

Instruction Manual - CTS – Trainee – Create Grievance

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1 Introduction

The **CTS Profile Grievance _ Create Grievance - Trainee** is designed to provide the information on, how both Aadhaar Trainee and Non Aadhaar Trainee raise their Grievance for Category A and Category B.

- Login
- View Trainee Details
- Create Grievance (Non-Aadhaar Trainee) – Category A
- Create Grievance – (Aadhaar and Non-Aadhaar Trainee) – Category B

2 Login

The Login screen allows the user to login as Trainee.

To Navigate

Home --> Login --> CTS --> Examination --> Trainee



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

A screenshot of the ITI Trainee login screen. The header includes the Skill India logo and the text 'Welcome to Skill India Digital Hub(SIDH)'. Below this is the text 'LET'S GET STARTED' and an illustration of a person sitting on a chair using a laptop. The login form consists of a dropdown menu for 'ITI Trainee', a text input field for 'Enter Your PRN Number', a date input field for 'dd-mm-yyyy', and a red 'LOGIN' button.

- Enter the appropriate PRN Number.
- Enter your Date of Birth.
- Click **Login**, the **Trainee Details** screen appears.

3 View Trainee Details

The **View Trainee Details** screen allows the Trainee to view all the trainee details.

To Navigate

Login --> Trainee Details

Exam Type	Academic 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	2 Year	XXXXXXXXXX	XXXX XXXX	XXXXXXXXXX	XXXX	115	109	110	105	78	82	Eligible	FA Approved	Paid	Success	...
N/A	1 Year	XXXXXXXXXX	XXXX XXXX	XXXXXXXXXX	XXXX	117	101	89	77	70	74	Not Eligible	FA Approved	Paid	Success	...

- The **View Trainee Details** screen allows the Trainee to view the details such as Exam Type, Academic Year, Trainee Code, Trainee Name, ITI Code, T1 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.

Note:

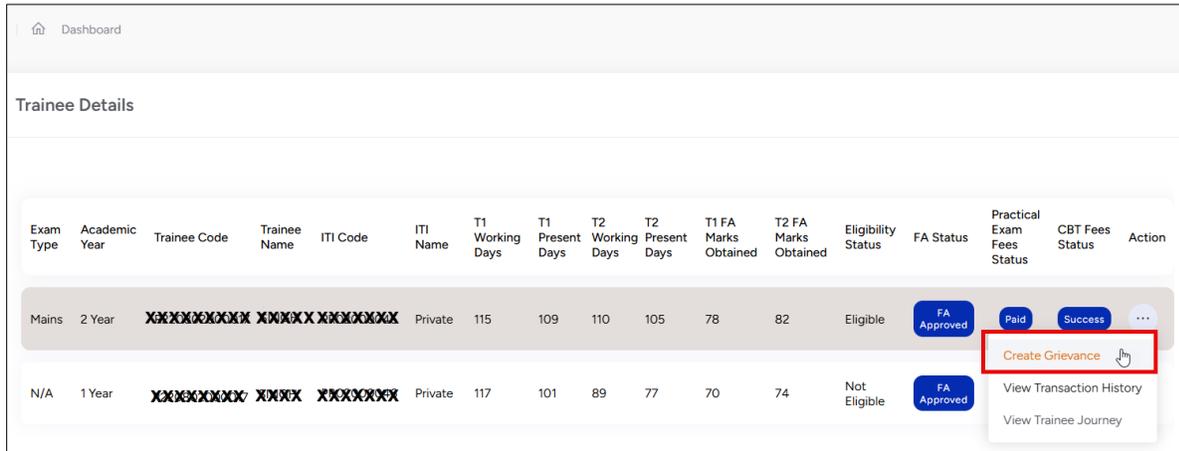
- Update requests are categories in two categories.
- a) **Category A includes the option –**
 - Trainee Name Change/Mismatch/Not Updated
 - Gender mismatch/Incorrect
 - DOB incorrect/Mismatch
 - Photograph Incorrect/Blur/Old
- b) **Category B includes the Option –**
 - Mobile Number Change/Update
 - Email ID Change Update
 - Father Name Change/Mismatch/Not Update
 - Mother Name Change
 - Caste Category incorrect/Not update
- Non-Aadhaar Trainee can grievance for Category A and Category B change requests.
- Aadhaar Trainee can only do Category B change requests.
- Aadhaar Trainees may directly login to SIDH as a learner and reverify their Aadhaar to get their details change.

