



## DET Bihar Admission Online – Grievance Process for ITI

Updated & Live : 12-Jan-2024

- Motive** : Resolution of ITI Trainee Data Concerns with valid and official process Digitally.
- 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.

Directorate of Employment & Training  
Labour Resources Department Govt. of Bihar

Home Instructions Profile Logout

My ITI One, Saran

Dashboard

Application Form (Closed)

Students

Template Upload

Grivances/Tickets

Notice Tickets

All Tickets

Opened & Raised Tickets

Solved & Closed Tickets

Solved Tickets

Forwarded Tickets

Dismissed Tickets

Profile

Grivances

Raise Ticket

1-7/69 Tickets

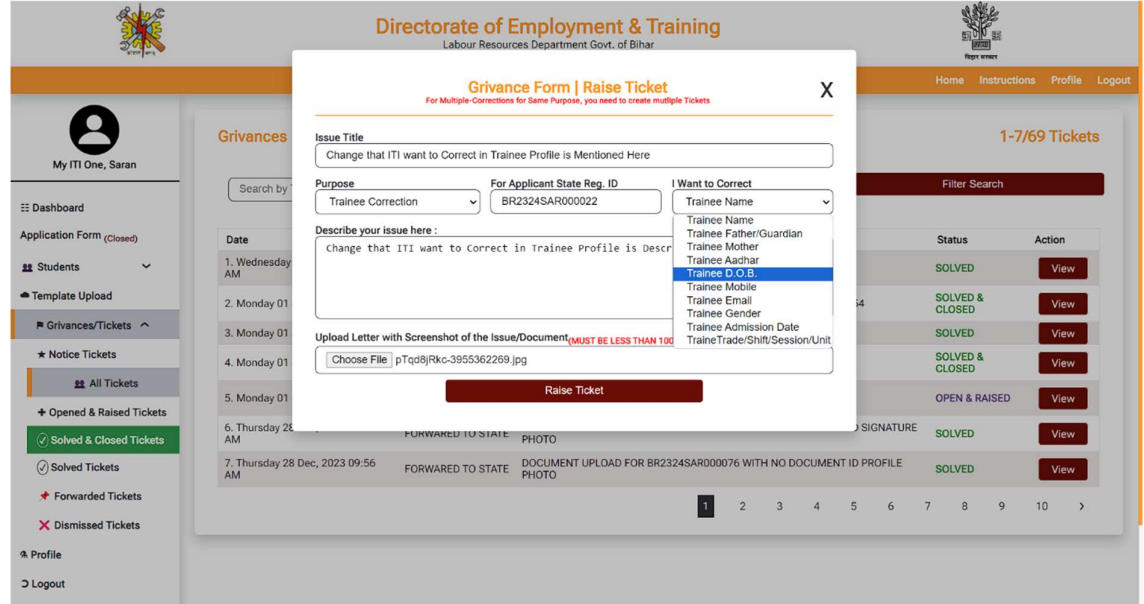
Search by Title/Description/trainee Reg. Number... Latest First Filter Search

Date	Issue Type	Title	Status	Action
1. Wednesday 03 Jan, 2024 03:47 AM	FORWARDED TO STATE	TARINEE IS BR2324SAR000854 BUT IT IS BRBJUSAR000854	SOLVED	View
2. Monday 01 Jan, 2024 02:27 PM	FORWARDED TO STATE	TRAINEE TRADE SHIFT UNIT SESSION CHANGE FOR BR2324SAR000854	SOLVED & CLOSED	View
3. Monday 01 Jan, 2024 02:05 PM	FORWARDED TO STATE	TRAINEE TRADE SESSION SHIFT UNIT CHANGE REQUEST	SOLVED	View
4. Monday 01 Jan, 2024 01:17 PM	FORWARDED TO STATE	TRAINEE NAME AS PER AADHAR REQUIRED	SOLVED & CLOSED	View
5. Monday 01 Jan, 2024 01:07 PM	TRAINEE CORRECTION	TRAINEE NAME AS PER AADHAR CHANGE	OPEN & RAISED	View
6. Thursday 28 Dec, 2023 09:56 AM	FORWARDED TO STATE	DOCUMENT UPLOAD FOR BR2324SAR000076 WITH NO DOCUMENT ID SIGNATURE PHOTO	SOLVED	View
7. Thursday 28 Dec, 2023 09:56 AM	FORWARDED TO STATE	DOCUMENT UPLOAD FOR BR2324SAR000076 WITH NO DOCUMENT ID PROFILE PHOTO	SOLVED	View

1 2 3 4 5 6 7 8 9 10 >

- 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

100KB of size.



### 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 Ticket Raise	Upload Letter
<b>A. Trainee Correction</b> (Only for changes in the Profile of Trainee record)	<b>Trainee Name</b>	Not Exactly As per Aadhar	Aadhar
	<b>Trainee Father/Guardian</b>	Not Exactly As per Aadhar	Aadhar
	<b>Trainee Mother</b>	Not Correct	10 <sup>th</sup> Marksheet
	<b>Trainee Aadhar</b>	Not Valid Aadhar Number	Aadhar
	<b>Trainee D.O.B.</b>	Not Exactly As per Aadhar	Aadhar
	<b>Trainee Mobile</b>	Not Connected with the Aadhar; Wrong Number	Aadhar
	<b>Trainee Email</b>	Not Unique/Active Email	Any Valid Document
	<b>Trainee Gender</b>	Not Exactly As per Aadhar	Aadhar
	<b>Trainee Admission Date</b>	Not As per latest authorized date, i.e. 23-Sept-2023 (For	Authorized Letter

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

4. **Ticket creation** form must be followed with valid details. Any ticket raised for a trainee other than 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 <b>bj</b> , i.e. BR2324PAT999999
C. BR999999	Use <b>2324MIS</b> 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 grievances, Solved Grievances, Solved & Closed Grievances, Forward grievances, Authorized Grievance

and Dismissed grievances.



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