



User manual - Post AITT Grievance Module



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
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1 Introduction

The User Manual for Post AITT Grievance Module is designed to provide information on, how the Candidate can raise a GR (Grievance) and how the Establishment/AA/DGT GR Admin can take actions on the raised GR's. Also, the Candidate, Establishment, AA and DGT GR Admin can perform the following functionalities as listed.

- **DGT Admin**
 - View All Grievances
 - GR Schedule creation
 - DGT GR Admin User creation (New user role added)
- **Candidate**
 - View All Grievances
 - Raise Grievance
 - Save Grievance as a draft
 - Cancel Grievance
 - Re-Submit Grievance/Escalate to DGT GR Admin
- **Establishment**
 - View All Grievances
 - Sent-Back for Correction/Re-correction
 - Forward to AA
 - Reject GR
- **Approving Authority - AA**
 - View All Grievances
 - Sent-Back for Correction/Re-correction
 - Reject GR
 - GR Redressal
- **DGT GR Admin**
 - View All Grievances
 - GR Redressal
 - Reject GR

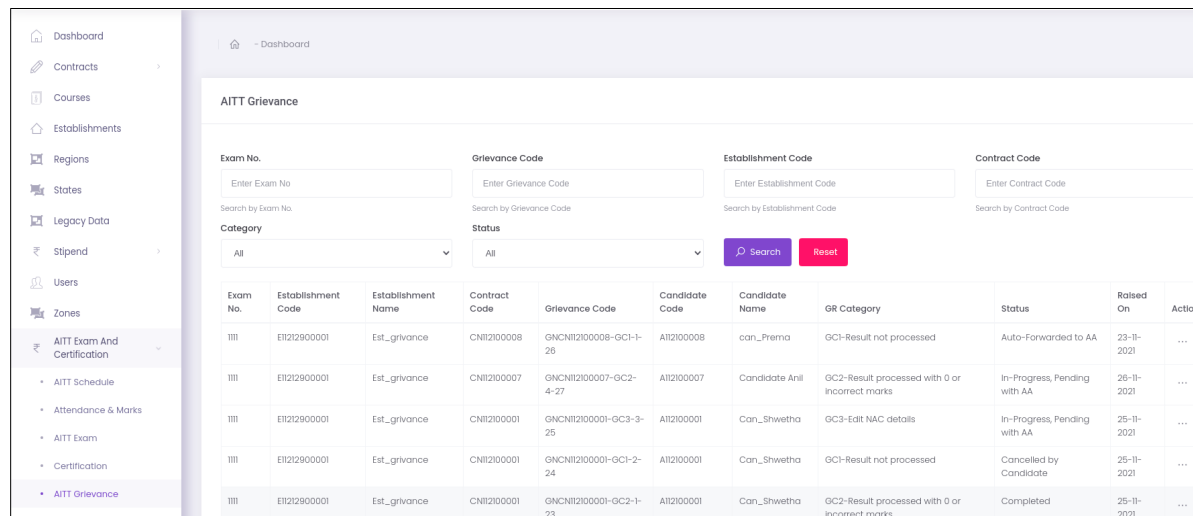
Note : GR – Grievance Request; AA – Approving Authority; GC – Grievance Category;

2 View All Grievances - DGT Admin

The **View All Grievances** screen allows the DGT Admin to view all the GRs.

To Navigate

Home - - > DGT Login - - > Dashboard - - > AITT Exam And Certification - - > AITT Grievance



AITT Grievance

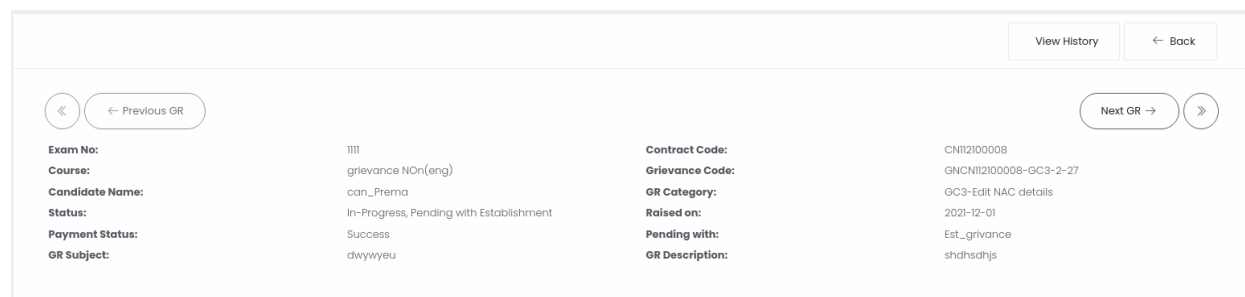
Exam No. Grievance Code Establishment Code Contract Code

Search by Exam No. Search by Grievance Code Search by Establishment Code Search by Contract Code

Category Status

Exam No.	Establishment Code	Establishment Name	Contract Code	Grievance Code	Candidate Code	Candidate Name	GR Category	Status	Raised On	Action
1111	E11212900001	Est_grivance	CN112100008	GNCN112100008-GC1-1-26	A112100008	can_Prema	GC1-Result not processed	Auto-Forwarded to AA	23-11-2021	...
1111	E11212900001	Est_grivance	CN112100007	GNCN112100007-GC2-4-27	A112100007	Candidate Anil	GC2-Result processed with 0 or incorrect marks	In-Progress, Pending with AA	26-11-2021	...
1111	E11212900001	Est_grivance	CN112100001	GNCN112100001-GC3-3-25	A112100001	Can_Shweetha	GC3-Edit NAC details	In-Progress, Pending with AA	25-11-2021	...
1111	E11212900001	Est_grivance	CN112100001	GNCN112100001-GC1-2-24	A112100001	Can_Shweetha	GC1-Result not processed	Cancelled by Candidate	25-11-2021	...
1111	E11212900001	Est_grivance	CN112100001	GNCN112100001-GC2-1-23	A112100001	Can_Shweetha	GC2-Result processed with 0 or incorrect marks	Completed	25-11-2021	...

- The **AITT Grievance** screen displays all the grievance details such as Exam No., Establishment Code, Establishment Name, Contract Code, Grievance Code, Candidate Code, Candidate Name, GR Category, Status, Raised On and allows to view GR details under Action.
- The **DGT Admin** can search for a particular Grievance based on Exam No., Grievance Code, Establishment Code, Contract Code, Category and Status. Click **Search**, to search for a particular GR.
- Click **View GR** to view the details for the GR. DGT admin can only view the GR details and cannot take any action.



Exam No:	1111	Contract Code:	CN112100008
Course:	grievance NOn(eng)	Grievance Code:	GNCN112100008-GC3-2-27
Candidate Name:	can_Prema	GR Category:	GC3-Edit NAC details
Status:	In-Progress, Pending with Establishment	Raised on:	2021-12-01
Payment Status:	Success	Pending with:	Est_grivance
GR Subject:	dwywyeu	GR Description:	shdhsdhjs

- Click View History to view all the actions performed by all the Users.

