

Procedure to register a Grievance regarding 110 results (1st Round)

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Who can use it: Apprentices appeared in 110 AITT (1st Round) having objection regarding their results.

1. Open **apprenticeship.gov.in** portal in Internet Browser.
2. Open **Grievance > Apprenticeship Grievance Registration (110 AITT)**.
3. Enter your Apprentice Registration Number and Date of Birth (in dd-mmm-yyyy format). Click on **Authenticate** button.
4. Your profile and training details will be displayed. Check all the details.
5. Under “**Training Details**” section, select the training showing **AITT Session as 110 AITT (Oct-19 and Apr-20)**.
6. There are **FIVE Categories of Complaints** to select from:

SI No	Complaint Category	When to use	Supporting documents to be uploaded on portal (optional)
A	Result Not Processed.	Select this option if “Result Status” has not changed even after a lapse of a week from the result declaration / correction.	▪ Screen shot of the Result Status screen from public portal.
B	Result processed with incorrect marks.	If marks shown are not correct (mainly practical subjects).	▪ Screen Shot of Result Status screen.
C	Result processed with incorrect subjects.	To change the Candidate Type from “ Fresher/Other ” to ITI Pass .	▪ ITI Pass combined All-Sem marksheet / Certificate.
D	Result processed with Zero marks.	If you think, marks shown should not have been 0 (Zero).	▪ Previous AITT marksheets (if applicable). ▪ Certified copy from the Establishment about the marks.
E	Change in e-NAC details. (Only for AITT Pass apprentices)	To make minor changes in Demographic details (Name, Father name etc).	▪ Documents in support of your claim. ▪ Name, DoB etc: 10 th certificate.
F	Others.	Not fitting into any of the above categories.	▪ Relevant documents in support of your claim.
	Note: <ul style="list-style-type: none">▪ You can submit only one grievance at a time.▪ Draft version of grievance can be opened and edited.▪ Do Not submit the second grievance in the same Category, It will be Rejected.		

7. Under “**Grievance Submission**” section, you can upload the supporting documents and write in brief about your issue.
8. Remarks section is must. Keep it short and do not use special characters like /, <, > [etc.
9. You can use “**Save as Draft**” button to save the contents of your grievance, which can be opened, edited and submitted at a later date.
10. Following **document types** are supported for upload:
 - (a) PDF documents. (b) JPG (Image) files. (c) MS Word documents. (d) Excel sheets.

Note:

- Max size of these documents **should not exceed 2MB**.
 - Only **SINGLE file** can be uploaded, may contain **multiple pages**.
 - To combine multiple PDF documents into one, online free websites like: <https://smallpdf.com/merge-pdf> can be used.
11. Click on **Submit** button to submit / post your grievance.
 12. **Unique Grievance No** will be generated by the system, note it down for future reference.
 13. After submission of the complaint, its status can be checked / draft can be edited by using menu option:
Grievance > View Apprentice Grievance.
 14. After successful submission, your grievance will now be available with the **concerned Approving Authority (AA)** for verification.
(AA: **State Apprentice Advisor – SAA**, in case of State Govt and **RDSDE** in case of Central Govt, 4 or more States establishments).
 15. If contents of the grievance are not found correct / missing documents etc, same will be Rejected by the AA.
 16. If found genuine, AA will forward the same to DGT HQ (online mode) after due scrutiny and with their comments.
 17. If action is not taken by the AA on this complaint within 15 days, it will be auto escalated to the DGT HQ.
 18. DGT HQ can:
 - Reject the complaint if not found suitable / without documents etc.
 - Can process and take appropriate actions as required, if found Ok.

Note:

- There is specific process to be followed at DGT HQ, hence action on particular grievance may take time. This will again depend on the Number of complaints received.
- Apprentices are advised to check periodically the status of their complaint online.
- In case of change in the status of grievance, they will also get Email / SMS intimations.
- Apprentices are advised **NOT to call DGT HQ ATS Cell for inquiry of their grievance**. However, they can send a mail to ajay.bhagat68@gov.in (mentioning Grievance ID and Apprentice Registration Number) if grievance status is unchanged even after a lapse of One Month from its submission date.