



Directorate of Skill Development & Industrial Training, Haryana

Plot No. : IP-2, Kaushal Bhawan, Sector-3, Panchkula, Haryana
Phone No: 0172-5229230 Email id : spiucell.haryana@gmail.com

ORDER

A Grievance Redressal Committee comprising of following officers/officials is hereby constituted at Institute level to address the grievances/complaints received including procurement of goods, works and services under "Skill Strengthening & Industrial Value Enhancement (STRIVE)" Project.

1. Principal/GI Incharge of respective Govt. ITI
2. Vice Principal/Sr. most Group Instructor/Sr. most Instructor
3. Office Superintendent/Dy. Superintendent/Assistant

All complaints on their receipt should be entered in a register and complaints should be resolved within 15 days. In case, the complaint is received against the head of the committee, the same will be entertained at Directorate.

The committee will follow all the guidelines mentioned in the Operation Manual for STRIVE and will meet atleast once in a month to review the status of grievances at ITI Level.

Prabhjot Singh, IAS

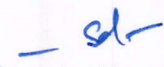
Dated: 10.01.2020

Director, Skill Development & Industrial
Training Department, Haryana, Panchkula

Endst. No. Project/STRIVE/Grievance Redressal/2019-20/

Dated:

A copy of above is forwarded to the Principal, Govt. ITI Barara, Sadhaura, Kalka at Bitna, Rewari, Hassangarh, Nissing, Gohana, Sonapat, Kurukshetra, Bhaproda, Kundmanethi, Meham, Nathusari Chopta, Tohana, Kaithal(W) and Hisar(W) following for their information and necessary action. Further, it is also directed that the report (for the received complaint) in the prescribed proforma (attached) must be submitted to SPIU in order to ensure its closure. The closure report must have feedback from complainant covering his/her satisfaction on the resolution provided.


Deputy Director (Projects)

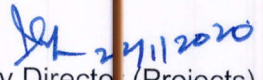
for Director, Skill Development & Industrial Training
Department, Haryana, Panchkula

Endt No. Project/STRIVE/Grievance Redressal/2019-20/ 1891

Dated 24-1-2020

A copy of the above is forwarded to the following in reference to this office letter no. 19969 dated 7.10.2019 for their information please.

1. Additional Director (Tech.)
2. Joint Apprenticeship Advisor
3. Control of Examination
4. Assistant Director (Projects)


Deputy Director (Projects)

for Director, Skill Development & Industrial Training
Department, Haryana, Panchkula

CC-

A copy of the above is forwarded to Nodal Officer (Website) with the request to upload the same on departmental website (under STRIVE Project)