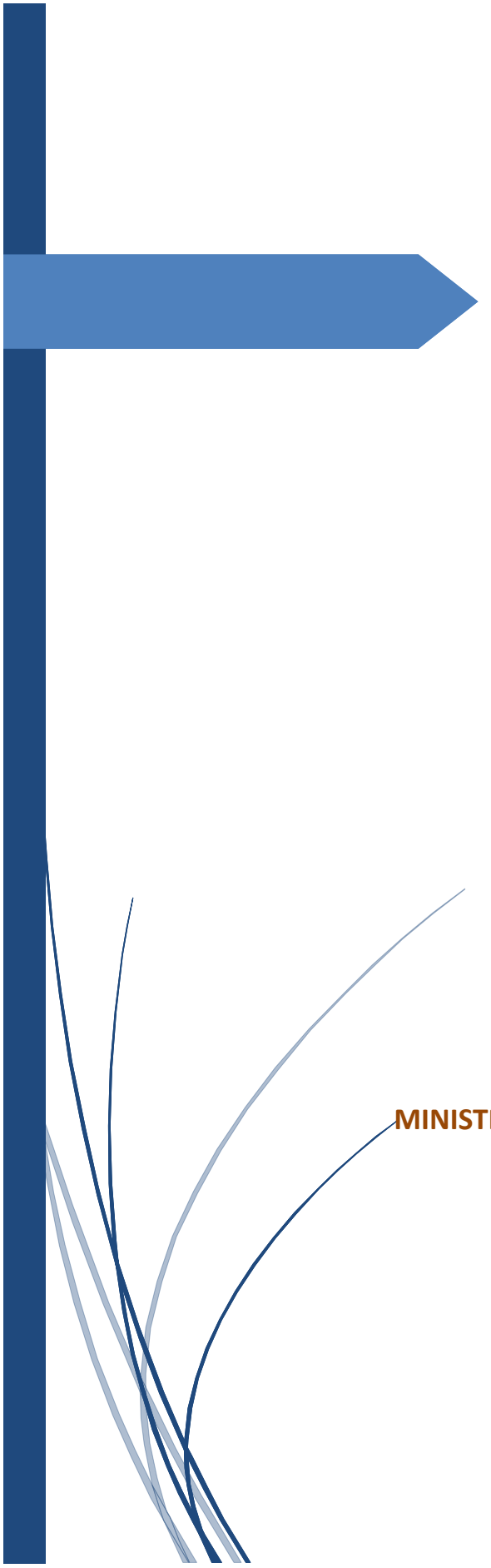
SHe-Box

Getting Started Guide



SHe-Box
MINISTRY OF WOMEN & CHILD DEVELOPMENT

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1. Introduction

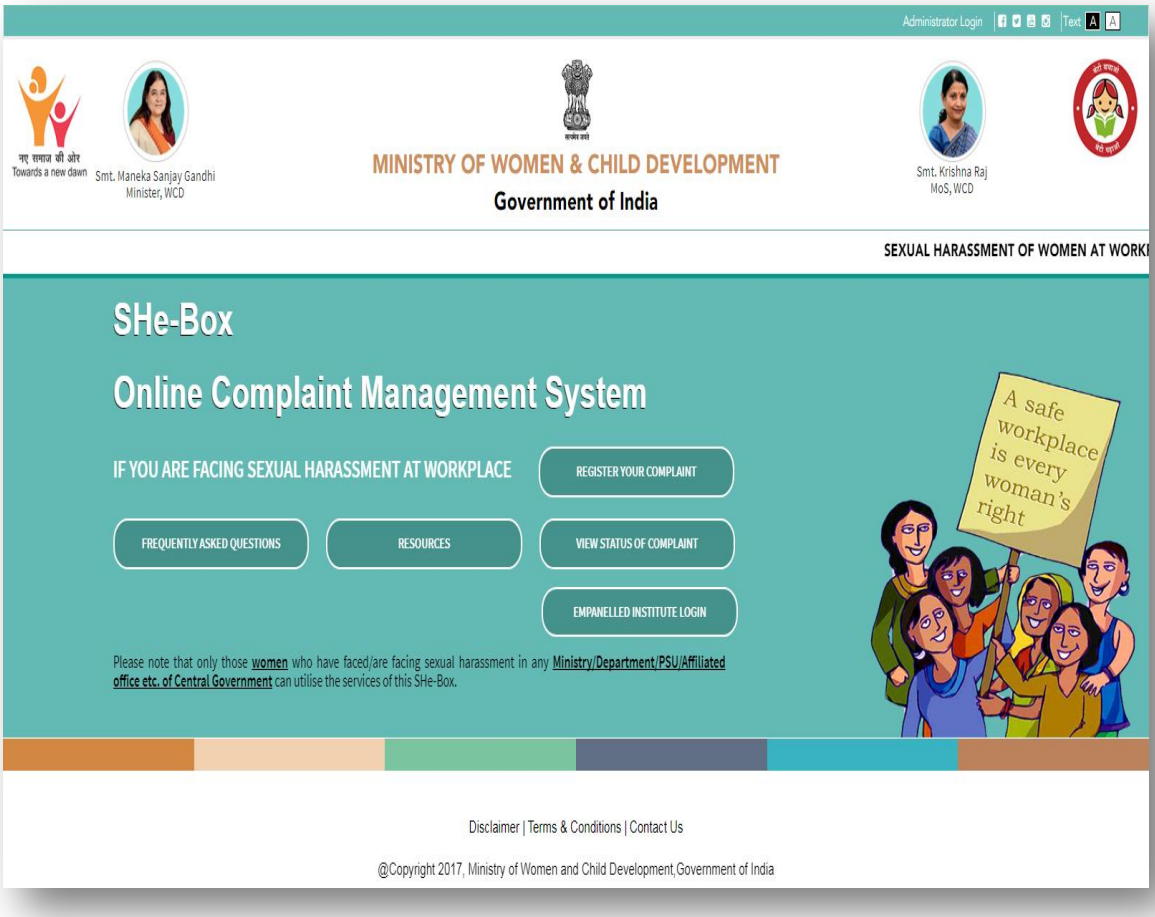
SHe-Box is an online portal of Complaint Management System for lodging complaints related to workplace sexual harassment.

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 workplace sexual harassment through this SHe-Box.

Through this SHe-Box, any woman who has faced or is facing sexual harassment while working with Central Government (in any capacity whatsoever, add hyperlink of the Handbook) or visiting any office of Central Government may lodge her complaint through internet facility. The complainant can also view the **status of her complaint** periodically. Those who had already filed a written complaint with the concerned Internal Complaint Committee (ICC) are also eligible to file their complaint through this SHe-Box

Open the URL: **http://www.wcd-sh.nic.in/** any browser or device to access the "SHe-Box" application.

The Home page will appear:

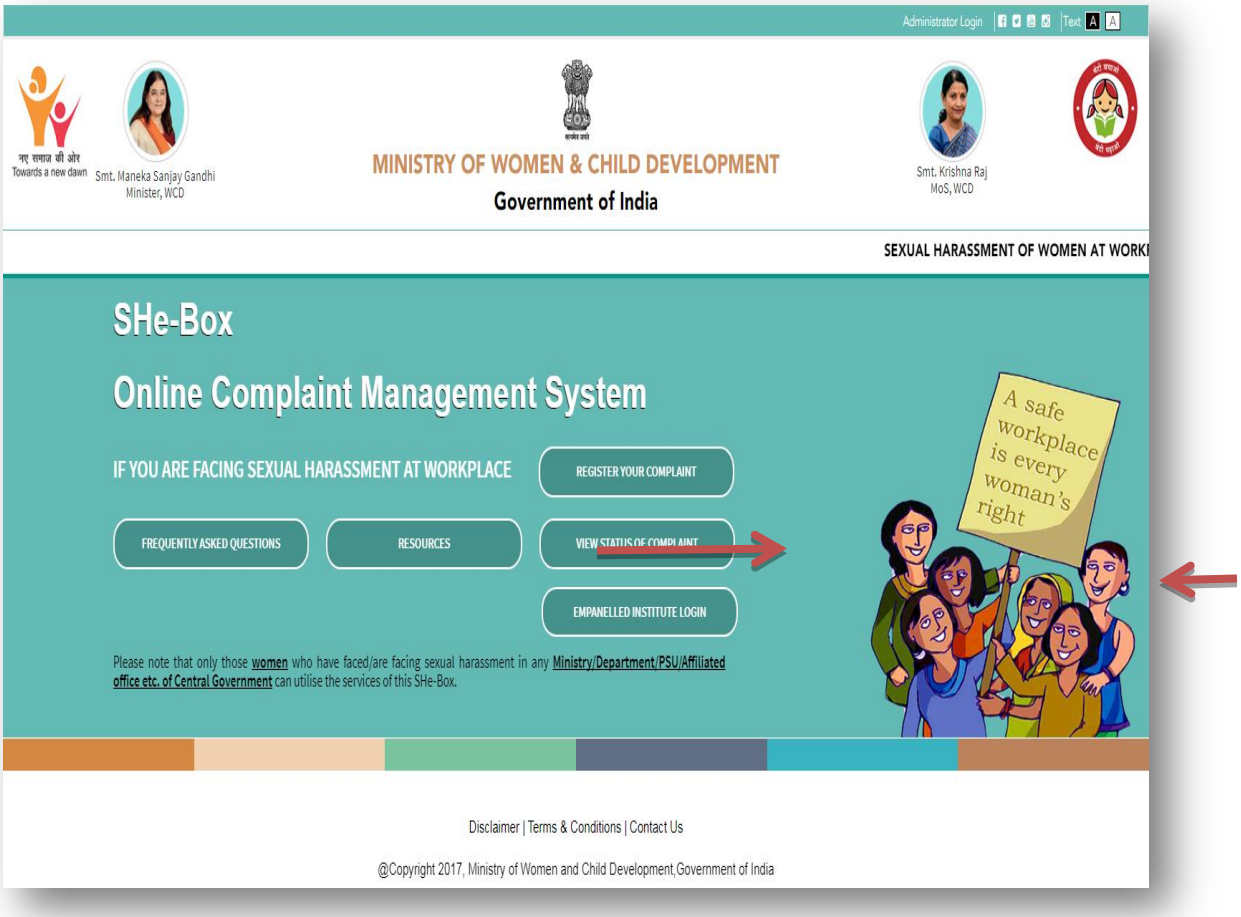


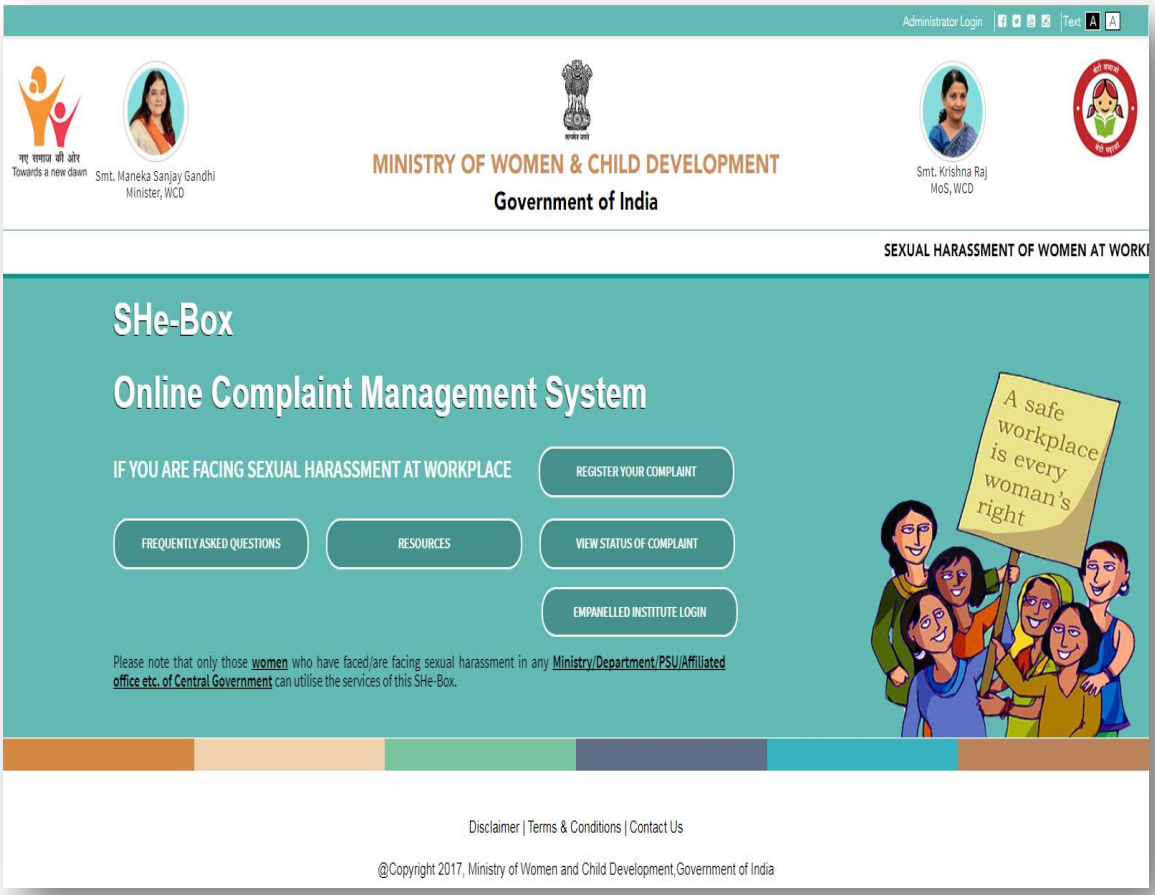
Home Page contains following tab:-

- Register Your Complaint
- Frequently Asked Questions
- Resources
- View Status of Complaint