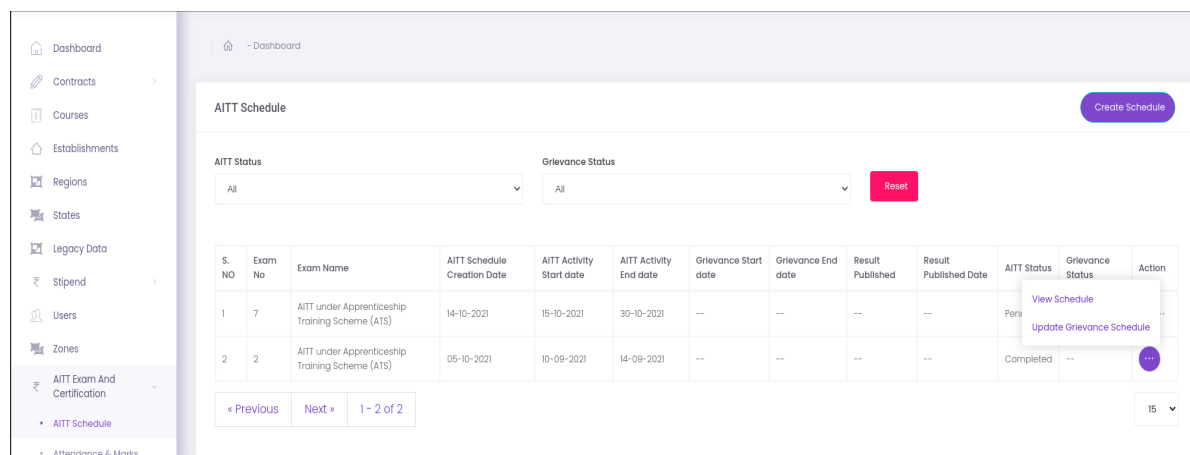
View History ✕				
Current Status: Completed Iteration No. First Subject: Result is pending				
Action Date	User	Status	Remarks/Description	Supporting Documents
2021-12-02 20:15	Candidate	In-Progress, Pending with Establishment	Result Is Pending	image.png
2021-12-02 20:17	Establishment	Sent Back for correction	Provide Correct Document	Image (1).png
2021-12-02 20:18	Candidate	In-Progress, Pending with Establishment	Correction In Doc	Screenshot from 2021-12-0...
2021-12-02 20:20	Establishment	In-Progress, Pending with AA	Forwarding Gr To Aa	
2021-12-02 20:22	AAA Admin	Completed	Done	Grievance Module Wirefram... Post AITT Grievance Modul... Post AITT Grievance Modul...

2.1 AITT GR Schedule Creation

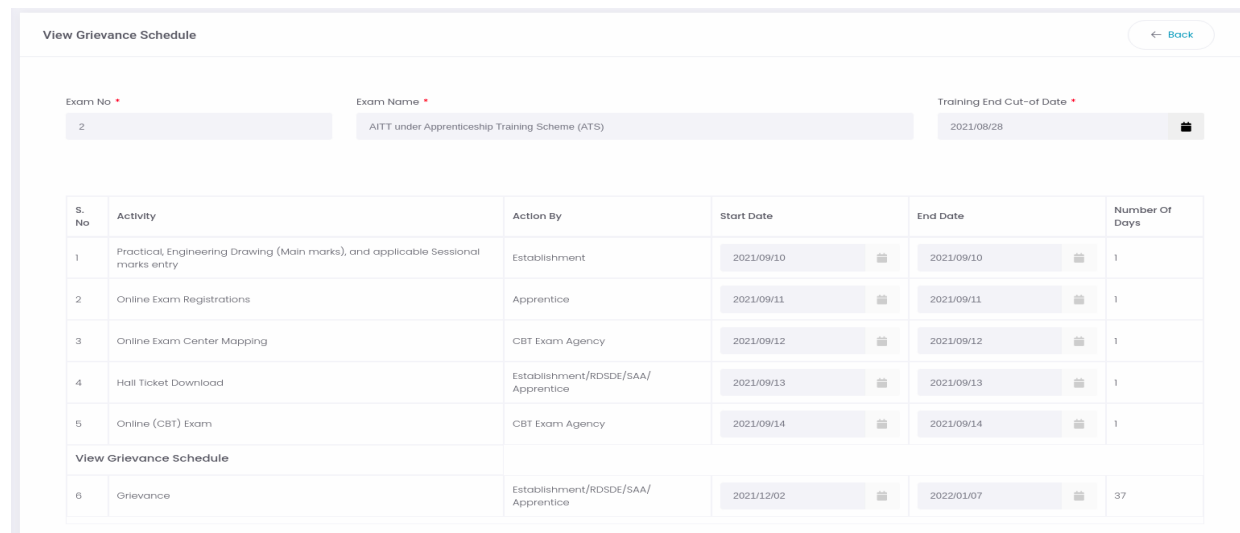
The **AITT Schedule** screen allows the DGT admin to update Grievance schedule for the completed AITT schedule. At a time only one GR Schedule can be published.

To Navigate

Home --> DGT Login --> Dashboard --> AITT Exam And Certification --> AITT Schedule



- The **DGT Admin** can search for a particular schedule based on AITT Status and Grievance Status. Click **Search**, to search for a particular schedule.
- Click **View Schedule**, the following screen appears.



- Click **Update Grievance Schedule** to update the schedule for Creating/Updating GR Schedule window.

- Dashboard
- Contracts
- Courses
- Establishments
- Regions
- States
- Legacy Data
- Stipend
- Users
- Zones
- AITT Exam And Certification
- BTP
- TC

Update Grievance Schedule

Exam No *
2

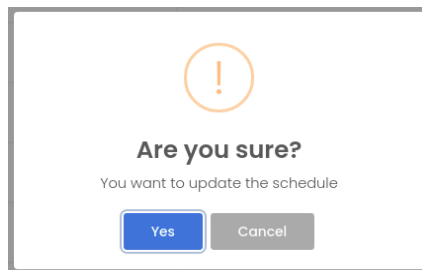
Exam Name *
AITT under Apprenticeship Training Scheme (ATS)

Training End Cut-of Date *
2021/08/28

S. No	Activity	Action By	Start Date	End Date	Number Of Days
1	Practical, Engineering Drawing (Main marks), and applicable Sessional marks entry	Establishment	2021/09/10	2021/09/10	1
2	Online Exam Registrations	Apprentice	2021/09/11	2021/09/11	1
3	Online Exam Center Mapping	CBT Exam Agency	2021/09/12	2021/09/12	1
4	Hall Ticket Download	Establishment/RDSDE/SAA/ Apprentice	2021/09/13	2021/09/13	1
5	Online (CBT) Exam	CBT Exam Agency	2021/09/14	2021/09/14	1
Update Grievance Schedule					
6	Grievance	Establishment/RDSDE/SAA/ Apprentice	2021/12/02	2022/01/07	37

Update Schedule

- Click **Update Schedule**, to create/update the GR Schedule. Click “Yes” to save the GR Schedule or cancel the changes. On click of Yes - **Updated Successfully** message appears.



- Click **Publish Grievance Schedule**, to publish GR schedule so that candidate can raise Grs.

Update Grievance Schedule

Publish Grievance Schedule
← Back

2.2 DGT GR Admin User creation

To Navigate

Home --> DGT Admin Login --> Dashboard --> Users

Users

Create User

Type

DGT Grievance Admin

Search

Search

Reset

Search by name or email or phone number.

Name	Email	Mobile	Status	Type	Actions
DGT GR Admin	dgt_gr_admin@gmail.com	7405070355	Approved	DGT Grievance Admin	View

- The **Users Listing** screen, DGT Admin can search for User type - DGT Grievance Admin from drop-down to filter newly added user type for DGT GR Admin User listing.
- Click **Create User** to create the DGT Grievance Admin user.

Create User

Back

Name *

DGT GR Admin

Mobile *

7405070355

Email *

dgt_gr_admin@gmail.com

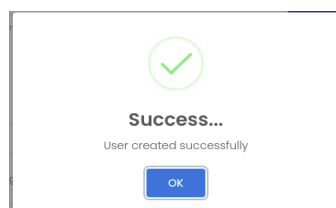
Type *

DGT Grievance Admin

Password *

Save

- Click **Save**.



3 View All Grievances - Candidate

The **View All Grievance List** screen allows the Candidate to view the Grievance list raised by him/her.

To Navigate

Home - - > Candidate Login - - > Dashboard - - > AITT Grievance - - > Grievance Listing

Dashboard

Profile

Contracts

DT Assessment

AITT Exam

DT Certification

AITT Grievance

Assessment

Certification

Applications

Invitations

Bank Details

Log Out

Grievance Listing

+ Raise Grievance Request

Select Status

Search by Exam No.

Search

Reset

Exam No.	Subject	Description	Category	Status	Raised On	Payment Status	Actions
1111	ha	GSGWS	GC3-Edit NAC details	Cancelled	22-11-2021	pending	---
1111	cjcdjs	sdhashdjha	GC1-Result not processed	Completed	22-11-2021	--	---
1111	cjcdjs	sdhashdjha	GC2-Result processed with 0 or incorrect marks	Draft	22-11-2021	--	---

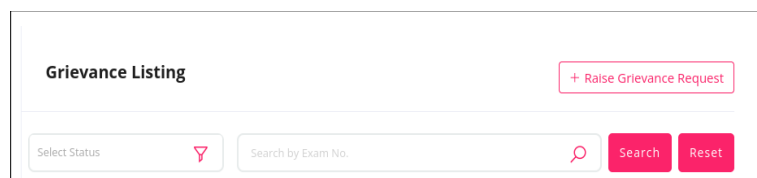
- The **Grievance Listing** screen displays the grievance details such as Exam No., Subject, Description, Category, Status, Raised On and allows to “View Grievance Details” and “View History” under Actions.
- The **Candidate** can search for a particular grievance list based on Status and Exam No. Click **Search**, to search for a particular grievance list.

