

National Council for Vocational Education and Training
Ministry of Skill Development and Entrepreneurship
Government of India

“GUIDELINES OF NCVET ON GRIEVANCE REDRESSAL MECHANISM”
for Public Comments

1. The National Council for Vocational Education and Training (NCVET) was notified as an overarching skills regulator on 5th December 2018 vide notification **No. SD-17/113/2017-E&PW**.
2. The NCVET is responsible for regulating the functioning of entities engaged in vocational education and training, both long & short-term, and establish minimum standards for the functioning of such entities.
3. NCVET has also been mandated to carry out following functions pertaining to grievance redressal:
 - a. Provide redressal to aggrieved person (s) against any listed grievances relating to the functioning of the recognized bodies under the aegis of the NCVET.
 - b. Require recognized bodies to redress grievances of their respective aggrieved person(s), and providing commensurate remedial actions, including any penalty(s).
4. NCVET has also been mandated to frame the guidelines on Grievance Redressal Mechanism by stating the obligations of recognized bodies to redress grievances and provide recommendations on establishment of a system of grievance redressal.
5. In pursuance to the above mandate, NCVET has developed the draft of **‘GUIDELINES OF NCVET ON GRIEVANCE REDRESSAL MECHANISM - 2021’**.
6. This document encapsulates the categories of the grievances which will be dealt with by NCVET and its recognized bodies, the procedure to be followed by NCVET and its recognized bodies for addressing different categories of grievances submitted by the stakeholders. It intends to provide clarity on end-to-end processes of the grievance redressal mechanism. The guidelines also aim to describe the expected / possible outcomes of the grievance redressal.
7. Comments are invited from public on the proposed guidelines within 21 days of publication of this statement i.e. by 28.9.2021 by emails at s_gwal@nic.in and sumit.ncvet@gmail.com with the subject line “Views on Guidelines of NCVET ON GRIEVANCE REDRESSAL MECHANISM.

GUIDELINES ON GRIEVANCE REDRESSAL MECHANISM OF NCVET

National Council for Vocational Education and Training
(NCVET)



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Abbreviations

AA	Assessment Agency
AB	Awarding Body
AI	Artificial Intelligence
GoI	Government of India
GRC	Grievance Redressal Committee
GRO	Grievance Redressal Officer
MSDE	Ministry of Skill Development and Entrepreneurship
NCVET	National Council for Vocational Education and Training
NQR	National Qualification Register
NSQF	National Skills Qualification Framework
PoSH	Prevention of Sexual Harassment
SIP	Skill Information Provider
SSC	Sector Skill Council
SoP	Standard Operating Procedure
VET	Vocational Education and Training

Section 1: Introduction

The National Council for Vocational Education and Training (NCVET) has been notified by the Ministry of Skill Development and Entrepreneurship (MSDE) on 5th December 2018. NCVET acts as an overarching skills regulator which regulates the functioning of bodies engaged in vocational education and training, both long and short-term, and establishes minimum standards for the functioning of such bodies. Some of the key functions of NCVET include:

- Recognition and regulation of Awarding Bodies (ABs), Assessment Agencies (AAs) and Skill Information Providers (SIP)
- Approval of skill qualifications to align with National Skills Qualification Framework (NSQF)
- Monitoring and supervision of recognized bodies
- Grievance redressal related to vocational education and training

NCVET strives to integrate fragmented regulatory system involving multiple stakeholders and infuse quality assurance across the entire vocational training value chain, leading to strengthened outcomes. Being a national regulator, NCVET regulates the Vocational Education & Training (VET) ecosystem with multiple stakeholders such as training partners, Sector Skill Council (SSC), AAs, skill universities, central ministries, state departments, trainers, assessors, trainees, etc. In order to ensure transparency, accountability and efficiency in the functioning of various NCVET recognized bodies and other VET stakeholders, a grievance redressal mechanism shall be put in place at NCVET and bodies operating in the NCVET ecosystem, to redress grievances in a time bound manner, to prevent unfair practices and to improve the service delivery in the VET ecosystem.

NCVET has been mandated to carry out following functions pertaining to grievance redressal:

- Provide redressal to aggrieved person(s) against any listed grievances relating to the functioning of the recognized bodies under the aegis of the NCVET

- Require recognized bodies to redress grievances of their respective aggrieved person(s), and providing commensurate remedial actions including penalty(s).

In order to fulfill the above mandate, NCVET is also entrusted to frame guidelines on grievance redressal mechanism by stating the obligations of recognized bodies to redress grievances and provide recommendations on establishment of a system of grievance redressal.

This document encapsulates the categories of the grievances which will be dealt by NCVET and its recognized bodies, procedure to be followed by NCVET and its recognized bodies to address grievances submitted by the stakeholders. It intends to provide clarity on end-to-end pathway(s) of grievance redressal mechanism. The guidelines also aim to describe the possible outcomes of the grievance redressal.

