

Instruction Manual - CTS – Profile Grievance – State Admin

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1 Introduction

The **CTS Profile Grievance - State Admin** is designed to provide the information on, how the State Admin can approve or reject grievance request sent by Nodal ITI for Category A and Category B.

- Login
- View Trainee Details
- Approve/Reject Grievance – Category B
- Approve/reject Grievance – Category A
- Download Report

2 Login

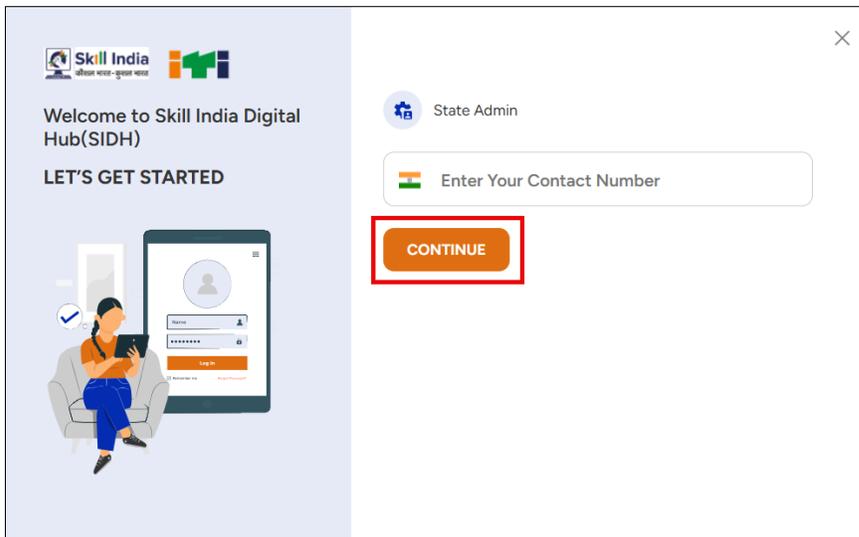
The Login screen allows the user to login as State Admin.

To Navigate

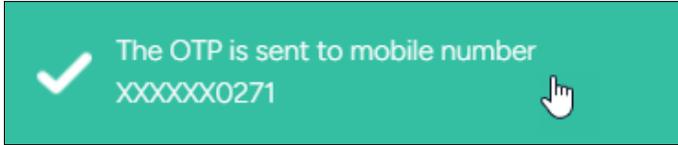
Home --> Login --> CTS --> Examination --> State Admin



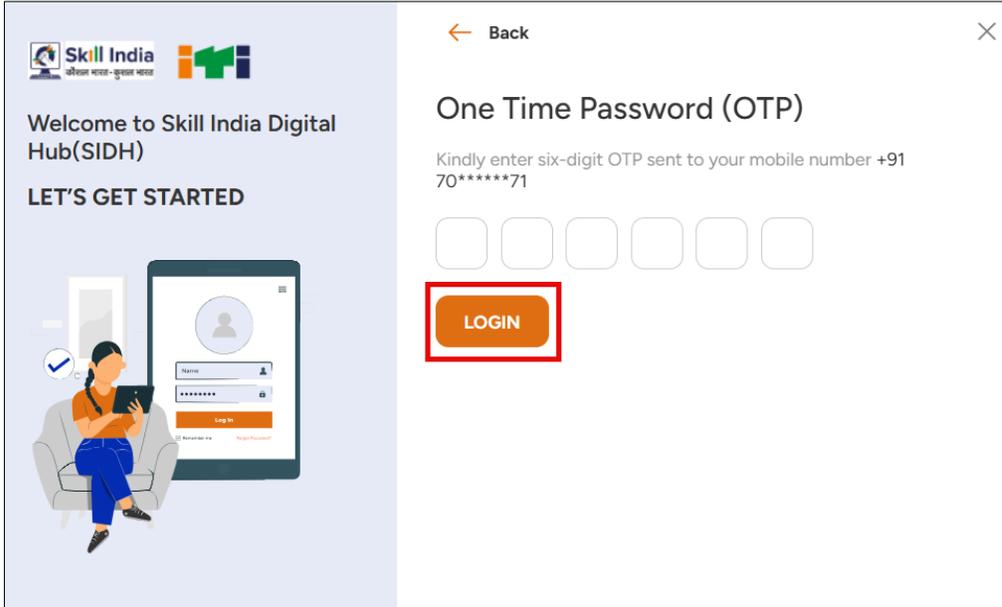
- Click **State Admin**, the following screen appears.