3.1 Raise Grievance

The **Raise Grievance** allows the Candidate to create the Grievance Request for his/her concerns.

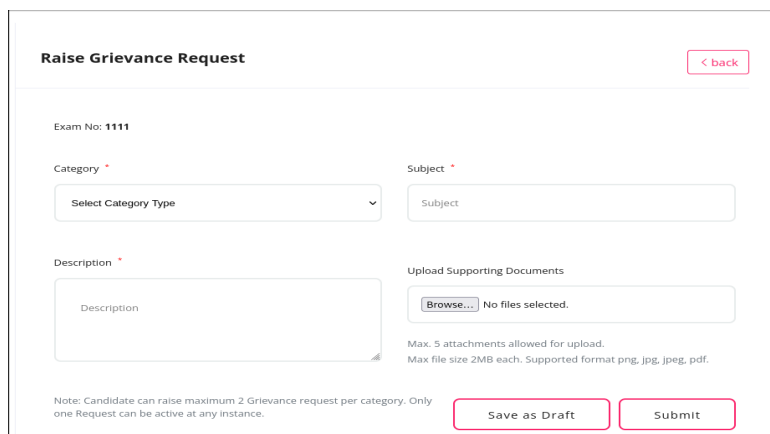
To Navigate

Home - - > Candidate Login - - > Dashboard - - > AITT Grievance - - > Grievance Listing - - > Raise Grievance Request



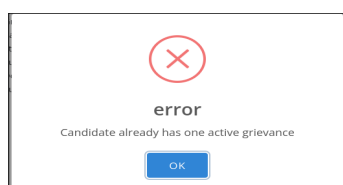
The interface shows a 'Grievance Listing' header with a '+ Raise Grievance Request' button. Below the header, there is a 'Select Status' dropdown menu with a filter icon, a 'Search by Exam No.' input field with a magnifying glass icon, and 'Search' and 'Reset' buttons.

- Click **Raise Grievance Request** displays following form. Candidate can either Submit or Save as Draft the GR to submit it later. Candidate can raise total 8 GR's (Maximum 2 Grievance per category is allowed) , 2 GR's in each category. Candidate can raise GR in 4 different categories -
 - GC1 – Result Not Processed
 - GC2 – Result Processed with 0 or incorrect marks
 - GC3 – Edit NAC details (Name, DOB, Gender, Father's Name and Mother's Name)
 - GC4 – Change Candidate type in contract from "Non-ITI" to "ITI"



The 'Raise Grievance Request' form includes a '< back' button. It contains fields for 'Exam No: 1111', 'Category' (a dropdown menu labeled 'Select Category Type'), and 'Subject' (a text input field). There is a 'Description' text area and an 'Upload Supporting Documents' section with a 'Browse...' button and the text 'No files selected.' Below this, it states 'Max. 5 attachments allowed for upload. Max file size 2MB each. Supported format png, jpg, jpeg, pdf.' At the bottom, there is a note: 'Note: Candidate can raise maximum 2 Grievance request per category. Only one Request can be active at any instance.' and two buttons: 'Save as Draft' and 'Submit'.

- Click **Save as Draft**, the GR draft Success message will be displayed.
- Click **Submit**, "Your Grievance Raised Successfully" on Success.
- Click **Submit**, error message will be displayed if there is already an active GR or if total 8 GR's are already raised or if in selected category 2 GR's are already raised.



3.2 Save Grievance as a draft

The **Save as Draft** allows the Candidate to Submit the GR later on.


To Navigate

Home - - > Candidate Login - - > Dashboard - - > AITT Grievance - - > Grievance Listing - - > Raise Grievance Request - - > Save as Draft

1111	Result processed with 0 marks	Result processed with 0 marks	GC2-Result processed with 0 or incorrect marks	Draft	02-12-2021	...
					View Grievance Details View History	


- After clicking on **Save as Draft**, the GR will be saved as draft.
- Click **View GR Details**, to view the GR saved as draft. Candidate can either “Delete GR” or “Submit GR”.

View Grievance Details
[View History](#)
[< back](#)

Exam No: 1111
 Grievance Code: TMPGNCN112100004-GC2-6
 Category: GC2-Result processed with 0 or incorrect marks
 Status: Draft
 Subject: Result processed with 0 marks
 Description: Result processed with 0 marks
 Supporting Documents: 

[Delete GR](#)
[Submit GR](#)

- Click **Delete GR**, the following screen appears. Click **Yes**, if you want to delete it or cancel if you do not wish to delete it. On click of Yes, **Your Grievance Deleted Successfully** message will be displayed.



Are you sure you want to delete?

[Yes](#)
[Cancel](#)

- Click **Submit GR**, the message appears as **Your Grievance Raised Successfully**.

3.3 Cancel Grievance


The **Cancel Grievance** allows the Candidate to cancel the raise GR request.

To Navigate

Home - - > Candidate Login - - > Dashboard - - > AITT Grievance - - > Grievance Listing - - > View Grievance Details


View Grievance Details

[View History](#)
[< back](#)

Exam No:	1111
Grievance Code:	GNCN112100004-GC1-5-28
Category:	GC1-Result not processed
Status:	In-Progress, Pending with Establishment
Subject:	Result processed with 0 marks
Description:	Result processed with 0 marks
Supporting Documents:	<div style="border: 1px solid #add8e6; padding: 2px; display: inline-block;">  </div>

Cancel GR


- The **Grievance Details** screen displays the details such as Exam No., Grievance Code, Category, Status, Subject, Description, Supporting Documents, etc. Candidate can cancel the GR if Establishment has not taken any action on the GR or GR is sent-back for correction/re-correction by Establishment/AA.
- Click **Cancel GR**, the following screen appears.



The Establishment is yet to review your Request. Are you sure you want to cancel the Grievance request?

Yes

Cancel



Are you sure you want to Cancel the Grievance request?

Yes

Cancel

- Click **Yes**, the message appears as **Request Successfully Canceled**.

3.4 Re-Submit Grievance/Escalate to DGT GR Admin

The GR is sent-back for correction/re-correction by Establishment/AA, Candidate can Re-Submit or Escalate it to DGT GR Admin, if the GR was sent-back for re-correction by AA.

To Navigate

Home --> Candidate Login --> Dashboard --> AITT Grievance --> Grievance Listing --> View Grievance Details

View Grievance Details

View History < back

Exam No:	2
Grievance Code:	GNCN102100006-GC2-2-2
Category:	GC2-Result processed with 0 or incorrect marks
Status:	Sent Back for correction
Subject:	Result processed with 0 marks
Description:	Result processed with 0 marks
Supporting Documents:	Image (1).png

Take Action

- The **Grievance Details** screen displays the details such as Exam No., Grievance Code, Category, Status, Subject, Description, Supporting Documents, etc. Candidate click on **Take Action**.

Correct Sent Back GR

View History < back

Exam No:	2
Grievance Code:	GNCN102100006-GC2-2-2
Category:	GC2-Result processed with 0 or incorrect marks
Status:	Sent Back for correction
Subject:	Result processed with 0 marks
Description:	Result processed with 0 marks
Comments from :	--
Supporting Documents:	Image (1).png

Comments *

Comments

Comments is required

Upload Supporting Documents

Browse...

No files selected.

Max. 5 attachments allowed for upload.
 Max file size 2MB each. Supported format png, jpeg, pdf.

Re-Submit Cancel GR

- Click **Re-Submit**, after filling the required details, the message appears as **Request Sent Successfully**.
- If the GR was sent-back by AA, Candidate can take actions - Escalate to DGT GR Admin/Re-Submit/Cancel GR.