4 Create Grievance (Non-Aadhaar Trainee) – Category A

The **Create Grievance** screen allows the Non-Aadhaar Trainee to create Grievance for category A.

To Navigate

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

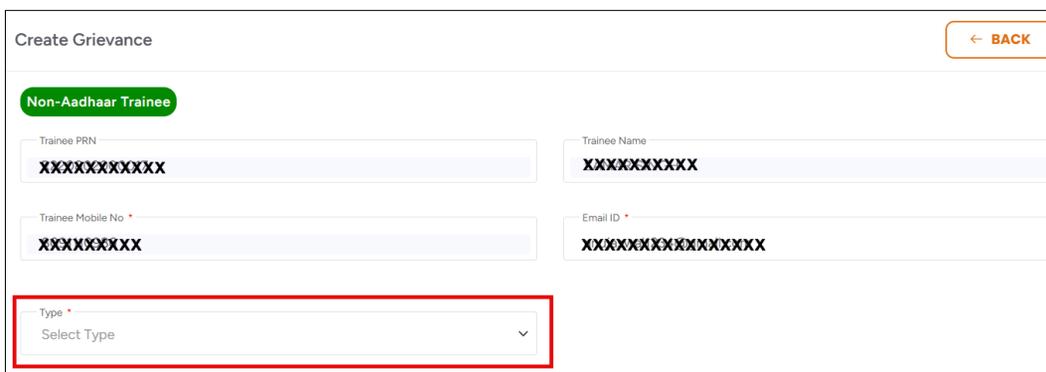


Exam Type	Academic Year	Trainee Code	Trainee Name	ITI Code	ITI Name	T1 Working Days	T1 Present Days	T2 Working Days	T2 Present Days	T1 FA Marks Obtained	T2 FA Marks Obtained	Eligibility Status	FA Status	Practical Exam Fees Status	CBT Fees Status	Action
Mains	2 Year	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Private	115	109	110	105	78	82	Eligible	FA Approved	Paid	Success	Create Grievance
N/A	1 Year	XXXXXXXXXX	XXXXX	XXXXXXXXXX	Private	117	101	89	77	70	74	Not Eligible	FA Approved			View Transaction History View Trainee Journey

- The **View Trainee Details** screen allows the Trainee to view the details such as Exam Type, Academic Year, Trainee Code, Trainee Name, ITI Code, T1 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.
- Click **Create Grievance**, the **Create Grievance** screen appears.

Note:

- Non-Aadhaar Trainee can select both Category Type (Category A and Category B) from the category drop-down.
- Trainee will receive the OTP on the same mobile number which is mentioned in the Trainee Mobile no field.



Create Grievance

Non-Aadhaar Trainee

Trainee PRN: XXXXXXXXXXXX

Trainee Name: XXXXXXXXXXXX

Trainee Mobile No: XXXXXXXXX

Email ID: XXXXXXXXXXXXXXXXX

Type: Select Type

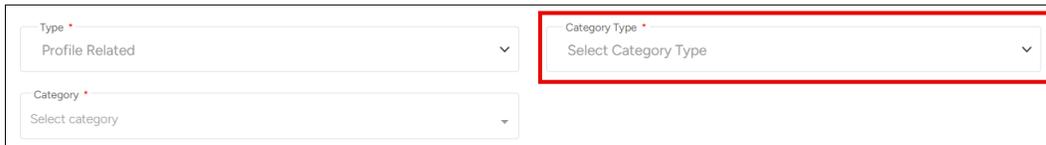
- The **Create Grievance** screen displays the details such as Trainee PRN, Trainee Name, Trainee Mobile No, and Email ID.