1.1. Definitions

In these regulations, unless the context otherwise requires:

- A grievance is any discontent, dissatisfaction, complaint or concerns about any agency/individual involved in policy implementation or program execution, that causes resentment, denies legal rights or causes injustice and is grounds for action.
- **Grievant** means a person/agency who has grievance in the matters concerning with the grievances, as listed in this document;
- **Grievance Redressal Committee** means a Committee constituted as per these guidelines;
- **Recognized bodies** includes a recognized AB, recognized AA or recognized skill related information provider, as the case may be;
- **Recognized skill related information provider** means a skill related information provider who agrees to provide information relating to recognized bodies, accredited training partners and their consumers, their performance and quality, on a publicly accessible electronic platform as per the agreement for recognition;

- **Skills university** means a university, or an institute established or incorporated under a central, state or provincial statute, and recognized by NCVET for providing or developing advanced vocational education and training programs and for conducting research and development in skill education and training;
- **Subject organisation:** Agency/ organization against which the grievance has been raised
- **Trainee** means a person who enrolled with an accredited training partner with the purpose of receiving an award/certificate from the recognized AB;
- **Training Partner** means a body which is accredited with a recognized AB for providing training with respect to qualifications and skills;

1.2 Objectives:

Being a regulatory body of the Government of India and having a larger public interface for co-ordinated development of VET, it is all the more important that a sound public grievances mechanism is established.

The key objectives of the GRM are:

- To develop work culture amongst stakeholders to perform the mandated functions within stipulated time limit & benchmarks of performance levels.
- To develop a tech enabled framework to resolve the grievances of recognized bodies and other stakeholders.
- To provide all stakeholders access to immediate, hassle- free resolution to have their grievances, redressed timely.
- To identify the concern areas in the role and functioning of various stakeholders and to seek solutions thereon
- To put in place a Dashboard for grievance redressal system in the skill ecosystem for effective monitoring.

1.3 Guiding Principles:

The guiding principles of Grievance Redressal Mechanism are as follows:-

1. **Accessibility:** Easily accessible without any barrier of language, literacy, awareness and cost etc. and guidance to persons looking for relevant information.
2. **Transparency:** Transparent processes and outcomes that meet the public interest concerns and increase trust
3. **Accountability:** Redressal of grievances in an accountable manner and within stipulated time frame.
4. **Fairness:** Especially in terms of access to the information and opportunities for meaningful participation
5. **Defined Pathway :** A clear procedure defining the time frames, stage wise and clarity on the types of results that can / cannot be delivered
6. **Capacity:** Implemented with adequate technical, human and financial resources
7. **Flexibility:** Consistent with applicable National & International standards and with access to other mechanism
8. **Feedback Enabled:** Serves to channelize the stakeholders' feedback to improve the outcomes
9. **Efficiency:** To deter mal-practices and make the system efficient & responsive
10. **Trust:** To create and maintain trust among stakeholders

Section 2: Mapping Of Grievances in the NCVET ecosystem

2.1 Categories of the grievances

NCVET categorizes grievances into two categories: Complaints and Concerns:

1. **Complaint:** Legal right of the grievant for which remedial action has been sought by the complainant

2. **Concerns:** Expression of worry or doubt over an issue considered to be important for which solutions/reassurance are sought

NCVET has devised a system for collection and resolution for each of the aforesaid categories of grievances.

2.2 Scope of Grievances Redressal Mechanism established by NCVET

The GRM established by NCVET shall provide an accessible window to the stakeholders to raise grievances and flag the deviations in implementation to the concerned authorities. NCVET shall create mechanism of submitting grievance(s) for its recognized bodies, it will also be mandated that NCVET' recognized bodies establish similar mechanism in their operations to address the grievances.

Grievances of the bodies, recognised by NCVET can be directly raised to NCVET. For other stakeholders operating in the VET ecosystem, NCVET shall define channels of raising the grievances and shall lay down an escalation matrix which will provide an opportunity to the stakeholders to raise their grievance to the highest authority under instances of non addressal of grievances by the concerned authority.

2.3 Communication Channel and Mapping of Stakeholders

The table depicts the various stakeholders who can raise grievances and the channel which will be followed for raising the grievances:

Grievances raised to	Grievances raised by
Training Partners (TPs)	Direct application <ul style="list-style-type: none"> ▪ Trainees ▪ Staff
Assessment Agencies	Direct application <ul style="list-style-type: none"> ▪ ABs ▪ Staff of AAs ▪ Training partners ▪ Trainers Through escalation mechanism Multiple stakeholders such as trainees through the escalation channel
Awarding	Directly

Bodies	<ul style="list-style-type: none"> ▪ Training partners ▪ Staff of the ABs ▪ AAs <p>Through escalation mechanism Multiple stakeholders such as trainees through the escalation channel</p>
NCVET	<p>Directly</p> <ul style="list-style-type: none"> ▪ ABs ▪ AAs(For cases other than AB related) ▪ Any central or state government department against the recognized bodies <p>Through escalation mechanism Multiple stakeholders such as training partners, trainees, trainers, assessors through the escalation channel</p>

2.4 List of Grievances, raised directly to the NCVET

Recognized bodies such as ABs and AAs can raise grievances to NCVET on matters pertaining to NCVET service delivery and issues pertaining to the other recognized bodies.

