**FAQs**

**DGT User FAQs**

1. **Issue with Apprenticeshipindia.org:**

Portal has been changed and we do not support Apprenticeshipindia.org. Kindly contact to this portal's helpline number.

1. Now, mobile number update utility is available for mobile number correction for students on below path of Establishment login.

**Apprenticeship** 🡪 **Apprentice** 🡪 **profile** 🡪 **edit contact number**

1. **How to delete apprentice data and ITI data?**

We do not have any access for deletion / modification of data.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in 🡪 about us 🡪 Who’s who**

1. **Edit Establishment profile:**

Kindly edit your establishment profile by login to MIS Portal. You can edit your bank details etc. in establishment profile.

1. **Where I have to check the Apprentice AITT Result related issue?**

We do not have any Apprentice AITT Result information.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in 🡪 about us 🡪 Who’s who**

1. **How to download Apprentice certificate and mark sheet?**

You can download mark sheet and certificate from **apprenticeship.gov.in** 🡪 **Apprentice** 🡪 **Trainee profile**

1. **How to register in the apprentice portal without pass out from ITI?**

You can register for the apprentice with candidate type select “result awaited”.

1. **How many candidates are eligible for apprenticeship in particular establishment?**

Establishment can recruit 10% of its whole employees for apprenticeship.

1. **Establishment user logging to NCVT portal:**

If you will login to **ncvtmis.gov.in** website, it will show locked. Please login right website i.e., **apprenticeship.gov.in.**

1. **How to terminate the contract?**

Kindly contact to respective establishment.

1. **ITI trade is showing inactive in the portal. How to rectify?**

We do not have any access for restoration of deleted login ID or creation of the same.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in 🡪 about us 🡪 Who’s who**

1. **User want to affiliation of trade, what is the process of trade affiliation?**

We do not have any access for activation / affiliation of ITI trade.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in 🡪 about us 🡪 Who’s who**

1. **How to upload ITI trainee data on NCVT portal?**

Please be informed that once data uploading link will be enabled, user would be able to upload data on NCVT portal.

1. **Data uploading link is not showing in the portal.**

Data upload schedule is closed. DGT will share new schedule for data uploading. Then, you can complete your pending uploading/error correction task.

 **or**

You can download template and upload data through creator login:

**Menu** 🡪 **SPIU** 🡪 **Academic** 🡪 **Upload admitted trainee**

1. **During data upload, error “institute not affiliated with selected trade” is shown. What is the resolution?**

Kindly see your affiliation / De-affiliation details from ncvtmis.gov.in 🡪 ITI 🡪 ITI Search

• If your trade is affiliated, then select your trade from drop down list only.

• If your trade is not affiliated, then contact to DGT for affiliation and after that upload the Trainee data.

1. **How to check Trainee data file status?**

Kindly login by **Creator MIS** 🡪 **ITI** 🡪 **Academic** 🡪 **Upload admitted trainee detail** 🡪 **View trainee file status**

1. **Examination Fees Related issue:**

Please be informed that you cannot submit your examination fee after last date. Kindly contact in DGT regarding the issue.

1. **Hall Ticket Download / Print:**

Kindly contact your respective SPIU for Hall Ticket generation.

After generation, there is a process of Hall Ticket preparation which is a back-end activity which occurs every night. After this activity, you can download/print your Hall Ticket.

You can download Hall ticket by **login MIS** 🡪 **central MIS** 🡪 **SPIU report** 🡪 **useful report**

1. **How to download ITI Trainee mark sheet / NCVT certificate?**

You can download all semester mark sheets and certificates from

ncvtmis.gov.in 🡪 Trainee🡪 Trainee profile.

1. **How to do correction in ITI certificate and mark sheet?**

We do not have any access for correction in the certificate and marks sheet.

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in 🡪 about us 🡪 Who’s who**

1. **Trainee profile shows “authentication failed error”. OR What is the process for Mark sheet /NCVT certificate correction?**

Kindly contact your respective ITI regarding issue (to check trainee detail).

1. **Result Related:**

We have no information regarding this. Once, result will be declared, it will be updated on portal & you will be informed. You can contact your respective ITI / Establishment for the same.

Kindly contact your respective SPIU for all the consolidated exam related issues. Your SPIU will contact NPIU (Examination cell).

1. **Grievance Pending:**

Kindly contact to your establishment, they will contact to approving authority regarding this issue.

1. **How does a user can register a Grievance or view his grievance status?**

Login into MIS using NPIU. Navigate to

**Menu -> Apprenticeship -> Grievance -> Grievance Details -> Dashboard for NPIU**

Click Submit.

Count of All grievance that are forwarded by Approving authority and Closed Grievance will be displayed.

1. **What is the solution for Error Occurred in DGET MIS Portal / Invalid Request / Requested resource not found?**

Kindly check your internet connectivity and try after some time as portal is working fine. However, this issue might have occurred due to heavy load on server. Kindly try during non-peak hours i.e. after 6 PM.

Due to heavy traffic on portal, we suggest you to:

* Avoid uploading the data during peak hours.
* Upload the data in smaller groups.

We regret the inconvenience caused. Currently there is some problem on the system. Our team is trying to fix it a soon as possible.

1. **What I have to do, if contract is pending from RDAT or AAA?**

Kindly contact your RDAT/AAA through establishment.

1. **What is the process to change “UID already exist” or “mail ID already exist” case?**

As per schedule: Kindly contact to ITI Cell / AT Cell regarding this issue.

1. **Email ID & phone no is incorrect of internal login user on NCVT / Apprentice portal.**

If you are able to login, you can edit details by yourself. If not, you need to take approval from DGT to update details in your MIS login.

1. **Login user account locked. How to unlock?**

User can unlock the account self by OTP verification. Kindly follow the process manual of account lockout.

1. **If any person not a registered user for DGT / ITI asks for credentials for any portal**:

Please be informed that login id and password is only for internal users such as ITI or establishment. If you are not among them, then you will not get any kind of login credentials.

1. **When mails are received without complete information:**

Kindly elaborate your problem and fill below details:

|  |  |
| --- | --- |
| Name | Candidate / ITI / Establishment |
| Registration no | Candidate / ITI / Establishment  |
| Issue | Page / link where issue is faced |
| Details of the issue |  |
| Snapshot | Please attach the error screenshot of the issue |

1. **Contact no of DGT/ SPIU/AAA:**

You can find mail id and helpline number of DGT from below mentioned path**:**

**dgt.gov.in 🡪 about us 🡪 who's who**

1. **Student Support:**

This helpline is not for student’s support. So, kindly contact to your respective establishment / ITI for your query.

1. **What is the contact of DGT?**

Kindly contact to DGT cell for restoration or creation of the same. You can find helpline number or mail ID from website: **dgt.gov.in 🡪 about us 🡪 Who’s who**

1. **Ticket Logging:**

Kindly log the ticket on HPSM portal for resolution. <https://help.ncvtmis.gov.in/sm/ess.do/>

**HPSM login ID:** First time login without password.

User can unlock and reset the password with OTP option. Manual already shared to all user.