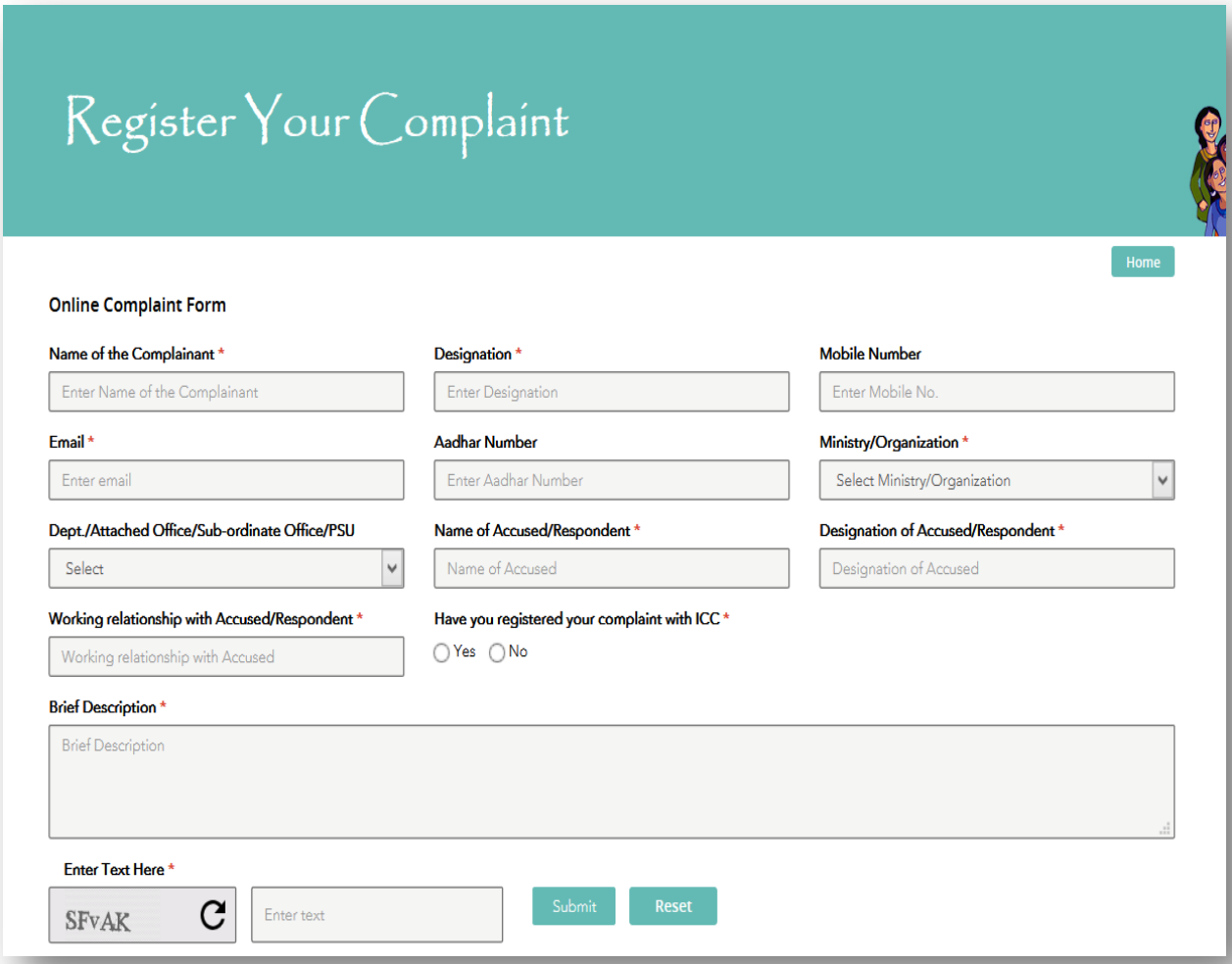
2. Register Your Complaint

Before file a complaint through SHe-Box, user should have a valid email id and a mobile number. To register a Complaint, click on “Register Your Complaint” tab.

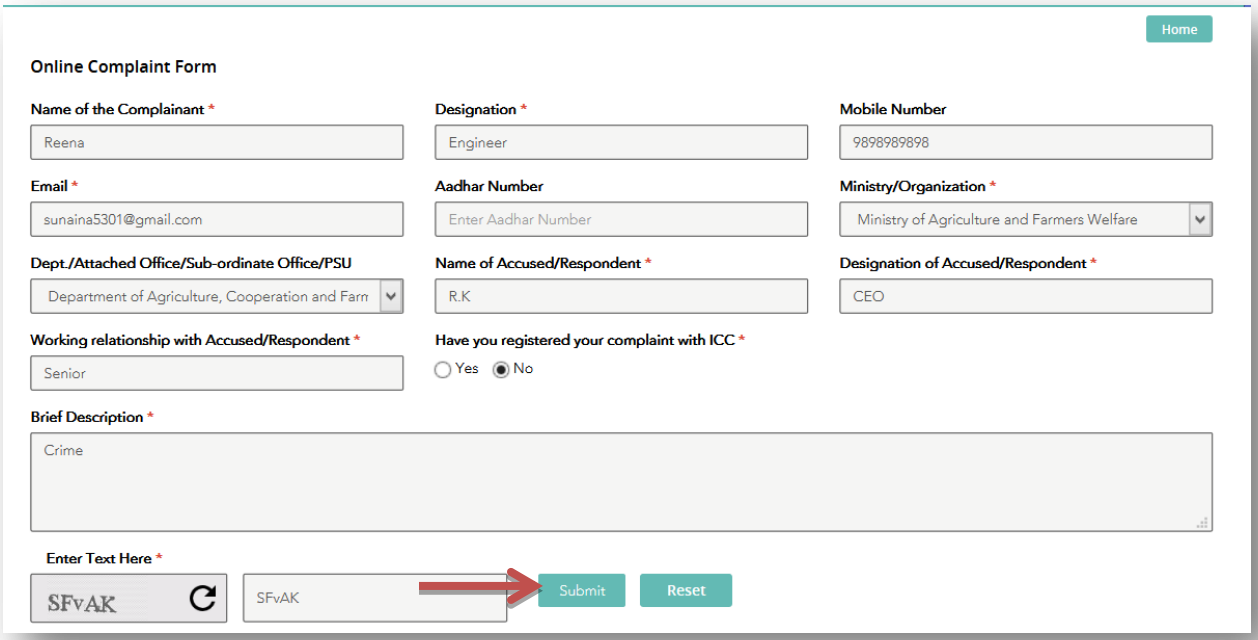




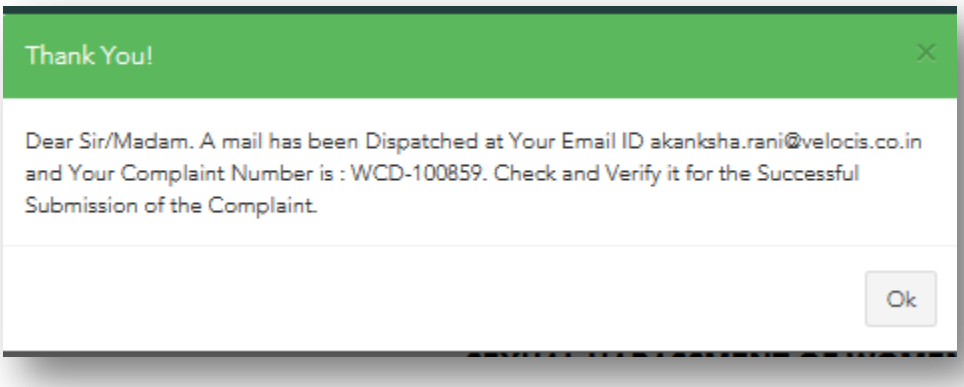
Registration form will appear as shown in below screen:-



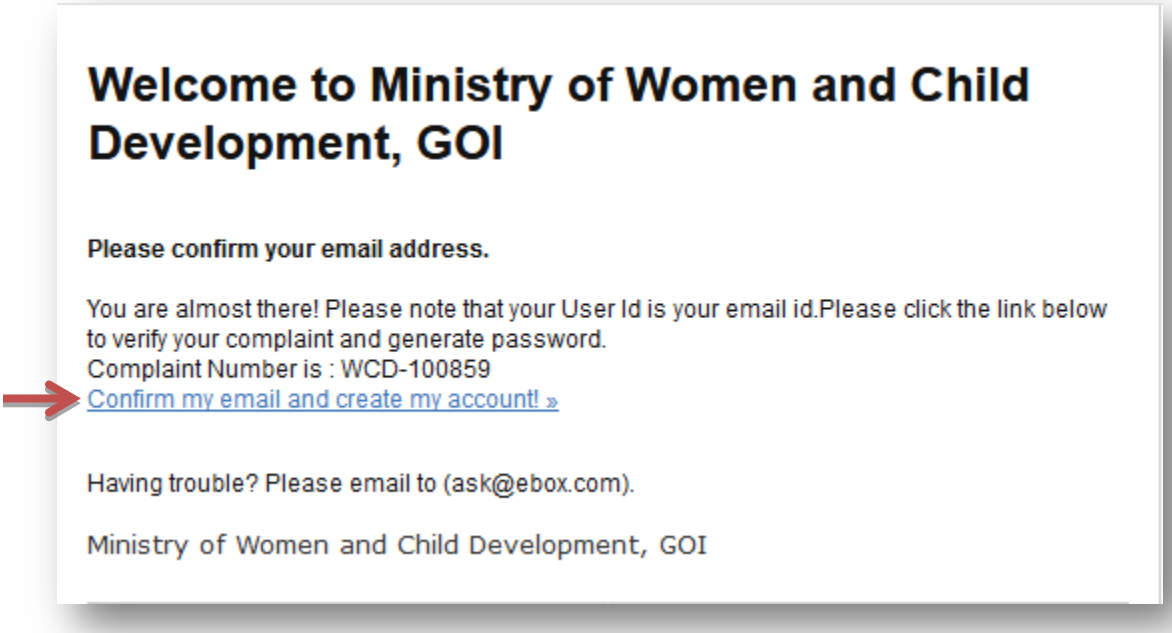
- Fill the mandatory fields and click on Submit button



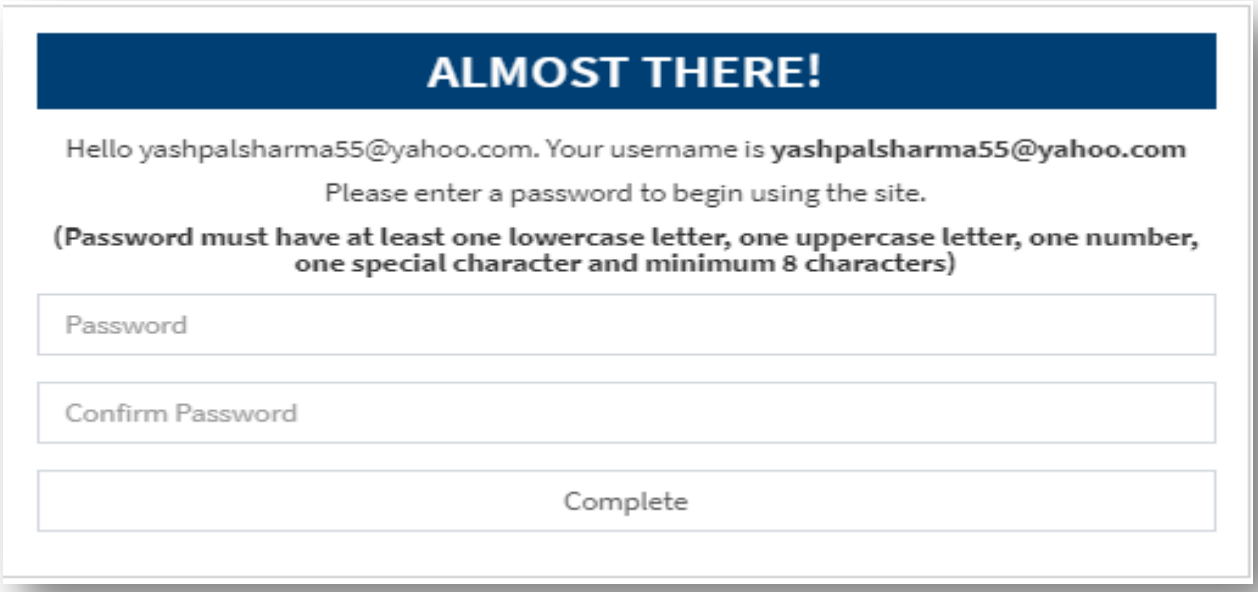
After click on Submit button, confirmation message will display on Home page as shown in figure below:-



Now user will login into Email Id which he/she has provided into Registration form. In Email ID link "Confirm my email and create my account "will appear to create a password as shown in below screen:-



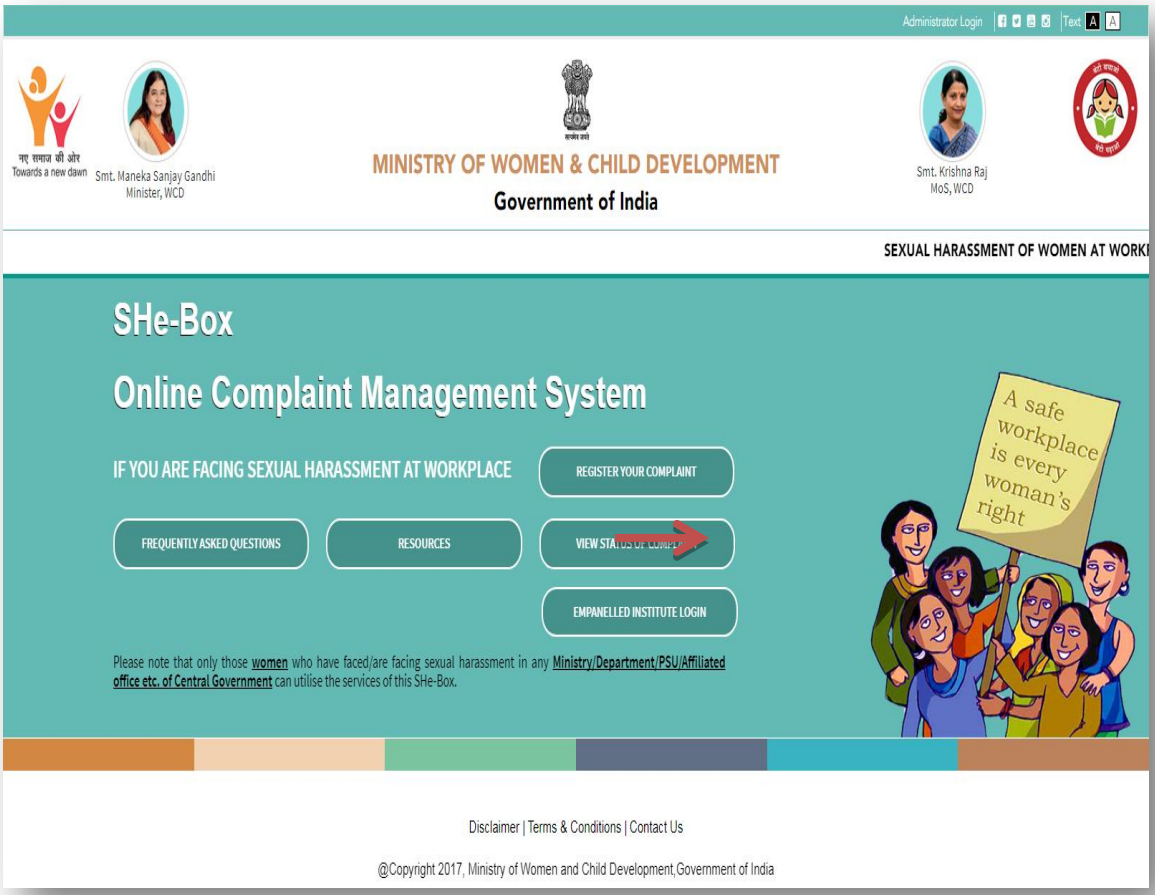
On click on Link, form will appear to create a password.