- The **Trainee** can select Type (Profile Related) from the drop-down.



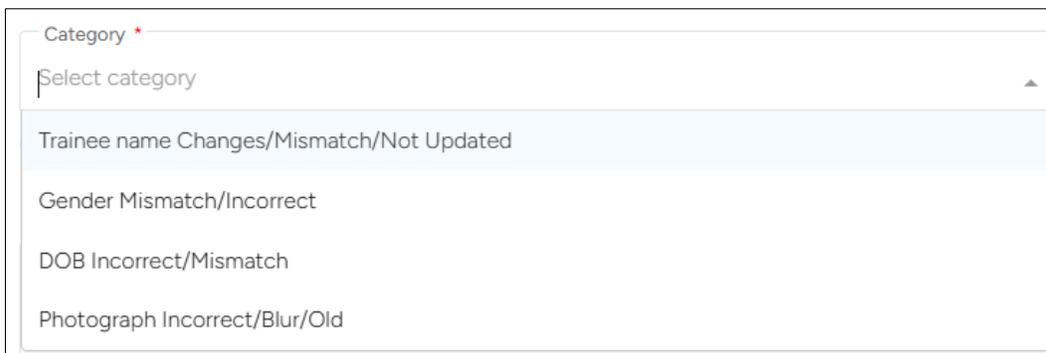
A screenshot of a dropdown menu titled "Select Type". The menu is open, showing two options: "Profile Related" and "Marks Related". The "Profile Related" option is highlighted with a red border and a mouse cursor is pointing at it.

- Select **Profile Related**, the **Category Type** section appears.
- The **Category Type** section allows the Trainee to select Category A or Category B.



A screenshot of a form with three dropdown menus. The first dropdown is labeled "Type" and has "Profile Related" selected. The second dropdown is labeled "Category Type" and has "Select Category Type" selected. The third dropdown is labeled "Category" and has "Select category" selected. The "Category Type" dropdown is highlighted with a red border.

- When the Trainee select category A, the following option available under Category.



A screenshot of a dropdown menu titled "Category". The menu is open, showing a search bar with the text "Select category" and a list of options. The first option is "Trainee name Changes/Mismatch/Not Updated", which is highlighted. Other options include "Gender Mismatch/Incorrect", "DOB Incorrect/Mismatch", and "Photograph Incorrect/Blur/Old".

- The Trainee can select single or multiple option from the given list. Based on the selected category, respective category update form appears.

- The screen displays the details such as Category Type, Category, Trainee Details as per the Profile and Details to be Updated.

Category Type	Category	Trainee Details As Per The Profile	Details To Be Updated
Category A	Gender Mismatch/Incorrect	Male	Select Gender
Category A	Trainee name Changes/Mismatch/Not Updated	XXXXXXXXXX	Trainee name
Category A	DOB Incorrect/Mismatch	XXXXXXXXXX	dd-mm-yyyy
Category A	Photograph Incorrect/Blur/Old		

- Upload the appropriate documents such as Valid ID Proof, 10th/12th/Other Documents, Affidavit, Photograph, Other Documents for the respective new changes and also allows to enter Description.

Valid ID Proof *


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

10th/12th/Other Document *


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

Affidavit *


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

Photograph *


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

Other Document

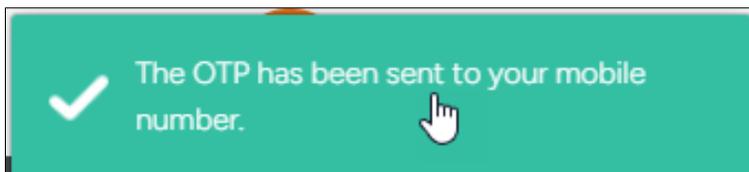

Click here to Upload
Choose file (Eg: JPG, JPEG, PNG, PDF).
Maximum 2MB allowed.

