



DET Bihar Admission Online – Grievance Process for ITI

Updated & Live : 12-Jan-2024

- **1. Motive :** Resolution of ITI Trainee Data Concerns with valid and official process Digitally.
- 2. Grievance Process for ITI begins with raising a ticket where a unique Ticket ID/Grievance Number is generated automatically for the raised concerned and the same number is followed through out the portal to establish the official process digitally. Therefore, it is mandatory to keep the ticket number to keep track of the ticket raised.
- 3. Process of Ticket Raising :
- **3.1.** In the grievance/tickets menu section on the left side of ITI Portal, the "Raise Ticket" Option is visible.

	Di	rectorate of E	Emplo rces Depar	oyment a	& Trair Bihar	ning						10 00			
												Home	Instruct	ons Prof	le Logout
0	Grivances		Ra	ise Ticket									1-3	7/69 Tic	kets
My ITI One, Saran									_			Filler	Count		- 1
≣ Dashboard	Search by Title/Description/traine	ee Reg. Number		Latest First	t				~			Filter	Search		- 1
Application Form (Closed)	Date	Issue Type	Title									Status		Action	
👥 Students 🗸 🗸	1. Wednesday 03 Jan, 2024 03:47 AM	FORWARED TO STATE	TARINE	E IS BR2324SAF	R000854 BU	T IT IS BR	RBJSAR	000854				SOLVE	D	Viev	
Template Upload	2. Monday 01 Jan, 2024 02:27 PM	FORWARED TO STATE	TRAINE	E TRADE SHIFT	UNIT SESSI	ON CHAP	NGE FOF	R BR2324	ISARO	00854		SOLVE	D& D	Viev	
■ Grivances/Tickets へ	3. Monday 01 Jan, 2024 02:05 PM	FORWARED TO STATE	TRAINE	E TRADE SESSIO	ON SHIFT U	NIT CHAN	NGE REC	UEST				SOLVE	D	Viev	
* Notice Tickets	4. Monday 01 Jan, 2024 01:17 PM	FORWARED TO STATE	TRAINE	E NAME AS PER	AADHAR R	EQUIRED						SOLVE	D& D	Viev	
😫 All Tickets	5. Monday 01 Jan, 2024 01:07 PM	TRAINEE	TRAINE	E NAME AS PER	AADHAR C	HANGE						OPEN	& RAISED	View	
Opened & Raised Tickets Solved & Closed Tickets	6. Thursday 28 Dec, 2023 09:56 AM	FORWARED TO STATE	DOCUM	IENT UPLOAD F	OR BR2324	SAR0000	76 WITH	I NO DOC	CUMEN	IT ID SI	GNATUR	E SOLVE	D	Viev	
Solved Tickets	7. Thursday 28 Dec, 2023 09:56	FORWARED TO STATE	DOCUN	IENT UPLOAD F	OR BR2324	SAR0000	76 WITH		CUMEN	IT ID PR	OFILE	SOLVE	D	Viev	
+ Forwarded Tickets						1	2	3	4	5	6	7 8	9	10	<u> </u>
× Dismissed Tickets							-	U		5	~	, 0	,		<u>^</u>
% Profile															

3.2. Click the Raise ticket button to Raise Grievance by filling up the form with valid related documents. For valid Document/Letter Upload, strictly use jpg format with less than

Ser III		Directorate o	of Employment & Tra esources Department Govt. of Bihar	ining			
0	Grivances	Gri For Multiple-Corr	vance Form Raise Ticket ections for Same Purpose, you need to create multip	le Tickets X	-	Home Instructio	ins Profile Log
My ITI One, Saran		Change that ITI want to Correct in	Trainee Profile is Mentioned Here				
E Dashboard pplication Form (Closed) & Students ~ * Template Upload F Grivances/Tickets ~ * Notice Tickets & All Tickets	Search by Date 1. Wednesday AM 2. Monday 01 3. Monday 01 4. Monday 01 5. Monday 01	Purpose Trainee Correction	For Applicant State Reg. ID BR23245AR000022 ecct in Trainee Profile is Descr Issue/Document _{(MUST BE LESS THAN TOC} 2209.jpg Raise Ticket	Want to Correct Trainee Name Trainee Name Trainee Adhar Trainee Adhar Trainee Mobile Trainee Mobile Trainee Mobile Trainee Mobile Trainee Mobile Trainee Candisci Trainee Mobile	i4	Filter Search Status SOLVED SOLVED & CLOSED SOLVED & SOLVED & CLOSED	Action View View View View
Opened & Raised Tickets Solved & Closed Tickets	6. Thursday 2& AM	FURWARED TO ST	AIL PHOTO		SIGNATURE	SOLVED	View
Solved Tickets Forwarded Tickets Dismissed Tickets	7. Thursday 28 I AM	Dec, 2023 09:56 FORWARED TO ST	TATE DOCUMENT UPLOAD FOR BR23: PHOTO	24SAR0000076 WITH NO DOCUMEN	T ID PROFILE	SOLVED	View 10 >