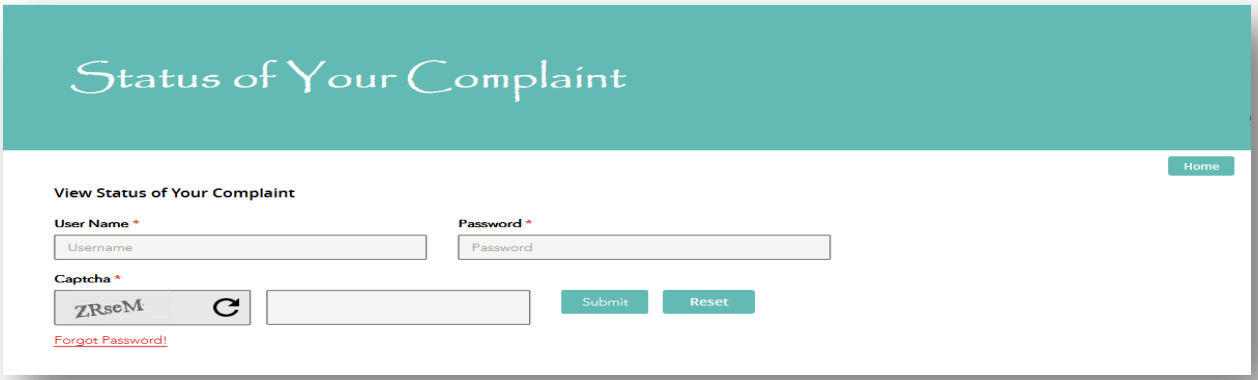
After creating password user account will get create and user will be able to **know the status of complaint.**

3. View Status of Complaint

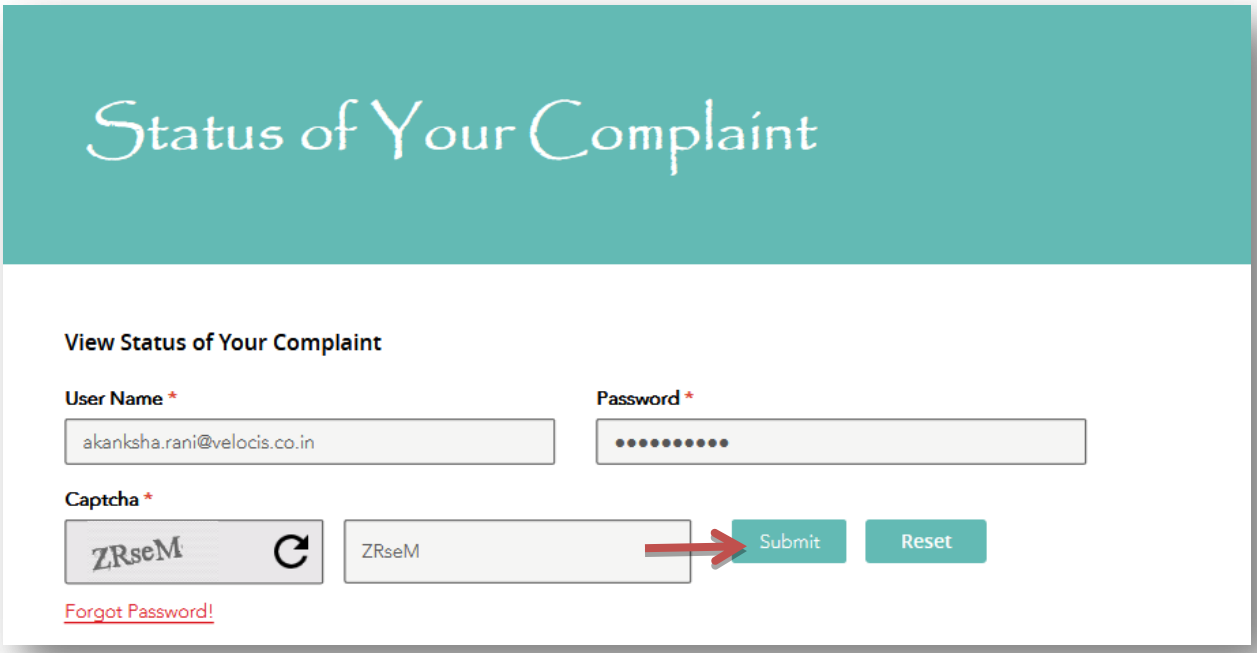
After registering Complaint, complainant can view the status of filed complaint.



- Click on “View status of Complaint” tab. Login form will appear as shown in below figure:-



- Enter User Name (Email ID)
- Enter Password
- Enter Captcha Code



- Click on Submit button, Complaint Status will appear

4. NodalLogin

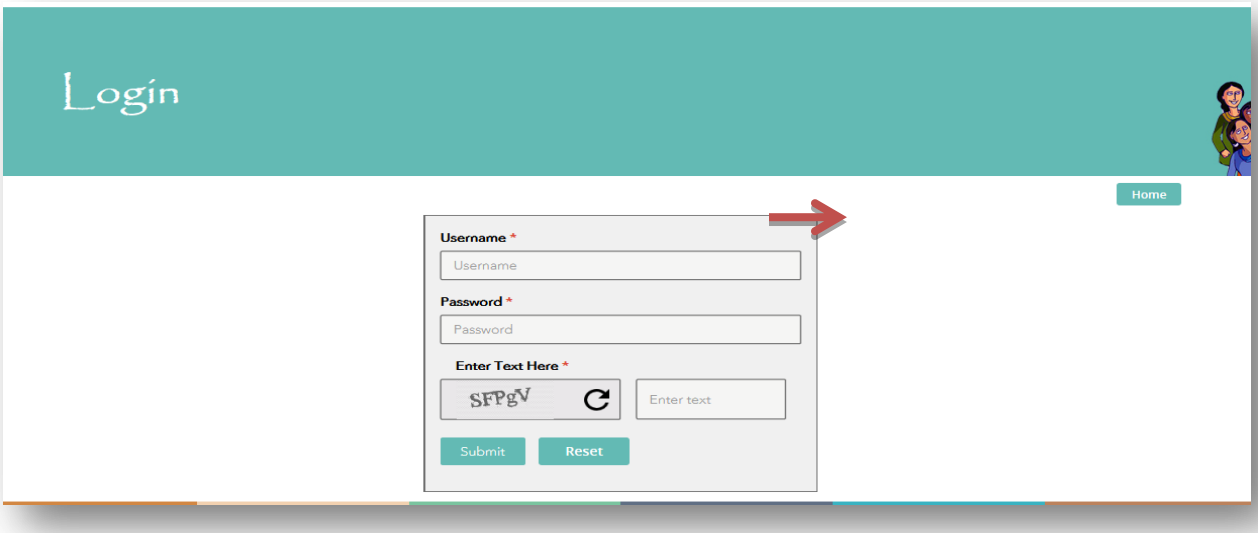
To which ministry user has filed a complaint; Nodal officer of that ministry will login to update the status of complaint.

As for now user has filed a complaint to “Ministry of Agriculture and Farmer Welfare” so nodal office of

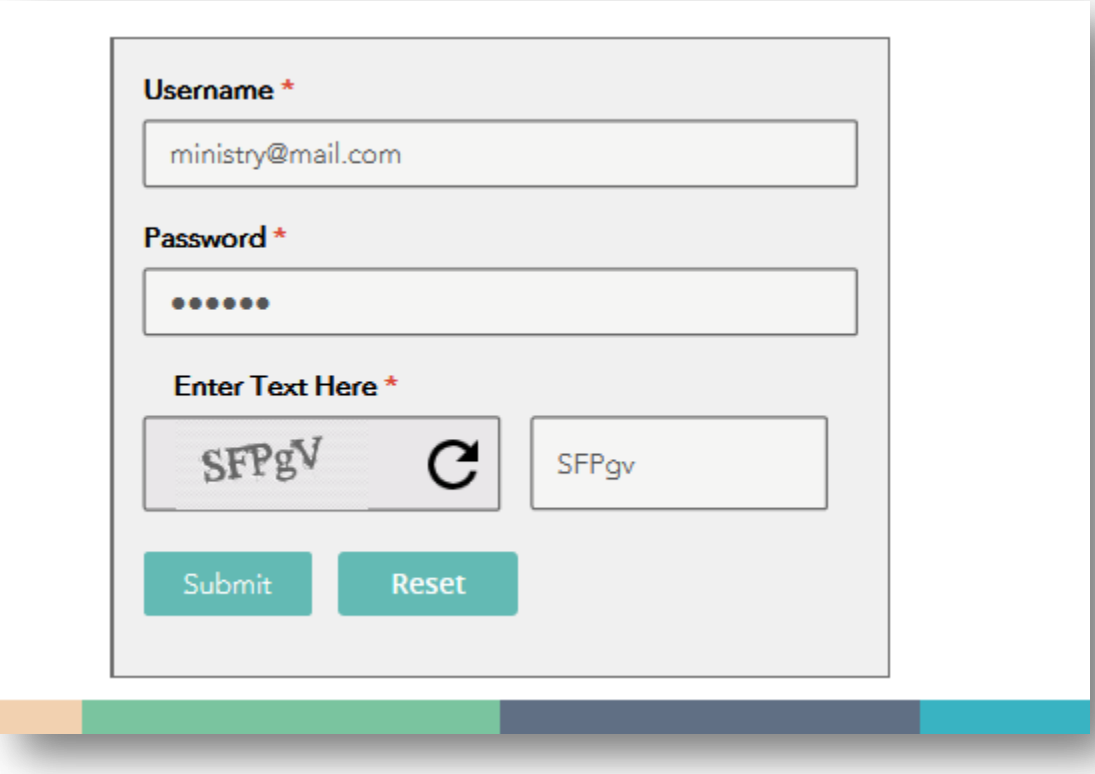
this ministry will login.

To login, click on Administrator login on home page

Login Form will appear.



- Enter User Name
- Enter Password
- Enter Captcha Code

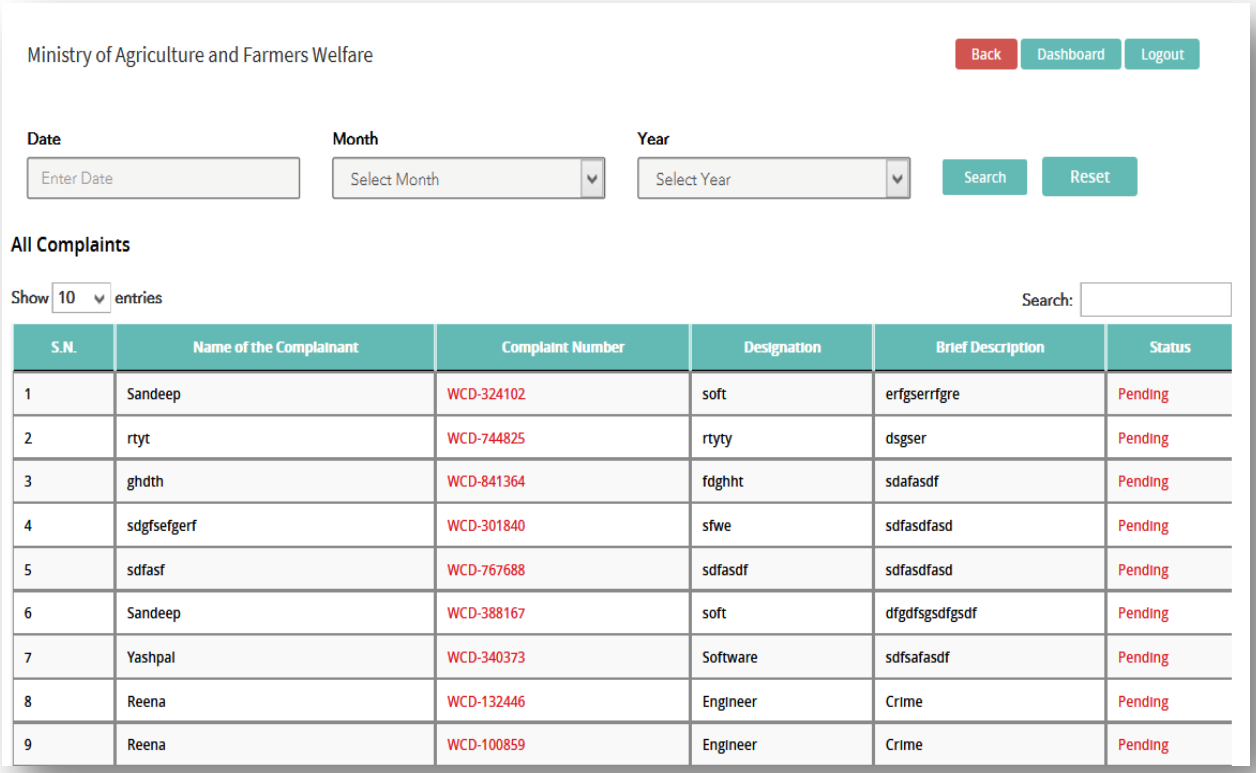


- Click on Submit button, Dashboard will appear

Four Tabs has been provided on Dashboard

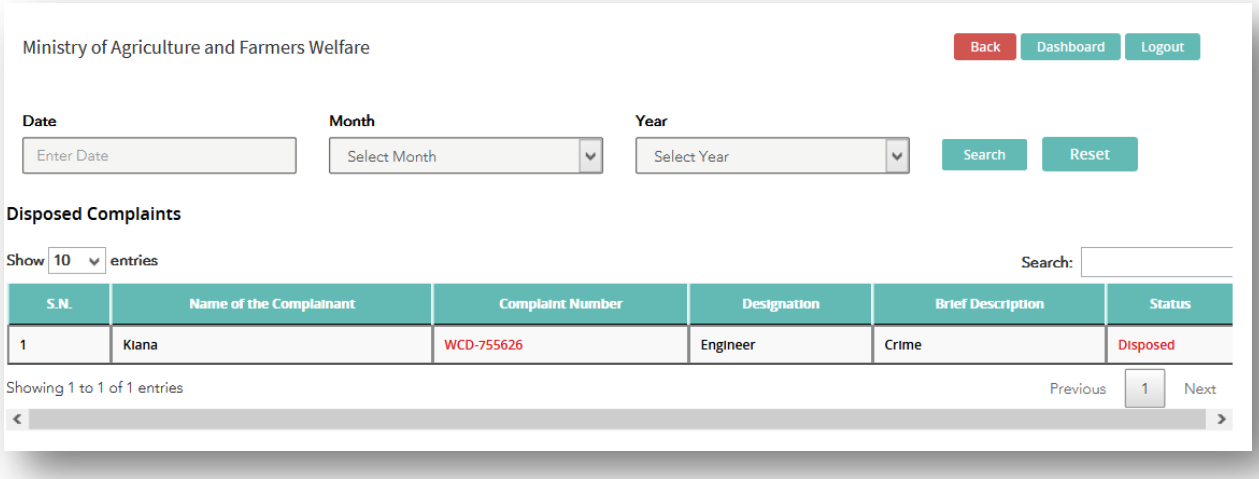
- All
- Disposed
- Pending
- New

a) **All –** All those complaint which complainant has filed for “Ministry of agriculture and Farmer Welfare” ministry will appear here.

