



STANDARD OPERATING PROCEDURES, 2023
FOR HANDLING COMPLAINTS
IN
COMPLAINT AND INVESTIGATION CELL
(C&I CELL)



Chapter I – Introduction

The National Commission for Women was set up as Statutory Body in January 1992 under the National Commission for Women Act, 1990 (Act No. 20 of 1990 of Government of India) inter alia to review the Constitutional and legal safeguards for women; recommend remedial legislative measures, facilitate redressal of grievances and advise the Government on all policy matters affecting women.

Redressal of grievances and complaints concerning deprivation of women's rights and non-implementation of laws enacted to safeguard their rights is one of the important activities undertaken by the National Commission for Women for addressing the concerns, problems and deprivations of women at individual level.

The Complaint & Investigation Cell, NCW deals with the complaints received from all over the country including those relating to deprivation of rights of women and involving injustice to women under Section 10 of the National Commission Act, 1990.

Objective of Framing of Standard Operating Procedures

Standard Operating Procedures are a set of guidelines with the aim of achieving uniformity in the procedure followed in handling complaints by the Complaints & Investigation Cell of National Commission for Women. The purpose is to maintain consistency in the approach of the Complaints & Investigation Cell at various stages of handling the complaint. It will help the Complaints & Investigation Cell in carrying out the operations correctly and systematically.

The procedure for processing complaints received in the Complaint & Investigation Cell, NCW are:

1. Receipt of Complaint

All complaints (whether received through offline or online mode) addressed to the National Commission for Women, its Chairperson, Members or other officers of the Commission shall be forwarded to the Scrutiny Division of the Commission. After receipt of the complaint, the complaint is scanned by the Scrutiny Division and is uploaded into the online data base of the National Commission for Women. Scanned copies of the complaint are to be maintained and recorded in File.

2. Scrutiny/Segregation of Complaints

These complaints are then segregated in order to assess if the complaint has issue which are within the mandate or not. Only the complaints that fall within the mandate of NCW are entertained and taken forward and processed accordingly.

The complaints which are as per the mandate of the National Commission for Women are registered under the following categories:



S. No.	Category English	Hindi
1.	Abduction	अभिरण
2.	Acid attack	एसिड हमला
3.	Causing miscarriage	गर्भपात कराना
4.	Criminal Intimidation	आपराधिक धमकी
5.	Assault	हमला
6.	Cybercrimes against women	महिलाओं के खिलाफ साइबर अपराध
7.	Denial of Maternity Benefits to women	महिलाओं को मातृत्व लाभ से वंचित करना
8.	Domestic Violence	घरेलू हिंसा
9.	Dowry harassment	दहेज उत्पीड़न
10.	Dowry death	दहेज हत्या
11.	Gender discrimination, including equal right to education & work	शिक्षा और काम के समान अधिकार सहित लिंग भेदभाव
12.	Murder	हत्या
13.	Attempt to murder	हत्या का प्रयास
14.	Outraging modesty of women/ Molestation	महिलाओं की गरिमा को ठेस पहुंचाना/छेड़छाड़
15.	Police apathy against women	महिलाओं के खिलाफ पुलिस की उदासीनता
16.	Polygamy/Bigamy	बहुविवाह/द्विविवाह
17.	Triple Talaq	तीन तलाक
18.	Rape/Attempt to Rape	बलात्कार/बलात्कार का प्रयास
19.	Request for free legal aid to women	महिलाओं को मुफ्त कानूनी सहायता के लिए अनुरोध
20.	Right to exercise choice in marriage	विवाह में पसंद का प्रयोग करने का अधिकार
21.	Honor Killing	ऑनर किलिंग
22.	Sex selective abortion; female foeticide / amniocentesis	लिंग चयनात्मक गर्भपात; कन्या भ्रूण हत्या / एमनियोसेंटिसिस
23.	Sexual Assault	यौन हमला
24.	Sexual Harassment	यौन उत्पीड़न
25.	Sexual Harassment of Women at workplace	कार्यस्थल पर महिलाओं का यौन उत्पीड़न
26.	Stalking	पीछा करना
27.	voyeurism	ताक-झांक
28.	Trafficking	तस्करी
29.	Forced prostitution of women	महिलाओं को जबरन वेश्यावृत्ति के लिए मजबूर करना
30.	Dehumanizing and stigmatization of women	महिलाओं का अमानवीकरण और कलंक