Description

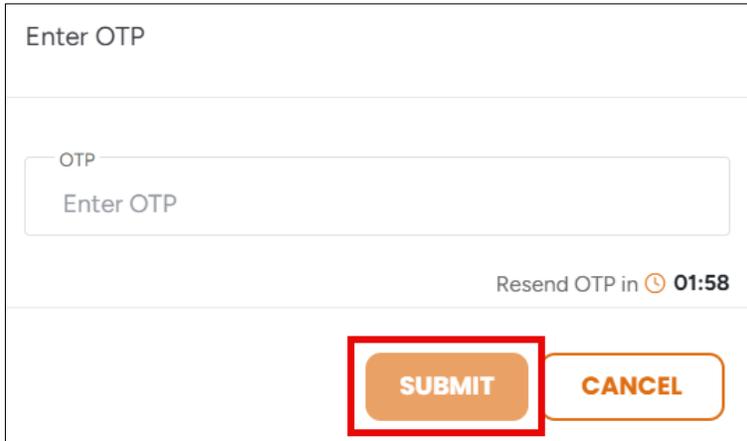
Enter Description

SAVE

- Click **Save**, the **OTP has been sent to your mobile number** message appears.



- Enter the OTP received on your registered mobile number.



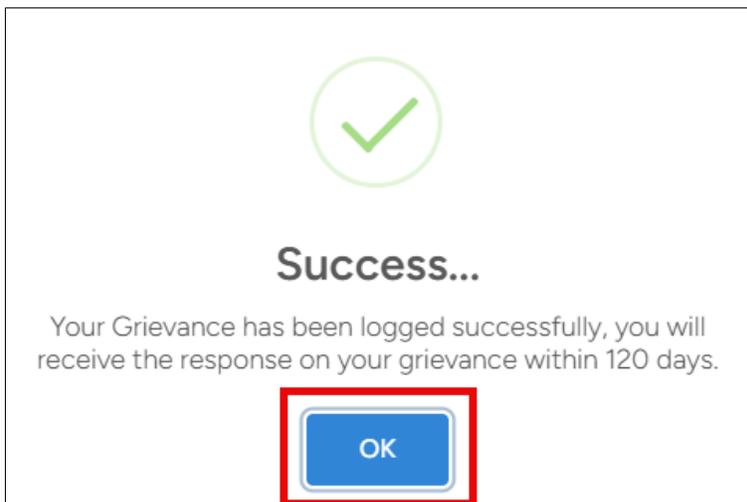
Enter OTP

OTP
Enter OTP

Resend OTP in ⌚ 01:58

SUBMIT CANCEL

- Click **Submit**, the **Success message** appears.



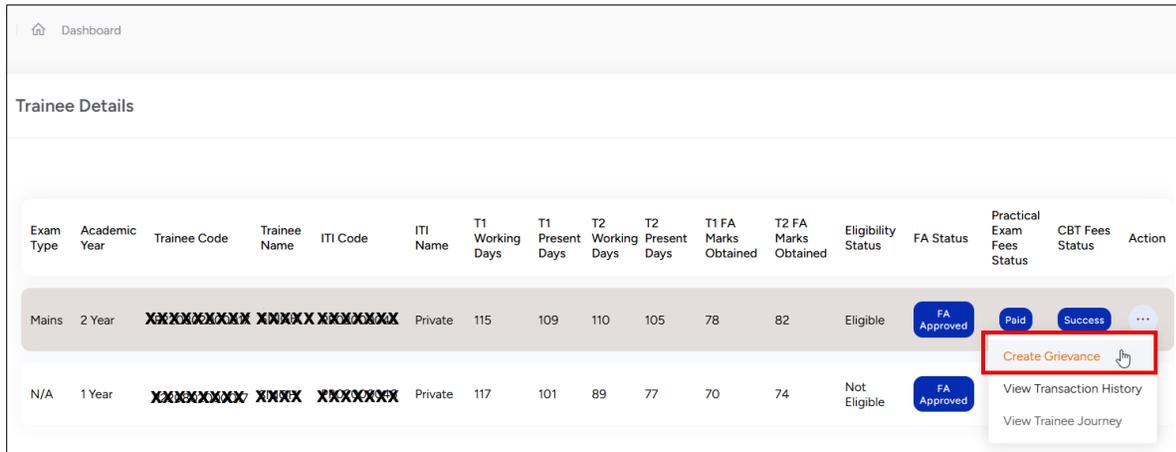
- Click **OK**, to navigate to the **Trainee Details** screen.