Re-correct Sent Back GR

View History< back

Exam No:

2

Grievance Code:

GNCN102100006-GC2-2-2

Category:

GC2-Result processed with 0 or incorrect marks

Status:

Sent Back for re-correction

Subject:

Result processed with 0 marks

Description:

Result processed with 0 marks

Comments from :

--

Supporting Documents:

Image (1).png

Comments *

Comments

Upload Supporting Documents

Browse...

No files selected.

Max. 5 attachments allowed for upload.

Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

Escalate to DGT GR Admin

Re-Submit

Cancel GR

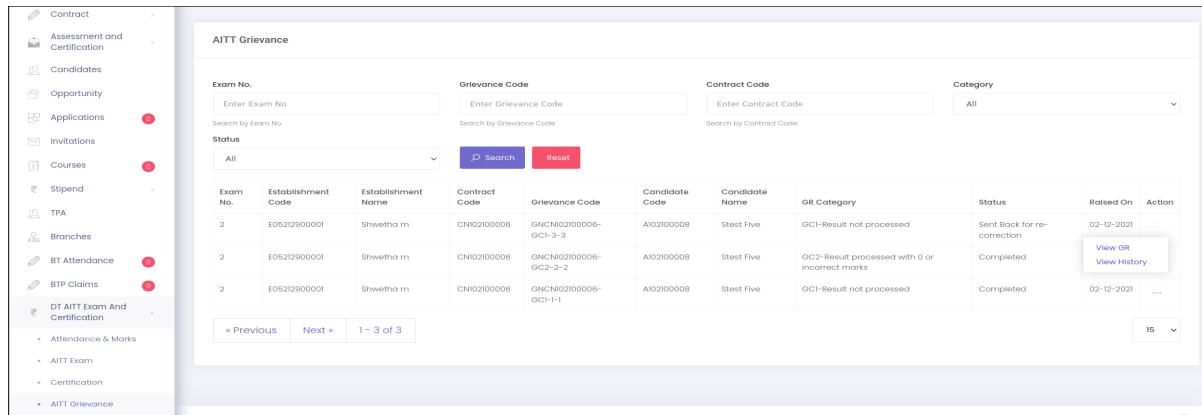
- Click **Escalate to DGT GR Admin**, the message appears as **Your Request Sent Successfully**.
- Click **Re-Submit**, the message appears as **Your Request Sent Successfully**.

4 View All Grievances - Establishment

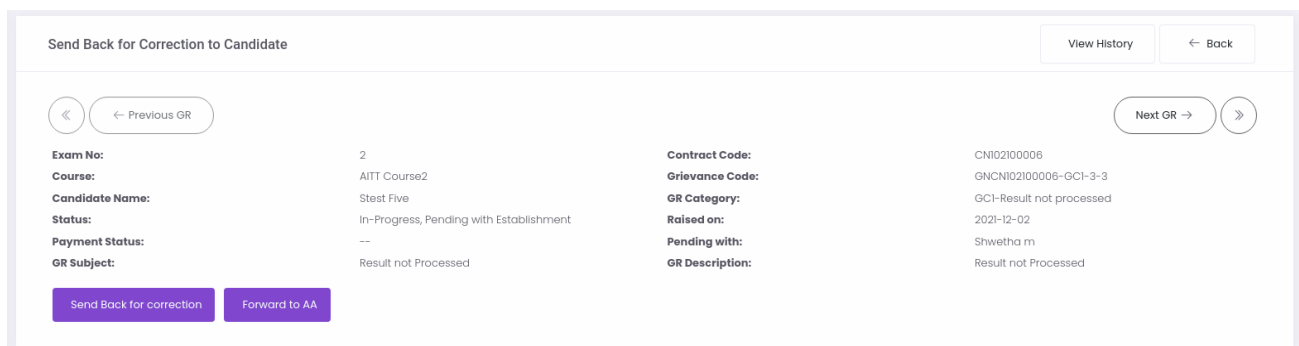
The **View All Grievance List** screen allows the Establishment to view the Grievance list raised by Candidates.

To Navigate

Home - - > Establishment Login - - > Dashboard - - > DT AITT Exam and Certification - - > AITT Grievance - - > Grievance Listing



- The **AITT Grievance** screen displays all the grievance details such as Exam No., Establishment Code, Establishment Name, Contract Code, Grievance Code, Candidate Code, Candidate Name, GR Category, Status, Raised On and also allows to view GR and view history details under Action.
- The **Establishment** can search for a particular Grievance based on Exam No., Grievance Code, Contract Code, Category and Status. Click **Search**, to search for a particular GR.
- Click **View GR** to view the details for the GR. Establishment can view the GR details and take action if it is pending with Establishment. If GR is in first iteration then **Send Back for Correction**, **Forward to AA** buttons will be displayed. If GR is in Second iteration then **Send Back for Re-Correction**, **Forward to AA** and **Reject GR** buttons will be displayed



View GR Details

[View History](#)
[← Back](#)

[«](#)
[← Previous GR](#)

[Next GR →](#)
[»](#)

Exam No:	2	Contract Code:	CNI02100006
Course:	AITT Course2	Grievance Code:	GNCNI02100006-GC2-2-2
Candidate Name:	Stest Five	GR Category:	GC2-Result processed with 0 or incorrect marks
Status:	In-Progress, Pending with Establishment	Raised on:	2021-12-02
Payment Status:	--	Pending with:	Shwetha m
GR Subject:	Result processed with 0 marks	GR Description:	Result processed with 0 marks

[Send Back for Re-correction](#)
[Forward to AA](#)

[Reject GR](#)



- Click **View History** to view the history details for the GR. Establishment can view the history and what all actions have been taken on the GR, Supporting Documents uploaded (if any) by Candidate/Establishment/AA/DGT GR Admin etc.

View History
×

Current Status: Sent Back for re-correction

Iteration No. Second

Subject: Result not Processed

Action Date	User	Status	Remarks/Description	Supporting Documents
2021-12-02 23:06	Candidate	In-Progress, Pending with Establishment	Result Not Processed	
2021-12-02 23:08	Establishment	In-Progress, Pending with AA	Testing	
2021-12-02 23:13	AAA Admin	Sent Back for correction	Testing Sent-back By Aa - Iteration 1	
2021-12-02 23:16	Candidate	In-Progress, Pending with Establishment	Testing Re-submit	
2021-12-02 23:21	Establishment	Sent Back for re-correction	Sent-back By Est - Iteration -2	

4.1 Send Back for Correction/Re-correction - Establishment

The **Send Back for Correction/Re-correction** allows the Establishment to sent back a GR request to the candidate for the correction/re-correction in case of wrong information/some error in the request like supporting document is missing or if more clarification is needed. After 2 iterations of send back, **Establishment** either can Forward GR to AA or Reject GR.

To Navigate

Home - - > Establishment Login - - > Dashboard - - > DT AITT Exam and Certification - - > AITT Grievance - - > Grievance Listing - - > View GR - - > Send Back for Correction/Send Back for Re-Correction

Send Back for Correction to Candidate
← Back

Exam No:	1111	Contract Code:	CN12100008
Course:	grievance Non(eng)	Grievance Code:	GNCN12100008-GC3-2-27
Candidate Name:	can_Prema	GR Category:	GC3-Edit NAC details
Status:	In-Progress, Pending with Establishment	Raised on:	2021-12-01
Payment Status:	Success	Pending with:	Est_grievance
GR Subject:	dwywyeyu	GR Description:	shdhsdhjs

Comments *

Enter Comments

Upload Supporting Documents

Max. 5 attachments allowed for upload, Max file size 2MB each, Supported format png, jpg, jpeg, pdf.

- Click **Send Back for correction**, after filling required details. GR request will be sent-back to the Candidate for making corrections, the message appears as **“GR Successfully Send Back for Correction to Candidate.”**
- Click **Send Back for Re-correction**, after filling required details. GR request will be sent-back to the Candidate for making re-corrections, the message appears as **“GR Successfully Send Back for Re-correction to Candidate.”**

Send Back for Re-Correction to Candidate
← Back

Exam No:	1111	Contract Code:	CN12100008
Course:	grievance Non(eng)	Grievance Code:	GNCN12100008-GC3-2-27
Candidate Name:	can_Prema	GR Category:	GC3-Edit NAC details
Status:	In-Progress, Pending with Establishment	Raised on:	2021-12-01
Payment Status:	Success	Pending with:	Est_grievance
GR Subject:	dwywyeyu	GR Description:	shdhsdhjs

Comments *

sending back for re-correction by Est

Upload Supporting Documents

Max. 5 attachments allowed for upload, Max file size 2MB each, Supported format png, jpg, jpeg, pdf.

