TOURISM AND HOSPITALITY SKILL COUNCIL

Grievance Redressal

Standard Operating Procedure (SOP)

1. Purpose

THSC is committed to a fair, transparent and time-bound grievance redressal mechanism. This SOP sets out how grievances are received, assessed, resolved and escalated, with clear accountability, confidentiality and documented outcomes.

2. Scope

This SOP applies to grievances relating to THSC from candidates, training partners, assessment agencies, employers, industry stakeholders, employees and other persons or organisations interacting with THSC.

3. Grievance Redressal Process

Submit	The complainant shall submit the grievance through THSC's designated grievance submission channel, providing a clear description of the issue, relevant dates, persons or departments involved, and supporting documents or evidence, wherever available.
Register & acknowledge	THSC will record the grievance in its central register and ordinarily acknowledge it within 2 working days, where contact details are provided.
Review	The Grievance Redressal Officer (GRO) will assess the issue, urgency and appropriate handling route, ordinarily within 7 working days.
Examine & resolve	The concerned department or an impartial inquiry officer/committee will verify relevant information and provide the parties concerned an appropriate opportunity to respond.
Communicate & close	The competent authority will determine the appropriate action. The outcome will be communicated to the complainant, subject to confidentiality and applicable requirements.
Record & monitor	The grievance, supporting records, decision, corrective action and any escalation will be documented and securely maintained.

4. Indicative Resolution Timelines

Activity	Target timeline
Acknowledgement	Within 2 working days
Preliminary examination	Within 7 working days
Routine grievance resolution	Within 15 working days
Detailed/Complex inquiry	Within 30 working days

These are target timelines. If additional time is required, the reason and revised expected completion date will be recorded and, where appropriate, communicated to the complainant.

5. Escalation Matrix

Grievances should ordinarily follow the escalation route below. Urgent, serious or sensitive matters may be referred directly to the appropriate authority.

Level	Responsible authority	When to escalate
Level 1	Grievance Redressal Officer / concerned department	Registration, acknowledgement, preliminary examination, coordination of inquiry, follow-up and documentation of resolution.
Level 2	Competent Authority comprising the CEO, CFO and two Vertical Heads not directly involved in the matter	Review of unresolved grievances, consideration of inquiry findings, decision on appropriate corrective action and oversight of matters requiring senior-level intervention.
Special / urgent route	CEO or other appropriate impartial authority, as applicable	For conflicts of interest, complaints involving senior officials, serious allegations or matters requiring immediate action.

6. Escalation Principles

- All grievances must be recorded and tracked through to closure.
- Escalation will be based on the nature, seriousness, urgency and time elapsed.
- A person with an actual or potential conflict of interest must not handle or decide the grievance.
- Complaints involving senior officials will be referred to an appropriate higher or competent authority.
- Anonymous grievances may be reviewed where sufficient information is available. Where the anonymous grievance contains insufficient information or requires further substantiation, THSC may seek additional supporting evidence or clarification through the available communication channel, where possible. If the grievant fails to submit substantiating evidence within 5 working days of the request for such evidence, the anonymous grievance shall not be proceeded with further and may be closed as unsubstantiated. The request for evidence, the response received, if any, and the reasons for closure shall be recorded in the grievance register.
- Internal review will not delay mandatory reporting, compliance with lawful directions or urgent referrals where warranted.

7. Confidentiality and Protection

Grievances will be handled discreetly, with access restricted to authorised persons on a need-to-know basis. Retaliation against a complainant or witness who raises a concern in good faith will not be tolerated. Records will be retained in accordance with applicable law and THSC policies.

8. External Escalation

The Chief Executive Officer (CEO) shall be the highest internal authority for grievance redressal within THSC under this SOP.

Where a grievance remains unresolved after consideration through the applicable internal process, or where external guidance, clarification or intervention is required, THSC may approach the relevant external authority, including the National Skill Development Corporation (NSDC), the National Council for Vocational Education and Training (NCVET), or another appropriate government or regulatory authority, depending on the subject matter and applicable requirements.

9. Monitoring and Review

The GRO will maintain full records of grievances received, resolved, pending and escalated, including reasons for delay where applicable. Trends and recurring issues may be reviewed by management to support corrective actions.

10. How to Raise a Grievance

Individuals or organisations wishing to raise a grievance may submit it through THSC's designated grievance submission channel (email id: info@thsc.in)

The submission should include, wherever applicable:

- Name and contact details of the complainant, where the complainant wishes to receive a response.
- Category and concise description of the grievance.
- Relevant dates, events and persons or departments involved.
- Supporting documents, correspondence or other relevant evidence.
- Details of any earlier communication or action taken on the same matter.

Salient features of the SOP:

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.

Grievance Matrix				
For Training partners (ToT/Training)	**Contact Person**	**Mail id**	**Contact number**	**Extension**
Level 1	Vivek Mishra	training@thsc.in	011-41608056/57	114
Level 2	Vivek Shandilya	vivek.shandilya@thsc.in	011-41608056/57	103
Assessment & certification related	**Contact Person**	**Mail id**	**Contact number**	**Extension**
Level 1	Tameem Alam	tameem@thsc.in	011-41608056/57	117
Level 2	Abhishek Anand	abhishek.anand@thsc.in	011-41608056/57	104
For Finance related	**Contact Person**	**Mail id**	**Contact number**	**Extension**
Level 1	Santosh Dash	santosh.dash@thsc.in	011-41608056/57	106
Level 2	CFO	TBA	011-41608056/57	109