5 Create Grievance – (Aadhaar and Non-Aadhaar Trainee) – Category B

The **Create Grievance** screen allows both Aadhaar and Non-Aadhaar Trainee to create Grievance for category B.

To Navigate

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

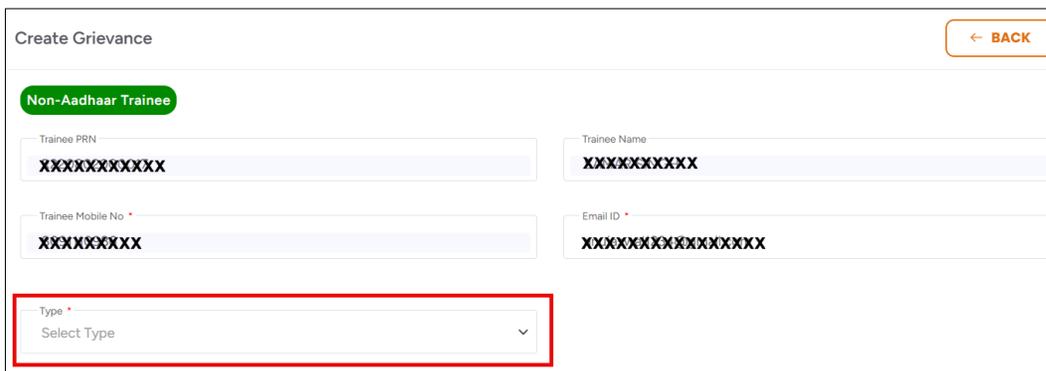


Exam Type	Academic Year	Trainee Code	Trainee Name	ITI Code	ITI Name	T1 Working Days	T1 Present Days	T2 Working Days	T2 Present Days	T1 FA Marks Obtained	T2 FA Marks Obtained	Eligibility Status	FA Status	Practical Exam Fees Status	CBT Fees Status	Action
Mains	2 Year	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Private	115	109	110	105	78	82	Eligible	FA Approved	Paid	Success	Create Grievance
N/A	1 Year	XXXXXXXXXX	XXXX	XXXXXXXXXX	Private	117	101	89	77	70	74	Not Eligible	FA Approved			View Transaction History View Trainee Journey

- The **View Trainee Details** screen allows the Trainee to view the details such as Exam Type, Academic Year, Trainee Code, Trainee Name, ITI Code, T1 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.
- Click **Create Grievance**, the **Create Grievance** screen appears.

Note:

- Aadhaar Trainee can only select Category B (Default).