Note: Women's Right of Custody of Children/ Divorce, Right to Live with Dignity, Indecent Representation of Women have been removed. Traditional practices Derogatory to Women Rights i.e. Sati Pratha, Devdasi Pratha, Witch Hunting is replaced by Dehumanizing and Stigmatization of Women. Abduction Causing Miscarriage Criminal Intimidation/Assault, Murder/Attempt to Murder, Triple Talaq, Honor Killing, Forced Prostitution of Women have been added.



Complaints not as per the mandate of the National Commission for Women:

S. No.	Complaints not entertained by NCW
1.	The complaint that lacks vital information or is trivial or is illegible, anonymous, pseudonymous
2.	The complaint as an endorsement to NCW
2.	If the matter relates to a civil dispute between the parties such as contractual rights obligations
3.	Complaint related to purely service matters
4.	Complaint related to labour/ industrial disputes
5.	Complaints which are purely property matters
5.	Matter is sub judice before a Court/ Tribunal
6.	Matter is pending before a State Commission or any other Commission
7.	Matter already decided/ taken up by the Commission. Details and reason if any.

These complaints are summarily dismissed by the Commission and the same is to be communicated to the complainant through letter signed by the Under Secretary/ designated officer within 3 days from the date of receipt of complaint.

- 2.1 Complaints related to minors are not registered and shall be forwarded to NCPCR under intimation to the complainant.
- 2.2 In complaints of heinous crimes it may be dealt as per direction of Competent Authority.

3. Registration of Complaint

- 3.1 The complaints that are as per the mandate are registered in the MIS by the Scrutiny Division.
- 3.2 These complaints are registered as per state allocation between the Chairperson/Members and Counselors/JTEs working in the C&I Cell.
- 3.3 Once the complaints are accepted by the Commission an acknowledgement is sent to the complainant containing the case number, login ID and password within 3 working days from the date of registration of complaint.
- 3.4 Copy of the complaint is then handed over to the concerned Counselor/JTEs within one working day.



4. Processing of registered Complaints

- 4.1 When the complaint is received by the concerned Counselor/JTE, they examine the complaint and prepare a Brief Transmission Report (BTR) suggesting the appropriate course of action within 48 hours from the date of registration of complaint on the name of concerned Counselor/JTE.
- 4.2 If the complaint is vague or lacks details as required by the Counselor/JTE, a letter/communication seeking better particulars from the complainant shall be sent and the reply must be sought within **two** weeks.
- 4.3 Complaints wherein allegations are trivial/petty/minor shall be forwarded to Police Authorities and closed from the MIS. Complaint regarding use of abusive languages, harassment due to encroachment of property, etc.**
- Eg:** मेरे घर मे X और Y रहते है तो Z ने गाली गलौज किया
- 4.4 Counselor/JTE must enter all details of the complainant including mobile number and email in the system. The OTP verification of email id and mobile number shall be done to ensure authenticity of online complainants.**
- 4.5 In cases where complete details are not provided Counselor/JTE shall try to call upto three times. Thereafter, if no reply is received the complaint may be deemed closed with the approval of Chairperson/Member. The same may be recorded in the MIS.**
- 4.6 Where the complainant has requested for mediation/ counseling, the concerned Counselor/JTE shall draft a Notice to be sent to the respondent to appear before the Commission for hearing. After approval Letters/ Notices are to be dispatched via speed post/ registered post/email or any other mode specifically directed. Once the Letters/ Notices are dispatched, Counselors/JTEs shall ensure that a dispatch entry is entered in the database of the Commission.
- 4.7 On expiry of 4 weeks period from the date of issue of letter requesting for ATR from the concerned authority, the Counselor/JTE shall send a reminder to the said authority to submit the ATR.
- 4.8 The Counselor/JTE/designated authority shall take up the matter with higher authorities in case ATR is not received even after the second reminder or the ATR received is not as per directions of the Chairperson/Members/designated officers of the Commission.