3.3. Ticket Raising with Purpose & Correction Field: (for Applicant State Registration Number Guidenace see 4.1)

Ticket Purpose	ITI Wants to Correct	Cause of Such	Upload
	T		Letter
A. Trainee	Irainee Name	Not Exactly As	Aadhar
Correction		per Aadhar	
(Only for changes in the	Trainee Father/Guardian	Not Exactly As	Aadhar
Profile of Trainee record)		per Aadhar	
	Trainee Mother	Not Correct	10 th
			Marksheet
	Trainee Aadhar	Not Valid	Aadhar
		Aadhar	
		Number	
	Trainee D.O.B.	Not Exactly As	Aadhar
		, per Aadhar	
	Trainee Mobile	Not Connected	Aadhar
		with the	
		Aadhar: Wrong	
		Number	
	Trainee Email	Not	Any Valid
		Inique/Active	Document
		Email	Document
	Trainee Gender	Not Exactly As	Aadhar
		nor Aadhar	Adultai
	Trainag Admission Data	Not As por	Authorizod
	Trainee Admission Date	NOT AS per	Authorized
		latest	Letter
		authorized	
		date, i.e. 23-	
		Sept-2023 (For	

		after 23-Sept- 2023, Upload	
		the	
		authorization	
		letter)	
	Trainee Trade/Shift/Session/Unit	Not As Per	Authorized
		NCVT	letter
		Authorization	
		in the	
		respective ITI	
		Profile	
B. Misconfigured	Trainee ITI Code	Wrong GR/PR	Any Valid
Trainee		Code that is	Document
(Only for changes in the		not visible to	
Profile of Trainee record)		any ITI only.	
C. ITI Profile	ІТІ	Not As Per	Authorized
(Only for changes in the ITI	Trade(s)/Shift(s)/Session(s)/Unit(s)	NCVT	letter
Profile record)		Authorization	

- 4. **Ticket creation** form must be followed with valid details. Any ticket raised for a trainee other the its respective ITI will be dismissed.
- 4.1. State Registration Number, if not valid 15-Character Long as BR(Last two-digits of Session From to Session TO)(first-three-characters-of-respective-nodal)(Uniquely Generated 6 Digit Roll Number), i.e. BR2325PAT000123, then raise ticket with registration number as in B & C of 4.1

A. Valid Applicant Reg. Number	15-Digit State Registration Number
	Generated in the portal of ITI before
	Trainee Name
B. BRbjPAT999999	Use 2324 in the place of bj , i.e.
	BR2324PAT999999
C. BR999999	Use 2324MIS in-between BR and the
	rest of the 6-Digit Roll Number, i.e.
	BR2324MIS999999

4.2. Ticket Creation and current status numbers will be visualized at the Dashboard of respective ITI as Raised grivances, Solved Grivances, Solved & Closed Grivances, Forward grivances, Authorized Grievance

and Dismissed grievances.



Trainee Qualification	*Invalid Nodal	First check and Confirm
Request	Trainee. Kindly	your Trainee Current
	Confirm Trainee	Nodal/District, if not
	Nodal/District	yours kindly update it
	First!	first.
	Not your Nodal	Check ITI Code of the
	Traineel	trained then verify the
	H diffee.	trainee, then verify the
	in alliee.	ITI Code of trainee if in
	Traince.	ITI Code of trainee if in your nodal
		ITI Code of trainee if in your nodal