Create Grievance ← BACK

Non-Aadhaar Trainee

Trainee PRN: XXXXXXXXXXXX

Trainee Name: XXXXXXXXXXXX

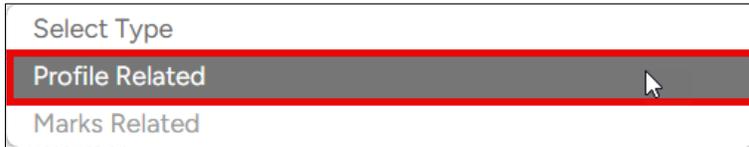
Trainee Mobile No: XXXXXXXXX

Email ID: XXXXXXXXXXXXXXXXX

Type: Select Type

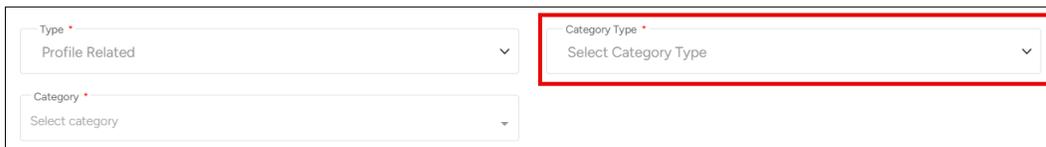
- The **Create Grievance** screen displays the details such as Trainee PRN, Trainee Name, Trainee Mobile No, Email ID.

- The **Trainee** can select Type (Profile Related) from the drop-down.



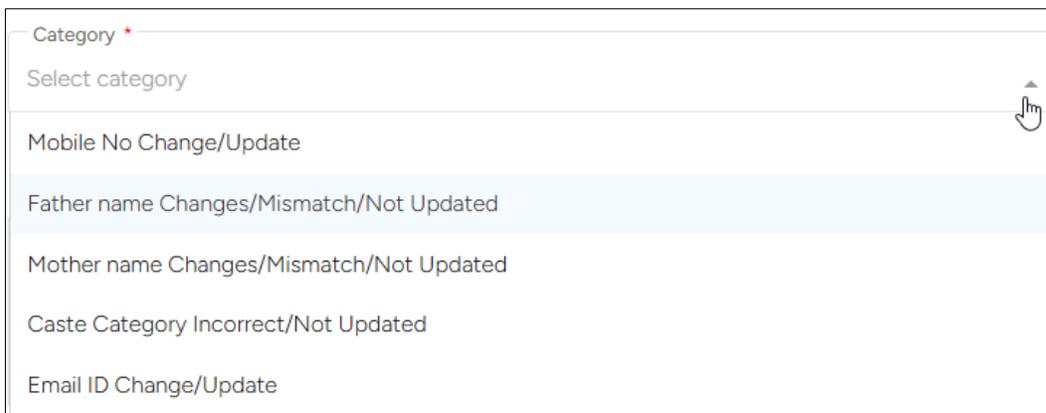
A screenshot of a dropdown menu titled "Select Type". The menu is open, showing two options: "Profile Related" and "Marks Related". The "Profile Related" option is highlighted with a red border and a mouse cursor is pointing at it.

- Select **Profile Related**, the **Category Type** section appears.
- The **Category Type** section allows the Trainee to select Category A or Category B.



A screenshot of a form with two dropdown menus. The first dropdown is labeled "Type" and has "Profile Related" selected. The second dropdown is labeled "Category Type" and has "Select Category Type" selected. The "Category Type" dropdown is highlighted with a red border.

- When the Trainee select category B, the following option available.



A screenshot of a dropdown menu titled "Category". The menu is open, showing a list of options: "Mobile No Change/Update", "Father name Changes/Mismatch/Not Updated", "Mother name Changes/Mismatch/Not Updated", "Caste Category Incorrect/Not Updated", and "Email ID Change/Update". The "Father name Changes/Mismatch/Not Updated" option is highlighted in blue. A mouse cursor is pointing at the top right corner of the dropdown menu.

- The Trainee can select single or multiple option from the given list. Based on the selected category, respective category update form appears.

Note:

- If the Trainee raise Grievance only for **Email ID** and **Mobile number**, the request will directly go to State Admin.
- If NSTI Trainee, the email ID and mobile no grievances will go directly to RSDSEs for their action.

- The screen displays the details such as Category Type, Category, Trainee Details as per the Profile and Details to be Updated.

