

हरियाणाराज्य इलैक्ट्रॉनिक्सविकासनिगमलिमिटेड
एस. सी. ओ. 111 - 113, सैक्टर 17 बी, चण्डीगढ़ - 160017 (भारत)



haryana state electronics development corporation limited

(a state government undertaking)

CIN U00000CH1982SGC004963

Regd. Office: S.C.O. 111-113, Sector 17-B, Chandigarh - 160 017 (India)

Office: HARTRON Bhawan, Bays 73-76, Sector 2, Panchkula - 134112 (Haryana)

(Through email)

No.: Hartron:ASD:2023: 410

Dated: 21-4-2023

The Centre Heads
All Hartron Skill Centres.

Subject: Implementation of Grievance Redressal Mechanism (GRM) with respect to Assessment of Students.

Dear All,

National Council of Vocational Education and Training (NCVET) has granted recognition to HARTRON as Awarding Body (Dual). As per the guidelines of NCVET, for safeguarding the quality and effective management of grievances, the entity must ensure that a responsive Grievance Redressal Mechanism (GRM) is in place with defined Turn Around Time for redressal of complaints of students of Hartron Skill Centres (HSCs).

Therefore, in order to ensure transparency, accountability and efficiency in the functioning; Grievance Redressal Mechanism (GRM) has been defined in accordance with the NCVET guidelines, to redress the grievances in a time-bound manner to prevent unfair practices and to improve the service delivery.

Accordingly, a copy of the Grievance Redressal Mechanism (GRM) is attached for implementation of the same and to place the GRM on notice board of HSC.

This is for compliance.

(Arun Bansal)

Assistant General Manager
Computer Education & Training - Assessment
for Haryana State Electronics Dev.Corp.Ltd

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Grievance Redressal Mechanism (GRM)

Computer Education & Training -- Assessment Division

1. Introduction:

In order to ensure transparency, accountability and efficiency in the functioning of Computer Education & Training -- Assessment Division, HARTRON; Grievance Redressal Mechanism (GRM) has been put in place to redress the grievances in a time-bound manner to prevent unfair practices and to improve the service delivery.

2. Objective:

The key objectives of Grievance Redressal Mechanism are:

- To develop and monitor a responsive system for redressal of grievances raised by the learners.
- To provide easy access for resolution/redressal of grievances raised by the learners in a timely manner.
- To identify areas susceptible to grievance generation effectively checking the same while also improving processes and systems.

3. Grievances under the Purview of GRM:

Grievances on the following matter shall be considered under the purview of GRM:

- Examination related issues
- Issues related to Assessment Process
- Assessor related issues
- Regarding result of candidates
- Any other issues related to Assessment
- Any Malpractices

4. Anonymous & Pseudonymous Grievances: No action shall be taken against any Anonymous & Pseudonymous grievances.

5. Process of registration and redressal/ resolution of Grievances

- 5.1 Grievant: The Grievant is an aggrieved learner/student/trainee who will file the grievance for redressal/resolution for the same.

5.2 Limitation for filing the Grievances: The limitation for filing a grievance pertaining shall be 90 days from the date of arising the grievance.

5.3 Registration of Grievances: The aggrieved person can file his/ her Grievance regarding any of the above issues in the format specified at Annexure 'A' along with the following documents:

- Identity proof as a learner/student/trainee
- Identity proof of applicant (as per the list at Annexure 'B')
- Related documents /evidences, if any.

The grievance can be filed through the following means:

- a. Through Phone: Grievances can be filed through phone at 0172-2577570 on all working days between 9:30 a.m. to 4:30 p.m.
- b. Through e-mail: Grievances can be filled through email at assessment.hartron@gmail.com.
- c. Through Post: Grievances can be filled through post addressing "Divisional Head, Assessment Division, Hartron Bhawan, Bay no. 73-76, Sector-2, Panchkula, Haryana Pin - 134112"

6. Mechanism for Redressal of the Grievance:

The levels and timelines for redressal of grievance:

Level	Authority	Address	Prescribed Maximum Time
Level 1	Centre Head, Concerned HSC	Concerned Hartron Skill Centre (HSC)	2 weeks
Level 2	Divisional Head, Assessment Division HARTRON	Hartron Bhawan, Bays no. 73-76, Sector-2, Panchkula - 134112	3 weeks
Level 3	HoD, HARTRON	Hartron, SCO 111-113, Sector- 17 B, Chandigarh Pin - 160017	4 weeks
* HoD, HARTRON may constitute a Grievance Redressal Committee (GRC) including external expert member (as per requirement/need) looking into serious grievances.			

- In the first instance the learner shall lodge his/ her grievance before the Center Head, concerned HSC.
- In case, the grievance is not redressed or the grievant feels unsatisfied with the resolution; the same may be submitted to the next level i.e. Divisional Head, Assessment Division, HARTRON.
- In case, the grievance is still not redressed or the grievant still feels unsatisfied with the resolution; the grievance may be submitted to the next level i.e. HoD, HARTRON.

7. The Process for Handling the Grievance:

- a) The grievance will be evaluated & escalated on the basis of functional/ domain area, genuineness and the bodies concerned with the grievance.
- b) If grievance filed through phone, email or post are general or routine in nature shall be resolved from the date of filling on first come first served basis as per the prescribed timeline.
- c) In case, resolution is not possible within the prescribed time-frame due to any reason, an interim reply shall be given to the grievant.
- d) Scrutiny/ inquiry, if required shall be done to resolve the grievance and appropriate action will be taken on critical grievances.
- e) The complaints relating to POSH will be referred to Internal Complaint Committee (ICC) of the HARTRON constituted vide Endorsement No. HARTRON: M(P&A):2023:2743 dated: 24.03.2023.

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Annexure 'A'

Computer Education & Training -- Assessment Division

Format for filing Grievance

Grievance Number: _____
(For office Use)

Admission Number: _____

Name: _____

Father's /Husband's Name: _____

Address: _____

Contact Number: _____ E-mail Id: _____

Detail of Grievance / Complaint:

1. Registering this grievance:

First time

Already registered Registered Date: _____ Grievance Number: _____

2. Grievance is related to: _____

3. Description of the grievance (including earlier grievances, if filed):

Evidence/ supporting documents attached: Yes No

Details of Evidence/ supporting documents attached:

1.

2.

Date:

Signature of Complainant

Annexure 'B'

List of Documents Acceptable as Proof of Identity (any one)

1. Adhaar Card
2. Indian Passport
3. Voter ID Card
4. Overseas Citizenship of India document
5. Driving License
6. Ration Card with Photo
7. Service/ Employees Identity Card issued by State/ Central Government/ Defence Forces, Public Sector Undertakings, Local Bodies, Public Limited Companies or reputed MNCs.
8. Bank Pass Book from Scheduled Commercial Banks with attested customer photograph and signature.