

F. No. 11013/7/2016-Estt.A-III  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Personnel & Training  
Establishment A-III Desk

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North Block, New Delhi - 110001  
Dated 1<sup>st</sup> November, 2017

**OFFICE MEMORANDUM**

**Subject:** Online complaint management system titled "Sexual Harassment electronic-Box (SHe-Box)" - regarding.

The undersigned is directed to say that Ministry of Women & Child Development launched an online complaint management system titled Sexual Harassment electronic-Box (SHe-Box) on 24<sup>th</sup> July, 2017 for registering complaints related to sexual harassment at workplace. The She-Box is an initiative to provide a platform to the women working or visiting any office of Central Government (Central Ministries, Departments, Public Sector Undertakings, Autonomous Bodies and Institutions etc.) to file complaints related to sexual harassment at workplace under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

2. Once a complaint is submitted to SHe-Box, it will be directly sent to the Internal Complaint Committee (ICC) of the concerned Ministry/ Department/ PSU/ Autonomous Body etc. having jurisdiction to inquire into the complaint. The She-Box also provides an opportunity to both the complainant and nodal administrative authority to monitor the progress of inquiry conducted by the ICCs. The SHe-Box portal can be accessed at the link given below:

<http://www.shebox.nic.in/>

3. Features of the SHe-Box are as under:

- (i) SHe-Box is an online Complaint Management System for lodging complaints related to sexual harassment of women at workplace. The steps required for filing of complaint through SHe-Box can be downloaded from the link: <http://www.shebox.nic.in/assets/site/downloads/manual.pdf>
- (ii) Any woman working or visiting any office of Central Government (Central Ministries, Departments, Public Sector Undertakings, Autonomous Bodies and Institutions etc.) can file complaint related to sexual harassment at workplace through this SHe-Box.
- (iii) Once a complaint is submitted to the SHe-Box, it will directly send the complaint to the Internal Complaints Committee (ICC) of the concerned Ministry/Department/PSU/Autonomous Body etc. having jurisdiction to inquire into the complaint. The Internal Complaints Committee will take action as prescribed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and update the status of the complaint through 'Administrator Login'

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- (iv) The status of complaint can be viewed at any time by pressing the tab '**View Status of Your Complaint**' within SHe-Box.

4. The complaint registered in the SHe-Box contains only a brief description of the incident of sexual harassment at workplace. The Internal Complaints Committee (ICC) is required to initiate inquiry as prescribed under Section 11 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 read with Department of Personnel & Training's O.M. No. 11013/2/2014-Estt.(A-III) dated 16<sup>th</sup> July, 2015 by calling upon the complainant to provide detailed complaint along with all the relevant evidences (documentary or otherwise).

5. All the Ministries/Departments are requested to bring the contents of this OM to the notice of all officers and staff working under them. The Ministries/Departments are also requested to advise the PSEs /Autonomous Bodies under their administrative control to bring the content of SHe-Box to all officers and staff.

6. Hindi version will follow.

  
(Nitin Gupta)

Under Secretary to the Govt of India  
Tel: 23040264

To

The Secretaries of All Ministries/Departments  
(as per the standard list)

Copy to:

1. President's Secretariat, New Delhi.
2. Vice-President's Secretariat, New Delhi.
3. The Prime Minister's Office, New Delhi.
4. Cabinet Secretariat, New Delhi.
5. Rajya Sabha Secretariat/Lok Sabha Secretariat, New Delhi.
6. The Comptroller and Auditor General of India, New Delhi.
7. The Secretary, Union Public Service Commission, New Delhi.
8. The Secretary, Staff Selection Commission, New Delhi.
9. All attached offices under the Ministry of Personnel, Public Grievances and Pensions.
10. National Commission for Scheduled Castes, New Delhi.
11. National Commission for Scheduled Tribes, New Delhi.
12. National Commission for OBCs, New Delhi.
13. Secretary, National Council (JCM), 13, Feroze Shah Road, New Delhi.
14. CVOs of all Ministries/Departments.
15. ADG (M&C), Press Information Bureau, DoP&T
- ✓ 16. NIC, Department of Personnel & Training, North Block, New Delhi [for uploading the same on the website of this Ministry under the Head Notifications → OMs & Orders → Establishment → CCS (Conduct Rules) & What's New]
17. Hindi Section, DoP&T

  
(Nitin Gupta)

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