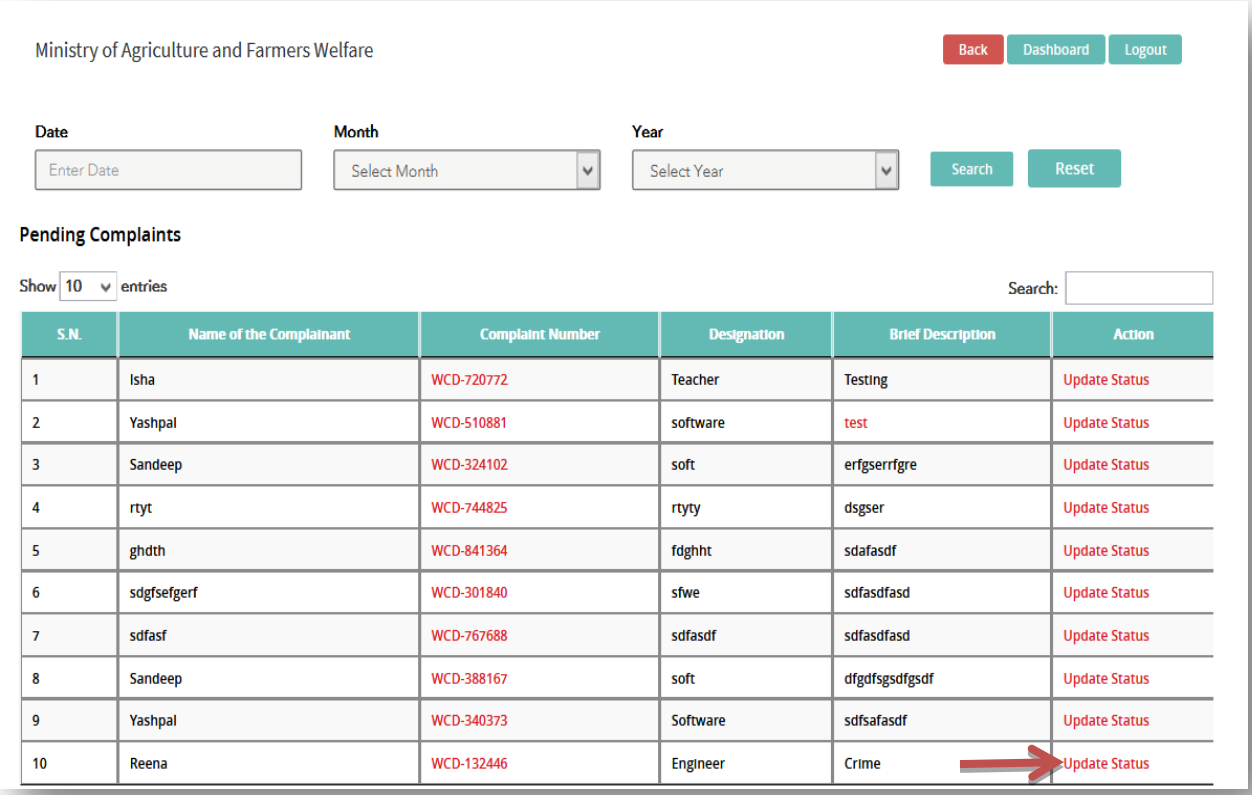


Note: - User can search the particular complaint by filling data in Date, Month & Year fields.

b) **Disposed –** In this tab, list of disposed application will appear. List of those application whose status Nodal Officer has been set as “Disposed” will appear here:-



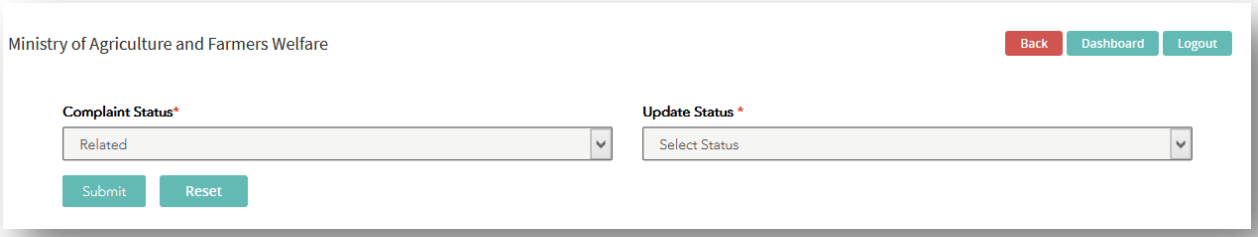
c) **Pending –** In this tab list of pending application will appear. Here Nodal Officer can update the status of Complaint.



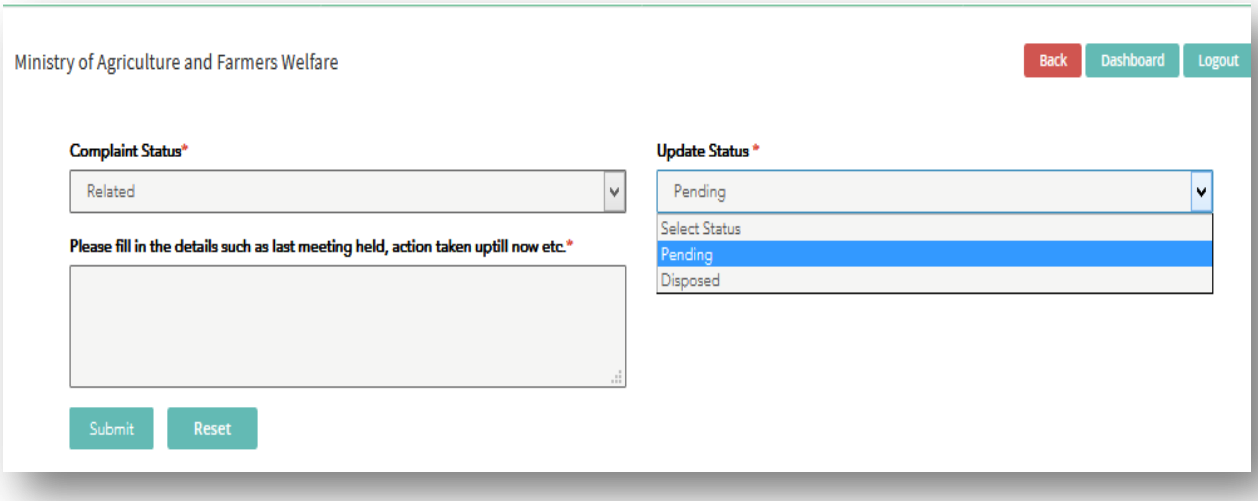
- To update status of Complaint, click on “Update Status” link

There are two dropdown value provided under “Complaint Status” field as shown in figure below:-

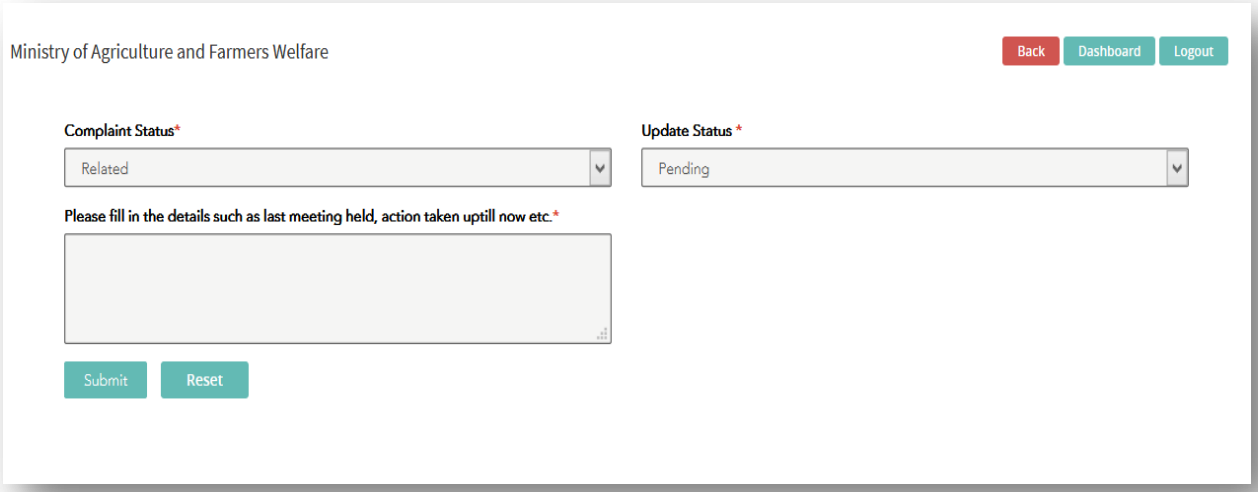
- If user Select Complaint Status as “Related” then another dropdown field “Update Status” will appear



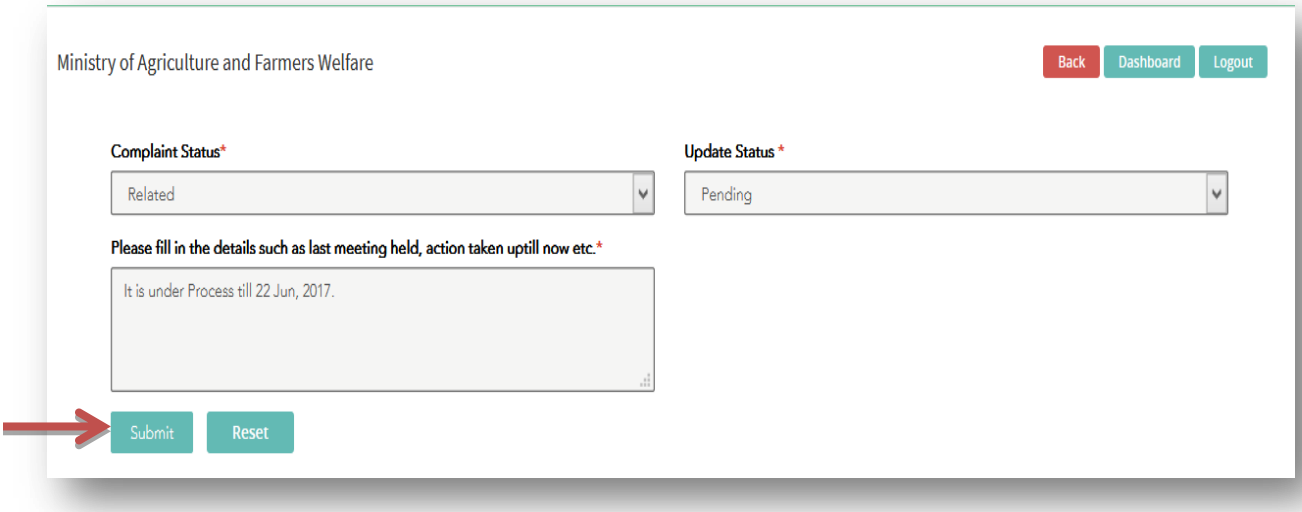
There are two dropdown value provided under “Update Status” field as shown in figure below:-



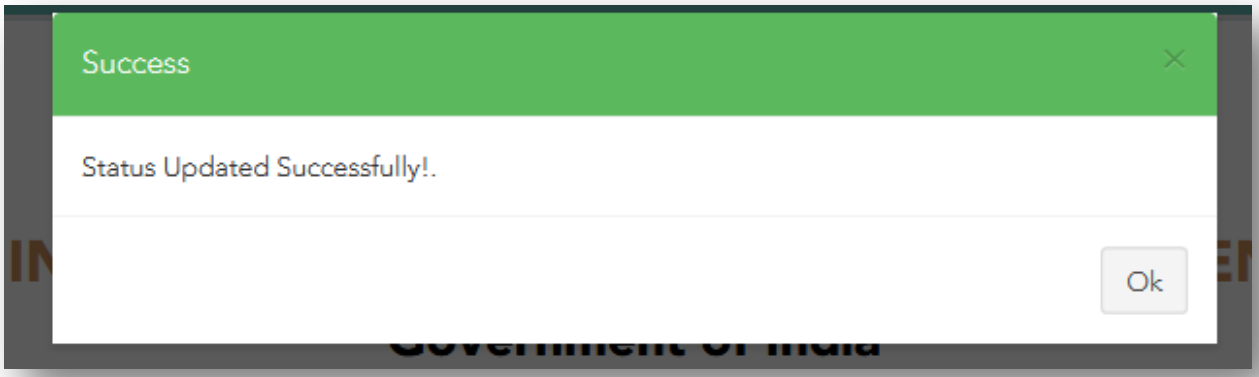
- If User Select Update Status as “Pending” then another field “Please fill in the details such as last meeting held, action taken uptill now etc.*” will appear.



- User will fill the details.

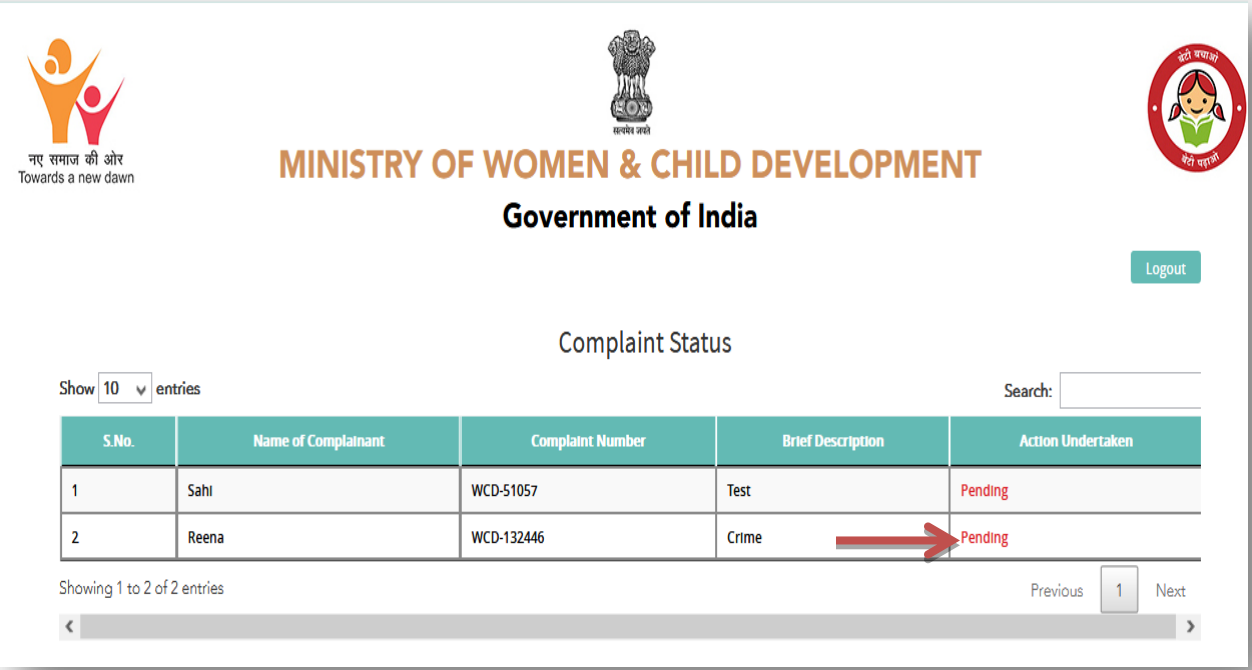


- Click on Submit button, Status will get update.



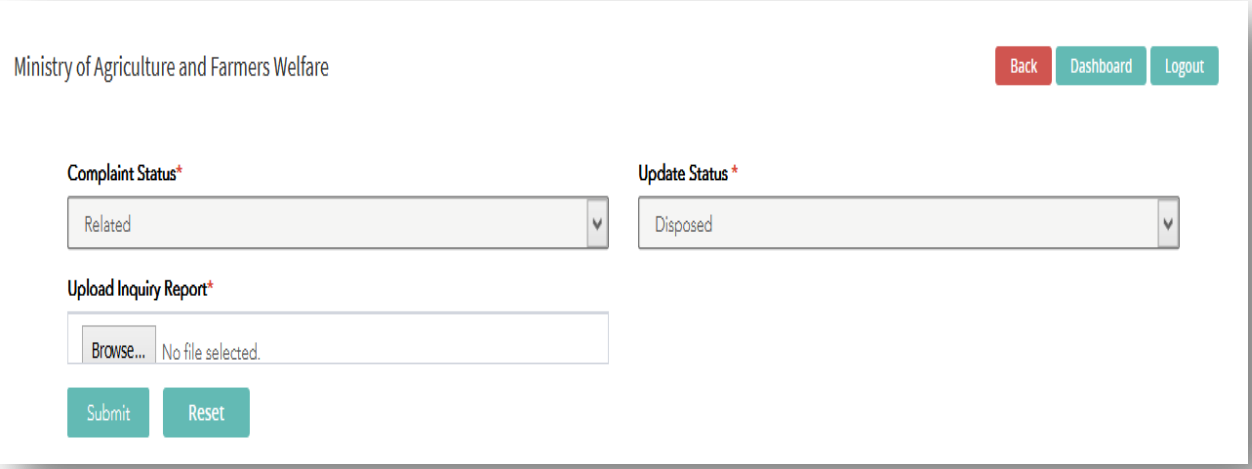
Now Complainant can view the status of Complaint.

