

Grievance User Manual for Trainees

STEP – 1:- Open NCVT public portal site using the URL,
<https://ncvtmis.gov.in/pages/home.aspx>

The screenshot shows the homepage of the Ministry of Skill Development And Entrepreneurship. The header includes the ministry's name and logo, along with navigation links for Home, ITI, Trainee, Verification, Instructor, Examiner, Calendar, Functionalities, Grading, CFI, and Log Complaint. A central banner reads "Welcome to NCVT-Management Information System" and features portraits of Shri Narendra Modi (Prime Minister), Shri Dharmendra Pradhan (Minister of SDE), and Shri Anant Kumar Hegde (MoS for SDE). A central image depicts a vocational training workshop. Below the banner, a paragraph describes the National Council for Vocational Training (NCVT) and its role. The footer contains copyright information for 2015 and website statistics.

STEP – 2: - Trainee will verify its Marksheet from Marksheet Verification page.

Click On tab Verification → Marksheet Verification

The screenshot displays the "Trainee MarkSheet" verification page. The header is identical to the previous page, but the navigation tabs include "Dashboard", "EDPracticalData", and "Grievance". The main content area features a "Search Criteria" form with the following fields:

- Roll Number / Registration Number* (text input)
- Exam System* (dropdown menu with "---Select---" selected)
- Semester* (dropdown menu with "---select---" selected)

Buttons for "Search" and "Clear" are located below the form. The footer includes the copyright notice and a prompt: "Please enter roll number."

STEP – 3: - Please fill all the details on search Criteria.

The screenshot shows the 'Trainee MarkSheet' search interface. The header includes the Ministry logo and navigation links like Home, ITI, Trainee, Verification, Instructor, Examiner, Calendar, Functionalities, Grading, CFI, Dashboard, EDPracticalData, and Grievance. The search criteria form contains the following fields:

- Roll Number / Registration Number*:** R190813000095
- Exam System*:** Annual
- Year*:** (Empty dropdown menu)

Buttons for 'Search' and 'Clear' are located below the form. The footer contains the copyright notice '© 2015 Ministry of Skill Development And Entrepreneurship, Government of India.' and a prompt 'Please select Year'.

STEP – 4: - After filling the details click on search button, your marksheet will appear and you can either agree with your marksheet or you can raise a grievance from the 'raise a grievance' button.

The screenshot shows the 'Search Results' page. The header is identical to the previous screenshot. The search results are displayed as follows:

- Roll Number :** 190813000095
- Trade Name :** Carpenter (NSQF)
- ITI Code :** GU13000004
- Overall Result :** Pass
- Trainee Name :** KHONIMONGKO. Y
- Exam Session :** Jul 2020
- ITI Name :** Govt ITI, Tuensang
- Academic Session :** Aug 2019 (Annual 1)

The marksheet table is as follows:

Summative Assessment	Max. Marks	Min. Pass Marks	Marks Secured
Trade Theory	100	33	68
Employability Skills	50	17	40
Workshop Calculation and Science	50	17	43
Engineering Drawing	50	17	31
Trade Practical	250	150	243
Formative Assessment	200	120	162
Total	700		587

Buttons for 'Agree' and 'Raise a Grievance' are located below the table. The footer contains the copyright notice '© 2015 Ministry of Skill Development And Entrepreneurship, Government of India.'.

STEP -6:- IF TRAINEE IS SATISFY WITH HIS RESULT He/She will accept his result. And click on agree

Ministry of Skill Development And Entrepreneurship

Support | Login | FAQ | Help | SiteMap

Home | ITI | Trainee | Verification | Instructor | Examiner | Calendar | Functionalities | Grading | CFI | Dashboard | EDPracticalData | Grievance

Search Results

Roll Number : 190813000095 Trainee Name : KHONIMONGKO. Y Academic Session : Aug 2019 (Annual 1)

Trade Name : Carpenter (NSQF) Exam Session : Jul 2020

ITI Code : GU13000004 ITI Name : Govt ITI, Tuensang

Overall Result : Pass

Summative Assessment	Max. Marks	Min. Pass Marks	Marks Secured
Trade Theory	100	33	68
Employability Skills	50	17	40
Workshop Calculation and Science	50	17	43
Engineering Drawing	50	17	31
Trade Practical	250	150	243
Formative Assessment	200	120	162
Total	700		587

Agree Raise a Grievance

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His result will be accepted and marksheet will be generated by the department

If trainee clicks on “Raise a Grievance”

STEP – 5: - 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 grievance!...

OK Cancel

Waiting for stage.ncvtmis.gov.in...

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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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Help Dashboard Complaint Tool

Grievance Authenticate

Trainee Name* Grievance Type*

Registration Number*

All fields marked with * are mandatory.

Next Clear

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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.