Indicative list of the common grievances, acceptable by NCVET:

Grievances of recognized bodies pertaining to other recognized bodies	
Awarding Body	<p>The ABs can raise their grievances to NCVET for :</p> <p>a. Issue with other ABs:</p> <ul style="list-style-type: none"> ▪ Jurisdictional/ territorial: Any concern related to overlapping within the work territory or allotment of area of work by NCVET ▪ Enrolment/ data: Any concern related to enrolment of trainees or data inaccuracy on part of an AB which have been highlighted to the concerned AB ▪ Adoption of qualification ▪ Any instances of fraudulent practices or corruption ▪ Delay in response/support coordination: In case of concern raised on lack of coordination/support from another AB <p>b. Issue with AAs:</p>

	<ul style="list-style-type: none"> ▪ Delay in conduct of assessments: Instances of AA delaying the conduct and delivery (including timelines) of assessments ▪ Non - compliance to standard protocols: Instances when AA is not complying to the set standard of protocols as per the NCVET guidelines ▪ Payment/fee related: Any issue/concern related to payment can be raised and registered with NCVET which requires further action. ▪ Operational grievances: Any operational delay or grievance resulting in timelines/quality of work being affected ▪ Data related: Any concern related to data management on part of AA, or if concern has been raised by an external stakeholder on AA's work ▪ Delay in approvals by the competent authority: In case there are any unforeseen delays from the AA which is resulting hampering the assessment delivery ▪ Any instances of fraudulent practices or corruption
Assessment Agency	<p>The AAs may raise their grievance to NCVET for:</p> <p>a. Issues with other AAs</p> <ul style="list-style-type: none"> ▪ Jurisdictional/ territorial: Any concern related to overlapping within the work territory or their scope of work by NCVET ▪ Any instances of fraudulent practices or corruption <p>b. Issues with ABs</p> <ul style="list-style-type: none"> ▪ Payment/fee related: Any issue/concern related to payment with AB can be raised and registered with NCVET which requires attention from NCVET ▪ Operational grievances: Any operational delay or grievance resulting in timelines/quality of work being affected ▪ Delay in approvals by the competent authority: In case there are any unforeseen delays from the AB which is resulting in further delays ▪ Non- compliance with the NCVET prescribed guidelines and timelines ▪ Any instances of fraudulent practices or corruption
Grievances raised by the Central Ministries and State Departments	
a. Issues with AB	

- Issues pertaining to the service delivery and qualifications
- Non- compliance with the NCVET prescribed AB guidelines and timelines
- Any instances of fraudulent practices or corruption

b. Issues with AA

- Issues pertaining to the quality assessment delivery
- Non- compliance with the NCVET prescribed AA guidelines and timelines
- Any instances of fraudulent practices or corruption

c. Issues with the training partners

- Issues pertaining to the quality training delivery
- Non- compliance with the NCVET prescribed guidelines and timelines
- Any instances of fraudulent practices or corruption

Grievances of recognized bodies pertaining to service delivery of NCVET

- Non satisfactory service delivery
- Unreasonable delay or failure to act
- Failure to follow NCVET published policies or procedures
- Grievances pertaining to the processing of the proposals prescribed by NCVET

** NCVET shall update the list periodically.*

2.5 Escalation Matrix

Grievances will be evaluated for the purpose of escalation through two criteria –

- (i) Functional area or domain and
- (ii) Bodies associated with the grievance.

As stipulated in the section 2.2, grievances pertaining to the NCVET recognized bodies will be raised to NCVET directly and others will be raised to respective recognized body(s) and shall reach to NCVET by following the channel defined in the escalation matrix.

The grievances can be escalated under two scenarios:

- Delay in the addressal of the grievances by the concerned agency to which the grievance was submitted
- Grievant is not satisfied by the remedial action for the grievance

List of functional domains for Indicative Grievances: The table mentioned below enlists an indicative list of the functional areas/domains and possible grievances which can arise across those functional areas. The escalation matrix is designed keeping in focus the broad functional areas of the grievance.

Domain	Possible grievances
Training infrastructure	<ul style="list-style-type: none"> ▪ Lack of adequate number of trainers with the training partners as per the prescribed norms. ▪ Lack of learning resources and labs equipment ▪ Delay in provision of utilities and basic needs to facility users ▪ Poor up keep, operation and maintenance of training partners ▪ Corruption/Malpractice and misuse of resources ▪ Financial irregularities
Training quality and delivery	<ul style="list-style-type: none"> ▪ Poor training delivery and other quality issues in the training delivery by trainers ▪ Poor quality of Trainers ▪ Not timely delivery of training
Assessment delivery	<ul style="list-style-type: none"> ▪ Irregularities in the assessment delivery (quality, timeliness, reliability, impartiality and assessment tools etc) ▪ Assessment results ▪ Corruption and misuse of resources ▪ Financial irregularities ▪ Data irregularities ▪ Payment of the assessment fees etc.
Certification	<ul style="list-style-type: none"> ▪ Delay in the award of the certification