- Enter your registered Contact number.
- Click **Continue**, the **OTP is sent to your registered mobile number** message appears.



- Enter the six-digit OTP received on your mobile number.



- Click **Login**.

3 View Trainee Profile Details

The **View Trainee Profile Details** screen allows the State Admin to view all created Grievance sent by Nodal ITI.

To Navigate

Login --> Grievance Menu --> Profile

The screenshot shows the 'Grievance' profile details screen. The sidebar menu on the left includes options like Dashboard, CBT Fee, Eligible, Practical Center Mapping, Practical Exam Fees, Practical Marks Batches, and Grievance (highlighted). The main content area has a 'Grievance' header with a 'DOWNLOAD REPORT' button. Below the header are two tabs: 'MARKS' and 'PROFILE' (highlighted). The 'PROFILE' tab contains several filters and input fields: Schedule Type (Select Schedule Type), Schedule (Select Schedule), District (Select District), ITI (Select ITI), Admission Year (Select Admission Year), Grievance ID (Grievance ID), Category (Select Category), Status (Select Status), Created at (DD-MM-YYYY), Trade (Select Trade), Shift (Shift), Unit (Unit), Trainee Name (Trainee Name), Trainee Code (Trainee Code), and Mobile No. (Enter Mobile Number). At the bottom right, there is a search bar with 'SEARCH' and 'RESET' buttons. Below the search bar is a table header with columns: Trainee PRN, Trainee Name, Grievance ID, Grievance Created at, Admission Year, Trade, Shift, Unit, Category, Status, Ageing, TAT Status, and Action.

- The **State Admin** can view the details such as Trainee PRN, Trainee Name, Grievance ID, Grievance Created at, Admission Year, Trade, Shift, Unit, Category, Status, Ageing, TAT Status and Action.
- The **State Admin** can search for a particular profile based on Grievance ID, Trainee Name, Trainee Code, Mobile Number and Email ID. Click **Search**.
- The **State Admin** can filter out the profile based on Schedule Type, Schedule, Admission Year, and Category.

4 Approve/Reject Grievance – Category B

The Grievance screen allows State Admin to approve or reject the category B grievance request from nodal ITI of both Aadhaar and non-Aadhaar trainees.

To Navigate

Login --> Grievance Menu --> Profile --> Action --> View Grievance

Grievance DOWNLOAD REPORT

MARKS **PROFILE**

Schedule Type: Mains | Schedule: CTS AITT Mains Examination 2024 | District: Select District

ITI: Select ITI | Admission Year: Select Admission Year | Grievance ID: Grievance ID

Category: Select Category | Status: Select Status | Created at: DD-MM-YYYY

Trade: Select Trade | Shift: Shift | Unit: Unit

Trainee Name: Trainee Name | Trainee Code: Trainee Code | Mobile No.: Enter Mobile Number

Email ID: Enter Email ID

SEARCH RESET

Trainee PRN	Trainee Name	Grievance ID	Grievance Created at	Admission Year	Trade	Shift	Unit	Category	Status	Ageing	TAT Status	Action
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	15-04-2025 14:51:14	2022	Wireman (NSQF)	1	1	Mobile No Change/Update, Father name Changes/Mismatch/Not Updated, Mother name Changes/Mismatch/Not Updated, Caste Category Incorrect/Not Updated	Approved by Nodal	1	Not Fulfilled	View Grievance

- The **State Admin** can view the details such as Trainee PRN, Trainee Name, Grievance ID, Grievance Created at, Admission Year, Trade, Shift, Unit, Category, Status, Ageing, TAT Status and Action.
- Click **View Grievance**, the **View Grievance** screen appears.