NOTE: - If Grievance Type is selected as

1. Profile: -

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Grievance Authenticate

Trainee Name* Grievance Type*

Registration Number*

All fields marked with * are mandatory.

Next Clear

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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.

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Grievance Authenticate

You can re-send OTP in 14 seconds

Enter OTP for 730*****3388
rwa*****i74@gmail.com

929658 Re Send OTP

Back Submit

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STEP- 1.2: - Click on submit and Trainee profile page will get opened.

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Trainee Grievance

Trainee Profile

Roll Number : R190810009139 Trainee Name : AZAD NANDAN Academic Session : August-2019

Date Of Birth : 05-Jun-2001 Mother Name : GITA DEVI Father Name : RAM SINGAR PRASAD

Trade Name : Electrician (NSQF) ITI Name : PR10000088-Gautam Budh Industrail Training Centre At-P.O Karai Par Sarai

Grievance Sub Type *

Maximum of 3 Grievance subtype can be selected.

Father Name

Mother Name

DOB

Trainee Name

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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.

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Trade Name : Electrician (NSQF) ITI Name : PR10000088-Gautam Budh Industrail Training Centre At-P.O Karai Par Sarai

Grievance Sub Type *
Maximum of 3 Grievance subtype can be selected.

Correct Date Of Birth * 01-May-2000 dd-mmm-yyyy

Correct Trainee Name *
(No special character or numeric value allowed.) Radhe Shyam

latest Trainee Photograph *
(only jpg ,jpeg,pdf and png files are allowed.) Choose File Joker.jpg

10th or 12th Document *
(only jpg ,jpeg,pdf and png files are allowed.) Choose File Marksheet.pdf

Affidavit for photograph change *
(only jpg ,jpeg,pdf and png files are allowed.) Choose File Joining.jpg

Submit Grievance

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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

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Trade Name : Electrician (NSQF) ITI Name : PR10000088-Gautam Budh Industrail Training Centre At-P.O Karai Par Sarai

Grievance Sub Type *
Maximum of 3 Grievance subtype can be selected.

Correct Date Of Birth * 01-May-2000 dd-mmm-yyyy

Correct Trainee Name *
(No special character or numeric value allowed.) Radhe Shyam

latest Trainee Photograph *
(only jpg ,jpeg,pdf and png files are allowed.) Choose File Joker.jpg

10th or 12th Document *
(only jpg ,jpeg,pdf and png files are allowed.) Choose File Marksheet.pdf

Affidavit for photograph change *
(only jpg ,jpeg,pdf and png files are allowed.) Choose File Joining.jpg

Submit Grievance

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STEP- 1.4: - Click on submit grievance button to submit the details, and a grievance ID will be generated.

The screenshot shows the website header with the logo and navigation menu. The main content area is titled 'Trainee Grievance' and contains the text: 'Your Grievance Id is : GR1908100091390001. Note id down for further reference Click here to view Status'. The footer contains the copyright information: '© 2015 Ministry of Skill Development And Entrepreneurship, Government of India.'

If Grievance subtype is Examination

2. Examination: -

The screenshot shows the 'Grievance Authenticate' form. The form has the following fields and values:

Trainee Name*	HELEMONG. L . YIM	Grievance Type*	Examination Related
Registration Number*	R190813000093	Year	Year 1

Below the form, it states: 'All fields marked with * are mandatory.' There are 'Next' and 'Clear' buttons at the bottom of the form. The footer contains the copyright information: '© 2015 Ministry of Skill Development And Entrepreneurship, Government of India.'

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.

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Grievance Authenticate

You can re-send OTP in 21 seconds

Enter OTP for 730*****3388
rwa*****i74@gmail.com*****

Re Send OTP

[Back](#) [Submit](#)

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STEP- 2.2: - After Submitting OTP, a page will open with all your examination Marks.

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Trainee Grievance

Trainee Results

Roll Number : 190813000093 Trainee Name : HELEMONG. L . YIM Academic Session : Aug 2019 Semester/Year 1 [No Photo Uploaded](#)

Trade Name : Carpenter (NSQF) Exam Session : Jul 2020

ITI Code : GU13000004 ITI Name : GU13000004-Govt ITI, Tuensang

Overall Result : Fail in Engineering Drawing, Trade Practical, Trade Theory

Summative Assessment	Max. Marks	Min. Pass Marks	Marks Secured
Trade Theory	100	33	Ab
Employability Skills	50	17	40.00
Workshop Calculation and Science	50	17	40.00
Engineering Drawing	50	17	Ab
Trade Practical	250	150	Ab
Formative Assessment	200	120	138
Total	700		218

Supporting Document(s):

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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.