	<ul style="list-style-type: none"> ▪ Errors in Certificates ▪ Corruption and misuse of resources ▪ Financial irregularities ▪ Data irregularities
Recognition/ application processes	<ul style="list-style-type: none"> ▪ Delay in the processing of the application ▪ Faulty rejection of the application ▪ Corruption and misuse of resources ▪ Financial irregularities
Qualifications	<ul style="list-style-type: none"> ▪ Process of creation ▪ Approval process ▪ Rejection of the qualification ▪ Relevance /quality of qualifications / Employability wrt qualifications
Gender or women issues	<ul style="list-style-type: none"> ▪ Gender inequality ▪ Lack of specific services to women/Special groups
Staffing and professional development	<ul style="list-style-type: none"> ▪ Adequate number of qualified resources ▪ Professional development of the trainers, assessors and other administrative staff
Administrative and managerial	<ul style="list-style-type: none"> ▪ Financial irregularities ▪ Negative implications of organizational and policy changes ▪ Unsatisfactory managerial performance ▪ Unsatisfactory service delivery

Escalation Matrix:

Grievant	Concern Areas	Escalation Channel*			
		Training Partners	Awarding Bodies	Assessment Agencies	NCVET
Trainees	Training infrastructure	Level 1	Level 2		Level 3
	Training quality and delivery	Level 1	Level 2		Level 3
	Gender issues	Level 1	Level 2		Level 3
	Assessment delivery	Level 1		Level 2	Level 3
	Certification issues	Level 1	Level 2		Level 3
Training Partners	Qualifications		Level 1		Level 2
	Recognition process		Level 1		Level 2
	Assessment delivery			Level 1	Level 2
	Certification of the trainees		Level 1		Level 2
Administrative staff at the bodies, Trainers And Assessors	Against training partners				
	Staffing and professional development issues	Level 1	Level 2		Level 3
	Administrative and managerial issues	Level 1	Level 2		Level 3
	Gender related issues	Level 1	Level 2		Level 3
	Against awarding bodies				
	Staffing and professional development issues		Level 1		Level 2
	Administrative and managerial issues		Level 1		Level 2
	Gender related issues		Level 1		Level 2
	Against Assessment Agencies				
	Assessment		Level 2	Level 1	Level 3

	process/delivery				
	Staffing and professional development issues		Level 2	Level 1	Level 3
	Administrative and managerial issues at AAs		Level 2	Level 1	Level 3
	Gender related issues		Level 2	Level 1	Level 3
Other stakeholders (Industry, academic partners etc.)	Training infrastructure		Level 1		Level 2
	Training delivery		Level 1		Level 2
	Assessment delivery			Level 1	Level 2
	Certification		Level 1		Level 2
	Qualification		Level 1		Level 2

** Resolution time for each step is mentioned at 3.4 under para 1*

2.6 Grievances, primarily not under purview of NCVET:

The following grievances, primarily are not under purview of NCVET for the redressal:

- Grievances related to the delay in the payments and fund disbursements for training partners and matters pertaining to the operational issues of the concerned funding ministries or the state departments
- Bodies which are under the regulation of dual regulators such as skill universities, shall not raise grievances to NCVET which are pertaining to any other regulator.
- Matters which have already been fully investigated through the grievances policy of NCVET
- Matters which are, or have been, the subject of legal or on-going regulatory action, or potential action.
- Matters pertaining to disagreement to the policies of the NCVET. However a suggestion may be made for the consideration of the NCVET.

- Interpersonal grievances within the stakeholder members
- Grievances related to training quality at the training partner. The same shall be raised to the respective bodies as specified in the escalation matrix.
- Matters pertaining to the qualifications not regulated by NCVET (qualifications not featured in the NQR).
- Anonymous & Pseudonymous Grievances.

Section 3: Application Process for Raising Grievances

The application process designed by NCVET for itself and its recognized bodies, is scrutiny cum investigation process envisaged to check the indications of noncompliance(s), if any. As part of process, NCVET and concerned bodies will initiate to :

- Contact the organisation(s) which is the subject of the grievance to request a response and copies of relevant documents, if necessary.
- Review all relevant information and consider it in relation to relevant requirements.
- Give all parties the opportunity to clarify elements of the grievance, where necessary.

The similar process would be followed for any grievance (s), raised against the NCVET.

Anonymous/ Pseudonymous grievance would not be accepted by NCVET or recognized bodies under the aegis of NCVET.

The following details would be required to file a grievance to NCVET or any other agency functioning in the NCVET ecosystem:

- Details of the grieved person (name, address, valid email address, valid contact number (To be verified via OTP), and any proof of identification (as per the list at Annexure-I) or Body (name of head of the organization, address, email and contact number)
- Details of subject the grievance refer to
- Has the grievance already been made to the concerned organisation and, if so, the details thereof with relevant documents.
- Feedback of the Grievant (s) on concerned organisation
- Expectation of the Grievant for the possible resolution.

The detailed application template for raising the grievance is attached as **Annexure II**.

3.1 Process flow for Raising Grievance to NCVET

Online Application process through Tech-enabled Digital Enterprise: NCVET shall accept grievances, raised through the digital application window, (accessible 24*7) only as provided by NCVET. Grievant would be registered, verified and there after provided with the individual login credentials wherein an individual can raise grievance and track the stage wise progress of resolution of the grievance raised. There may be provision of Feedback as well as of Rating by the Grievant(s) on the manner of resolution of the Grievances.

The grievances interface will also be available via Mobile devices.

