



Appeal Process Manual

Skill Management and Accreditation of Training Centres

Version 1.0

Version History

| Version number | Purpose | Changes made | New Processes | Author Date of Creation |
|----------------|--------------------------|--------------|---------------|-------------------------|
| V 1.0 | Process Manual for SMART | N/A | TBD | TBD |
| | | | | |

Note: NSDC as the implementing agency has the right to change the contents of this Process Manual at any given point of time. The updated version will be available on the SMART website (<http://smart.nscsindia.org>).

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About this Document

This document is a Process Manual that can be used as a guide by all the Stakeholders implementation of the Guidelines for Accreditation and Affiliation of Training Centres

Process: Appeal Process

Process Owner: Training Centre

Process Details

An aggrieved TC, which is not satisfied with the result/process of the inspection/accreditation, can incorporate online observations against inspection report on SMART portal within 7 days of report being uploaded on SMART/within 7 days if SSC marked not accredited the respective centre. The same would be commented upon by the Inspection Agency/SSC as well. If the TC is still not satisfied by the IA/SSC comments, TC can file online appeal through this process module to the Accreditation Committee, along with a payment (online) of INR 10,000. The TC has to make an appeal within 07 days of receiving the comments of the inspection/accreditation status. The Committee will consider the appeal and make recommendation as per the situation and evidences. Please find below mentioned stages (category wise) for further clarification.

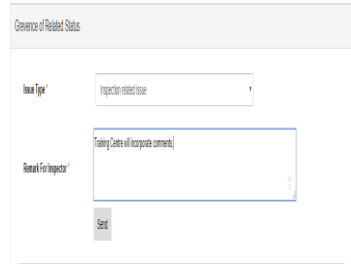
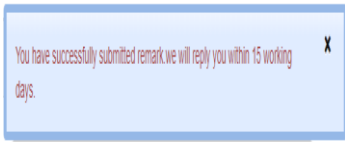
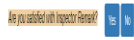
Category

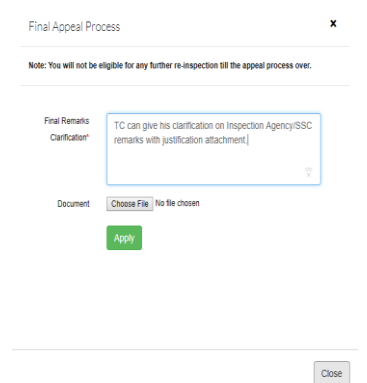
Not Qualified & Accreditation by Inspection Agency

Or

Grievances against Accreditation and Affiliation process (Post Inspection)

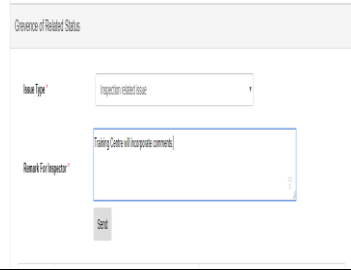
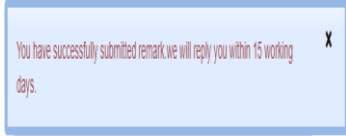
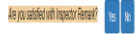
The process will be implemented through following stages:

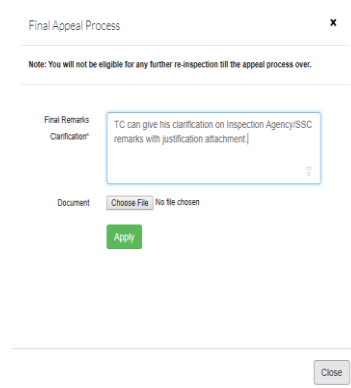
| Step Number | Activity Brief | Responsibility | Remarks/ Important links (If Any) |
|-------------|--|-------------------|--|
| 1. | Training Centre will incorporate comments in remarks column of the SMART portal if there is any discrepancy related to above mentioned criteria. | Training Centre | This link disappears within 07 days of report being uploaded on SMART  |
| 2. | Inspection Agency will further incorporate clarification against remarks from TC. | Inspection Agency |  |
| 3. | Case 1: If the respective TC is not satisfied with the available justification by the | Training Centre |  |

| Step Number | Activity Brief | Responsibility | Remarks/ Important links (If Any) |
|-------------|---|-----------------|--|
| | inspection agency, can opt. out for Appeal Process Or Case 2: If the respective TC is satisfied by the justification from Inspection Agency the case will be treated as resolved, and may go for re-inspection. | | |
| 4. | For Case 1: Respective TC can give his clarification on Inspection Agency/SSC remarks with further justification (supportive document required) and can proceed for the appeal process by paying the Appeal fees i.e. INR 10000/. | Training Centre |  |
| 5. | The respective TC has to pay Rs.10000/ (as caution money) through online payment gateway. | Training Centre | The respective TC will not be eligible for re-inspection during this process |
| 6. | After successful payment, an auto generated e-mail will be forwarded to the process owner and will be go live in appeal portal. | Training Centre | The stages of appeal process will be captured in the appeal portal and the information regarding this can be further accessed by appellant or process owner |
| 7. | The process owner of appeal process will further validate the case and will prepare the case report accordingly (with approval either from Chairperson of the Committee or Member Secretary of Accreditation Committee) | CA Team | <ul style="list-style-type: none"> • If the appeal got rejected the respective TC may go for Re-inspection • If appeal got rejected, no reimbursement will be retained against the caution money • If the appeal got accepted, 60% of the caution money will be reimbursed post finalization of MoM |

| Step Number | Activity Brief | Responsibility | Remarks/ Important links (If Any) |
|-------------|---|-----------------------------------|-----------------------------------|
| 8. | As per decision given by accreditation committee required communication to the respective stakeholder will be shared post finalization of MoM | Accreditation Committee & CA Team | |
| 9. | Based on the outcome of Accreditation Committee MoM, the CA Team will further enable SMART portal for any necessary changes. Post necessary changes updated report will be available as “NSDC Special Case Inspection Report” in the application dashboard. | CA Team | |

Category: Qualified & Accredited by Inspection Agency but Not Accredited by SSC

| Step Number | Activity Brief | Responsibility | Remarks/ Important links (If Any) |
|-------------|---|-----------------|--|
| 1. | Training Centre will incorporate comments in remarks column of the SMART portal if there is any discrepancy related to above mentioned criteria. | Training Centre | <p>This link disappears within 07 days of report being uploaded on SMART</p>  |
| 2. | SSCs will share the parameters because of which TC is not-accredited along with comments | SSC |  |
| 3. | <p>Case 1: If the respective TC is not satisfied with the available justification by the SSC, can opt. out for Appeal Process</p> <p>Or</p> <p>Case 2: If the respective TC is satisfied by the justification</p> | Training Centre |  |

| Step Number | Activity Brief | Responsibility | Remarks/ Important links (If Any) |
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| | from SSC the case will be treated as resolved, and may go for re-inspection. | | |
| 4. | For Case 1: Respective TC can give his clarification on Inspection Agency/SSC remarks with further justification (supportive document required) and can proceed for the appeal process by paying the Appeal fees i.e. INR 10000/. | Training Centre |  |
| 5. | The respective TC has to pay Rs.10000/ (as caution money) through online payment gateway. | Training Centre | The respective TC will not be eligible for re-inspection during this process |
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