4.9 For complaints which are pending for more than 2 years, Chairperson/Member may conduct meeting with State Police Officials to expedite Police action.

4.10 For dormant complaints for more than 2 years, where no follow up is done by complainant, a last intimation letter shall be sent to the Complainant giving 15 days time to respond and thereafter, if no response is received, the complaint shall be closed.

4.11 Counselors/JTEs shall maintain scanned copies/ e-files in E-office.

4.12 For complaints which require psychological counseling may be forwarded to Psychological Counselor.

5. Notices for Counseling/Hearings and Issuance of Summons

5.1 If the complainant in her complaint expresses her willingness to undergo counseling/ mediation then the Counselor/JTE shall fix a date and time with the due approval of concerned Member/Chairperson of the Commission and the same will be communicated to the complainant and respondent.

5.2 If the Counselor/JTE after reading the complaint feels that the matter requires a hearing/ counseling then the Counselor/JTE may recommend the same to the complainant and fix a date and time for the same with due approval of the concerned Member of the Commission.

5.3 If the respondent fails to appear after hearing notices, then the notices for next date of hearing may be send through the concerned police authority to ensure the presence of the respondent. (Refer to Table II for the signatory authority)

5.4 If despite service of reminder through the concerned police authority the respondent does not appear for hearing before the Commission, summons may be issued, as per the direction of the Chairperson/Member concerned. Such summons is to be signed by the US or the Law Officer.

5.5 The NCW under Section 10(4) of the National Commission for Women Act has the power to summon and enforce attendance of any person as also mentioned under Section 32 of Civil Procedure Code. Hence, if a person does not comply with the summons issued by the NCW calling upon him to give evidence/information, the NCW has the power to issue a warrant for his arrest, attach and sell his property, impose a fine of upto Rs 5000/- (Rupees Five Thousand) on him, or order him to furnish to finish security for his appearance and commit him to civil prison if he defaults.***



6. Inquiry Committee/Fact Finding Team - Constitution of the Inquiry Committee/Fact Finding Team under Section 10 of the National Commission for Women Act, 1990

6.1 During the process of handling complaints/ suo motu matters, where the Commission feels the need for detailed inquiry/investigation, the Commission constitutes Inquiry Committees and Fact Finding Teams.

6.2 The Inquiry Committees comprises of Chairperson and one or more members. The Inquiry Committees are constituted under the Chairpersonship of Member/Chairperson of the Commission. The Commission has the power to Co-opt a member of civil society/lawyer or any other as Co-opted Member of the Inquiry Committees. (The persons so Co-opted shall be entitled to receive such allowances for attending the meetings of the committee as prescribed and the TA form shall be taken from NCW to be filled after Inquiry)

6.3 Fact Finding Teams comprise of two or more Members. Fact Finding Teams need not be chaired by Member/Chairperson of the Commission. An expert like Advocate, Social Activists etc. may also be co-opted as Members of the Fact Finding Teams.

6.4 An Order is issued by the Commission for constitution of such Committees/Teams. The Order specifically mentions the following:-

- a) Composition of the Committee/Team
- b) Terms of Reference of the Committee/Team

The team shall look into the matter in accordance with the procedure laid down under Section 10(1) read with Section 10(4) of the National Commission for Women Act, 1990, and submit its report to the Commission.

- i. The team shall inquire into the circumstances, leading to the incident and the action taken by the authorities. The team shall meet the concerned Officers, the victims and other such persons as it deem proper to ascertain the facts and circumstances.
- ii. The team shall take into account its findings after interaction with all concerned authorities; recommend remedial measures for preventing recurrence of such incidence.
- iii. The team shall meet at such time and place, as considered appropriate/ necessary; and
- iv. The team shall regulate its own procedure and submit its report within 10 (ten) working days.



6.5 Order should be circulated to all Members of the Committee/Team, Officers of NCW, concerned DGP, DM, Secretary DLSA, State Commissions, etc. as per the requirement.

