



Grievance Handling Mechanism in Apparel, Made-Ups and Home Furnishing Sector Skill Council

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1. For Training Providers, Assessing Bodies, and Master Trainers

- First Complaint can be submitted to Ms Sandhya Makkar, Dy. Director at ddbd@sscamh.com or 0124-4318808
- The complaint will be handled and disposed of within a period of 1 month
- In case of delay or not getting a satisfied revert, the second level of contact is Mr. Uma Maheswaran, Addl Director at adop@sscamh.com or 0124-4318802.
- At this stage the complaint shall be disposed off in a period of 15 days from the date of submission.
- In case the complainant is still not addressed to or the complainant is not satisfied with the revert, Dr. Roopak Vasishtha, CEO can be contacted at ceo@sscamh.com or 0124-4318810
- In all the points of contact, the complainant can also seek personal meeting related to his complaint.
- Any kind of complaint can also directly be submitted to the CVO.

2. For Students studying in the various institutions/universities affiliated with AMH SSC

- First point of submission of complaint would be the concerned Institution. The complaint can be submitted to the Principal or Head of that institution

- The concerned complaint would have to be disposed of in a period of 1 month by the concerned institution or university
- In case the student is not satisfied or the complaint is related to the Institution or University itself, then the complaint can be submitted to Mr. Ashish Srivastava, Joint Director at jdop@sscammh.com or 0124-4318801.
- The complaint would be addressed to in a period of 15 days.
- In case not satisfied, the student can then submit complaint Dr. Roopak Vasishtha, CEO can be contacted at ceo@sscammh.com or 0124-4318810
- The complaints can also directly be submitted to the CVO

3. For employees of AMH SSC

- a) For protection of women employees against harassment at workplace, a committee, as per the direction of the Hon'ble Supreme Court has been constituted, as per following details;
 - a) Mr. Atul Madan-Joint Director
 - b) Ms Nidhi Trehan-Joint Director
 - c) Ms Babita Khanduri-Finance Executive
 - e) NGO- The Earth Saviours Foundation-Haryana
 - f) Ms Megha Mathur - Convener

- b) For other employees, the following grievance handling mechanism would prevail;
 - First complaint can be submitted to Mr. Ashish Srivastava at jdop@sscammh.com or 0124-4318801
 - Next level for submission of complaint would be Mr. Uma Maheswaran, Addl Director at adop@sscammh.com or 0124-4318802
 - Not satisfied with the reverts, the employees are free to contact Dr. Roopak Vasishtha, CEO can be contacted at ceo@sscammh.com or 0124-4318810
 - The complaints can also directly be submitted to the CVO