- Click on “View Status of Complaint” tab on Home page
- Enter User Name
- Enter Password
- Enter Captcha Code
- Click on Submit button

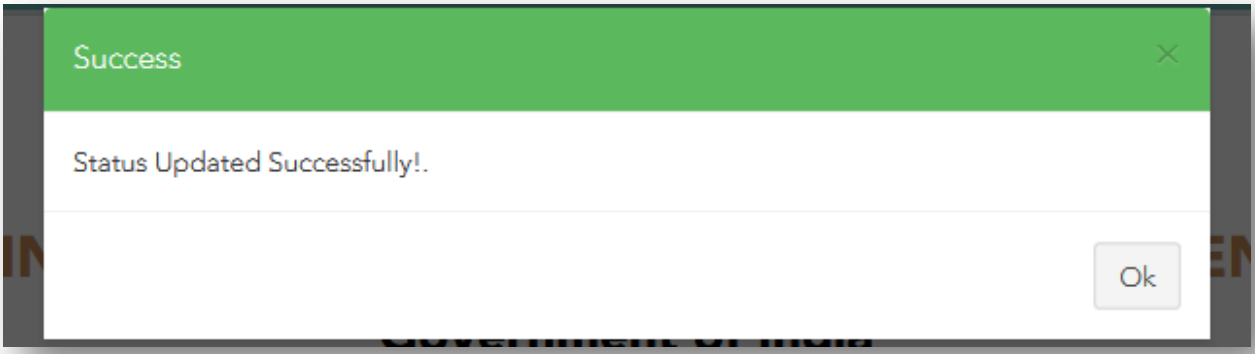


- Click on Pending, details filled by Nodal Officer will appear in non-editable mode.

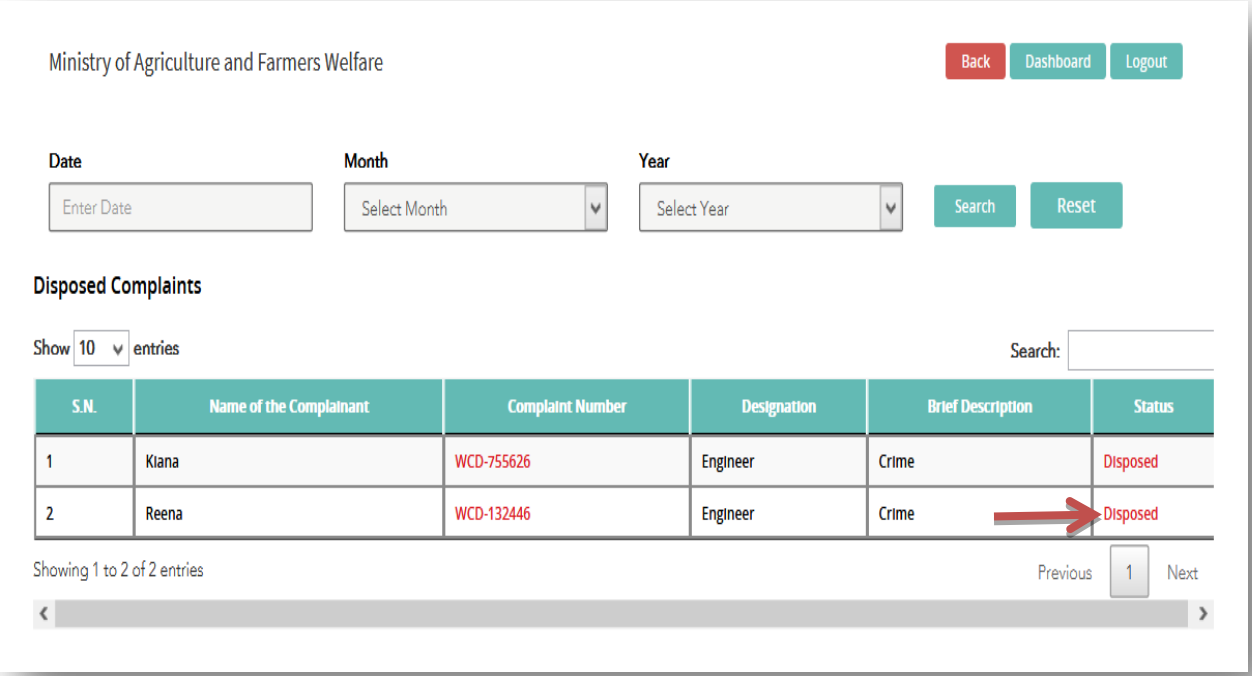
- If User Select Update Status as “Disposed” then another field “Upload Inquiry Report” will appear.



- Click on Browse button to upload Report.
- Click on Submit Button, status will get update



Now complaint will appear under “Disposed” section.

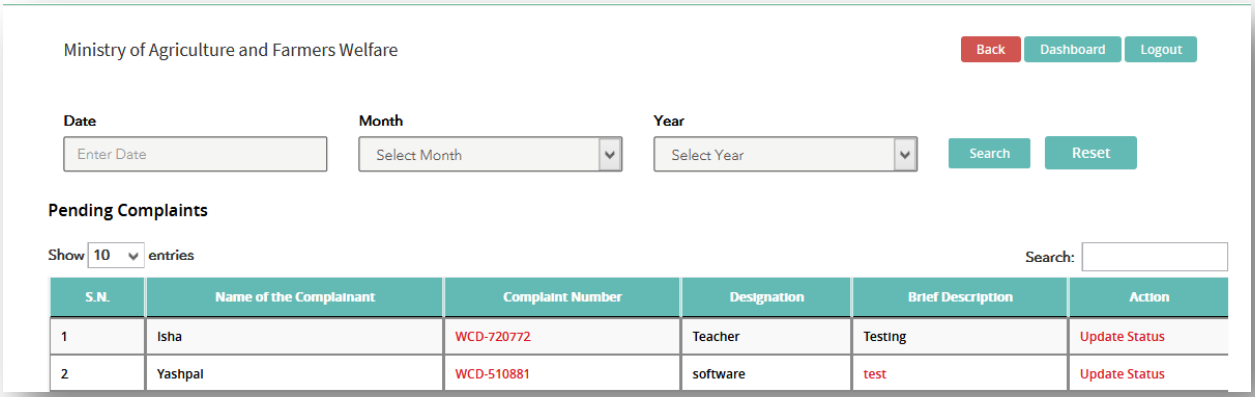


On click on “Disposed” status uploaded inquiry report will appear in new window.

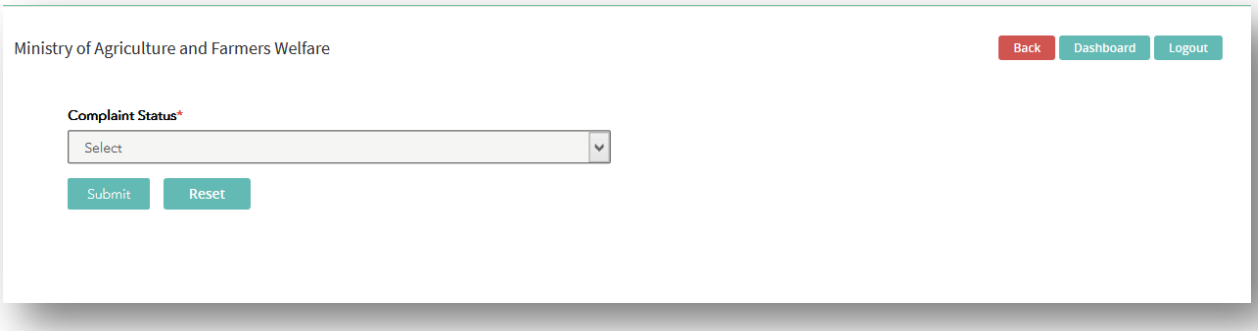
Note: - Under “View Status of Complaint” section status will appear as “Disposed”.

If any Complaint is not related to “Ministry of Agriculture and Farmers Welfare” then nodal officer of this ministry will update Status of compliant as “Not Related”.

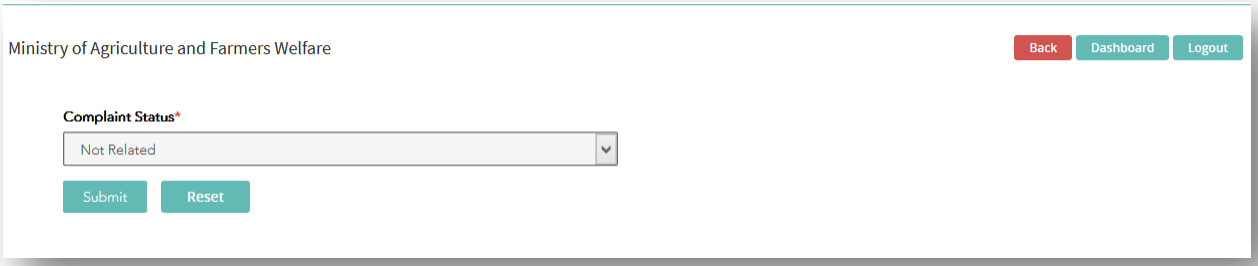
- Click on “Pending” tab.



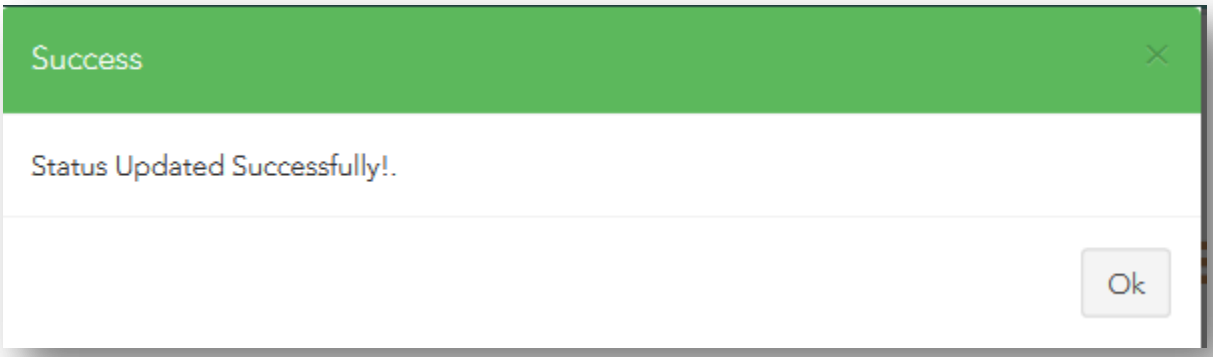
- Click on “Update Status” link



- Select Complaint Status as “Not Related”.



- Click on Submit button, status will get update.



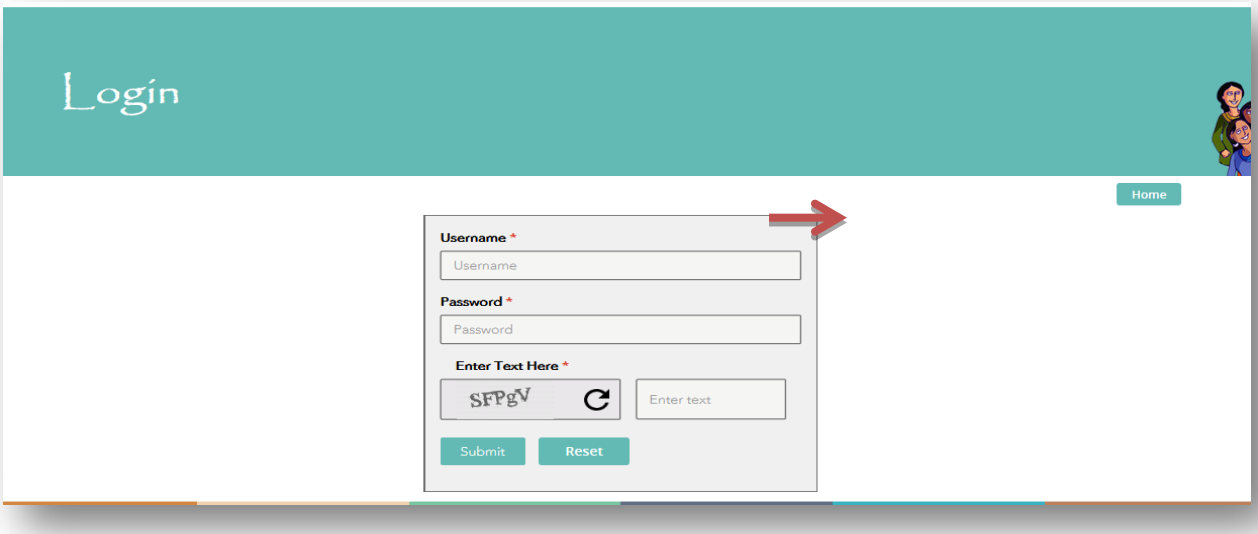
Now Complaint will go to Administrator.

5. Admin Login

Admin has right to view the status of all complaints filed for any Ministry.

To login, click on Administrator login on home page

Login Form will appear.