3.2 Timeline to accept Grievances

NCVET will only consider grievance pertaining to issues of preceding 12 months only. However, in exceptional circumstances, NCVET may consider older grievance on genuine ground with the approval of competent authority.

3.3 Unique Grievance Registration Number

A unique, system generated registration number would be generated to each grievance as under: -

- NCVET/Month-Year/ /Recognized Body(code)/ Category of Grievance (code)
Number of Grievance in the category- *based upon the ledger folio system*

The number of file thus generated could be:

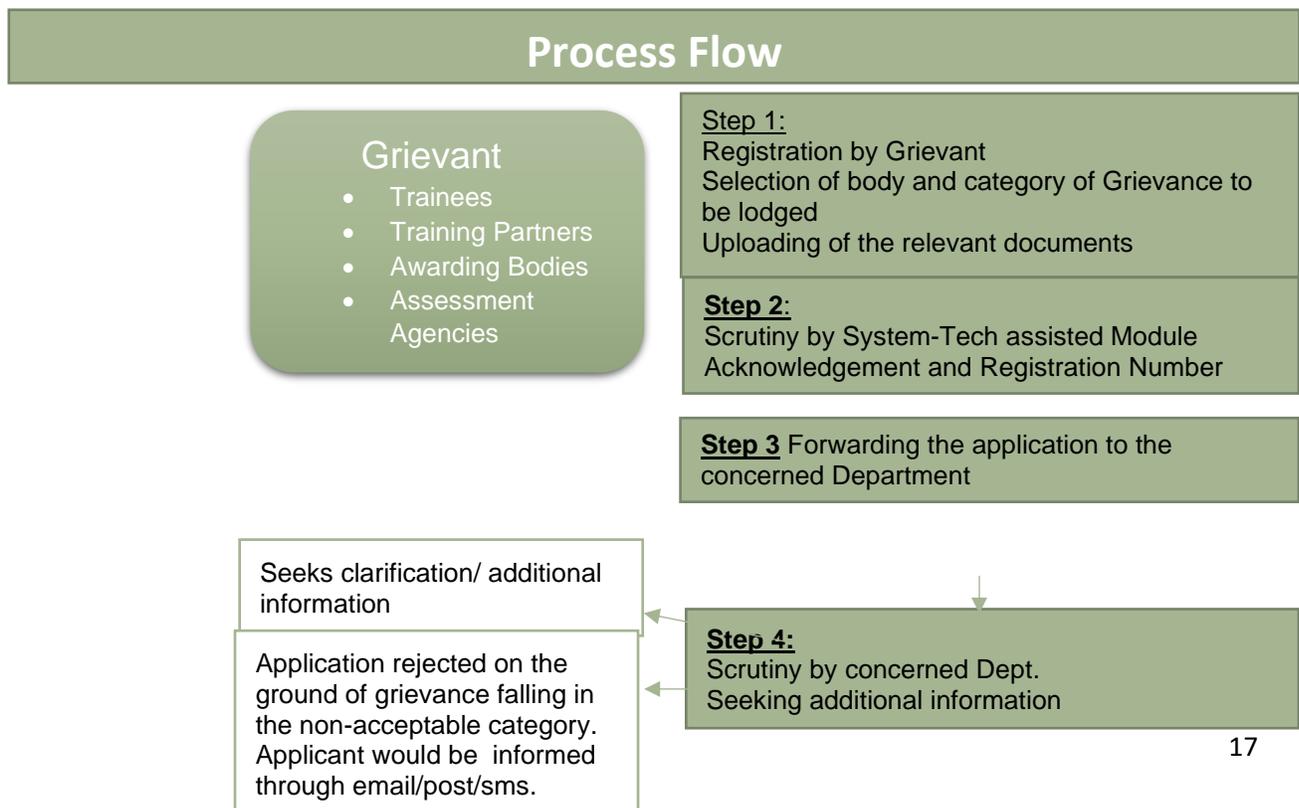
- **NCVET/2021/AB/03/001**
- Here, NCVET – stands for National Council for Vocational Education and Training
- 2021 - is the year of representation
- AB - is the code of the Awarding Body
- 03-Category of the Type of Grievance Code
- 01 - is the grievance number received during that year

