

**POLICY FOR GRIEVANCE CELL
& POLICY PROCEDURE
AT
AUTOMOTIVE SKILLS DEVELOPMENT
COUNCIL**

*Automotive Skills Development Council (ASDC)
153, GE, Okhla Industrial Area, Phase-III,
Leela Building, New Delhi-110020*

Grievance Cell & Policy Procedure

GRIEVANCE CELL

Automotive Skills Development Council is committed to providing a safe, fair and harmonious working environment to all stakeholders, Training Partners, Trainers Students, Assessment Agencies, Assessors and other partner agencies.

ASDC Grievance Cell facilitates the resolution of grievances in a fair and impartial manner involving the respective functional department or partner (dealing with the substantive function connected with the grievance), maintaining necessary confidentiality, depending on the case.

Any stakeholder with a genuine grievance may approach ASDC Grievance Redressal Cell to submit his/her grievance through email/ writing.

Note: Anonymous complaint/grievance will not be addressed. Any issue reported after 3 months of incidence will not be addressed.

OBJECTIVE:

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the stakeholders.
- To uphold the dignity of the SSC by promoting cordial employee stakeholder relationship, stakeholder relationship.
- To develop a responsive and accountable attitude among the stakeholders, thereby maintaining a harmonious atmosphere in the SSC.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimised.
- To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.

Grievance Redressal Committee

S.No.	Name	Email id	Number
1	CEO and HR Subcommittee Head	ceo@asdc.org.in	011 – 42599800
2	Chairperson	president@asdc.org.in	011 – 42599800
3	Mr. Vaibhav Tyagi (Legal Counsel Representative)	vaibhav.tyagi10@gmail.com	011 – 42599800
4	Ms. Garima Jhamb	garima@asdc.org.in	011 – 42599800



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Modes to raise grievance:

1. Online: Mail to be sent to the registered email ID grievance@asdc.org.in with the details of the grievance raised and the grievants contact details.
2. Offline: The grievance can be reported via letter sent to ASDC's corporate office address:

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Standard Operating Procedure (SOP) for Handling Grievance

- Investigating the matter / issue
 - Counselling/ Mentoring
 - Warning
 - Monitoring
 - Suspension of the defaulter temporarily or permanently as per the degree of the offence
1. On receipt of complaint / grievance, Grievance Committee shall segregate the complaint, forward the grievance to the concerned department to get the appropriate response regarding the facts of the complaint.
 2. The concerned committee shall investigate the cases directed accordingly.
 3. If required, a hearing with the complainant or clarification from the concerned may be taken within 7 days of receipt of complaint.
 4. If the complaint / grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken.
 5. The complaint in any case shall be resolved within a one month of its receipt.
 6. The complainant and the person against whom the complaint is made shall be informed about the action taken by the committee.
 7. Grievance committee meeting would be organized on need basis.

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