Note:

- Aadhaar Trainee can only select Category B (Default).
- Non-Aadhaar Trainee can select both Category A and Category B
- The published schedule grievances will reflect on the listing page. However, the user may search the grievances by applying Schedule Type and Schedule Name filters.
- Once action has been taken by the state on Cat B grievances, the grievances will be treated as closed (either approved/rejected).

- The **View Grievance** screen displays the details such as Category Type, Trainee PRN, Admission Year, Shift, Trainee Mobile Number, ITI Code, State, Description, Remarks, Grievance ID, Trainee Name, Trade, Unit, Trainee Email ID, ITI Name, District, Grievance Created at and Grievance Status.

View Grievance
← BACK

Category Type	Category B	Grievance ID	XXXXXXXXXXXXXXXX
Trainee PRN	XXXXXXXXXXXX	Trainee Name	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Admission Year	2022	Trade	Wireman (NSQF)
Shift	1	Unit	1
Trainee Mobile No.	XXXXXXXXXX	Trainee Email ID	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
ITI Code	XXXXXXXXXX	ITI Name	XXXXXXXXXXXXXXXXXXXXXXXXXXXX
State	GUJARAT	District	NARMADA
Description	--	Grievance Created at	15-04-2025 14:51:14
Remarks	test	Grievance Status	Approved by Nodal

- The State Admin can also view the updated request such as Category A, Trainee Details As Per The Profile and Details To Be Updated.
- Click Upload to upload Supporting Documents.

Category	Trainee Details As Per The Profile	Details To Be Updated
Mobile No Change/Update	XXXXXXXXXX	XXXXXXXXXX
Father name Changes/Mismatch/Not Updated	XXXXXXXXXX	XXXXXXXXXX
Mother name Changes/Mismatch/Not Updated	XXXXXXXXXX	XXXXXXXXXX
Caste Category Incorrect/Not Updated	Schedule Tribes	General

Supporting Document

Click here to Upload

Choose file (Eg: JPG, JPEG, PNG, PDF).

I am certifying that; I have verified the supporting document with original documents

APPROVE

REJECT

- Select the **checkbox**, to accept “I am certifying that; I have verified the supporting document with original documents.

- Click , to view the uploaded documents.

Document Name	Document
Caste Certificate	
Other Document	
Ten Twelve Other Document	

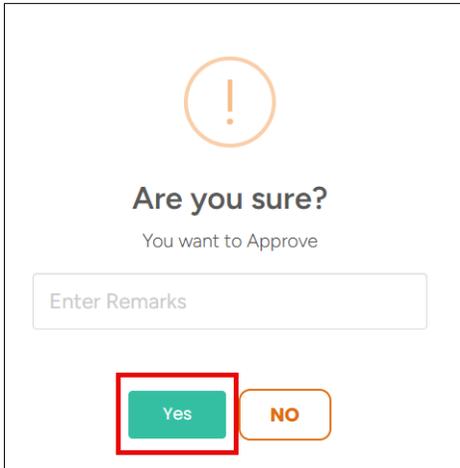
- If the State Admin click **Reject**, the following screen appears.
- Enter the appropriate remarks for rejecting the request.



Are you sure?
You want to Reject

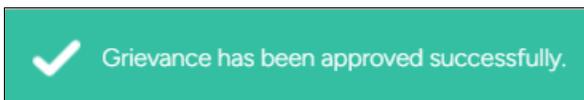
Enter Remarks

- Click **Yes**.
- If the State Admin click **Approve**, the following screen appears.



A confirmation dialog box with a white background and a thin black border. At the top center is an orange circular icon containing a white exclamation mark. Below the icon, the text "Are you sure?" is displayed in a bold, dark grey font. Underneath that, the text "You want to Approve" is shown in a smaller, regular dark grey font. A white text input field with a light grey border and the placeholder text "Enter Remarks" is positioned below the text. At the bottom of the dialog, there are two buttons: a green button with the text "Yes" and an orange button with the text "NO". The "Yes" button is highlighted with a red rectangular border.