4.2 Forward to AA - Establishment

The **Forward to AA** screen allows the Establishment to send GR to approving authority (AA) for redressal.

To Navigate

Home - - > Establishment Login - - > Dashboard - - > DT AITT Exam and Certification - - > AITT Grievance - - > Grievance Listing - - > View GR - - > Forward to AA

Forward the GR to AA

← Back

Exam No:	2	Contract Code:	CN02100006
Course:	AITT Course2	Grievance Code:	GNCN02100006-GC1-3-3
Candidate Name:	Stest Five	GR Category:	GCI-Result not processed
Status:	In-Progress, Pending with Establishment	Raised on:	2021-12-02
Payment Status:	--	Pending with:	Shwetha m
GR Subject:	Result not Processed	GR Description:	Result not Processed

Comments *

Forward to AA for redressal

Upload Supporting Documents

Image.png, Image (1).png

Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format: png, jpg, jpeg, pdf.

Forward to AA

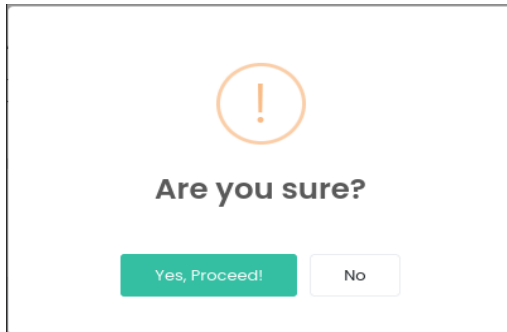
➤ Click **Forward to AA**, the message appears as **GR Successfully Forwarded to AA**.

4.3 Reject GR – Establishment

The **Reject GR** screen allows the Establishment to reject the raised request if it was already send back for correction and still Establishment finds that irrelevant.

To Navigate

Home - - > Establishment Login - - > Dashboard - - > DT AITT Exam and Certification - - > AITT Grievance - - > Grievance Listing - - > View GR - - > Reject GR



➤ Click **Yes, Proceed!**, the following screen appears.

Reject GR
← Back

Exam No:	1111	Contract Code:	CNT12100002
Course:	grievance	Grievance Code:	GNCNT12100002-GC2-4-28
Candidate Name:	Can_sharath	Status:	In-Progress, Pending with Establishment
Raised on:	2021-12-03	Payment Status:	--
Pending with:	Est_grievance	GR Subject:	result not processed
GR Description:	result not processed		
Category:	GC2-Result processed with 0 or incorrect marks		

Comments *

rejecting the GR

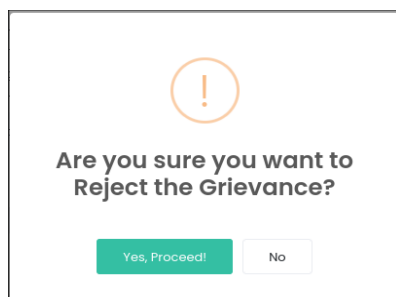
Upload Supporting Documents

Image.png, image (1).png, Screenshot from 2021-12-02 18-44-09.png

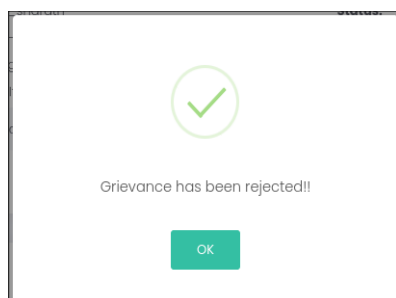
Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

- Click **Reject GR**, after filling the required details.



- Click **Yes, Proceed!**, , following pop-up appears.

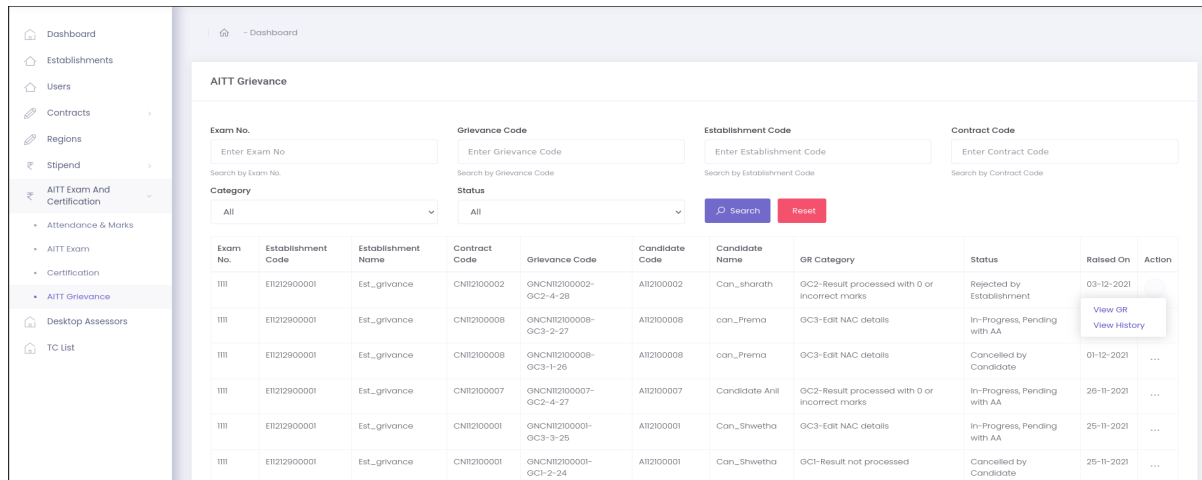


5 View All Grievances- AA

The **View All Grievance List** screen allows the AA to view the Grievance list raised by Candidates, but he cannot take any action till the time GR is not forwarded to AA by Establishment.

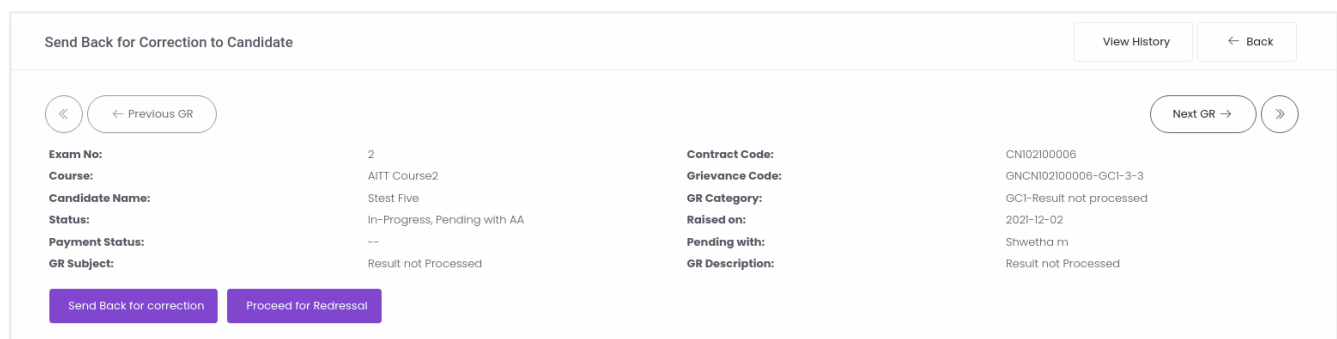
To Navigate

Home --> AA Login --> Dashboard --> DT AITT Exam and Certification --> AITT Grievance --> Grievance Listing



Exam No.	Establishment Code	Establishment Name	Contract Code	Grievance Code	Candidate Code	Candidate Name	GR Category	Status	Raised On	Action
1111	E1212900001	Est_grievance	CN12100002	GNCR12100002-GC2-4-28	AIT2100002	Can_sharath	GC2-Result processed with 0 or incorrect marks	Rejected by Establishment	03-12-2021	View GR View History
1111	E1212900001	Est_grievance	CN12100008	GNCR12100008-GC3-2-27	AIT2100008	Can_Prema	GC3-Edit NAC details	In-Progress, Pending with AA		
1111	E1212900001	Est_grievance	CN12100008	GNCR12100008-GC3-1-28	AIT2100008	Can_Prema	GC3-Edit NAC details	Cancelled by Candidate	01-12-2021	...
1111	E1212900001	Est_grievance	CN12100007	GNCR12100007-GC2-4-27	AIT2100007	Candidate Anil	GC2-Result processed with 0 or incorrect marks	In-Progress, Pending with AA	26-11-2021	...
1111	E1212900001	Est_grievance	CN12100001	GNCR12100001-GC3-3-25	AIT2100001	Can_Shivetha	GC3-Edit NAC details	In-Progress, Pending with AA	25-11-2021	...
1111	E1212900001	Est_grievance	CN12100001	GNCR12100001-GC1-2-24	AIT2100001	Can_Shivetha	GC1-Result not processed	Cancelled by Candidate	25-11-2021	...

