

Grievance Handling Mechanism

In

Apparel, Made-Ups and Home Furnishing Sector Skill Council

Chief Vigilance Officer (CVO) :

Mr. Atul Madan

Director

Mobile No: +91 7835027708

Email: dot@sscamh.com

Address: Flat No. A – 312 to A – 323, 3rd Floor
Somdatt Chamber – 1, Bhikaji Cama Place, Africa Avenue
New Delhi-110066

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

- First Complaint can be submitted to Ms. Sandhya Makkar, Additional Director at adb@sscamh.com or 7835027703.
- 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 Ms. Smritee Dwivedi, Senior Director at sdop@sscamh.com or 7835081188.
- 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 .
- 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, Director at dop1@sscamh.com or 7835027705.
- 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@sscamh.com
- 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) Ms. Smritee Dwivedi – Senior Director - Convener
 - b) Ms. Priyaneet Kaur – Joint Director
 - c) Ms. Megha Mathur – Joint Director
 - d) Ms. Priya Mathur – Joint Director
 - e) Ms. Anchal Gupta – EA to CEO
 - f) Ms. Pooja Sharma – Earth Saviour Foundation
- b) For other employees, the following grievance handling mechanism would prevail;
 - First complaint can be submitted to Mr. Ashish Srivastava at dop1@sscamh.com or 7835027705.
 - Next level for submission of complaint would be Ms. Smritee Dwivedi, Senior Director at sdop@sscamh.com or 7835081188.
 - Not satisfied with the reverts, the employees are free to contact Dr. Roopak Vasishtha, CEO can be contacted at ceo@sscamh.com
 - The complaints can also directly be submitted to the CVO