- Enter the appropriate remarks to approve the request.
- Click **Yes**, the **Grievance has been approved successfully** message appears.



5 Approve/Reject Grievance – Category A

The Grievance screen allows State Admin to approve or reject the category A grievance request from nodal ITI of non-Aadhaar trainees.

To Navigate

Login --> Grievance Menu --> Profile --> Action --> View Grievance

Trainee PRN	Trainee Name	Grievance ID	Grievance Created at	Admission Year	Trade	Shift	Unit	Category	Status	Ageing	TAT Status	Action
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXX	14-04-2025 12:32:49	2022	Electrician (NSGF)	1	1	Gender Mismatch/Incorrect, Trainee name Changes/Mismatch/Not Updated, DOB Incorrect/Mismatch, Photograph Incorrect/Blur/Old	Approved by Nodal	1	Not Expired	View Grievance

- The **State Admin** can view the details such as Trainee PRN, Trainee Name, Grievance ID, Grievance Created at, Admission Year, Trade, Shift, Unit, Category, Status, Ageing, TAT Status and Action.
- Click **View Grievance**, the **View Grievance** screen appears.

- The **View Grievance** screen displays the details such as Category Type, Trainee PRN, Admission Year, Shift, Trainee Mobile Number, ITI Code, State, Description, Remarks, Grievance ID, Trainee Name, Trade, Unit, Trainee Email ID, ITI Name, District, Grievance Created at and Grievance Status.

View Grievance
← BACK

Category Type	Category A	Grievance ID	XXXXXXXXXXXXXXXXXX
Trainee PRN	XXXXXXXXXXXX	Trainee Name	XXXXXXXXXXXXXXXXXX
Admission Year	2022	Trade	Electrician (NSQF)
Shift	1	Unit	1
Trainee Mobile No.	XXXXXXXXXX	Trainee Email ID	XXXXXXXXXXXXXXXXXXXX
ITI Code	XXXXXXXXXX	ITI Name	XXXXXXXXXXXXXXXXXXXX Una
State	HIMACHAL PRADESH	District	UNA
Description	--	Grievance Created at	14-04-2025 12:32:49
Remarks	Test	Grievance Status	Approved by Nodal

- The State Admin can also view the updated request such as Category A, Trainee Details As Per The Profile and Details To Be Updated.
- Click Upload to upload Supporting Documents.

Category	Trainee Details As Per The Profile	Details To Be Updated
Gender Mismatch/Incorrect	Male	Female
Trainee name Changes/Mismatch/Not Updated	XXXXXXXXXXXX	XXXXXXXXXX
DOB Incorrect/Mismatch	XXXXXXXXXX	XXXXXXXXXX
Photograph Incorrect/Blur/Old		
<div style="display: flex; justify-content: center; align-items: center; gap: 10px;"> <div style="text-align: center;"> <p style="font-size: small; color: orange;">Click here to Upload Choose file (Eg: JPG, JPEG, PNG, PDF).</p> </div> </div>		
<input style="border: 1px solid red;" type="checkbox"/> I am certifying that; I have verified the supporting document with original documents		
<div style="display: flex; justify-content: center; gap: 20px;"> <div style="border: 1px solid red; padding: 5px 15px; border-radius: 5px; background-color: #007bff; color: white;">APPROVE</div> <div style="border: 1px solid red; padding: 5px 15px; border-radius: 5px; background-color: #007bff; color: white;">REJECT</div> </div>		

- Select the **checkbox**, to accept “I am certifying that; I have verified the supporting document with original documents.

- Click , to download and view the uploaded documents.