- The **AITT Grievance** screen displays all the grievance details such as Exam No., Establishment Code, Establishment Name, Contract Code, Grievance Code, Candidate Code, Candidate Name, GR Category, Status, Raised On and also allows to view GR and view history details under Action.
- The **AA** can search for a particular Grievance based on Exam No., Grievance Code, Establishment Code, Contract Code, Category and Status. Click **Search**, to search for a particular GR.
- Click **View GR** to view the details for the GR. **AA** can view the GR details and take action if it is pending with AA. If GR is in first iteration then **Send Back for Correction**, **Proceed for Redressal** buttons will be displayed. If GR is in Second iteration then **Send Back for Re-Correction**, **Proceed for Redressal** and **Reject GR** buttons will be displayed.



Send Back for Correction to Candidate

View History Back

Previous GRNext GR

Exam No: 2

Course: AITT Course2

Candidate Name: Stest Five

Status: In-Progress, Pending with AA

Payment Status: --

GR Subject: Result not Processed

Contract Code: CN102100006

Grievance Code: GNCN102100006-GC1-3-3

GR Category: GC1-Result not processed

Raised on: 2021-12-02

Pending with: Shwetha m

GR Description: Result not Processed

Send Back for correction

Proceed for Redressal

View GR Details

[View History](#)
[← Back](#)

[«](#)
[← Previous GR](#)

[Next GR →](#)
[»](#)

Exam No: 2 Course: AITT Course2 Candidate Name: Steet Five Status: In-Progress, Pending with AA Payment Status: -- GR Subject: Result processed with 0 marks	Contract Code: Grievance Code: GNCNI02100006-GC2-2-2 GR Category: GC2-Result processed with 0 or incorrect marks Raised on: 2021-12-02 Pending with: Shwetha m GR Description: Result processed with 0 marks	
---	---	--

[Send Back for Re-correction](#)
[Proceed for Redressal](#)

[Reject GR](#)

- Click **View History** to view the history details for the GR. **AA** can view the history and what all actions have been taken on the GR, Supporting Documents uploaded (if any) by Candidate/Establishment/AA/DGT GR Admin etc.

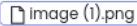

View History

×

Current Status: Sent Back for re-correction

Iteration No. Second

Subject: Result not Processed

Action Date	User	Status	Remarks/Description	Supporting Documents
2021-12-02 23:06	Candidate	In-Progress, Pending with Establishment	Result Not Processed	
2021-12-02 23:08	Establishment	In-Progress, Pending with AA	Testing	
2021-12-02 23:13	AAA Admin	Sent Back for correction	Testing Sent-back By Aa - Iteration 1	
2021-12-02 23:16	Candidate	In-Progress, Pending with Establishment	Testing Re-submit	
2021-12-02 23:21	Establishment	Sent Back for re-correction	Sent-back By Est - Iteration -2	

5.1 Send Back for Correction/Re-correction – AA

The **Send Back for Correction/Re-correction** allows the **AA** to sent back a GR request to the candidate for the correction/re-correction in case of wrong information/some error in the request like supporting document is missing or if more clarification is needed. After 2 iterations of send back, **AA** either can Proceed for Redressal or Reject GR. Also **AA** Send-Back GR for correction, after that Candidate re-submit the GR then GR will go to Establishment for approval, only after that it comes back to **AA** post Establishment's approval.

To Navigate

Home --> AA Login --> Dashboard --> DT AITT Exam and Certification --> AITT Grievance --> Grievance Listing --> View GR --> Send Back for Correction/Send Back for Re-Correction

Send Back for Correction to Candidate

← Back

Exam No:	2	Establishment Code:	E05212900001
Establishment Name:	Shwetha m	Contract Code:	CNI021000006
Course:	AITT Course2	Grievance Code:	GNCNI021000006-GCI-3-3
Candidate Name:	Steet Five	GR Category:	GCI-Result not processed
Status:	In-Progress, Pending with AA	Raised on:	2021-12-02
Payment Status:	--	Pending with:	Shwetha m
GR Subject:	Result not Processed	GR Description:	Result not Processed

Comments *

Enter Comments

Upload Supporting Documents

Choose file
Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

Send Back for correction

- Click **Send Back for correction**, after filling required details. GR request will be sent-back to the Candidate for making corrections, the message appears as **"GR Successfully Send Back for Correction to Candidate."**

Send Back for Re-Correction to Candidate
← Back

Exam No:	2	Establishment Code:	E052I2900001
Establishment Name:	Shwetha m	Contract Code:	CNI02I00006
Course:	AITT Course2	Grievance Code:	GNCNI02I00006-GC2-2-2
Candidate Name:	Stest Five	GR Category:	GC2-Result processed with 0 or incorrect marks
Status:	In-Progress, Pending with AA	Raised on:	2021-12-02
Payment Status:	--	Pending with:	Shwetha m
GR Subject:	Result processed with 0 marks	GR Description:	Result processed with 0 marks

Comments *

Enter Comments

Upload Supporting Documents

Choose file

Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

Send Back for Re-correction

- Click **Send Back for Re-correction**, after filling required details. GR request will be sent-back to the Candidate for making re-corrections, the message appears as **“GR Successfully Send Back for Re-correction to Candidate.”**

5.2 Reject GR - AA

The **Reject GR** screen allows the **AA** to reject the raised request if it was already send back for correction and still **AA** finds that irrelevant.


To Navigate

Home --> AA Login --> Dashboard --> DT AITT Exam and Certification --> AITT Grievance --> Grievance Listing --> View GR --> Reject GR

Send Back for Re-correction

Proceed for Redressal

Reject GR



Are you sure?

Yes, Proceed!

No

- Click **Yes, Proceed!**, the following screen appears.

Reject GR
← Back

Exam No:	1111	Contract Code:	CN112100007
Course:	grievance NOn(eng)	Grievance Code:	GNCN112100007-GC2-4-27
Candidate Name:	Candidate Anil	Status:	In-Progress, Pending with AA
Raised on:	2021-11-26	Payment Status:	--
Pending with:	Est_grievance	GR Subject:	min check
GR Description:	mic		
Category:	GC2-Result processed with 0 or incorrect marks		

Comments *

Enter Comments

Upload Supporting Documents

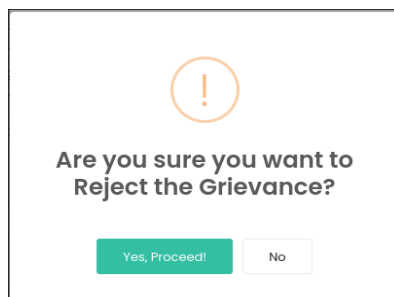
Choose file

Browse

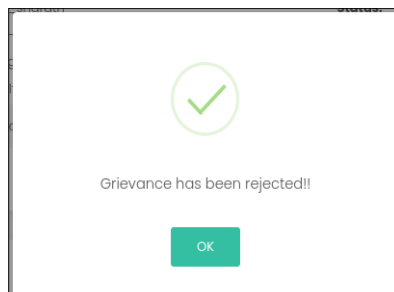
Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

Reject GR

➤ Click **Reject GR**, after filling the required details.



➤ Click **Yes, Proceed!**, following pop-up appears.



5.3 GR Redressal – AA

The **GR Redressal** screen allows the **AA** to resolve the raised GR request. There are 4 GR categories


To Navigate

Home --> AA Login --> Dashboard --> DT AITT Exam and Certification --> AITT Grievance --> Grievance Listing --> View GR --> Proceed for Redressal

Send Back for Re-correction

Proceed for Redressal

Reject GR



Are you sure?

