

1. Purpose

To establish a transparent and fair process for handling complaints of sexual harassment in compliance with the **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**.

2. Scope

This SOP applies to all employees, trainees, interns, contract workers, consultant and any individual associated with the workplace.

3. Definitions

- **Sexual Harassment:** As defined under the POSH Act, includes unwelcome sexual behaviour (physical, verbal, non-verbal, or digital).
- **ICC (Internal Complaints Committee) / POSH Committee:** The legally mandated body to receive, investigate and recommend actions on complaints.

4. Roles & Responsibilities

- **Complainant:** File complaint in writing within 3 months of the incident.
- **ICC / POSH:** Receive, investigate and recommend disciplinary actions.
- **Employer/Management:** Ensure implementation of recommendations

5. Procedure

Step 1 – Filing of Complaint

- Complaint submitted in writing to ICC within **3 months** of incident.
- ICC acknowledges within **7 working days**.

Step 2 – Preliminary Review & Response

- ICC sends copy of complaint to the respondent within **7 working days**.
- Respondent must reply written response and supporting evidence within **10 working days**.

Step 3 – Inquiry Process

- ICC conducts hearings, interviews witnesses, and reviews evidence.
- Both parties are given equal opportunity to present their case.
- Inquiry to be completed within **90 days**.

Step 4 – ICC Findings & Recommendations

- ICC submits written report to management within **10 days** of inquiry completion.
- Report includes complaint is substantiated and recommended disciplinary measures.

Step 5 – Disciplinary Action (if Complaint is Proved)

Depending on severity **Standing Orders/Company Policy**, disciplinary action may include:

1. **Written Apology**
2. **Warning or Reprimand**
3. **Withholding of Promotion/Pay Raise**
4. **Suspension from Work**
5. **Termination of Employment**
6. **Mandatory Counselling or Training**
7. **Financial Penalty / Deduction (if applicable as per law)**

Step 6 – Employer Implementation

- Employer must act on ICC recommendations within **60 days**.

Step 7 – Appeal Process

- Either party can appeal within **90 days** to the court or tribunal, as per the POSH Act.

6. Confidentiality

- All proceedings, identities and evidence remain strictly confidential.

7. Non-Retaliation Assurance

- No victimization, demotion or unfair treatment allowed against complainants or witnesses.
- Any retaliation is considered **serious misconduct**.

8. Record Keeping & Review

- HR maintains POSH case records securely for at least **3 years**.

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