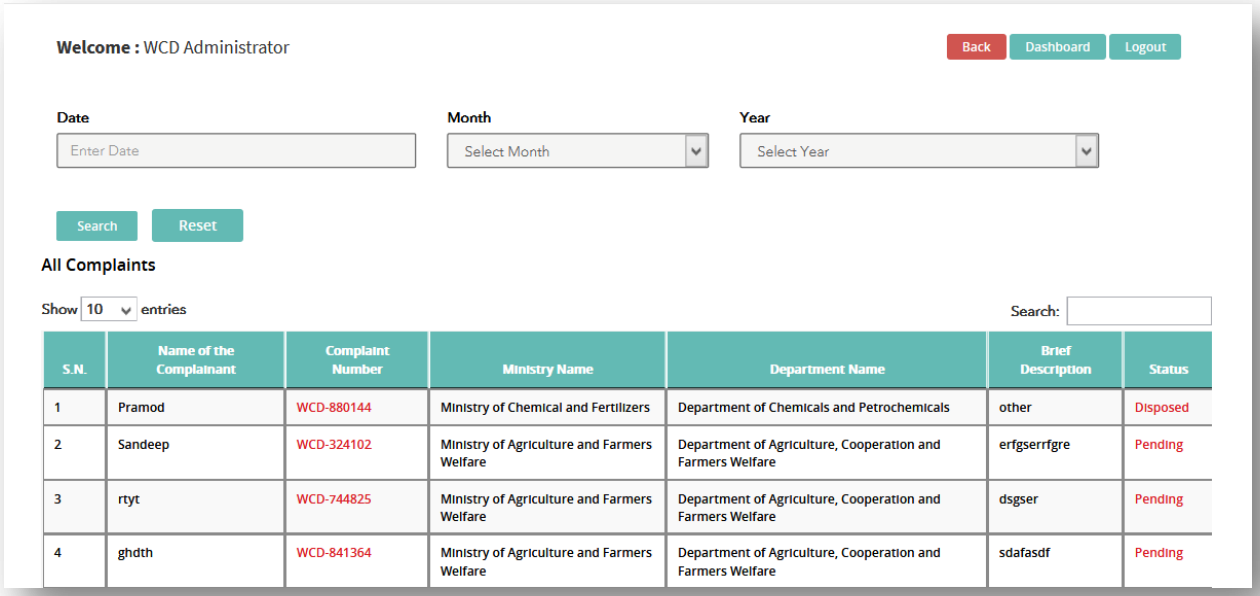


- Enter User Name
- Enter Password
- Enter Captcha Code
- Click on Submit button, Dashboard will appear

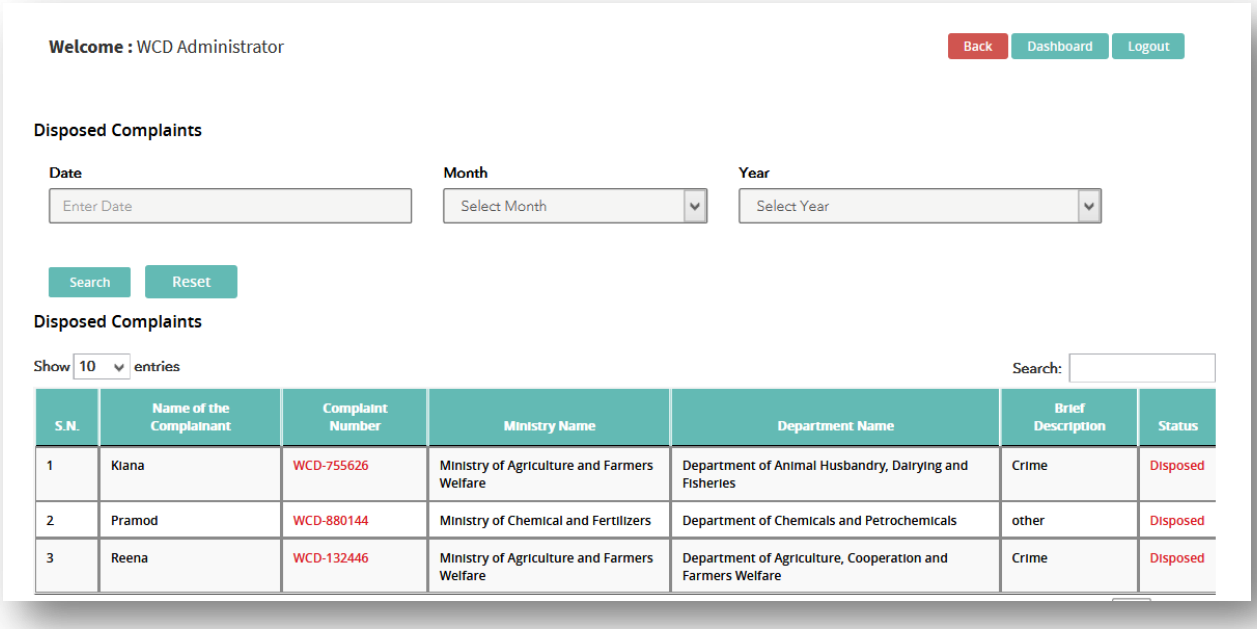
Six Tabs has been provided on Dashboard

- All
- Disposed
- Pending
- MIS
- New
- Empanelled Institute

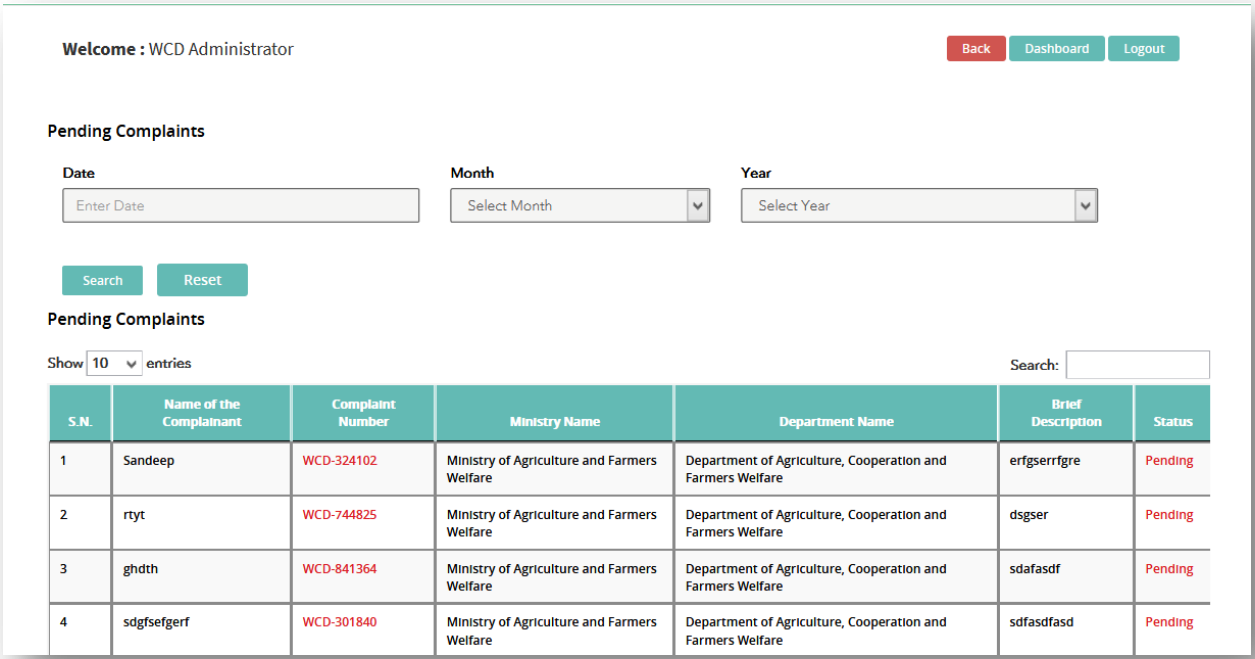
a) **All –** List of all Complaint filed for any Ministry will appear here.



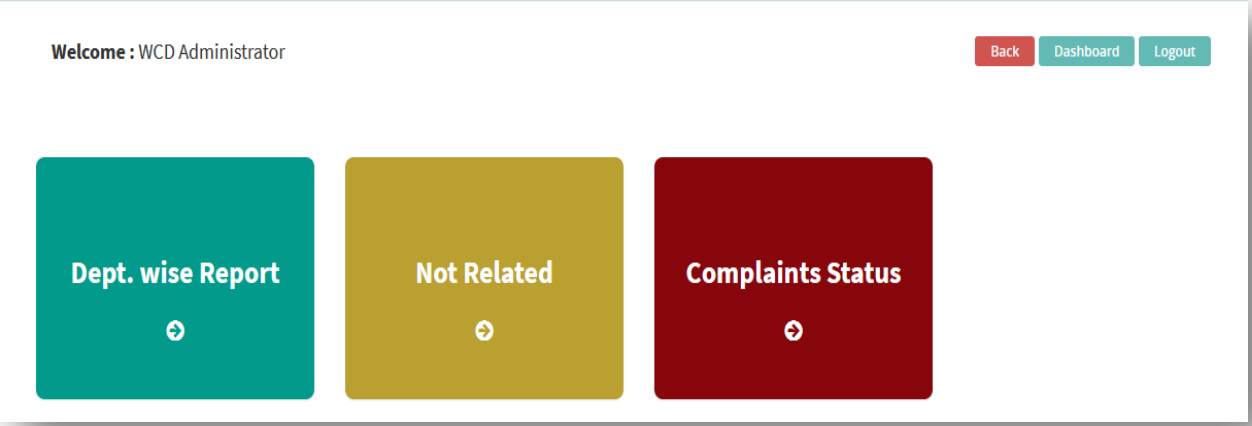
b) **Disposed –** In this tab, list of disposed application will appear.



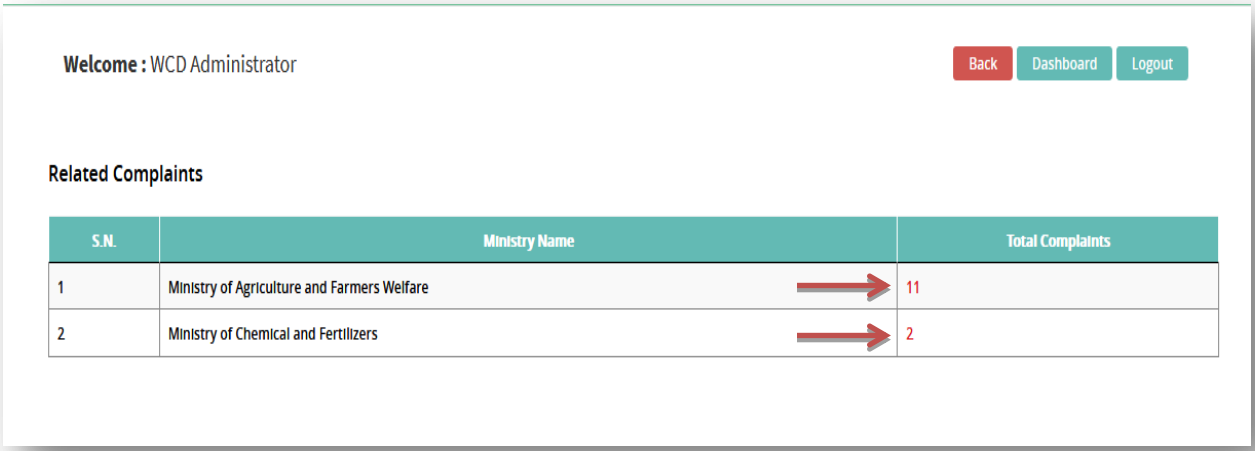
c) **Pending –** In this tab list of pending application will appear.



d) **MIS –** Click on MIS tab, three another tab will appear

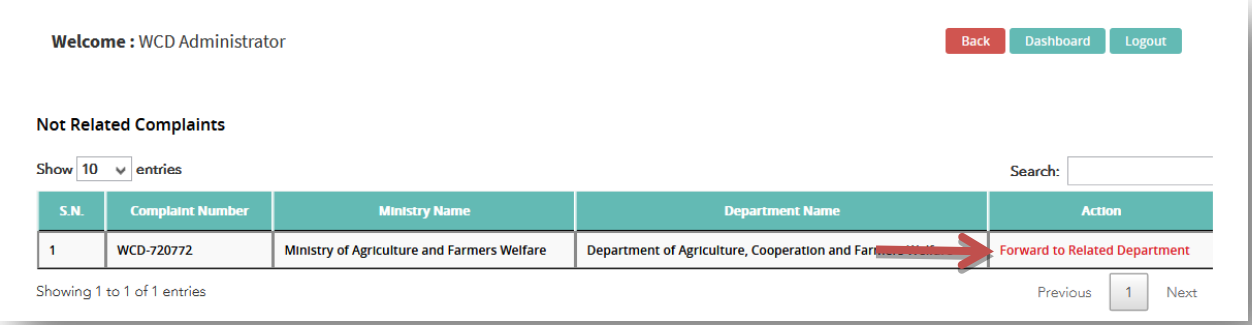


- Dept. Wise Report – In this tab detail of total complaints filed for each ministry will appear.

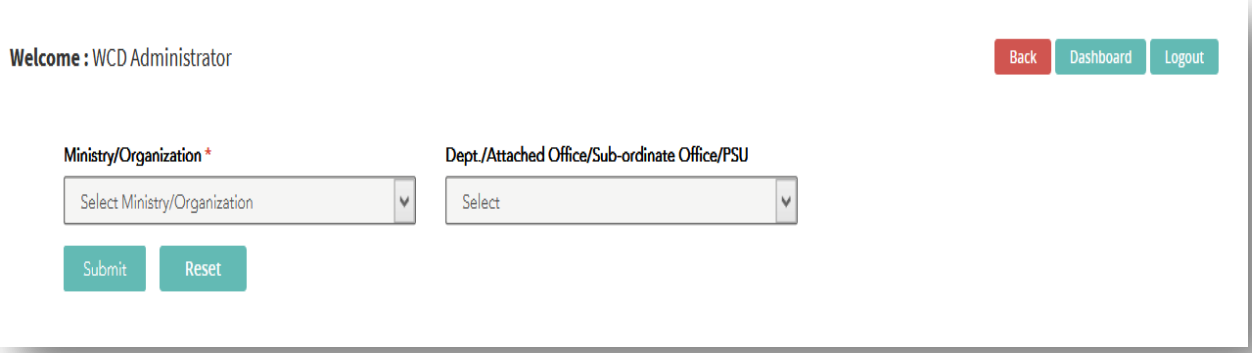


To view the list of complaints click on total complaints no.

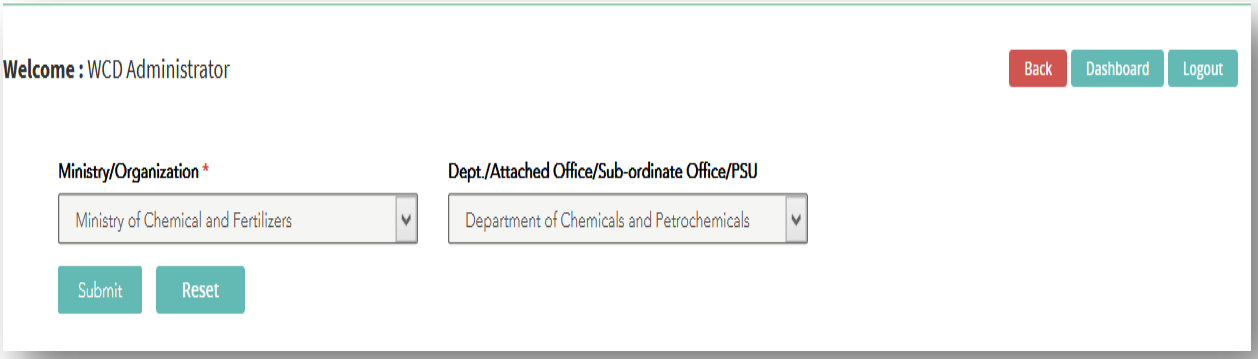
- Not Related – In this tab list of those complaints will appear whose status nodal officer has set as “Not Related”. Now Admin will forward complaint to related department.



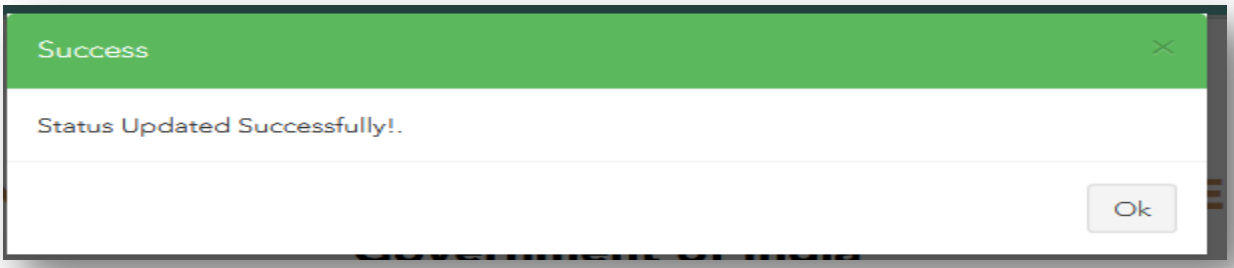
➢ Click on “Forward to Related Department”.