Yes, Proceed!

No

➤ Click **Yes, Proceed!**, the following screen appears.

GC1 - GR Redressal

New Marksheet

Sl.No	Subject	Subject Max. Marks	Subject Min. Marks	Marks Secured
1	Trade Theory	100	40	75
	Sessional	20	8	11
2	Trade Practical	300	180	190
	Sessional	100	60	89
3	Employability Skills	50	20	20
Total Marks:		570		385

Comments *

Enter Comments

Upload Supporting Documents

Choose file

Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

Mark Completed

P.S: This updates the Marksheet and certificate. The Certificate is published only if the Candidate fulfills the pass criteria. And the GR would be marked - Closed

GC2 - GR Redressal

Edit Marks

SLNo	Subject	Old Marks	New Marks
1	Trade Theory	75	<input type="text" value="75"/>
	Sessional	11	<input type="text" value="11"/>
2	Trade Practical	190	<input type="text" value="190"/>
	Sessional	89	<input type="text" value="89"/>
3	Employability Skills	20	<input type="text" value="20"/>

Comments *

Enter Comments

Upload Supporting Documents

Choose file

Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format: png, jpg, jpeg, pdf.

Mark Completed

P.S: This updates the Marksheet and certificate. The Certificate is published only if the Candidate fulfills the pass criteria. And the GR would be marked - Closed

GC3 - GR Redressal

Edit NAC Details

	Old Details	New Details
Name	can_Prema	<input type="text" value="can_Prema"/>
Father's Name	shwetha	<input type="text" value="shwetha"/>
Mother's Name	Malleshiah M	<input type="text" value="Malleshiah M"/>
Date of Birth	1998/11/13	<input type="text" value="1998/11/13"/>
Gender	female	<input type="text" value="Female"/>

Comments *

Enter Comments

Upload Supporting Documents

Choose file


Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format: png, jpg, jpeg, pdf.

Mark Completed

P.S: This updates the Marksheet, certificate and contract. The Certificate is published only if the Candidate fulfills the pass criteria. And the GR would be marked - Closed

GC4 - GR Redressal



Dashboard
 Establishments
 Users
 Contracts
 Regions
 Stipend
 AITT Exam And Certification
 Desktop Assessors
 TC List

Kerala RDSE | RDSE Admin

Redressal GC4
← Back

Exam No: IIII Course: grievance NOn(eng) Candidate Name: can_Premhooa Raised on: 2022-02-15 GR Description: Test Category: GC4-Change Candidate Type (Non-ITI to ITI)	Contract Code: CNIT2100008 Grievance Code: GNCNIT2100008-GC4-2-8 Status: In-Progress, Pending with AA GR Subject: Test
--	---

Comments *

Upload Supporting Documents

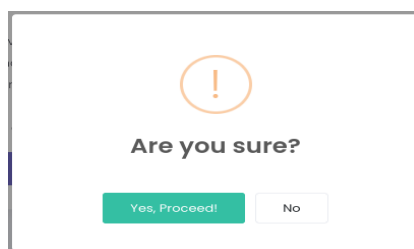
Choose file
Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

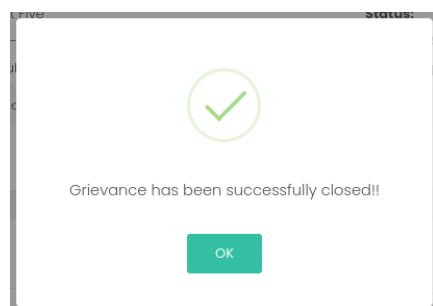
Mark Completed

P.S: This updates and re-generates the Marksheet and Contract. The GR would be marked - Closed.

- Click **Mark Completed**, after filling the required details.



- Click **Yes, Proceed!**, following pop-up appears.

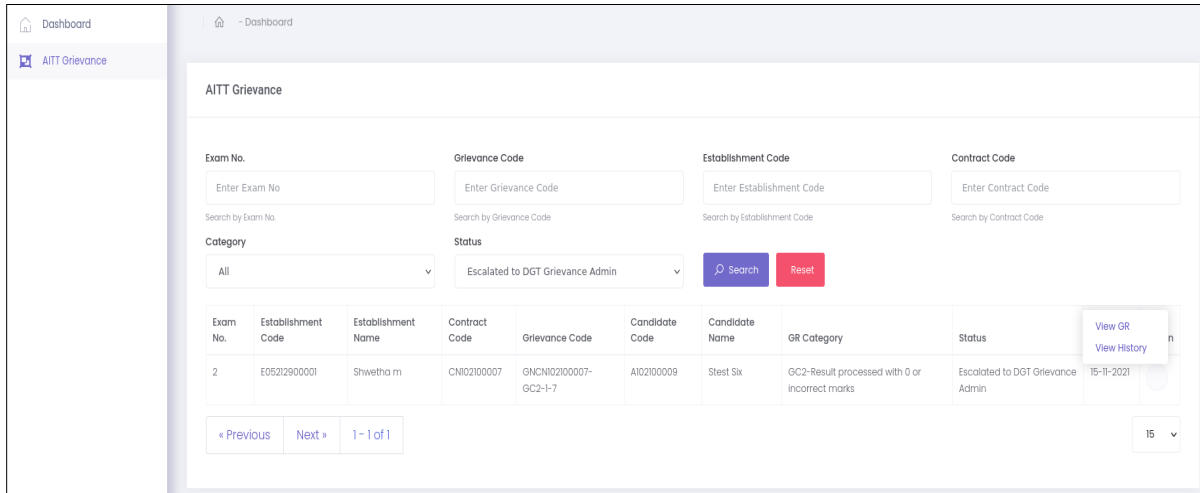


6 View all Grievances – DGT GR Admin

The **View All Grievances** screen allows the DGT GR Admin to view all the GRs.

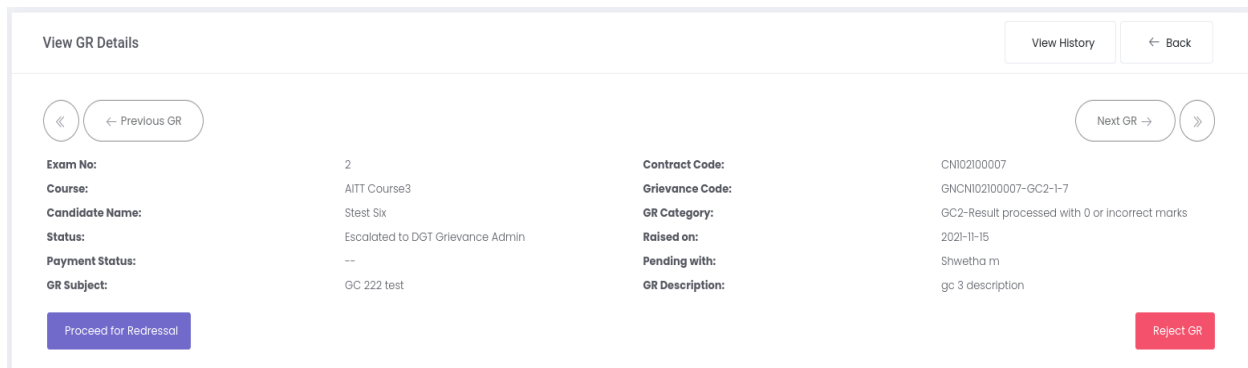
To Navigate

Home - - > DGT GR Admin Login - - > Dashboard - - > AITT Grievance



The screenshot shows the 'AITT Grievance' dashboard. It features search filters for Exam No., Grievance Code, Establishment Code, and Contract Code. Below these are dropdowns for Category and Status. A 'Search' button and a 'Reset' button are present. The main table lists grievances with columns for Exam No., Establishment Code, Establishment Name, Contract Code, Grievance Code, Candidate Code, Candidate Name, GR Category, Status, and Action. The first row shows a grievance for Exam No. 2, Establishment Code E0521290000I, Establishment Name Shwetha m, Contract Code CN02100007, Grievance Code GNCN02100007-GC2-1-7, Candidate Code A102100009, Candidate Name Stest Six, GR Category GC2-Result processed with 0 or Incorrect marks, and Status Escalated to DGT Grievance Admin. The Action column has links for 'View GR' and 'View History'. Navigation buttons 'Previous', 'Next', and '1 - 1 of 1' are at the bottom left, and a page size dropdown '15' is at the bottom right.