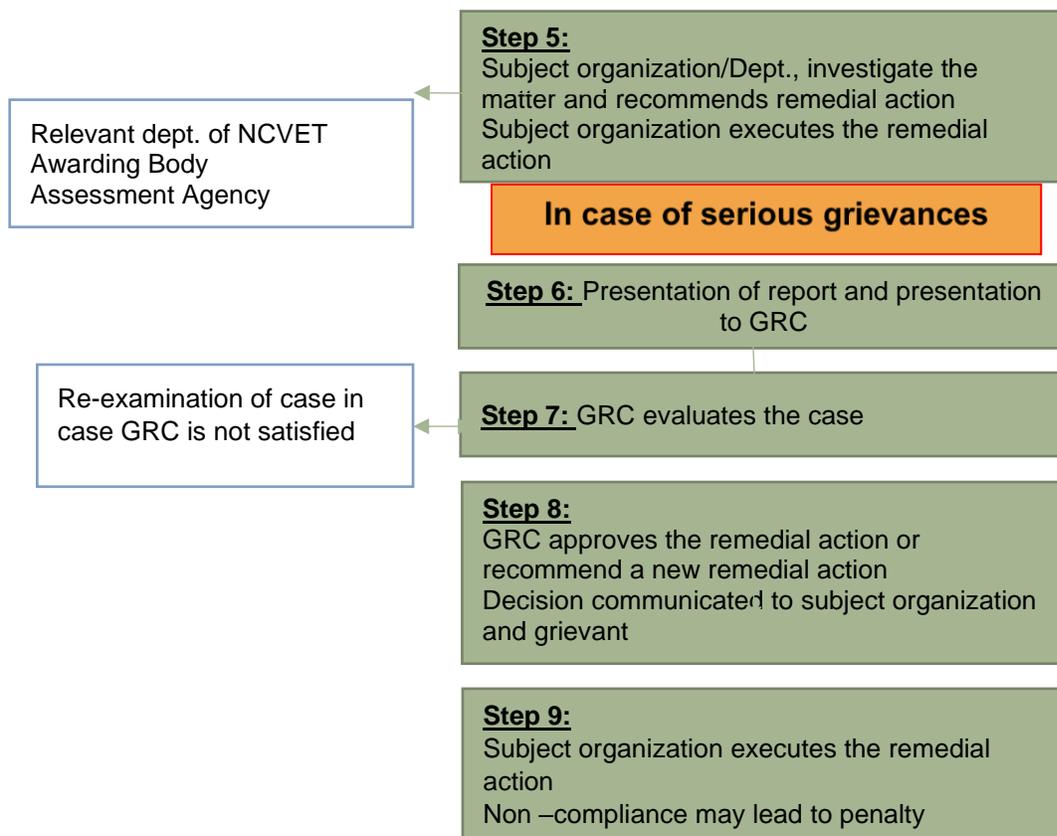
3.4 Process Flow

The process for raising the grievance directly to NCVET and through escalation shall remain the same. In other words, grievant for the grievances, which are not addressed by the subject organization, would be able to raise the application through digital mode prescribed by the NCVET, together with the documents.

Step	Resolution Time (RT)
Submission of Grievance	0
Providing Acknowledgement and Registration Number	0
Forwarding of Application to Concerned Department	0
Screening by Concerned Department	7 days
Evaluation/Investigation by Concerned Department	15 days
Execution of remedial action	15 days
Investigation of Serious Grievances and presentation to GRC	10 days
Scrutiny by GRC	7 days
Execution of remedial action	15 days

The detailed process flow which will be adopted by NCVET for receiving and addressing grievances is described below:





Steps	Key Activities	Timelines for completion
Step 1	<ul style="list-style-type: none"> Grievant fills the NCVET prescribed application form accessible on the NCVET website/Office Grievant shall also provide the necessary supporting documents as prescribed in the application form. Grievant may also submits the expectation/outcomes from the redressal process. 	NA
Step 2	<ul style="list-style-type: none"> After the successful submission of the application form, system will check the correctness and completeness of the application form. Grievant shall be provided with system generated acknowledgment and grievance registration number for the future reference in case of complete applications 	System Generated
Step 3	<ul style="list-style-type: none"> Grievances received after the successful application submission shall be directed to concerned department through the system 	Same day as application submission

<p>Step 4</p>	<ul style="list-style-type: none"> ▪ Concerned department then evaluates the grievances on two parameters <ul style="list-style-type: none"> ○ Completeness of the previous processes ○ Grievances pertaining to matters which are listed as non-acceptable by NCVET • The applications which clear both the parameters shall move to the next steps. If the grievance matter is pertaining to the list of the non-acceptable grievances the department will reject/return the grievance application and inform the grievant. • The concerned department shall communicate the ground for rejection, if the application of an eligible person is rejected, in person/through email/post/SMS. ▪ If the department finds applications as incomplete and require additional information the cell may seek necessary clarification from the grievant ▪ Grievant shall be provided with 7 working days to provide necessary information ▪ Failing to provide necessary information may lead to rejection of the grievance. The concerned department shall inform the grievant through email/post/SMS, reasons for rejection and shall also guide grievant, relevant channel to raise grievance wherever possible 	<p>7 working days from the successful submission of the application</p>
<p>Step 5</p>	<ul style="list-style-type: none"> ▪ Concerned department then evaluates the subject of the grievance and maps the agency against which the grievance has been raised ▪ If the matter is concerned to the NCVET the application is processed by the relevant department ▪ If the matter is concerned with other recognized bodies, the application is forwarded to the head of the concerned organization ▪ Concerned department shall engage with the subject organization and investigate the matter ▪ NCVET may also carry out visits, meetings etc., if required for the investigation purpose ▪ Based on investigation, concerned department shall recommend remedial action for general and minor grievances. ▪ Subject organization will be directed to execute the remedial action prescribed within 15 working days ▪ NCVET shall monitor the compliance and timelines 	<p>15 working days</p>