6.6 An Inquiry Cell shall be constituted consisting of JTEs/Counselors who shall be assisting in Inquiry or Fact Finding.

i. Pre-Visit Requirements

- a) Coordination amongst Team Members and preparation of the program inter alia meetings with authorities, scene of crime, victim etc.
- b) Finalization and Approval of Tour Program from the Commission.
- c) In cases where a local advocate is to be nominated as a Team Member, then the nomination is to be ensured before the visit
- d) Liaisoning with State Authorities, concerned Departments etc to facilitate the visit including providing logistic support to the Team
- e) Office of the Member shall coordinate with the authorities for logistic supports/arrangements/ accommodation/ protocol/etc.

ii. Guidelines for the Team

- a) To inquire into the circumstances, leading to the incident by visiting the spot and interacting with concerned people
- b) To meet the concerned Officers, check the public records etc to ascertain the facts and circumstances
- c) To look into whether there is any lapse on the action of Police or other Authorities
- d) To see if there is need for immediate medical assistance, psychological counseling and if required may recommend for the same during the visit/inquiry
- e) Recommend to initiate proceedings for compensation under Victim Compensation Scheme depending upon the nature of the case
- f) Identity of the Victim/ aggrieved woman and her family should not be disclosed for offences as prohibited under Section 228 A IPC
- g) Care should be taken not to take photographs with the victims
- h) Interaction with media should be avoided
- i) Be sensitive while interacting with the victim and her family



- j) Pre-determined or Judgmental Statements should not be made
- k) The team should examine whether the authorities are taking action as per the relevant laws or not and if there is any lapse it should be pointed out
- l) Observation and Recommendations should not be disclosed unnecessarily

iii. Steps after Visit and before finalizing the Report

- a) Necessary reports (ATR) and documents to be called from concerned authorities, if necessary, shall be made part of the Report
- b) The facts/ observations/recommendations to be examined as per the relevant legal provisions before finalizing
- c) The Report of the Fact-Finding Team is to be submitted for approval by Competent Authority/Commission
- d) The Commission thereafter send a copy of Report-observations and recommendations to the concerned Government or authority for follow up action
- e) If required, further follow up is taken by summoning concerned authorities etc. till the matter reached to a logical conclusion

7. Mahila Jan Sunwai

The Commission conducts “Mahila Jan Sunwai” in collaboration with District Legal Services Authority and State/District Police Authorities to with the following objectives:-

- i. To provide speedy justice to women
- ii. On the spot redressal /disposal of complaints
- iii. To provide synergy between various stakeholders involved in addressing issues pertaining to the safety and security of women around the country like the Police and Legal Service Authorities,
- iv. In a public setting of this kind, there is a greater chance of the aggrieved being satisfied with the consensus/decision reached at by the requisite authorities.
- v. To generate awareness among the public regarding conciliatory mode of dispute settlement
- vi. It brings the parties to a settlement or a compromise
- vii. To empower public especially women to participate in justice delivery system.

During the Jan Sunwai, bulk of cases pertaining to different complaints filed by women of different parts of concerned district/state shall be taken up to mitigate the issues between the parties/ ascertain the case status from concerned Authorities for their time bound disposal.



Direction shall be provided by Chairperson/Member to the authorities to submit action taken report with regard to all complaints to the Commission within the stipulated time.

7.1 Guidelines for Jan Sunwai

- i. The process for Jan Sunwai shall be initiated by concerned JTE/Counsellor one month prior to the proposed date of Mahila Jan Sunwai after approval from the concerned authorities.
- ii. A letter from Joint Secretary, NCW shall be sent to State Authorities for providing logistic support including venue for Mahila Jan Sunwai.
- iii. List of cases that shall be taken up during Jan Sunwai shall be sent to Police Authorities 15 days before the proposed date of Mahila Jan Sunwai.
- iv. A letter from Joint Secretary, NCW shall be sent to State Legal Services Authority to nominate three advocates/lawyers for assistance during the Jan Sunwai.
- v. Summons/Notices signed by US/ concerned authority shall be sent 7 days in advance to the parties.
- vi. Office of the Member shall coordinate with the authorities for logistic supports and arrangements.
- vii. The Counsellor/JTE shall carry Proceeding Sheets to be filled during Jan Sunwai along with required documents/ stationery.
- viii. The status of Jan Sunwai shall be updated in MIS with three working days of Jan Sunwai.