- Select Ministry/Organization
- Select Department

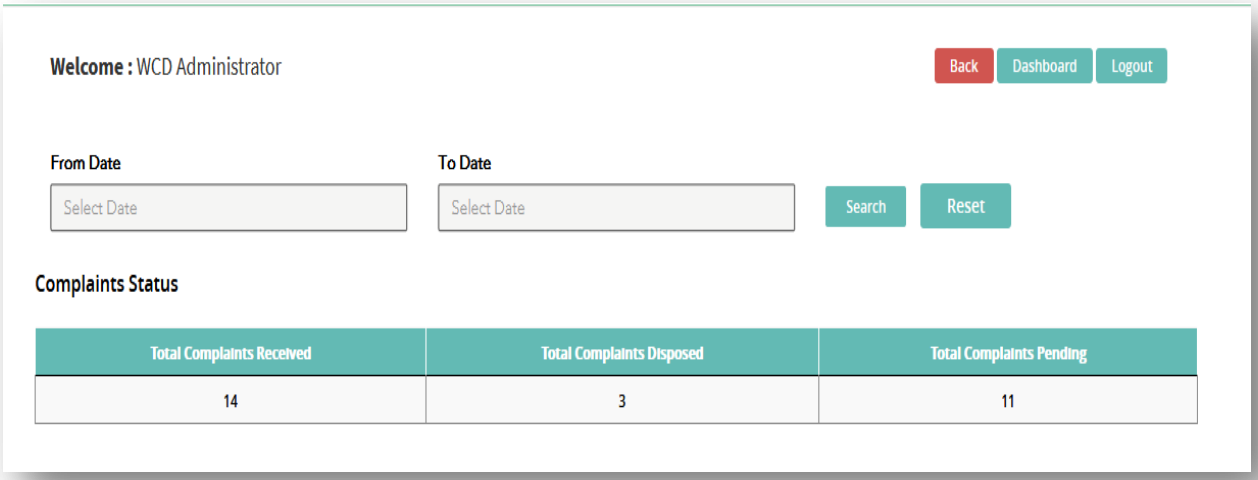


- Click on Submit button

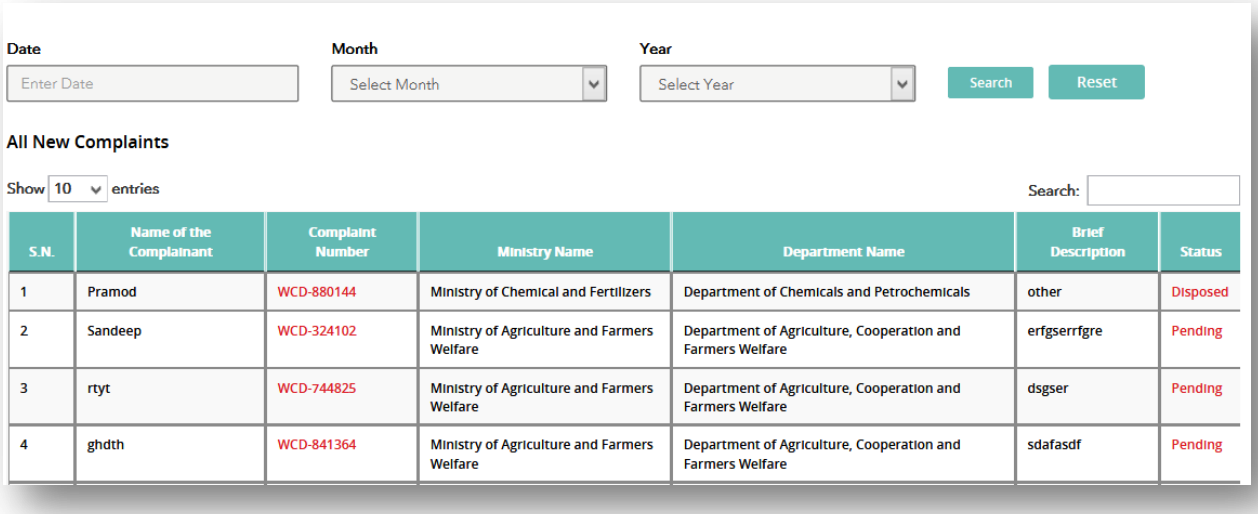


Now complaint will go to selected Ministry and department & Nodal officer of that department will update status of complaint.

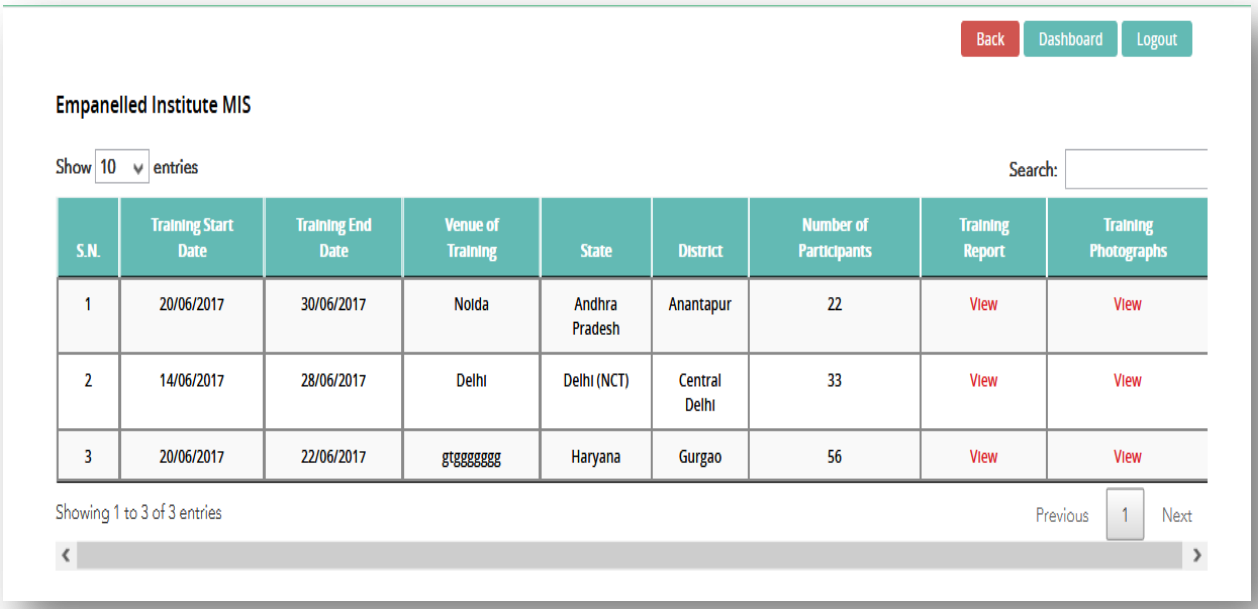
- **Complaint Status: -** In this tab, detail of complaint status will appear like how many total complaints received, how many complaints disposed etc.



e) **New: -** List of all new complaints will available here till next 15 days of complaint date.



f) **Empanelled Institute:-** List of Empanelled Institute will appear



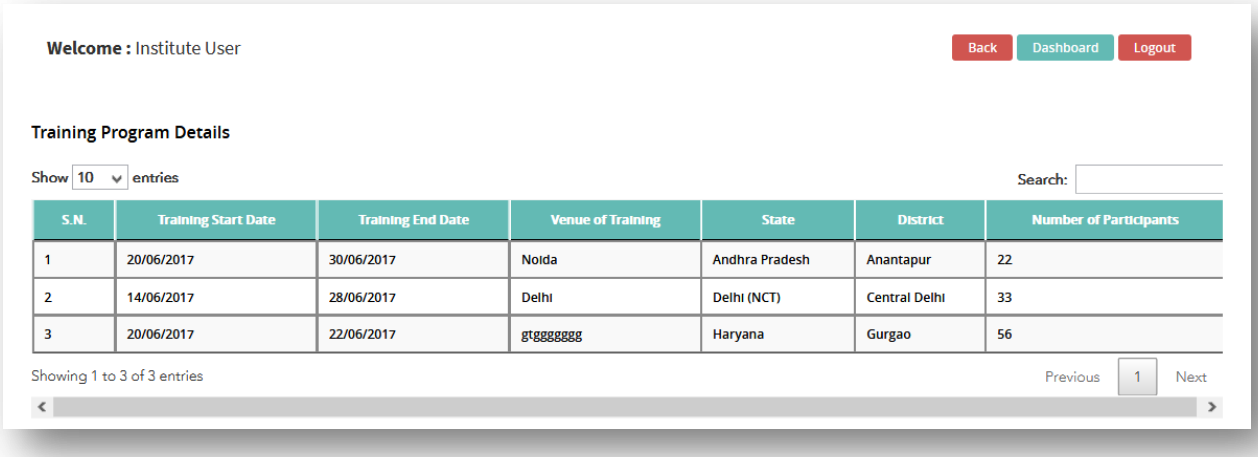
Note: - User can view the Training Report and Training photographs by clicking on the respective icons.

To add the Training Institute details, open the url "http://205.147.98.190/ebox/training/login"

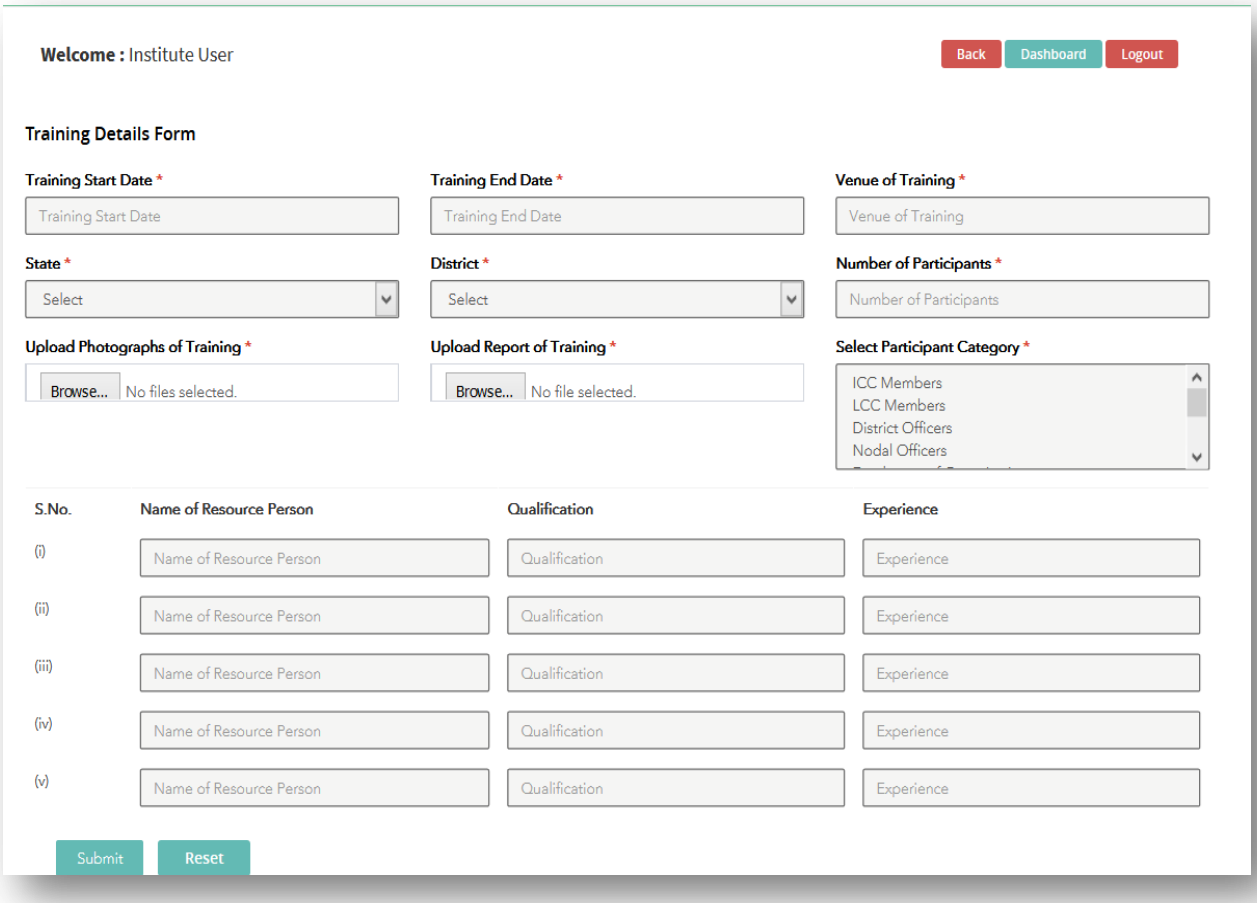
- Enter User Name
- Enter Password
- Enter Captcha Code
- Click on Submit button, Dashboard will appear

Here two tabs have been provided i.e.

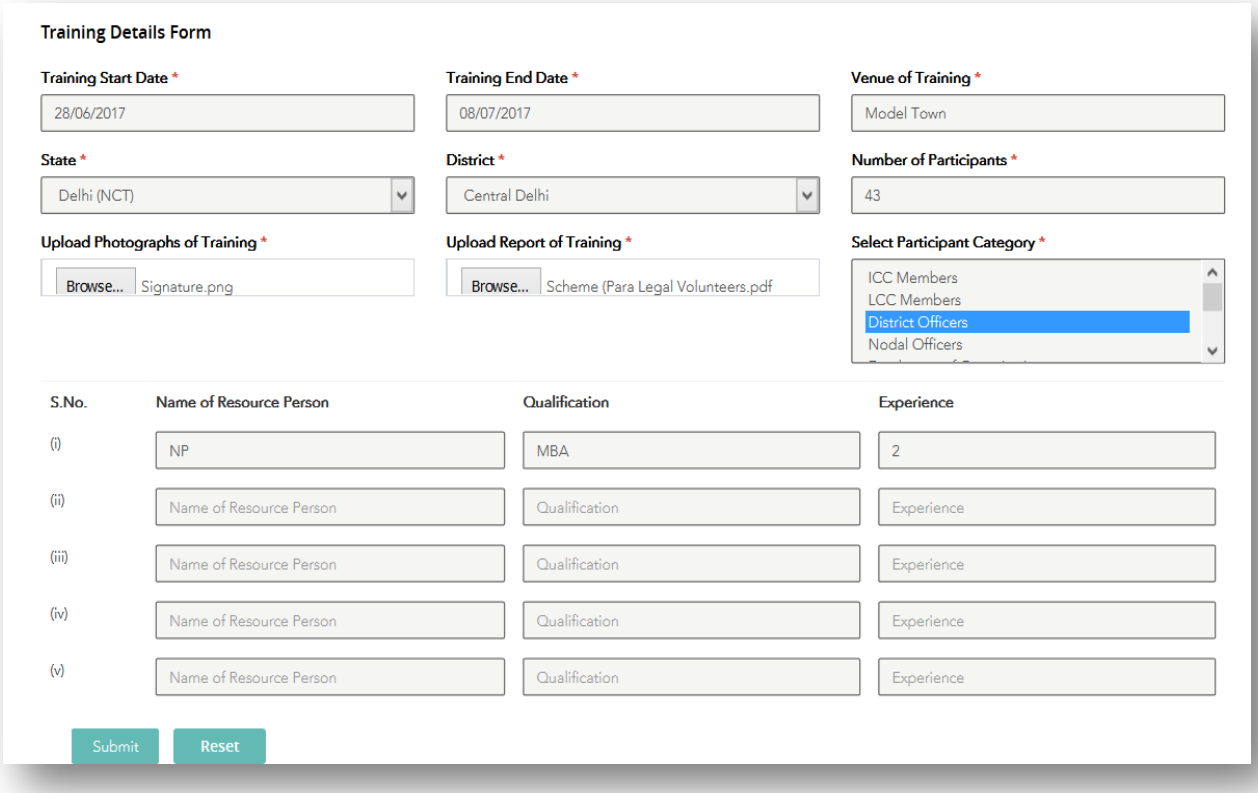
- Dashboard
- Training Program
    - **Dashboard –** In this tab, list of training program details will appear.



