



**KARNATAKA GERMAN TECHNICAL TRAINING INSTITUTE
(KGTI)**

promoted by

Society for Karnataka German Multi Skill Development Centre (KGMSDC)

(A Government of Karnataka undertaking)

KGTTIs Citizen's Charter

AIM / PURPOSE

This Citizen's Charter is the expression of an understanding between citizens and the Karnataka German Technical Training Institute. The Citizen's Charter lists the service standards, choice, accessibility, non-discrimination, transparency and accountability which is an integral part of our training institution.

A further rationale for the Charter is to help trainees with more accessibility and transparency in providing necessary services. It is a tool kit of initiatives and ideas to raise the level of training standards and service delivery with increased public participation, in the most appropriate way. The Charter shall be an effective tool to ensure transparency and accountability and help deliver good governance.

The charter is prepared to enable the following:

- Improved training quality;
- Greater responsiveness; and
- Greater satisfaction with institution's training services.

ABOUT US

Karnataka German Technical Training Institutes (KGTTIs) are set up by *Karnataka German Multi Skill Development Centre (KGMSDC)*, a Society promoted by *Government of India* and *Government of Karnataka* with technical support of *Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH – International Services (GIZ-InS)*. KGTTIs are located at Bengaluru, Kalaburagi, Belagavi, Mangaluru and Hubballi. The primary mission of KGTTIs is to provide broad-based multidisciplinary world class training programs in various technical fields, directed towards development of specialized skills in alignment with the industry requirements. KGTTIs will train and produce high-quality skilled workforce relevant to current and emerging labour market needs and promote entrepreneurship skills for the youth of Karnataka.

VISION

To develop KGMSDCs as world class training centers that offer specialized skills training programs in alignment with the Industry requirements in Karnataka and beyond

MISSION

KGMSDCs will generate high quality skilled manpower in close association with the industry, while operating with operational flexibility and striving financial self-sustainability

SERVICES PROVIDED

We deliver the following services:

- Training
- Industrial Services
- Training of Trainers
- Value Added Services

SERVICE STANDARDS

Our aim is to achieve the following service delivery/quality parameters

S.No	Nature of Service (per Financial Year)	Service Delivery Standard	Remarks
1	No. of Trainees to be trained	As per GoK's action plan	90% of the focus is on Skill Training
2	Training of Trainers	As per MoU	Taken up on case to case basis post approval through proper channel
3	Value Added Courses	As per MoU	
4	Industrial Services	As per MoU / PO / MoA	

COMPLAINT REDRESSAL SYSTEMS:

Courteous and helpful service will be extended by all the staff. If you have any complaints to make with respect to the delivery of the training standards you are welcome to register your complaints with the grievance officers. Grievance officers are designated at all Institutes. The grievance received by the Grievance Officer through post / grievance box is forwarded to the concerned department for redressal and the status is informed to the KGMSDC Society. All Grievance Officers of KGTTI must submit a status report of grievance to the Chief Grievance Officer at KGMSDC Society Office by 7th of every month for appraisal of Member Secretary, KGMSDC. The following are the contact details of the Grievance Officers at various Institutes.

S.No.	Name of the Institute	Name of Grievance Officer	Contact Details
1	Karnataka German Technical Training Institute, Behind Kenna Metals, Nagasandra, Manjunatha Nagar, Bengaluru - 560 073	Director KGTTI Bengaluru	080 - 26642526 director.bengaluru@kgtti.com
2	Karnataka German Technical Training Institute, Near Chandrashekhar Patil Stadium, Behind BEO Office, Rajapur Road, Kalaburagi - 585 103	Director KGTTI Kalaburagi	08472 - 252111 director.kalburgi@kgtti.com
3	Karnataka German Technical Training Institute, Government ITI (W), Udyambagh, Belagavi - 590 008	Director KGTTI Belagavi	0831 - 2441216 director.belagavi@kgtti.com
4	Karnataka German Technical Training Institute, 2 nd Floor, Government ITI(W), Airport Road, Konchady Post, Mangaluru - 560 073	Director KGTTI Mangaluru	0824 - 2211477 director.mangalore@kgtti.com

5	Karnataka German Technical Training Institute, Government ITI, CoE Building, Vidyanagar, Hubballi – 580 021	Director KGTTI Hubballi	0836 – 4257003 director.hubballi@kgtti.com
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For information outside Office hours, please contact on the respective email ID. The grievance will be addressed on the immediate next working hours of the office. Latest information and forms are also available on the worldwide web at www.kgtti.com. In case, the issue is not address up to your satisfaction you may approach the Chief Grievance Officer. The contact details are given below:

Name and Contact details of the Chief Grievance Officer:

Joint Secretary,
Karnataka German Multi Skill Development Centre,
CoE Building, Dairy Circle,
Bannerughatta Road,
Bengaluru – 560 029

Helpline No./Website/Portal:

Phone: 080-26642526
Website: www.kgtti.com
E-mail: jskgmsdc@gmail.com

All complainants shall get acknowledgement on receipt of grievance within three working days from the day of receipt by the Grievance Officer. All grievance received by post/ grievance box shall be acknowledged and a record shall be maintained.

GRIEVANCE REGISTER

Details of Grievance received shall be maintained by KGTTI in a register as per the following format.

Sl. No.	Date received	Particulars of Complainant				Particulars of Complain			
		Name	Address	Mobile	Acknowledgement date	Grievance related to	Brief Description	Action Taken	Date Completed

All complaints will be acknowledged by us within 28 working days and final reply on the action taken will be communicated within 45 working days.

CITIZEN’S PARTICIPATION

We seek your co-operation on the following

- We welcome suggestions from our users.
- We conduct student’s feedback at the end of each course
- We maintain a suggestion box at the entrance/ exit of the institution
- We hold random meetings with students/ trainees and if you wish to be associated with this please contact the Front Office.

Citizen's Charter is a joint effort between us and you to improve the quality of training provided by us and we request you to help us in the following way (give details relevant to the departments concerned)

- Give your open feedback on training quality either formally or informally anytime
- Keep yourself associated as alumni and share constructive suggestions whenever possible.

HANDBOOK

A Handbook for the guidance of students is available at the office. Please contact the front office for more details.

We are committed to constantly revise and improve the services being offered under the Charter.

LET US JOIN HANDS IN MAKING THIS CHARTER A SUCCESS!

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