8. Legal Aid Clinic in NCW Office

National Commission for Women has launched a Legal Services Clinic at the Commissions office in Delhi in collaboration with Delhi State Legal Services Authority which acts as a single window facility for resolving grievances of women by offering them free legal assistance with effect from 29th March 2022. The Legal Aid Clinic provides for walk-in complainants, women in distress will be given legal assistance, advice and information on various schemes of the National Legal Services Authority (NALSA)/ DSLSA, assistance in Mahila Jansunwai, free legal aid, hearings in matrimonial cases and other complaints registered with the Commission will be provided among other services.



Chapter II - Guidelines to Handle Complaints of Specific Nature

1. Complaints related to Domestic Violence/ Dowry Harassment/Matrimonial Discord

When a complaint pertaining to Domestic Violence/ Dowry Harassment/Matrimonial related to discord is received by the National Commission for Women the same shall be segregated by the Counselor/JTE depending on the relief sought by the complainant from the National Commission for Women.

In such cases, broadly the following categories of relief are sought from the Commission:

- i. **Maintenance, Divorce, Custody:** If the complainant is seeking maintenance, divorce or custody of the child from her husband then a legal order from the court in this regard is essential for which the case shall be referred to the concerned State/District Legal Services Authority. Letter referring the case to such authority is to be signed by the DS or the designated officer.
- ii. **Reconciliation/ Mediation:** If the complainant wants reconciliation without court intervention, then the case is to be referred for counseling.
- iii. If both the complainant and the respondent belong to the same state then the complaint can be forwarded to the concerned State Commission for Women for counseling with due approval of Chairperson/Member.
- iv. If the complaint is being forwarded to a Member of the State Women Commission, the same can be signed by Concerned Member or the designated officer. However, if the complainant and the respondent do not belong to the same state then the counseling shall be conducted by the National Commission for Women. This is done only when the complainant has submitted a written request to undergo counseling.
- v. **Police Apathy:** If the complainant is facing trouble in getting her complaint registered with the police or if the complaint relates to inaction by the police then the National Commission for Women shall call for a report from the concerned police department (ATR). Such Letter/ Notice requesting for an Action Taken Report (ATR) is to be signed by the concerned Chairperson/Member/counselor/JTE/Sr. Coordinator/Consultant or the designated officer.
- vi. If the Counselor/JTE feels that the complaint requires immediate action depending upon the seriousness of the issue and gross non-implementation of law, the Counselor/JTE may be permitted to modify the timelines upon approval taken on file from the competent authority.



2. Complaints of Sexual Harassment of Women at Workplace

- i. When the Commission receives a complaint of Sexual Harassment of Women at Workplace, the primary step would be to check if the organization against which the complaint has been made has constituted an Internal Committee (IC) as per the provisions of the Sexual Harassment at Workplace Act, 2013. The Act states that every organization having more than 10 employees is required to establish a grievance redressal mechanism to prevent sexual harassment at workplace. This is done in the form of ICs.
- ii. Upon receiving the complaint NCW will call for a report from the concerned organization to check if an inquiry has been conducted on complaint.
- iii. In case the organization against which the complaint has been made consists of less than 10 employees then as per the provisions of the Sexual Harassment at Workplace Act, 2013, a Local Committee at District Level is to be established. In such a case, NCW may take up the matter with DM.
- iv. If no ATR is received after issuing two reminders, a hearing may be conducted.
- v. If the Counselor/JTE feels that the complaint requires immediate action depending upon the seriousness of the issue and gross non-implementation of law, the Counselor/JTE may be permitted to modify the timelines upon approval from the competent authority on file.