Document Name	Document
Affidavit	
Other Document	
Photograph	
Ten Twelve Other Document	
Valid Id Proof	

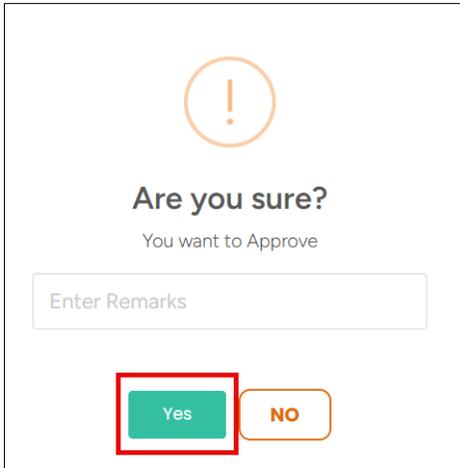
- If the State Admin click **Reject**, the following screen appears.
- Enter the appropriate remarks for rejecting the request.



Are you sure?
You want to Reject

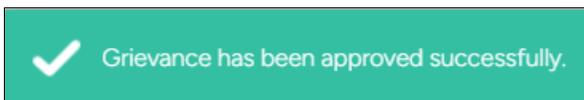
Enter Remarks

- Click **Yes**.
- If the State Admin click **Approve**, the following screen appears.



A confirmation dialog box with a white background and a thin black border. At the top center is an orange circular icon containing a white exclamation mark. Below the icon, the text "Are you sure?" is displayed in a bold, dark grey font. Underneath that, the text "You want to Approve" is shown in a smaller, lighter grey font. A white text input field with a light grey border and the placeholder text "Enter Remarks" is positioned below the text. At the bottom of the dialog, there are two buttons: a green button with the text "Yes" and an orange button with the text "NO". The "Yes" button is highlighted with a red rectangular border.

- Enter the appropriate remarks to approve the request.
- Click **Yes**, the **Grievance has been approved successfully** message appears.



6 Download Report

The **Grievance** screen allows the State Admin to download the report of the grievance based on Status.

To Navigate

Login --> Grievance Menu --> Download Report

The screenshot displays the 'Grievance' management interface. On the left is a navigation menu with 'Grievance' highlighted. The main area features a 'Grievance' header with a 'DOWNLOAD REPORT' button. Below the header are two tabs: 'MARKS' and 'PROFILE', with 'PROFILE' selected. The interface contains several filter fields: 'Schedule Type' (dropdown), 'Schedule' (dropdown), 'District' (dropdown), 'ITI' (dropdown), 'Admission Year' (dropdown), 'Grievance ID' (text), 'Category' (dropdown), 'Status' (dropdown), 'Created at' (calendar), 'Trade' (dropdown), 'Shift' (dropdown), 'Unit' (text), 'Trainee Name' (text), 'Trainee Code' (text), 'Mobile No.' (text), and 'Email ID' (text). At the bottom right are 'SEARCH' and 'RESET' buttons.

- Click **Download Report**, to download the list of grievance (all Status) in bulk.
- The State Admin can download report based on status by selecting the status from the drop-down list.

- Filter the Status and Click **Search**.
- Click **Download Report**, to download the report.

Grievance

DOWNLOAD REPORT

MARKS

PROFILE

Mains

CTS AITT Mains Examination 2024

Select District

Select ITI

Select Admission Year

Grievance ID

Select Category

Pending at State

DD-MM-YYYY

Select Trade

Shift

Unit

Trainee Name

Trainee Code

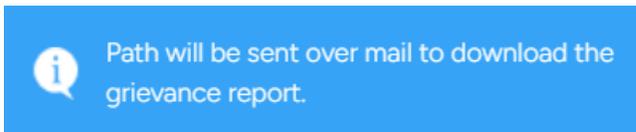
Enter Mobile Number

Enter Email ID

SEARCH

RESET

- The Downloaded report will be sent in mail.



Note: Based on the following status State Admin can download report.

- Pending at State
- Pending at Nodal
- Approved by Nodal
- Approved by State
- Approved by NPIU Creator
- Rejected by Nodal
- Rejected by State
- Rejected by NPIU Creator
- Lapsed