

Grievance Redressal Mechanism

The Grievance mechanism provides the procedure followed by HSSC to address any complaints or concerns submitted by stakeholders who may be benefitted or impacted by HSSC. It intends to provide transparent process to receive, and resolve the complaints.

The mechanism is designed to help in fair and impartial redressal of the complaints. It ensures that views of all respected and no one discriminated or victimised.

Details required to file a grievance

- Details of the grieved person
- Details of the complaint
- Supporting documents/ evidence of the details of the grievance
- Complainants expectation

Plan of Action on the Grievance

- Investigation of the grievances
- Approval of the remedial actions for the grievances raised
- Monitoring of the grievances

Grievance Redressal Escalation Levels

L1	Department Head	info@healthcare-ssc.in	011-40505850 ext 113
L2	CEO	ashish.jain@healthcare-ssc.in	011- 40505850 ext 101
L3	Member Governing Council & CEO	ashish.jain@healthcare-ssc.in	011- 40505850

Standard Operating Procedure for Handling Grievance

1. On receipt of complaint, the complaint is forwarded to the concerned department head.
2. The clarification or additional information, if required is sought from the complainant.

3. The grievance is investigated
4. It is intended that the complaint shall be resolved within a three month of its receipt.

Process flow

The detailed process flow which will be adopted by HSSC for receiving and addressing grievances is described below.



Grievance could be made online on emails as per the escalation level. The complaints could also be send at the address below.

Healthcare Sector Skill Council
520-521, DLF Tower A
Jasola District Centre
New Delhi-110025