3. Complaints related to Rape/ Acid Attack/ Dowry Death

- i. When a Counselor/JTE receives a complaint alleging that an incidence of rape/acid attack/dowry death has taken place the primary step would be to confirm the date on which such incidence took place and other relevant details.
- ii. If the incidence of rape/acid attack/dowry death has taken place recently then the Counselor/JTE shall propose a Letter seeking Action Taken Report from the concerned police authority having jurisdiction of the case or to expedite the investigation process.
- iii. If the concerned police authority does not provide NCW with an ATR within the time specified then a letter requesting for an ATR shall be sent to higher police authorities by Chairperson/ concerned Member/designated officer of the Commission.
- iv. If the Counselor/JTE feels that the complaint requires immediate action depending upon the seriousness of the issue and gross non-implementation of law, the Counselor/JTE may recommend modifying the timelines upon approval from the competent authority on file.



4. Complaints Related to Denial of Maternity Benefits to Women

- i. Upon receipt of a complaint alleging that a female employee is being deprived of the benefits laid down under the Maternity Benefit Act 1961, a Brief Transmission Report shall be prepared by the Counselor/JTE along with a Letter to be sent to the employer of the complainant to furnish information/report.
- ii. If the complaint is against a private organization, then the letter asking for such report from the organization is to be signed by the Chairperson/concerned Member/ US/Sr. Coordinator/Consultant or the designated officer with approval of the Chairperson or the Member concerned. (Refer to Table II)
- iii. If the complaint is against a govt. organization, then the letter asking for such report from the organization is to be signed by the Chairperson or the Member concerned.
- iv. If the employer doesn't furnish the information/report requested by the Commission within the specified time then a letter will be issued to higher authorities of the organization or the concerned Ministry in which the complainant works, upon approval from the concerned member of the Commission or notices for hearing can be issued with due approval of competent authorities.
- v. If upon issuance of letter to higher authorities or the concerned Ministry, no response is received or the response is not to the satisfaction of the Commission then the counselor will send a notice to the employer organization to be present before the Commission for a hearing on the specified date, upon approval from the concerned member.
- vi. If the Counselor/JTE feels that the complaint requires immediate action depending upon the seriousness of the issue and gross non-implementation of law, the Counselor/JTE may recommend modifying the timelines upon approval from the competent authority on file.



Chapter – III - Processing ATR/ response received in the complaint

Counselors/JTEs have to link ATR/ response with concerned case file. Scrutinize report at the earliest of its being received. After scrutinizing and processing the ATR the concerned Counselor/JTE is to suggest further course of action as per the directions of the Chairperson/Members/MS/JS.

The concerned authorities responsible to send ATR shall update the case status in NCW MIS. The module containing Guide to Update MIS shall be shared by Counselor/JTE along with email sent seeking ATR.

Processing the Report to suggest following further course of action:

- i. If the ATR suggests that the matter is sub judice/ charge sheeted then the matter is closed and a copy of the ATR along with a letter of closure of complaint is sent to the complainant.
- ii. If the ATR states that the case is under process then the Counselor/JTE shall follow up the matter with the concerned authority seeking the final outcome of the case.
- iii. If the ATR states that the matter is not within the jurisdiction of the concerned authority and falls under the jurisdiction of some other authority then the Counselor/JTE shall forward this matter to such other authority along with a Letter/ Notice requesting for ATR. (Refer to Table III for signatory authority)
- iv. The ATR/ Response received in the complaints shall be sent to the complainant for their comments to ascertain future course of action in the complainant.
- v. If the ATR states that the allegations made by the complainant is not proved or are false then the Counselor/JTE will send a copy of the ATR to the complainant seeking her comments within 90 days.
- vi. The complaint may be considered for closing as
 - a. No further action is required as the matter has been compromised by both the parties.
 - b. No further action is required as allegations have not been proved.
 - c. No further action is required as allegations have not been substantiated on investigation.
 - d. No further action is required as the Complainant does not want any further investigation.
 - e. It has already been decided by the court.



f. The matter is Civil in nature.

When the complaint is received by the concerned Counselor/JTE, they examine the complaint and prepare a Brief Transmission Report suggesting the appropriate course of action at the earliest from the date of registration of complaint on the name of concerned Counselor/JTE.



