

RCPSDC Grievance Policy

Objective-

- The objective of the grievance policy and procedure is to provide a means of dealing promptly with any grievance in a fair and consistent manner. To ensure that grievances, complaints and concerns are addressed and resolved in a fair, transparent and easily accessible manner, we at RCPSDC aim to resolve the grievance in stipulated time frame in order to achieve the goals of restoring positive relationships with stakeholders.

The policy broadly strives to ensure that-

- To obtain, where possible, a speedy resolution to the problem.
- Queries raised by the Stakeholders are resolved in time.
- To Provide judicial protection to the Stakeholders.
- To provide stakeholder with a readily accessible procedure for addressing problems or concerns they may have.
- To improve the service quality.
- To be responsive to the concerns/complaints of beneficiaries.
- To deter fraud and corruption and mitigate operational risks.

Applicability-

- This policy is applicable to all Training Partners, Assessment agencies and State Skill Departments.

Salient features of the policy:

1. All Queries will be registered through email / any other written form.
2. All Queries shall be monitored and marked as closed only after giving reply/resolution to the Stakeholder grievance.
3. Improve processes and systems towards better Stakeholder experience by taking cognizance of Stakeholder feedback and Queries.

Process-

Any Grievances arising out of any operational processes, RCPSDC would follow the process laid down as mentioned below.

Escalation Level 1 – First query raised

Escalation Level 2 – In case first query won't get resolved within seven working days then please raise your concern to committee as per details below

Escalation Level 3 – In case query won't get resolved on Level 2 within ten working days then please raise your concern to Level 3 as per details below:

Grievance Matrix			
For Training Partners (ToT/Training)	Contact Person	Mail ID	Contact Number
Level 1	Ms Sarbjeet Kaur	sarbjeet.kaur@rcpsdc.in	8130472446
Level 2	Ms Deepmala Moorjani Ms Priyadarshini Singh Mr Anshuman Sharma Mr Lalit Singh	deepmala.moorjani@rcpsdc.in priyadarshani.singh@rcpsdc.in anshuman.sharma@rcpsdc.in lalit.singh@rcpsdc.in	9999059640 7080255558 9999739746 8802848272
Level 3	Mr Saif Mohammad	ceo@rcpsdc.in	9818744441

For Assessment & Certification related	Contact Person	Mail ID	Contact Number
Level 1	Ms Shilpa Adlakha	shilpa.adlakha@rcpsdc.in	8130924749
Level 2	Ms Sarbjeet Kaur Ms Monalisa Baruah Ms Priyadarshani Singh Mr Sohrab Tunaak	sarbjeet.kaur@rcpsdc.in monalisa@rcpsdc.in priyadarshani.singh@rcpsdc.in hr@rcpsdc.in	8130472446 9899425975 7080255558 9958133356
Level 3	Mr Saif Mohammad	ceo@rcpsdc.in	9818744441

For Finance related	Contact Person	Mail ID	Contact Number
Level 1	Mr Manish Garg	finance@rcpsdc.in	8130479966
Level 2	Mr Aman Gupta Ms Shilpa Adlakha Mr Lalit Singh Mr Anshuman Sharma	caamangupta2@gmail.com shilpa.adlakha@rcpsdc.in lalit.singh@rcpsdc.in anshuman.sharma@rcpsdc.in	9466356381 8130924749 8802848272 9999739746
Level 3	Mr Saif Mohammad	ceo@rcpsdc.in	9818744441

For Quality Related	Contact Person	Mail ID	Contact Number
Level 1	Ms Priyadarshani Singh Ms Shilpa Adlakha Ms Deepmala Moorjani Mr Lalit Singh	priyadarshani.singh@rcpsdc.in shilpa.adlakha@rcpsdc.in deepmala.moorjani@rcpsdc.in lalit.singh@rcpsdc.in	7080255558 8130924749 9999059640 8802848272
Level 2	Mr Saif Mohammad	ceo@rcpsdc.in	9818744441