



## Grievance Handling Mechanism

In

### Apparel, Made-Ups and Home Furnishing Sector Skill Council

**Chief Vigilance Officer (CVO) :**

**Mr. Atul Madan**

*Joint Director*

**Mobile No:** +91 7835027708

**Email:** [jdot@sscamh.com](mailto:jdot@sscamh.com)

**Address:** Indian Building Congress, 1<sup>st</sup> Floor,  
Sector- 6, R.K Puram, New Delhi -110022

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

- First Complaint can be submitted to Ms. Sandhya Makkar, Joint Director at [jdbd@sscamh.com](mailto:jdbd@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, Director at [dop@sscamh.com](mailto:dop@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](mailto: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, Additional Director at [adop@sscammh.com](mailto:adop@sscammh.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@sscammh.com](mailto:ceo@sscammh.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) 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 [adop@sscammh.com](mailto:adop@sscammh.com) or 7835027705.
  - Next level for submission of complaint would be Ms. Smritee Dwivedi, Director at [dop@sscammh.com](mailto:dop@sscammh.com) or 7835081188.
  - Not satisfied with the reverts, the employees are free to contact Dr. Roopak Vasishtha, CEO can be contacted at [ceo@sscammh.com](mailto:ceo@sscammh.com)
  - The complaints can also directly be submitted to the CVO