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
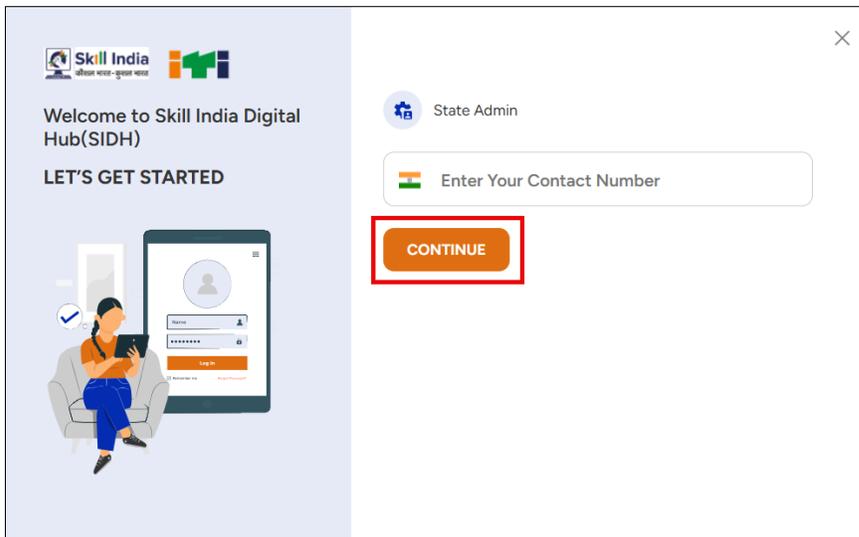- Approve/reject Grievance – Category A
- Download Report

2 Login

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

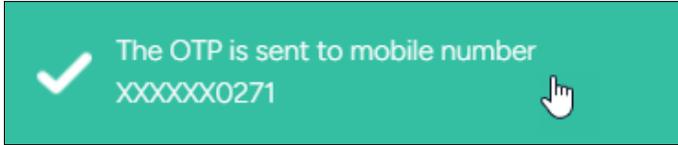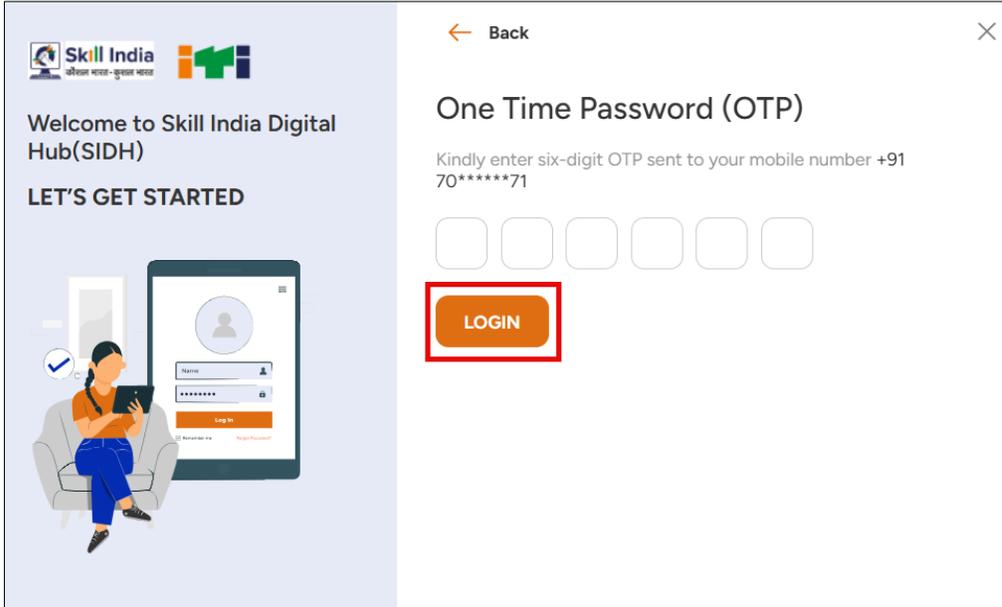➢ Click **State Admin**, the following screen appears.

➢ Enter your registered Contact number.

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

The OTP is sent to mobile number
XXXXXX0271

➢ 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 **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

➤ 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.

➢ 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.

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

➤ Click ⬇️ , to view the uploaded documents.
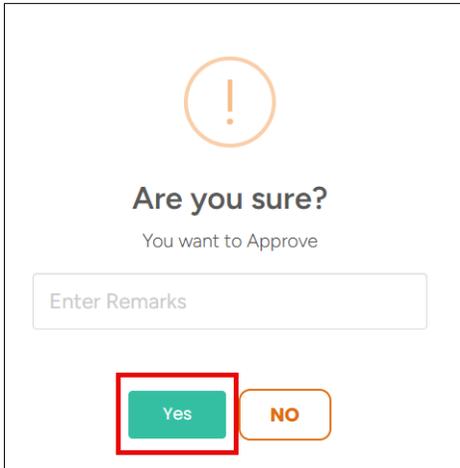

➤ If the State Admin click **Reject**, the following screen appears.

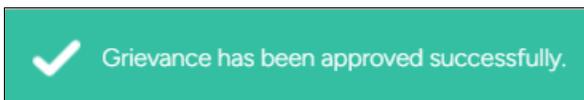➤ Enter the appropriate remarks for rejecting the request.

➤ Click **Yes**.

➤ If the State Admin click **Approve**, the following screen appears.

➢ 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.

➢ 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.

➢ 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.

➢ 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.

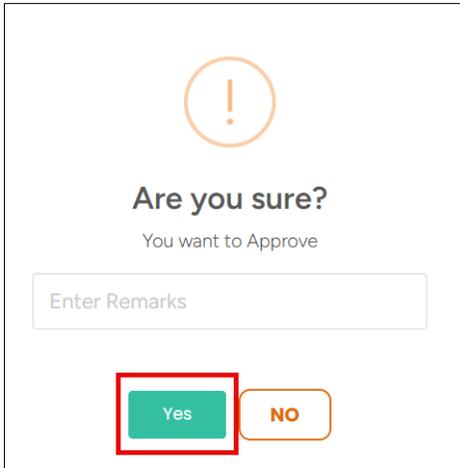| Documents	
Document Name	Document
Affidavit	📥
Other Document	📥
Photograph	📥
Ten Twelve Other Document	📥
Valid Id Proof	📥

➢ If the State Admin click **Reject**, the following screen appears.

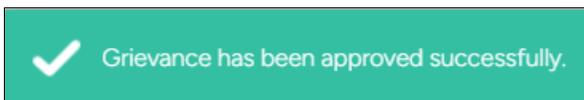➢ Enter the appropriate remarks for rejecting the request.

➢ Click **Yes**.

➢ If the State Admin click **Approve**, the following screen appears.

➢ 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.

➢ 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.

➢ The Downloaded report will be sent in mail.
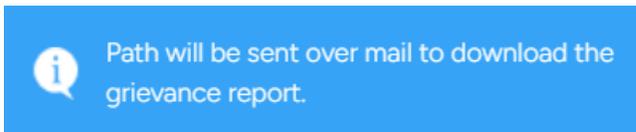
Note: Based on the following status State Admin can download report.
- Pending at State
- Pending at Nodal
- Approved by Nodal
- Approved by State
- Approved by NPIU Creator
- Rejected by Nodal
- Rejected by State
- Rejected by NPIU Creator
- Lapsed