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Workshop Calculation and Science	50	17	40.00
Engineering Drawing	50	17	Ab
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 (Trade Theory, Employability Skills, Workshop Calculation and Practical Subjects (Engineering Drawing, Trade Practical, Formative Assessment))

Subjects*
--Select--
Trade Theory
Employability Skills
Workshop Calculation and Science

Description :
(This not mandatory field.)
(No special character are allowed.)
(Length should be less tha 100 characters.)

[Submit Grievance](#)

© 2015 Ministry of Skill Development And Entrepreneurship, Government of India. Result

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.

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Workshop Calculation and Science	50	17	40.00
Engineering Drawing	50	17	Ab
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--
Practical Subjects (Engineering Drawing, Trade Practical, Formative Assessment)

Subjects*
--Select--
Engineering Drawing
Trade Practical
Engineering Drawing

Description :
(This not mandatory field.)
(No special character are allowed.)
(Length should be less tha 100 characters.)

[Submit Grievance](#)

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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.

stage.ncvtmis.gov.in says

I agree that in case raise a grievance, the result declared hereby and downloading of Mark - sheet / NTC shall be put on hold for approx 30 - 45 days till resolution of grievance.

OK Cancel

Home	ITI	Trainee	Verification	Instructor	Dashboard	EDPracticalData	Grievance
Workshop Calculation and Science					1/		40.00
Engineering Drawing					17		Ab
Trade Practical					150		Ab
Formative Assessment					120		138
Total					700		218

Submit

Supporting Document(s):
(This is not Mandatory Fields.)
(only jpg ,jpeg,pdf and png files are allowed.)

Add File Choose File Joker.jpg Remove

Grievance Sub Type *
-Select-
Main Subjects (Trade Theory, Employability Skills, Workshop Calculation and Practical Subjects (Engineering Drawing, Trade Practical, Formative Assessment

Subjects*
-Select-
Engineering Drawing
Trade Practical

Description :
(This not mandatory field.)
(No special character are allowed.)
(Length should be less tha 100 characters.)

Testing is being done

Submit Grievance

© 2015 Ministry of Skill Development And Entrepreneurship, Government of India. Result

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 reference.

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Home ITI Trainee Verification Instructor Examiner Calendar Functionalities Grading CFI Dashboard EDPracticalData Grievance

Trainee Grievance

Your Grievance Id is : GR190813000930002. Note id down for further reference Click here to view Status

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VIEW GRIEVANCE

STEP – 1:- Open NCVT public portal using the URL,
<https://ncvtmis.gov.in/pages/home.aspx>

The screenshot shows the home page of the Ministry of Skill Development And Entrepreneurship. The header includes the ministry's name and logo, along with navigation links for Home, ITI, Trainee, Verification, Instructor, Examiner, Calendar, Functionalities, Grading, CFI, and Log Complaint. A central banner reads "Welcome to NCVT-Management Information System" and features portraits of Shri Narendra Modi (Prime Minister), Shri Dharmendra Pradhan (Minister of SDE), and Shri Anant Kumar Hegde (Minister of SDE). Below the banner, there is a paragraph about the National Council for Vocational Training (NCVT) and a footer with copyright information and site statistics.

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

The screenshot shows the "Grievance Details" page. The header is identical to the previous screenshot, but the navigation menu includes "Dashboard", "EDPracticalData", and "Grievance". The main content area is titled "Grievance Details" and contains a sub-section "View Grievance Details". Below this, there is a form with a "Grievance ID" label and an input field. A "Go" button is positioned below the input field. The footer contains copyright information for the Ministry of Skill Development And Entrepreneurship, Government of India.

STEP –3: - Enter Grievance ID and then click on GO Button.

Ministry of Skill Development And Entrepreneurship

Home | ITI | Trainee | Verification | Instructor | Examiner | Calendar | Functionalities | Grading | CFI | Dashboard | EDPracticalData | Grievance

Grievance Details

View Grievance Details

Grievance ID:

Go

Grievance Info

Trainee Registration Number	Trainee Name	father Name	Date Of Birth	Grievance Type	GrievanceSubType	Status	GRivance View
R190813000093	HELEMONG. L . YIM	LUNTSUBA	4/17/1997	Examination Related	Practical Subjects (Engineering Drawing, Trade Practical, Formative Assessment)	Open	GR1908130000930002

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

Grievance Details

Grievance Code	GR1908130000930002	Grievance type	Examination Related
Grievance Sub Type	Practical Subjects (Engineering Drawing, Trade Practical, Formative Assessment)	Trainee Registration Number	R190813000093
Semester/Year	1		
Description	<input type="text" value="Testing is being done"/>		
File Name	Joker_01062021_151346.jpg		
	Download File		
Approval Status	Pending with approving authority(Nodal officer or Splu(when no nodal officer present in your district)).		Approval Remarks
	<input type="text"/>		

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Profile Grievance

 Ministry of Skill Development And Entrepreneurship			
Grievance Details			
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		

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