

GOVERNMENT OF INDIA  
MINISTRY OF WOMEN AND CHILD DEVELOPMENT

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1111**  
**TO BE ANSWERED ON 04.12.2024**

**SHe-BOX COMPLAINTS**

1111. SMT. RANJEET RANJAN:  
SMT. PHULO DEVI NETAM:  
SMT. JEBI MATHER HISHAM:  
SHRI HARIS BEERAN:

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

- (a) the total number of complaints received, addressed or disposed through the SHe-Box portal since its inception, State-wise;
- (b) the manner in which Government exercises regulatory oversight on the composition of Internal Complaints Committees (ICCs) responsible for addressing complaints of sexual harassment at the workplace; and
- (c) the measures taken by Government to improve safety at the workplace?

**ANSWER**

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

(a) to (c): The Ministry of Women and Child Development recently launched the SHe-Box portal digitizing the implementation process of some provisions of 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013' (SH Act). This portal provides a publicly available centralised repository of information related to Internal Committees (ICs) and Local Committees (LCs) formed across the country, whether in government or private sector. It also provides a common platform to file complaints and track the status of such complaints. The portal includes a feature where complaints registered on it will be automatically forwarded to the IC/ LC of the workplaces concerned within the Central Ministries/ Departments, States/ UTs and in Private sector. 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. The complaint registration system is live with effect from 19th October, 2024 after on-boarding of maximum number of Central Ministries/ Departments. Since then, a total of 9 complaints have been received on the portal.

The SH Act mandates the appropriate Government to monitor its implementation and maintain data on the number of cases filed and disposed of. SHe-Box is not a mechanism for statutory or regulatory oversight, but it is an IT platform to provide a centralized online system to

facilitate dissemination of information about the ICs and LCs constituted at various workplaces so that any aggrieved woman may file complaint in a secure and hassle free manner and track its progress. Any complaint filed on the SHe-Box portal directly reaches the IC of the workplace concerned or LC of the district, as the case may be. Except the Chairperson of the IC, no other person is able to see the details or nature of the complaint.

In addition to SHe-Box portal, following measures have also been taken by Government to improve safety at the Workplace-

- i. Ministry of Women and Child Development being the Nodal Ministry for SH Act observes the Enactment day of the SH Act i.e., December 9 every year and issues letters/ advisories to all sectors (including Central Government/ State Government/ Private Bodies/ Trade organization/ Educational Institutions/ and other organizations) for effective implementation of the Act and also to constitute IC/ LC immediately.
- ii. The Ministry has also issued a Handbook on SH Act, 2013. It provides information about the Act in an easy-to-use practical manner. The soft copy of the Handbook has also been uploaded on the Ministry's website for the purposes of mass dissemination and it has also been sent to Ministers and officials concerned of various Ministries/ Departments, State Governments and Union Territory Administrations.
- iii. The Ministry has prepared a training module in collaboration with Institute of Secretariat Training and Management (ISTM) for training and Gender Sensitization programmes of personnel. Ministry also launched a 'Guide on Gender-Inclusive Communication' on 28th November 2023 to help in removing gender stereotypes.
- iv. The Department of Personnel and Training, Government of India has also issued advisories from time to time to all the Central Ministries/ Departments to complete the inquiries under the SH Act in a time bound manner and to include the information related to number of cases filed/ disposed under the Act in their annual report.
- v. Under Nirbhaya Fund, Government has taken several measures to improve safety of women at workplace:
  - a. To ensure safety of public places where women work and live, Safe City Projects having multiple components, have been implemented in 8 Cities (namely Ahmedabad, Bengaluru, Chennai, Delhi, Hyderabad, Kolkata, Lucknow and Mumbai). To ensure safe transportation for women, rail and road transport projects like Integrated Emergency Response Management System (IERMS), Video Surveillance System at Konkan Railway, Artificial Intelligence (AI) based Facial Recognition System (FRS) integrated with Video surveillance Systems, including Command-and-Control Centre at 7 major railway stations and tabs for safety of women passengers on board the train by Ministry of Railways, and projects like Vehicle Tracking Platform with command and control centres across States/ UTs, and some State specific projects like Uttar Pradesh Road transport Corporation (UPSRTC), Bengaluru Metropolitan Transport Corporation (BMTC), Telangana State Road Transport Corporation (TSRTC), etc. by Ministry of Road Transport and Highways, have been implemented.
  - b. To provide help and support to needy women and those in distress, Emergency Response Support System (ERSS-112) has been established in all 36 States and UTs for various emergencies, with computer aided dispatch of field resources. A fully functional dedicated Women Helpline-181 (WHL) is also functional to provide emergency and non-emergency response to women affected by violence and those in distress anywhere in the country. This helpline is fully integrated with 112.

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