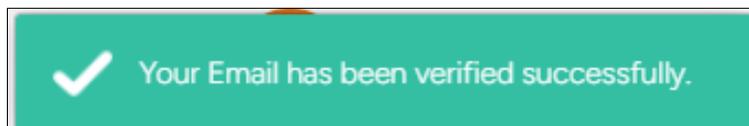
Category Type	Category	Trainee Details As Per The Profile	Details To Be Updated
Category B	Father name Changes/Mismatch/Not Updated	XXXXXXXXXX	Father name
Category B	Mother name Changes/Mismatch/Not Updated	XXXXXXXXXX	Mother name
Category B	Caste Category Incorrect/Not Updated	General	Select Category
Category B	Email ID Change/Update	XXXXXXXXXXXXXX	Email ID <input type="button" value="GET OTP"/>

- Enter the correct details based on category selected.
- Enter the new Email ID and click **Get OTP**, the **OTP has been sent to your email** message appears.

Enter OTP

Resend OTP in ⌚ 01:59

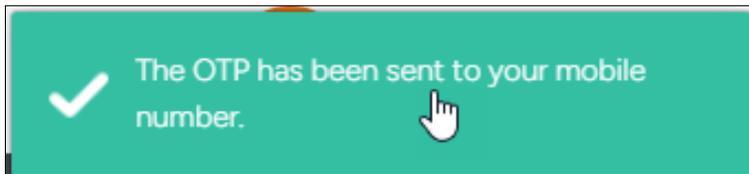
- Click **Verify**, the **Your Email has been verified successfully** message appears.



- Upload the appropriate documents such as 10th/12th/Other Documents, Caste Certificate, Other Documents for the respective new changes and also allows to enter Description.

The screenshot shows a form with four main sections. The first three are file upload areas: '10th/12th/Other Document', 'Caste Certificate', and 'Other Document'. Each upload area contains an orange arrow icon, the text 'Click here to Upload', 'Choose file (Eg: JPG, JPEG, PNG, PDF)', and 'Maximum 2MB allowed'. The fourth section is a text input field labeled 'Description' with the placeholder text 'Enter Description'. At the bottom right of the form, there is a red-bordered button labeled 'SAVE'.

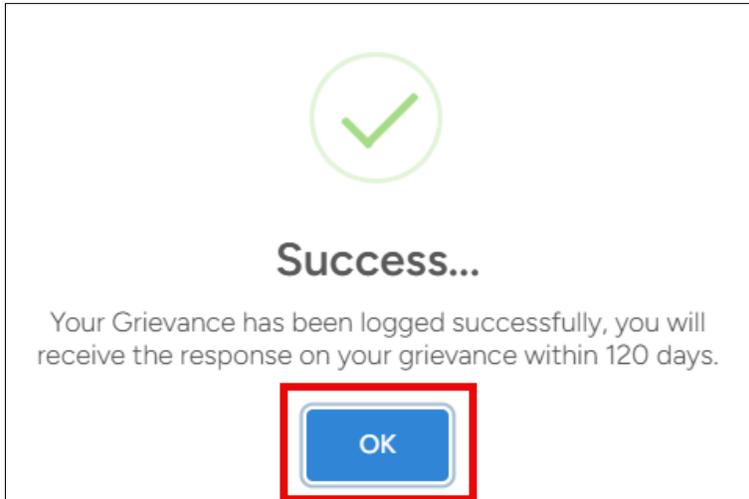
- Click **Save**, the **OTP has been sent to your mobile number** message appears.



- Enter the OTP received on your registered mobile number.

The screenshot shows an OTP entry form. At the top, it says 'Enter OTP'. Below that is a text input field with the placeholder text 'Enter OTP'. To the right of the input field, there is a timer that says 'Resend OTP in 01:58'. At the bottom of the form, there are two buttons: 'SUBMIT' and 'CANCEL'. The 'SUBMIT' button is highlighted with a red border.

- Click **Submit**, the **Success message** appears.



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

Note: Once the grievance has been logged, the Trainee will receive the confirmation message on the mobile number and can also check the grievance in the Grievance listing page of the trainee login.