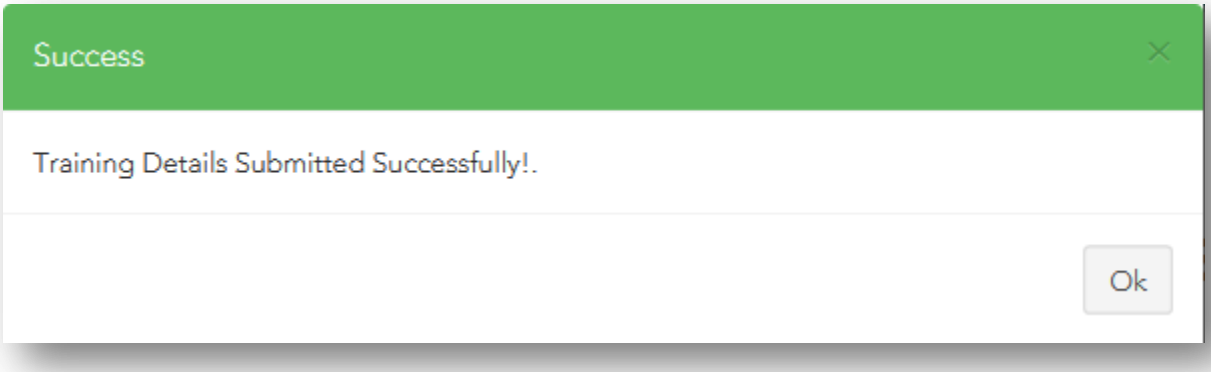
- **Training Program –** On click on this tab, training detail form will appear



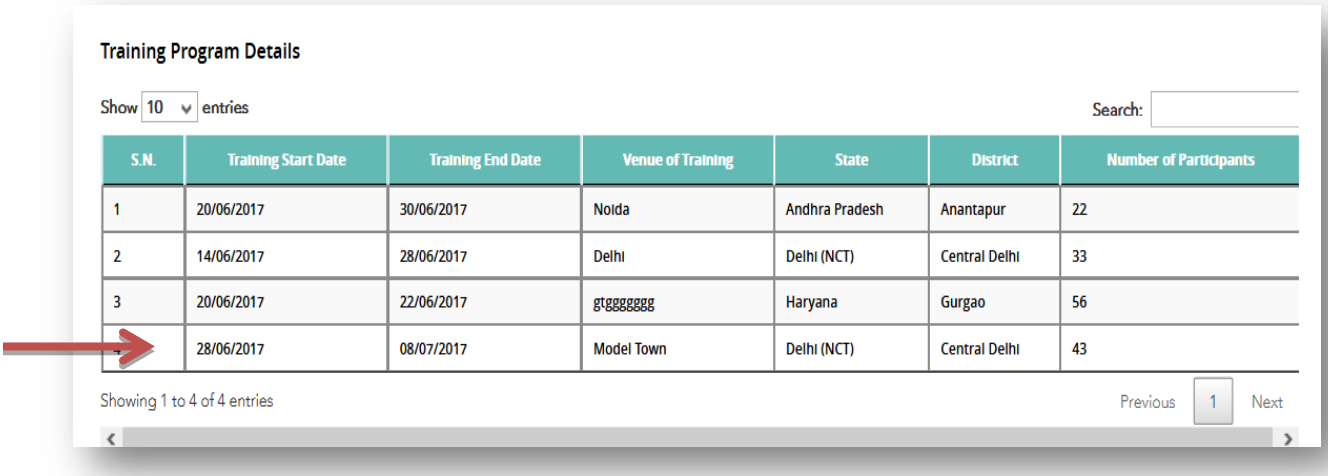
- Fill the mandatory fields



- Click on Submit button

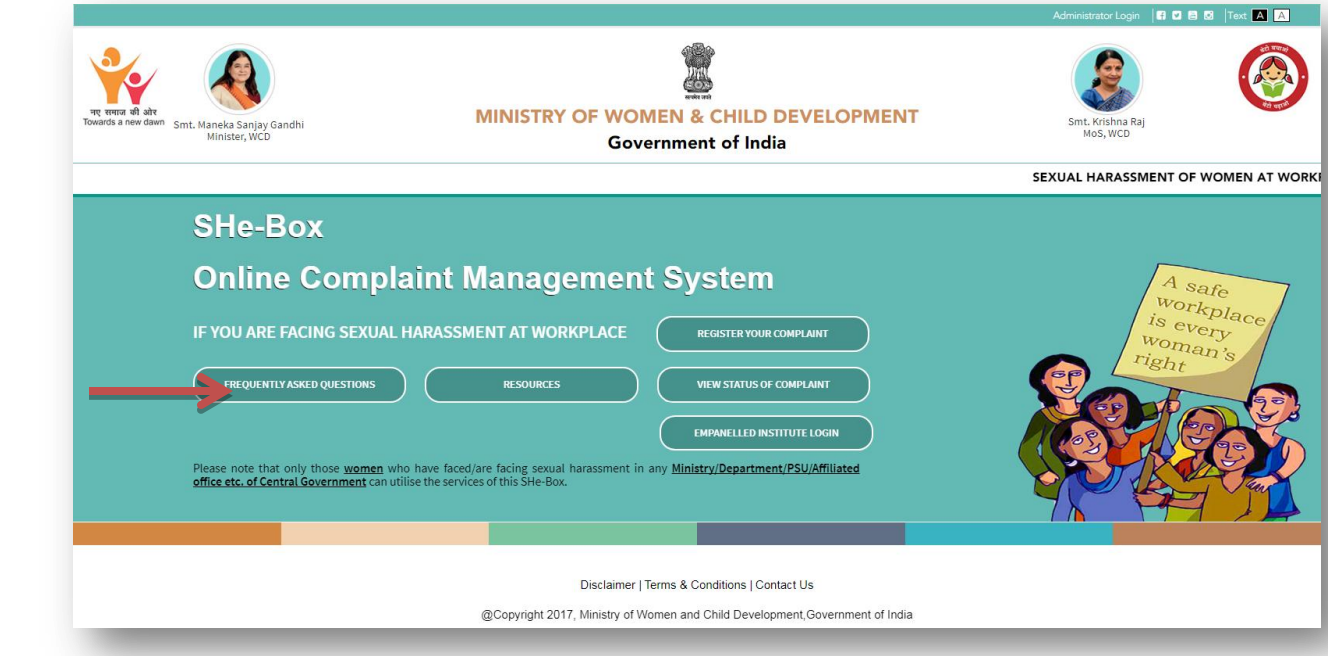


Added detail will appear under “Dashboard” section



6. Frequently Asked Questions

To view the Frequently Asked Questions, click on “Frequently Asked Questions” tab on home page



FAQ screen will appear as shown in figure below:-

FAQs

Home

Frequently Asked Questions (FAQs)

(Regarding E-Box or E-filing of Complaints related to Workplace Sexual Harassment)

Q.1. What is E-Box ?.

Ans. E-Box is an online portal of Complaint Management System for lodging complaints related to workplace sexual harassment.

Q.2 What is the benefit of E-Box ?

Ans. Through this E-Box, any woman who has faced or is facing sexual harassment while working with Central Government (in any capacity whatsoever, add hyperlink of the Handbook) or visiting any office of Central Government may lodge her complaint through internet facility. The complainant can also view the **status of her complaint** periodically. Those who had already filed a written complaint with the concerned Internal Complaint Committee (ICC) are also eligible to file their complaint through this E-Box

Q.3. Who can file complaint through E-Box ?

Ans. 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 workplace sexual harassment through this E-Box.

Q.4. What are the procedures/steps required to be taken for filing of complaint through E-Box ?

Ans. The steps required for filing of complaint through E-Box are: User Manual (Hyperlink the user manual).

Step - I Before you file a complainant through E-Box, you need to have a valid email id and a mobile number.

Step - II Press the tab **'Register Your Complaint'**, this will open an online complaint form. Fill in the relevant details as required in the complainant form such as name, designation, mobile number, email address, Aadhar number, Ministry/Department (where you work), name and designation of the accused/respondent (against whom complaint is being made), complainant's working relationship with accused/respondent along with brief description of the incident(s). In case, the complaint is already filed, please attach a copy of the same through the button provided for the purpose. After furnishing all the details, press the button **'submit'**.

Step - III Once you submit a complaint, an automatically generated email with **User Name** and **password** will be sent to your email id, through which you can view the status of your complaint from time to time

Q. 5. Can I upload any document relating to complaint through E-Box? Is there any size limitation of data which can be uploaded ?

Ans. Yes. You can upload complaint already submitted to authorities in PDF format up to 5 MB .

Q. 6. After registration of complaint, what will happen ?

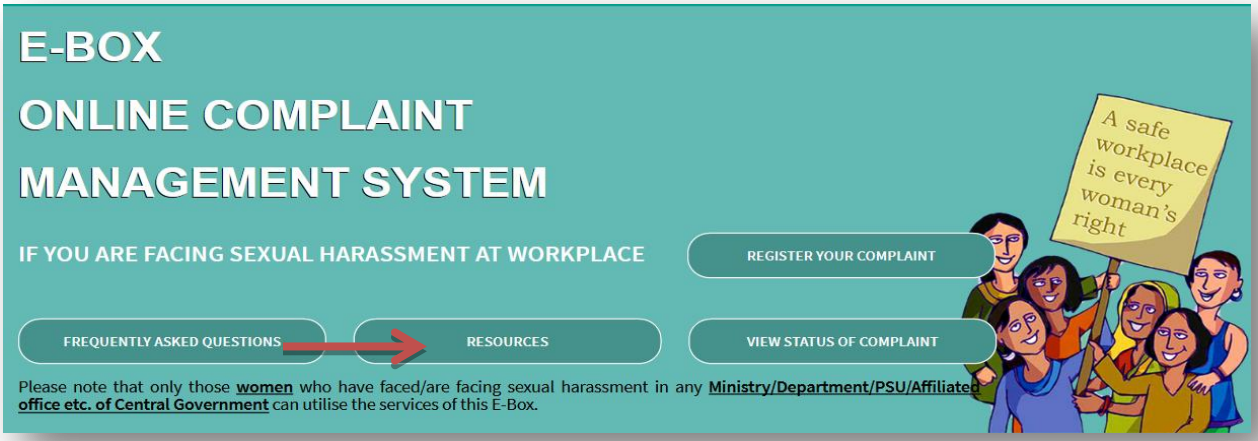
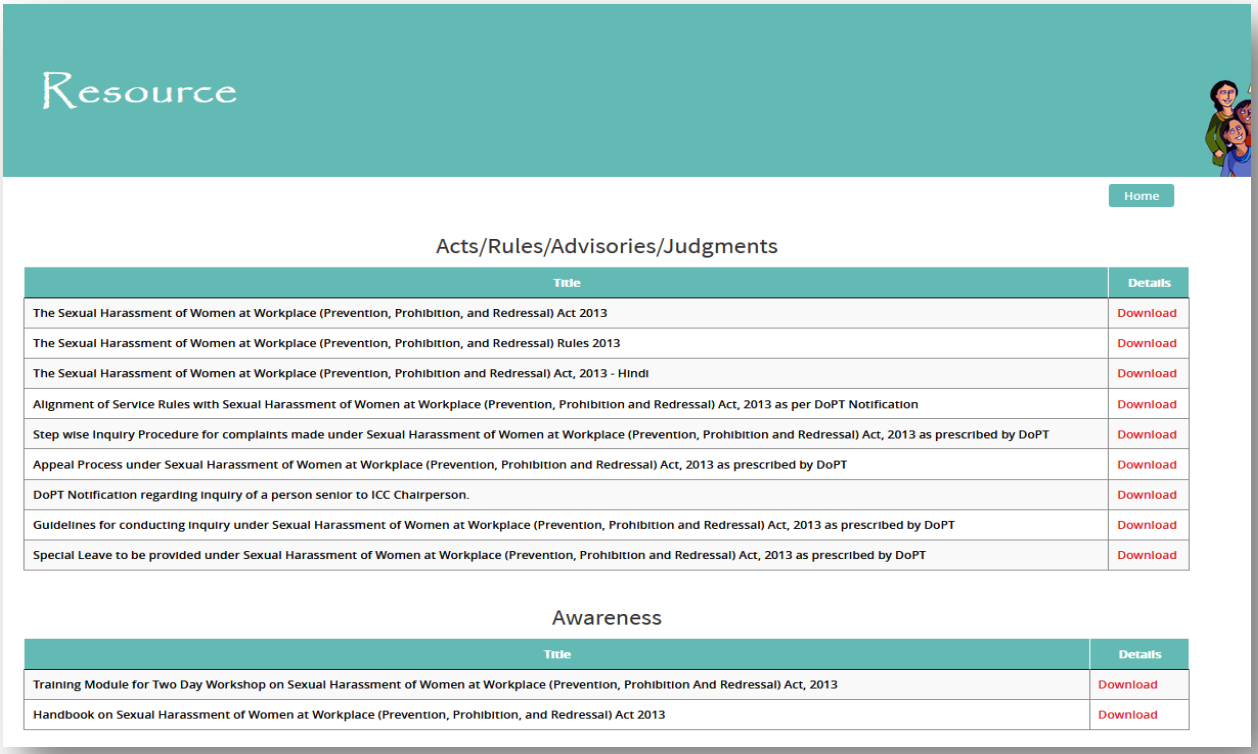
Ans. Once a complaint is submitted to the E-Box, it will directly sent the complaint to the Internal Complaints Committee of the concerned Ministry/Department /PSU/Autonomous Body etc. having jurisdiction to inquire into the complaint. The Internal Complaints Committee will take action as prescribed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and update the status of the complaint through **'Administrator Login'**. (Hyperlink the user manual)

Q.7. Can I view status of my complaint filed through E-Box ?

Ans. Yes. You can view status of your complaint any time by pressing the tab **'View Status of Your Complaint'** within E-Box.

Q.8. Whom to contact, if I face any difficulty in using the facility of E-Box ?

Ans. You can contact the officers mentioned in the **'Contact Us'** tab of the E-Box for resolving any difficulties.

7. Resources

To view the Act/Rules/Advisories/Judgment click on Resources tab on home page