	<ul style="list-style-type: none"> ▪ Non- compliance may lead to commensurate penalties on the subject organization 	
Step 6	<ul style="list-style-type: none"> ▪ In case of serious grievances: ▪ Concerned department prepares a report of the case scrutiny and remedial action prescribed. ▪ The investigation is then presented to the GRC members during the GRC meeting 	10 working days
Step 7	<ul style="list-style-type: none"> ▪ GRC evaluates the investigation and the remedial action ▪ Grievant and subject organization may be invited for the GRC meeting based on the severity of the grievance and as per the discretion of Director NCVET preferably through VC. ▪ If the GRC is not satisfied with the investigation, GRC will instruct the concerned department to reinvestigate the case and the report may be presented during the next GRC meeting 	
Step 8	<ul style="list-style-type: none"> ▪ If GRC is satisfied with the investigation and the remedial action, recommended by the concerned department, GRC will approve the remedial action ▪ If GRC is not satisfied by the remedial action prescribed by the concerned department, GRC may recommend a remedial action ▪ Based on the severity of the grievance, GRC may impose penalty (s) on the subject organization ▪ The decision of the GRC is then communicated to the grievant and to the subject organization within 2 working days 	7 working days
Step 9	<ul style="list-style-type: none"> ▪ Subject organization will be directed to execute the remedial action prescribed by the GRC within 15 working days ▪ NCVET shall monitor the compliance and timeline for the execution ▪ Non- compliance may lead to penalties on the subject organization as approved by the EM (NCVET) 	15 working days

- The grievant is also informed about the name & address of the officer and office to whom/which the grievance has been forwarded for further action/redressal. Even in cases where the application does not contain a grievance and no action

is warranted a reply should be sent to the petitioner apprising him of the factual position.

- The grievant would also be informed stage wise status of application on the digital platform.
- The grievances would be resolved on First Come First Served (FCFS) as per the prescribed timeline. In case resolution is not possible within the prescribed time-frame due to the circumstances beyond the control of the NCVET, an interim reply shall be given to the grievant.

3.5 Appeal System

The grievant can appeal to the NCVET or its bodies, after the grievance has been rejected or found invalid in the following conditions:

- Application for internal review with evidences i.e. the decision was based on insufficient facts/documents that could change the decision.
- Grievant have new & relevant information that was not previously available

Under such instances, the grievant will have to appeal to the NCVET or its bodies to which grievance was addressed previously. The matter will be then considered by the concerned department as per the procedure prescribed in the process flow. Grievant can raise an appeal to NCVET against the decision. Appeal against decision of the GRC, NCVET shall be reviewed by the Executive Member, NCVET.

Process and Timelines for Appeal:

- Grievant will have the option to either accept or not accept the decision on the tech portal. The window to accept or reject the decision would remain open for 15 days from the date of decision. In case the appeal is made to NCVET, the time limit would be 20 days.
- In case, there is no action by the grievant on the decision (within 15 days), the same would be deemed accepted and the window would be closed for appeal.
- In case the grievant rejects the decision, appeals are to be made to the next higher authority within 15 working days of communication of decision by GRCs.

- In case the applicant has rejected the decision & no appeal is made to the organization, the application would automatically move to the next authority as per the escalation channel.

3.6 Composition and Terms of Reference of the GRC

The GRC at NCVET shall comprise of following members:

- **Director NCVET**
- Functional heads of the department / Concerned consultant
- External nominated experts (need basis)

Concerned Department would be closely working with GRC for the coordination, technical support, monitoring and reporting of the grievances.

The terms of reference of GRC include:

- Scrutiny of the grievances
- Approval of the remedial actions for the grievances raised
- Monitoring of the grievances

Similar to NCVET, other bodies will be mandated to form GRCs at their respective organizations. The composition of the GRC at other bodies shall include the Head of the agency as Chairperson and key functional heads as other members.

Section 4: NCVET recommendations on Grievance Redressal Mechanism

This section provides NCVET recommendations to its recognized bodies and other bodies operating under the ambit of recognized bodies, on establishment of a system to accept and address grievances of the grievant (persons/bodies).

Applicability
<ul style="list-style-type: none"> ▪ NCVET recommendations on grievance redressal shall be applicable to the NCVET recognized bodies and other bodies operating under the ambit of the

recognized bodies such as training partners etc.

Governance

- Bodies operating under the fold of NCVET such as ABs, AAs, Skill Universities, SIP etc. shall be mandated to form a Grievance Redressal Committee (GRC), to address grievances.
- Bodies should clearly specify on their websites, the composition of the GRC, their terms of reference, rights of grievant and escalation mechanism for grievances along with phone number and other contact details of the GRC members.

Operationalization

- Bodies shall define and publish an exhaustive list of the grievances which will be acceptable for the redressal process. The list should be in conformity to NCVET guidelines.
- Bodies shall establish a process of receiving grievances, their recording and addressal, in line with NCVET guidelines.
- ABs, AAs and training partners shall be mandated to establish a dedicated helpline number to address concerns of stakeholders operating in their fold.
- A tech enabled automated process of receipt, forwarding to concerned department, processing, documenting and disposal of grievances.
- Provision of issuance of a system generated registration number.
- Display the name, designation, room number, telephone number of the GRC members at the Reception and other prominent places.
- List would be updated time to time, in addition to the prime contents of NCVET

Turn-around time

- It is expected that all the acceptable grievances are addressed by the concerned bodies within the timeframe of 7 working days at each level from the date of application.
- Under instance of non addressal of the grievances within the stipulated timeframe, the grievant will have the right to escalate the matter as per the channels specified

in the escalation matrix of the NCVET guidelines.