Table I – Timeline for Scrutiny/ Registration/Processing of Complaints

S. No.	Scrutiny/ Registration	Time Period in SOP
1.	Scrutiny/ Registration	Within 3 working days from the date of receipt in the Scrutiny Desk
2.	Acknowledgement with case number, login id and password	If Email id is available immediately; otherwise, 3 working days from registration of the complaint
3.	Communication of disposal of non-mandated complaints	Within 3 working days from registration of the complaint
4.	Forwarding Complaints related to minors	Within 3 working days from the date of receipt of complaint
5.	Processing BTR	Directly placed before Chairperson/ Member concerned by concerned counselor/JTE at the within two working days of registration of complaint.



Table II

Authority and Timeline for Issuance of Various Letters/Notices

S.No.	Type of Letter/ Notice	Signatory Authority in SOP	Timeline for seeking report
1.	Letter / Notice for Better Particulars	Letter signed by Counselor / JTE with the approval of Chairperson / Member	Letter or Email seeking reply from complainant within <i>two weeks</i>
2.	Letter/ Notice for Action Taken Report (ATR) and	Letter signed by Chairperson / Member / designated officer with due approval of Chairperson / Member.	Such communication is to seek reply within <i>four weeks</i> .
3.	Subsequent Reminders	Sr. Coordinator / designated officer	Two/ Three Reminders after four weeks
4.	Letter/ Notice to the Opposite Party calling for the necessary explanation	US or the designated officer with due approval of Chairperson / Member concerned.	Such communication is to seek reply within <i>two to four weeks</i>

Notices/Summons

S.No.	Type of Letter / Notice	Signatory Authority in SOP	Timeline for seeking report
1.	Letter/Notice for Hearing/ Counseling	<ul style="list-style-type: none">• US with approval of the Chairperson or the Member concerned• In case of non-appearance on first notices or non-representation, the second notices by US to be sent through police/chief secretary / concerned authority or DGP with approval of the Chairperson or the Member concerned	Depends upon date of hearing given by competent authorities
2.	Issuing of Summons for Hearing	DS or the Law officer with approval of the Chairperson or the Member concerned	Depends upon date of hearing given by competent authorities



Other Letters

S.No.	Type of Letter/ Notice	Signatory Authority in SOP	Timeline for seeking report
1.	Letter referring complaint to State / District Legal Services Authority	US/Sr. Coordinator / Consultant / designated officer	-
2.	Letter referring complaint to State Women Commission or other Commissions	Chairperson or the Member/ designated officer with due approval of Chairperson / Member	-
3.	Letters to Chief Secretaries / Principal Secretaries / Level Officers	Chairperson or the Member Concerned	Depends upon the seriousness of the matter / directions by competent authorities
4.	Letters to expedite investigation in cases of rape or other serious offences	Chairperson or the Member Concerned	Depends upon the seriousness of the matter / directions by competent authorities

Sexual Harassment of Women at Workplace/Denial of Maternity Benefit.

S.No.	Type of Letter/ Notice	Signatory Authority in SOP	Timeline for seeking report
1.	Letters issued to employer organization in cases of maternity benefit/ Sexual Harassment at Workplace	Chairperson/ Member/the designated officer with approval of the Chairperson or the Member Concerned/MS	Such communication is to seek reply within <i>four weeks</i>

Note:

- i. For Complaints of Sexual Harassment of Women at Workplace if no ATR is received after issuing two reminders, a hearing may be conducted.
- ii. For complaints of Denial of Maternity Benefit if no ATR is received after one reminder, a hearing may be conducted.



Table III

Competent Authority for Disposal of ATRs

Type of ATR	Competent Authority in SOP	Timeline
Matter needs further follow up with other authorities / jurisdiction	Senior Coordinator/ designated by Competent Authority	Such communication is to seek reply within <i>four weeks</i>
Matter relates to serious offences/ Inquiry Committee/Fact Finding Report/Findings	Chairperson/Member/ designated officer	Such communication is to seek reply within <i>two to three weeks</i>
Matter relates to Sexual Harassment at Workplace, denial of maternity benefits or any other matter related to departmental/disciplinary actions	Chairperson/Member/ designated officer	Such communication is to seek reply within <i>four weeks</i>
