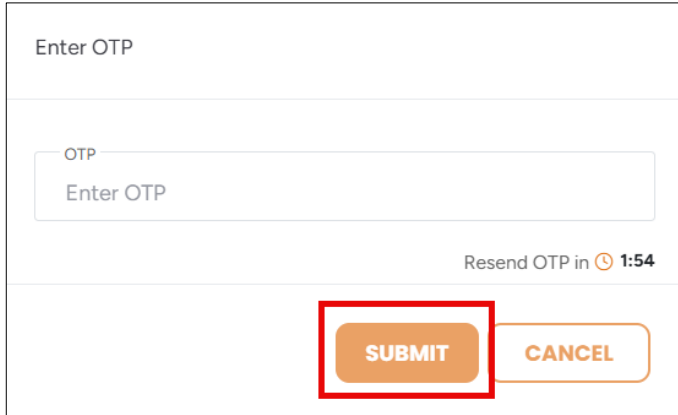
Supporting Document
Click here to Upload
Choose file (Eg: JPG, JPEG, PNG, PDF)
Maximum 2MB allowed.

Description
Enter Description

SAVE

- Click **Browse** to *upload* the appropriate Supporting Document. The Trainee can upload onlyJPG, JPEG, PNG, PDF, and the maximum file size is **two** MB each.

- Click **Save**, the **Enter OTP** screen appears.



Enter OTP

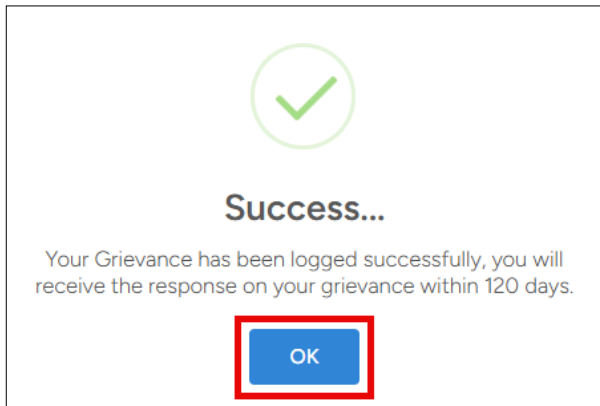
OTP

Enter OTP

Resend OTP in ⌚ 1:54

SUBMIT CANCEL

- Enter the appropriate OTP received on registered mobile number.
- Click **Submit**, the **Success** message appears.





Success...

Your Grievance has been logged successfully, you will receive the response on your grievance within 120 days.

OK

- Click **OK**, to navigate to the **Trainee Details** screen.

Note: The User will receive confirmation message in the registered mobile number.

3.3 Create Grievance - CBT Marks

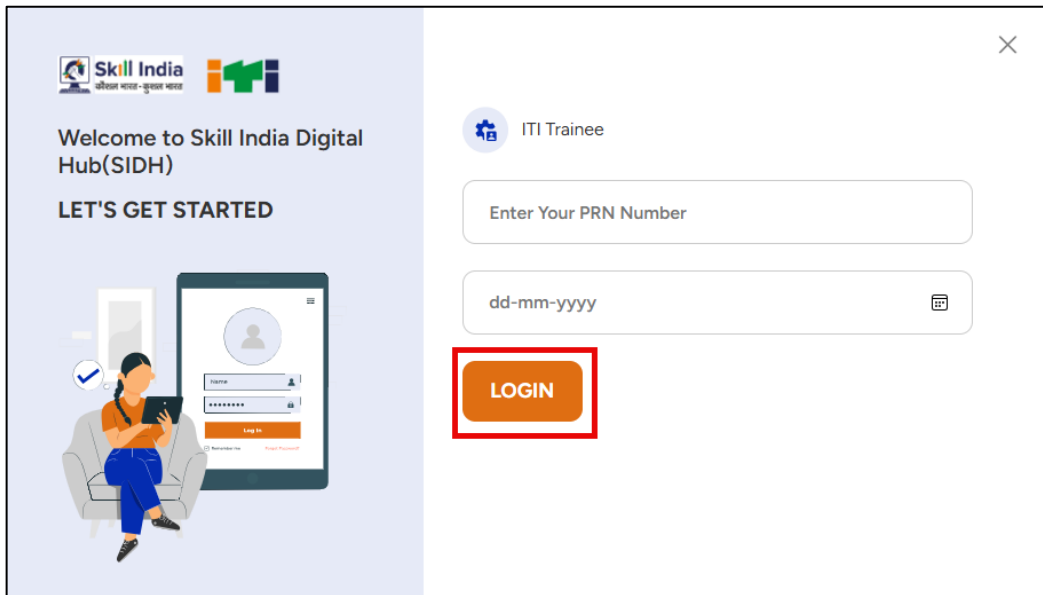
The **CBT Marks** screen allows the Trainee to raise Grievance on CBT Marks.

To Navigate

Home --> Login --> Examination --> Trainee --> Trainee Details --> Create Grievance --> CBT Marks



- Click **Trainee**, the following screen appears.


 A screenshot of the Skill India Digital Hub (SIDH) login page for ITI Trainees. The page has a light blue header with the Skill India logo and the text 'Welcome to Skill India Digital Hub(SIDH) LET'S GET STARTED'. On the left, there is an illustration of a person sitting and using a laptop. On the right, there is a login form with a blue gear icon and the text 'ITI Trainee'. The form includes a text input field for 'Enter Your PRN Number', a date input field with the format 'dd-mm-yyyy' and a calendar icon, and a red 'LOGIN' button.

