USER MANUAL

Grievance Redressal (Approving Authority)
(RDSDE / SAA)
Redressal DashBoard (MIS)

**STEP - 1** Login into MIS using Approving Authority (RDSDE/SAA).

**STEP - 2:** Navigate to Menu -> Apprenticeship -> Grievance -> Grievance Details -> Grievance Dashboard

**STEP – 3:** Grievance Dashboard gets opened for Approving authority. Count of All grievance which are Pending, Accepted and Rejected at/by Approving authority will be displayed.
NOTE: If count of Pending/Accepted/Rejected Request is more than 0 than the count will become a Hyperlink, on clicking on Pending/Accepted/Rejected Request count it will redirect user to Action by Approving authority functionality and display respective type of Grievance’s.

On Clicking Pending Request Count:

On Clicking Accepted Request Count:
On Clicking Rejected Request Count:

### NCVT MIS

#### Apprenticeship List

<table>
<thead>
<tr>
<th>Complaint Number</th>
<th>Apprenticeship Flag Number</th>
<th>AITT Session</th>
<th>Trade Name</th>
<th>Establishment</th>
<th>District</th>
<th>State</th>
<th>Complaint Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>G307625700000131</td>
<td>A007625700000131</td>
<td>109 AITT (Apr 2015)</td>
<td>Advance Welder</td>
<td>S12180730022-2.0 Harrold Hotel New Delhi</td>
<td>Central</td>
<td>Delhi</td>
<td>Rejected</td>
</tr>
</tbody>
</table>

**On Clicking Rejected Request Count:**

### NCVT MIS

#### Apprenticeship List

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</tr>
</thead>
<tbody>
<tr>
<td>G044120300000131</td>
<td>A004412030000131</td>
<td>109 AITT (Apr 2015)</td>
<td>Advance Welder</td>
<td>S12180730022-2.0 Harrold Hotel New Delhi</td>
<td>Central</td>
<td>Delhi</td>
<td>Approved</td>
</tr>
</tbody>
</table>
Action by Approving Authority (MIS)

STEP - 1 Login into MIS using Approving Authority (RDSDE/SAA).

STEP - 2: Navigate to Menu -> Apprenticeship -> Grievance -> View Grievance -> View

STEP – 3:- Apprentice Search Screen gets opened, one open Search criteria on Page is mandatory. By default on Page load Grievance Request type is selected as “Pending” and List of Apprentice Grievance for this status will be displayed.
NOTE: there are 4 Grievance Request types:

a. **Pending** – New Grievance logged by Apprentice and are pending for Action by Approving authority. On clicking Complain Number Hyperlink – it will open a pop-up displaying Grievance details and possible Action which can be performed by Approving authority. On this screen Remarks and Action are mandatory fields, Approving authority need to Enter Remarks and Select Action before clicking on submit button.

b. **Approved** – Grievances which are Approved by Approving authority, and which are now forwarded to NPIU (Grievance Committee) for further Action and Closure. On clicking Complain Number Hyperlink– it will open a
pop-up displaying Grievance details and, the Action taken as “Approved” and the Remarks provided by Approving authority.

c. **Rejected** – Grievances which are Rejected by Approving authority. On clicking **Complain Number** Hyperlink – it will open a pop-up displaying Grievance details and, the Action taken as “Rejected” and the Remarks provided by Approving authority.
d. **Closed** – Grievance which were Approved by Approving authority and then Closed by NPIU (Grievance Committee), by performing allowed Actions. On clicking **Complain Number** Hyperlink – it will open a pop-up displaying Grievance details and, the Action taken as “Approved” and the Remarks provided by Approving authority and Remarks of Grievance Committee.