

GOVERNMENT OF INDIA
MINISTRY OF WOMEN & CHILD DEVELOPMENT

LOK SABHA
UNSTARRED QUESTION NO. 1846
TO BE ANSWERED ON 06.12.2024

SHe-BOX PORTAL

1846. SHRI GANESH SINGH:
SHRI CHAVDA VINOD LAKHAMSHI:
SHRI JASHUBHAI BHILUBHAI RATHVA:
SHRI DAMODAR AGRAWAL:
SMT. SMITA UDAY WAGH:
SHRI VIJAY BAGHEL:
DR. BHOLA SINGH:
SHRI MANOJ TIWARI:
SMT. KAMALJEET SEHRAWAT:
SMT. KAMLESH JANGDE:
SMT. SHOBHANABEN MAHENDRASINH BARAIYA:
SMT. BIJULI KALITA MEDHI:
DR. NISHIKANT DUBEY:
SHRI NABA CHARAN MAJHI:

Will the Minister of Women and Child Development be pleased to state:

- (a) the manner in which the newly launched SHe-Box portal aims to streamline the process of addressing complaints of sexual harassment at workplace, and the facilities provided by the said portal to ensure timely redressal of complaints for women;
- (b) the details of unique functionalities of the SHe-Box platform for women to register and track complaints thereof;
- (c) the extent to which the said portal is accessible for semi-literate/illiterate and rural women;
- (d) the manner in which SHe-Box contributes to creating a safe work environment for women across various sectors;
- (e) the measures taken to ensure privacy and security of information shared by users on the SHe-Box platform; and
- (f) the number of complaints resolved through the SHe-Box portal in Chhattisgarh so far?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF WOMEN AND CHILD DEVELOPMENT (SHRIMATI SAVITRI THAKUR)

(a) to (c): 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013' (SH Act) mandates the Appropriate Government to monitor the implementation of the Act and maintain data on number of cases filed and disposed of under SH Act. It provides for constitution of Internal Committee (IC) where the number of employees is 10 or more and also mandates for constitution of Local Committee (LC) by the District Officer notified under the Act to deal with the cases of workplaces where the number of employees is less than 10 or when the complaint is against the employer itself. The Act also mandates the employers to sensitize workers about the provisions of the Act at regular intervals. The Act covers all women irrespective of their age or profession, whether in public or private sector or in organized or unorganized sector.

Till recently, there was no centralised data base available to access the details of IC/ LC and number of complaints received and disposed of under SH Act. The SHe-Box portal, launched by the Ministry of Women and Child Development, provides a publicly available centralised repository of information related to ICs and LCs formed across the country, whether in government or private sector. This also provides a single-window access to every woman, irrespective of her work status, whether working in organized or unorganized, private or public sector to file complaint of sexual harassment at the workplace and track the status of such complaints. It also ensures that complaints are automatically sent to the IC of the workplace concerned, thereby streamlining the process and ensuring timely redressal. Nobody except the Chairperson of the IC/ LC can see the particulars of complainant and contents of the complaint and other proceedings regarding it except the final disposal order. Further, the portal provides for designating a Nodal Officer for every workplace, who is required to ensure updation of data/ information on a regular basis for real time monitoring of complaints.

Additionally, the portal enables workplaces to update information regarding other compliances under the Act. This includes submission of the annual reports, details of awareness/ training programs for employees and IC members, etc.

The portal is designed as a user-friendly and easily accessible platform. The Ministry is actively providing awareness and training to the stakeholders to help women navigate it. Making available the SHe-Box in regional languages is part of the design of the project, so as to make it accessible to women across the country.

(d) & (e): Any woman facing sexual harassment at workplace or any other person on her behalf can register their complaint through this portal. Once a complaint is submitted to the 'SHe-Box', it will be directly sent to the IC/ LC concerned, as the case may be, having jurisdiction to take action into the matter.

It is a major step towards women empowerment by ensuring them a safer workplace and an easy access to a redressal mechanism. This platform provides a secure and confidential way for women to report instances of workplace related sexual harassment and fostering a culture of accountability. Portal not only helps in addressing immediate concerns but contribute to long-term cultural changes in workplaces, making them more inclusive and supportive for women and it will create an additional element of deterrence against potential harassers.

The portal has features to ensure confidentiality of the complainant and protect personal information by making complaints contents visible only to the chairperson of the Internal Committee (IC) or the Local Committee (LC), thereby providing a secure environment for women to report incidents without fear of exposure or retaliation. However, the pendency of cases would be visible to the Nodal Officer of that workplace so that he/ she can monitor the progress of complaints at his/ her level.

(f): The complaint registration system of SHe-Box is live with effect from 19th October, 2024 after onboarding most of Ministries/ Departments of Central Government as well as State Government / UT Administration. No complaint has so far received from the State of Chhattisgarh.
