

External Grievance Handling Mechanism

In

Apparel, Made-Ups and Home Furnishing Sector Skill Council

Chief Vigilance Officer (CVO) :

Dr. Aditi Yadav

Joint Director

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Address: Flat No. A – 312 to A – 323, 3rd Floor

Somdatt Chamber – 1, Bhikaji Cama Place, Africa Avenue

New Delhi-110066

1. Grievance related to ToA, ToT

- The initial complaint should be submitted to **Mr. Nikhil Malhotra, Deputy Director**, at nikhil.malhotra@sscamh.com . The complaint will be reviewed and resolved within **15 working days** from the date of submission.
- If the complaint remains unaddressed or the complainant is not satisfied with the response, they may escalate the matter to **Mr. Ashish Srivastava, CEO**, at ceo@sscamh.com . This complaint will be processed and resolved within **one month**.
- If the issue is not resolved through the above channels within one month, the complainant may request a **personal meeting** to discuss the matter further.
- Complaints may also be submitted **directly to the Chief Vigilance Officer (CVO)**.

2. Grievance related to Assessment

- The initial complaint should be submitted to **Ms. Karishma Malhotra, Assistant Director**, at karishma.malhotra@sscammh.com. The complaint will be reviewed and resolved within **15 working days** from the date of submission.
- If the complaint remains unaddressed or the complainant is not satisfied with the response, they may escalate the matter to **Mr. Ashish Srivastava, CEO**, at ceo@sscammh.com. This complaint will be processed and resolved within **one month**.
- If the issue is not resolved through the above channels within one month, the complainant may request a **personal meeting** to discuss the matter further.
- Complaints may also be submitted **directly to the Chief Vigilance Officer (CVO)**.

3. Grievance related to Students studying in the various institutions/universities affiliated with AMHSSC

- 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 **Ms. Priya Mathur, Joint Director**, at priya.mathur@sscammh.com.
- If the complaint remains unaddressed or the complainant is not satisfied with the response, they may escalate the matter to **Mr. Ashish Srivastava, CEO**, at ceo@sscammh.com. This complaint will be processed and resolved within 1 month.
- Complaints may also be submitted directly to the Chief Vigilance Officer (CVO).