

The mechanism for redressal of complaints and further Procedure to be followed for conducting enquiry by the Complaints Committee is as follows:

(1) Any aggrieved woman may make, in writing, a complaint of sexual harassment at Work place to the Internal Committee if so constituted, or the Local Committee, in case it is not so constituted.

(Provided that where such complaint cannot be made in writing, the Presiding Officer or any Member of the Internal Committee or the Chairperson or any Member of the Local Committee, as the case may be, shall render all reasonable assistance to the woman for making the complaint in writing.)

(2) Where the aggrieved woman is unable to make a complaint on account of her physical or mental incapacity or death or otherwise, her legal heir or such other person as may be prescribed may make a complaint under this section.

(3) If the complainant feels that she cannot disclose her identity for any particular reason the complainant shall address the complaint to the head of the organization and hand over the same in person or in a sealed cover. Upon receipt of such complaint the head of the organization shall retain the original complaint with himself and send to the complaints committee as gist of the complaint containing all material and relevant details other than the name of the complaint and other details which might disclose the identity of the complaint.

(4) The Internal Committee or, as the case may be, may before Initiating inquiry under section 11 and at the request of the aggrieved woman take steps to settle the matter between her and the respondent through conciliation.

(5) Where a settlement has been arrived at under sub-section (1), the Internal Committee, as the case may be, shall record the settlement so arrived and forward the same to the employer and a copy to the Local committee regarding action taken as specified in the recommendation.

(6) The Internal Committee or the Local Committee, as the case may be, shall provide the copies of the settlement as recorded under sub-section (2) to the aggrieved woman and the respondent.