

Matrix for dealing with fraud/complaints related cases of Assessment Agencies affiliated with AMH SSC

The Apparel Made Ups and Home Furnishing Sector Skill Council is amongst the leading Sector Skill Councils and handles very large number of Trainings and Assessments. It becomes imperative for the Council to set strict and transparent protocols related to assessments, as well as the grievances or complaints received in the process of conducting assessments by the Assessment agencies. As AMH SSC is committed to maintaining the highest level of qualitative assessments, the following protocols are, hereby, set to deal with complaints received from any quarter related to malpractices committed by either the Assessment Agency or their individual Assessors;

Complaints can be received from the following;

- 1) Candidates
- 2) Training Partners
- 3) Assessment Agencies
- 4) MSDE/NSDC
- 5) State Skilling Missions
- 6) Other Govt Corporations, like NBCFDC, NSKFDC etc

Steps that AMH SSC will take to deal with such complaints;

1. Upon receipt of complaint, the same is placed before the Vigilance Committee comprising of the following members:
 - a) Smritee Dwivedi – Director Operations
 - b) Ashish Srivastava - Additional Director –Operations
 - c) Atul Madan – Additional Director -Operations and Training and also Chief Vigilance Officer
 - d) Sandhya Makkar – Joint Director –Business Development
 - e) Deepak Awasthi - Joint Director - Finance
2. Explanation and proof(s) related to the complaint are sought from both parties –complainant and aggrieved.
3. In some cases face to face clarifications are also sought in front of the Vigilance Committee.
4. After a thorough investigations, based on proof(s) the findings are further examined and decision is then taken by the Vigilance Committee. The decision, taken thereof, is communicated to the concerned stakeholders through CEO, AMH SSC.

Penalty/ies

| SL | Complaint Against | Penalty/Punishment |
|----|-------------------------------------|---|
| 1. | Assessor | <ol style="list-style-type: none"> 1. If found guilty, warning letter is issued. However, if the misconduct is serious then blacklisting from Skill ecosystem, along with a written Warning to the Assessment Agency. 2. Information also shared with all other Assessment Bodies and NSDC |
| 2. | Assessment Body | <ol style="list-style-type: none"> 1. If found guilty for the first time, a strict warning is issued, after getting facts against Show Cause 2. If the first misconduct is serious then 3 months suspension after getting facts against Show Cause Notice 3. If found guilty for the second time or in case of conflict of interest, then termination and black listing of the Assessing Body. |
| 3. | Training Partner and Assessing Body | <ol style="list-style-type: none"> 1. In cases where both TPs, as well as ABs indulge in malpractices related to Assessments and the guilt of both is proved, then also same procedure, as is followed in Clause '2' above is followed. |