- The **AITT Grievance** screen displays all the grievance details such as Exam No., Establishment Code, Establishment Name, Contract Code, Grievance Code, Candidate Code, Candidate Name, GR Category, Status, Raised On and also allows to View GR and View History details under Action.
- The **DGT GR Admin** can search for a particular Grievance based on Exam No., Grievance Code, Establishment Code, Contract Code, Category and Status. Click **Search**, to search for a particular GR.
- Click **View GR** to view the details for the GR. **DGT GR Admin** can only view the GR details and can take any action only on those GR's that are escalated by the Candidate.



The screenshot shows the 'View GR Details' screen. It has a 'View History' button and a 'Back' button at the top right. Below these are navigation buttons 'Previous GR' and 'Next GR'. The main content area displays the following details:

Exam No:	2	Contract Code:	CN02100007
Course:	AITT Course3	Grievance Code:	GNCN02100007-GC2-1-7
Candidate Name:	Stest Six	GR Category:	GC2-Result processed with 0 or incorrect marks
Status:	Escalated to DGT Grievance Admin	Raised on:	2021-11-15
Payment Status:	--	Pending with:	Shwetha m
GR Subject:	GC 222 test	GR Description:	gc 3 description

At the bottom, there are two buttons: 'Proceed for Redressal' (purple) and 'Reject GR' (red).

➤ Click View History to view all the actions performed by all the Users.

View History ×				
Current Status: Escalated to DGT Grievance Admin Iteration No. Second Subject: GC 222 test				
Action Date	User	Status	Remarks/Description	Supporting Documents
2021-11-15 12:31	Candidate	Draft	Gc 3 Description	Screenshot from 2021-10-2... Screenshot from 2021-10-2...
2021-11-15 12:32	Candidate	In-Progress, Pending with Establishment	Gc 3 Description	Screenshot from 2021-10-2... Screenshot from 2021-10-2...
2021-11-15 12:37	Establishment	In-Progress, Pending with AA	Aa Check It	Screenshot from 2021-09-1... Screenshot from 2021-09-1...
2021-11-15 16:50	SAA-SSDM Admin	Sent Back for correction	Correct	Screenshot from 2021-10-2... Screenshot from 2021-10-2...
2021-11-15 16:52	Candidate	In-Progress, Pending with	Checkf	Screenshot from 2021-04-2...

6.1 GR Redressal – DGT GR Admin


The **GR Redressal** screen allows the **DGT GR Admin** to resolve the raised GR request. There are 4 GR categories.

To Navigate

Home - - > DGT GR Admin Login - - > Dashboard - - > AITT Grievance - - > Grievance Listing - - > View GR - - > Proceed for Redressal

Proceed for Redressal

Reject GR



Are you sure?

Yes, Proceed!

No

➤ Click Yes, Proceed!, the following screen appears.

GC1 - GR Redressal

New Marksheet

Sl.No	Subject	Subject Max. Marks	Subject Min. Marks	Marks Secured
1	Trade Theory	100	40	75
	Sessional	20	8	11
2	Trade Practical	300	180	190
	Sessional	100	60	89
3	Employability Skills	50	20	20
Total Marks:		570		385

Comments *

Enter Comments

Upload Supporting Documents

Choose file

Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

Mark Completed

P.S: This updates the Marksheet and certificate. The Certificate is published only if the Candidate fulfills the pass criteria. And the GR would be marked - Closed

GC2 - GR Redressal

Edit Marks

SLNo	Subject	Old Marks	New Marks
1	Trade Theory	75	75 
	Sessional	11	11 
2	Trade Practical	190	190 
	Sessional	89	89 
3	Employability Skills	20	20 

Comments *

Enter Comments

Upload Supporting Documents

Choose file

Browse


Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

Mark Completed

P.S: This updates the Marksheet and certificate. The Certificate is published only if the Candidate fulfills the pass criteria. And the GR would be marked - Closed

GC3 - GR Redressal

Edit NAC Details

	Old Details	New Details
Name	can_Prema	can_Prema
Father's Name	shwetha	shwetha
Mother's Name	Malleshlah M	Malleshlah M
Date of Birth	1998/11/13	1998/11/13
Gender	female	Female 

Comments *

Enter Comments

Upload Supporting Documents

Choose file

Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format png, jpg, jpeg, pdf.

Mark Completed

P.S: This updates the Marksheet, certificate and contract. The Certificate is published only if the Candidate fulfills the pass criteria. And the GR would be marked - Closed

GC4 - GR Redressal

- Dashboard
- Establishments
- Users
- Contracts
- Regions
- Stipend
- AITT Exam And Certification
 - Attendance & Marks
 - AITT Exam
 - Certification
 - AITT Grievance**
- Desktop Assessors
- TC List

Redressal GC4
← Back

Exam No:	ITI	Contract Code:	CNII2100008
Course:	grievance NOI(eng)	Grievance Code:	GNICNII2100008-GC4-2-8
Candidate Name:	can_Premaaa	Status:	In-Progress, Pending with AA
Raised on:	2022-02-15	GR Subject:	Test
GR Description:	Test		
Category:	GC4-Change Candidate Type (Non-ITI to ITI)		

Comments *

Enter Comments

Upload Supporting Documents

Choose file

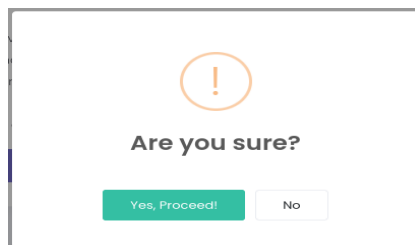
Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format: png, jpg, jpeg, pdf.

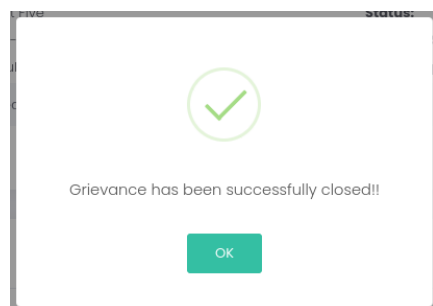
Mark Completed

P.S. This updates and re-generates the Marksheet and Contract. The GR would be marked - Closed.

➤ Click **Mark Completed**, after filling the required details.



➤ Click **Yes, Proceed!**, following pop-up appears.



6.2 Reject GR - DGT GR Admin

The **Reject GR** screen allows the **DGT GR Admin** to reject the raised request if it was escalated to the DGT GR Admin and if DGT GR Admin finds that irrelevant.


To Navigate

Home - - > DGT GR Admin Login - - > Dashboard - - > AITT Grievance - - > Grievance Listing - - > View GR - - > Reject GR

Send Back for Re-correction

Proceed for Redressal

Reject GR



Are you sure?

Yes, Proceed!

No

➤ Click **Yes, Proceed!**, the following screen appears.

Reject GR
← Back

Exam No: 1111

Course: grievance NOn(eng)

Candidate Name: Candidate Anil

Raised on: 2021-11-26

Pending with: Est_grievance

GR Description: mic

Category: GC2-Result processed with 0 or incorrect marks

Contract Code: CN112100007

Grievance Code: GNCN112100007-GC2-4-27

Status: In-Progress, Pending with AA

Payment Status: --

GR Subject: min check

Comments *

Enter Comments

Upload Supporting Documents

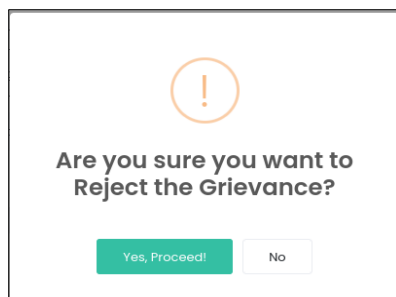
Choose file

Browse

Max. 5 attachments allowed for upload, Max file size 2MB each. Supported format: png, jpg, jpeg, pdf.

Reject GR

- Click **Reject GR**, after filling the required details.



- Click **Yes, Proceed!**, following pop-up appears.