Non-compliance(s)

- Appropriate actions against the bodies and remedial action shall be recommended for valid grievances

Privacy and confidentiality

- Recognized bodies under NCVET involved in the grievance handling process must observe confidentiality, unless otherwise authorized or required to disclose information. The identity and personal details of the individual (s) raising grievance will only be disclosed to those involved in the resolution of grievance.

Communication and capacity building

- Recognized bodies shall have mandate to plan and execute effective strategies to increase awareness over GRM across stakeholder and carry out capacity building of the relevant officials for implementation & execution.

Process of application at the recognized bodies remains similar, however when the grievances are to be escalated in such case following steps shall be considered:

- Under instance of escalation, the grievant shall apply to other bodies as per the escalation matrix.
- Grievant shall go through the application process , as prescribed by the higher authority.
- The grievant shall also furnish the preceding of the investigation carried out by the agency against whose decision the grievance has been escalated.
- The grievant shall have to apply for escalation within 15 days after the decision has been made by the agency to which grievance has been raised.

Section 5: Process for Raising Concerns

NCVET shall provide provision on the digital portal to raise concerns. This platform to raise concerns shall be open to the recognized bodies and citizens for matters pertaining to recognized bodies and qualifications regulated by the NCVET.

NCVET shall acknowledge the receipt of the concerns and shall answer concerns raised within 15 days of receipt.

NCVET shall mandate the recognized bodies to establish a similar system of recording and redressal of concerns.

Section 6: Expected Outcomes of GRM

The GRM mechanism is designed to strengthen the service delivery and improve the quality in the system. The following outcomes can be envisaged against the grievances raised by the grievant:

- Grievances which are found true and valid may **support in a remedial action** aiming at bridging the gaps in the service deliveries, wherever exists.
- Recognized bodies and training partners against whom the grievances have been raised are found guilty of poor service delivery and non-compliance, in such cases **penal action may have bearing on their risk ratings.**
- Corrupt or fraudulent charges found valid against bodies may **lead to penalty and de-recognition of such bodies.**

Section 7: Monitoring and Evaluation of GRM

All grievances received will be registered into a Central database to track & monitor. The information provided by the database is expected to help the regulator to improve the mechanism and address the outcome and impact. The database will capture and flash:

- Number of grievance received in each category

- Number of grievance returned/rejected
 - Different categories of grievance (For all the stakeholders)
 - Stakeholder wise Ageing Analysis of Grievances
 - Per cent of grievance that are pending with the respective bodies /TPs.
 - Number of Concerns raised
- ❖ *Till the tech portal is functional, a module of existing portal like CPGRAMS would be made available on NCVET website to lodge the grievances.*

Annexures

Annexure-I

List of documents accepted

1. Valid PAN card
2. Valid Indian passport
3. Voters Identity card
4. Permanent Driving license
5. Employee ID card issued by Defence/Govt./ Public Sector Undertakings/Reputed MNCs/Public Limited Companies only.
6. Certificate of practice issued professional bodies like ICAI/ICSI/ICWAI/ICFA with photo of the member on the certificate
7. Bank pass book with attested customer photograph and signature (only from scheduled commercial Banks)
8. Identity Card issued by Defence authorities

Annexure II:

Grievance Registration Format

1. You are registering the grievance as-
 - I. An individual against NCVET or any agency operating under the fold of NCVET
 - II. On behalf of an agency operating under the fold of NCVET against NCVET or any other agency operating under the fold of NCVET
2. In case you are registering grievance as an individual, you are-
 - I. Existing trainee at the training institute/ candidate who is applying for training at the training institute
 - II. Staff of any agency operating under fold of recognized body

- III. Staff of any recognized body
3. In case you are registering grievance on behalf of any agency operating under the fold of NCVET, you are-
 - I. Representative of training agency
 - II. Representative of recognised body
 - III. Representative of central or state government department
 - IV. Representative of semi/private bodies/academic institutions
4. You are registering your grievance against:
 - I. NCVET
 - II. Recognized body of the NCVET
 - III. Bodies under the fold of recognized bodies of NCVET
5. You are registering this grievance-

(Please note if you select option II or III, please note that you will need to provide proof of grievance you have registered earlier and last communication done by concerned agency with you)

- I. For the first time
 - II. I have already registered grievance with the concerned agency and escalating this grievance for the first time
 - III. I have already escalated this grievance once and would like to escalate to the highest authority.
6. Your grievance is related to –
 - I. Training infrastructure and training delivery
 - II. Staffing and professional development
 - III. Administrative and/ or managerial issue
 - IV. Gender or women issues
 - V. Assessment delivery
 - VI. Certification
 - VII. Recognition/ application process
 - VIII. Qualifications
 - IX. Any other

7. Please provide description of your grievance (consider earlier responses you have received in case you are escalating this grievance).
8. Supporting documents/ evidence of the details of the grievance (If answer to question 5 is II or III, please provide the acknowledgment number of the grievance you have earlier registered. Please upload the latest response you have received from concerned agency on your earlier registration of the grievance)
9. Proposed expectation of the grievant from the concerned agency
