

Post Accreditation Appeal Process for NSCSTI

I. Introduction

The National Standards for Civil Service Training Institutions (NSCSTI) play a pivotal role in maintaining the quality and integrity of civil service training across the nation. In an effort to continuously improve the assessment process and ensure fairness and accuracy, it is essential to introduce a provision that allows for the review of onsite assessments under specific circumstances. This policy proposal outlines the need to insert such a provision into the existing NSCSTI rules.

II. Need for appeal process

The NSCSTI accreditation process has two stages: a. Desktop assessment, followed by b. On-site assessment. There is inherent risk of discrepancy in scoring between the two stages, as on-site assessment is conducted through external assessors. Hence the need for a mechanism to identify such risks and address them through re-accreditation or other mechanisms.

Discrepancies in Assessment Scores: Discrepancies between desktop assessment scores and onsite assessment scores may occur due to various reasons, such as unforeseen operational challenges, temporary deficiencies, or misinterpretation of criteria(s). When the overall difference between these scores changes by $\pm 25\%$, it raises concerns about the accuracy of the assessment and warrants further examination.

III. Proposed Provisions

1. Formation of a Review Committee:

Its primary purpose is to adhere to a standardized procedure for resolving any discrepancies that may arise during onsite assessments, drawing upon the extensive expertise of its members to ensure fairness and accuracy in the accreditation process.

The committee to include:

- a. Chairperson, CBC
- b. Member Admin and Member HR, CBC
- c. Secretary, CBC
- d. Joint Secretary, CBC
- e. Accreditation Expert

The committee has the authority to summon any relevant individual or organization to present evidence or provide essential data to facilitate a comprehensive analysis of the case at hand. The committee will assess the reasons for the significant discrepancy and determine if adjustments to the scores are warranted.

2. Review of score: The review process can be initiated in following ways:

- i. **Raised automatically:** When the overall difference between desktop assessment scores and onsite scores changes by +/-25%
- ii. **Initiated by review committee member:** If any one of the committee members Suo-motu takes cognizance of the situation and feels the assessment score needs to be relooked and re-examined, then the CBC nodal official is required to initiate action to convene the review meeting by the committee.
- iii. **By Institute:** The institute can raise a grievance appeal against its score obtained during the onsite assessment, within 30 days of certificate issue.

IV. Process of review:

The review process will be outlined in the Rescheduling and Revisit - Operational Manual 4.5 and would define the above three scenarios in which the CBC can take review call for the onsite assessments conducted.

Once appeal is raised, the NSCSTI team would revisit the desktop and onsite score and would submit its report within 30 days. The team may undertake onsite assessment with another on-site assessor.

Note: - These grounds may include but are not limited to evidence of malpractice, data manipulation, or a breach of ethical standards.

Possible scenarios could include:

1. Evidence of fraudulent or unethical data/practices during the assessment.
2. Non-compliance with regulatory requirements.
3. Unavailability or unwillingness to cooperate with assessors.
4. Misinterpretation of scoring guidelines by desktop or on-site assessor.

V. Conclusion

It is envisioned that the introduction of this provision will enhance the overall quality and transparency of the assessment process, ultimately benefiting civil service training institutions and the nation. By addressing discrepancies, allowing for pillar-specific reviews, and clarifying grounds for the review mechanism, the NSCSTI will strengthen its commitment to excellence in civil service training and certification.