- Enter the appropriate PRN Number.
- Select the date of birth from the calendar.
- Click **Login**, to navigate to the Dashboard.



Dashboard	Dashboard
Trainee Details	
View Result	
Grievance	
Practical Examination	
CBT Examination	
Download Marksheet	
Download Certificate	

Exam Type	Exam Year	Trainee Code	Trainee Name	ITI Code	ITI Name	T1 Working Days	T1 Present Days	T2 Working Days	T2 Present Days	T1 FA Marks Obtained	T2 FA Marks Obtained	Eligibility Status	FA Status	Practical Exam Fees Status	CBT Fees Status	Action
Mains	2024	R230807004428	PRATAP	GU070000001	Veer Saravakar Basic Training Centre Pusa	83	60	99	87	80	84	Eligible	FA Approved	Paid	Success	...

- The **Trainee Details** screen allows the Trainee to view the Trainee details such as Exam Type, Exam Year, Trainee Code, Trainee Name, ITI Code, ITI Name, T1 Working Days, T1 Present Days, T2 Working Days, T2 Present Days, T1 FA Marks Obtained, T2 FA Marks Obtained, Eligibility Status, FA Status, Practical Exam Fees Status, CBT Fees Status and Action.

Exam Type	Exam Year	Trainee Code	Trainee Name	ITI Code	ITI Name	T1 Working Days	T1 Present Days	T2 Working Days	T2 Present Days	T1 FA Marks Obtained	T2 FA Marks Obtained	Eligibility Status	FA Status	Practical Exam Fees Status	CBT Fees Status	Action
Mains	2024	R230807004428	PRATAP	GU070000001	Veer Saravakar Basic Training Centre Pusa	83	60	99	87	80	84	Eligible	FA Approved	Paid	Success	...

Create Grievance	View Transaction History	View Trainee Journey
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- Click **Create Grievance**, the **Create Grievance** screen appears.



- The **Create Grievance** screen displays the details such as Trainee PRN and Trainee Name. Also, allows to edit the details such as Trainee Mobile No, and Email ID.

Create Grievance

< BACK

Trainee PRN
R230807004428

Trainee Name
PRATAP

Trainee Mobile No *
8595560694

Email ID *
pratapnios2023@gmail.com

Type *
Select Type

Description
Enter Description

- The Trainee can also select the Type, Subject Type, Subject, Category from the drop-down list.

Type *
Marks Related

Subject Type *
CBT

Subject *
Trade Theory

Category *
Select Category

Question ID *
Enter Question ID

+ ADD

Question ID is required.

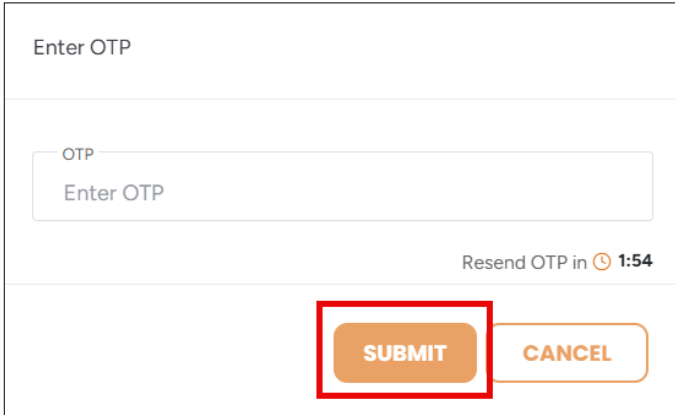
Supporting Document
Click here to Upload
Choose file (Eg: JPG, JPEG, PNG, PDF)
Maximum 2MB allowed.

Description
Enter Description

SAVE

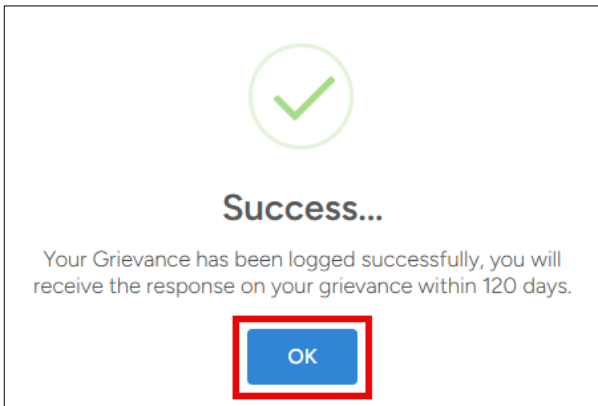
- Click **Browse** to *upload* the appropriate Supporting Document. The Trainee can upload onlyJPG, JPEG, PNG, PDF, and the maximum file size is **two** MB each.

- Click **Save**, the **Enter OTP** screen appears.



The screenshot shows the 'Enter OTP' screen. At the top, it says 'Enter OTP'. Below that is a text input field with the placeholder 'Enter OTP'. To the right of the input field, it says 'Resend OTP in 1:54'. At the bottom, there are two buttons: 'SUBMIT' and 'CANCEL'. The 'SUBMIT' button is highlighted with a red rectangular border.

- Enter the appropriate OTP received on registered mobile number.
- Click **Submit**, the **Success** message appears.



The screenshot shows a success message screen. At the top, there is a green checkmark icon. Below it, the text 'Success...' is displayed. Underneath, a message reads: 'Your Grievance has been logged successfully, you will receive the response on your grievance within 120 days.' At the bottom, there is a blue button with the text 'OK'. The 'OK' button is highlighted with a red rectangular border.

- Click **OK**, to navigate to the **Trainee Details** screen.

Note: The User will receive confirmation message in the registered mobile number.