

A-11014/01/2021-NACO (Admin)  
Government of India  
Ministry of Health and Family Welfare  
National AIDS Control Organisation


9<sup>th</sup> Floor, Chandralok Building  
36-Janpath, New Delhi  
Dated – 13<sup>th</sup> July, 2021

OFFICE MEMORANDUM

Subject: Procedures for the Establishments and the Complaint Officers as a part of grievance redressal mechanism under the HIV & AIDS (Prevention & Control) Act, 2017.

As per the provisions of HIV & AIDS (Prevention & Control) Act, 2017, each Establishment (*establishment means a body corporate or co-operative society or any organisation or institution or two or more persons jointly carrying out a systematic activity for a period of twelve months or more at one or more places for consideration or otherwise, for the production, supply or distribution of goods or services*) and Complaint Officers designated in the Establishments needs to abide by the following procedures:

1. The Establishments as per the definition of HIV & AIDS(P&C) Act, 2017 should display the Model HIV & AIDS Policy on Establishment's website for wider dissemination.
2. The Complaints Officers designated in establishments as per HIV & AIDS (Prevention & Control) Act, 2017 should submit reports to NACO via email on [complaints.hivact@gmail.com](mailto:complaints.hivact@gmail.com) . If any complaint is received, then only establishment may report on half yearly basis else no reporting is required.
3. The Complaint Officers as per provisions of HIV & AIDS (Prevention & Control) Act, 2017 designated by Establishments should maintain records online following NACO's Data Management Guidelines.

  
(Dr. Naresh Goel)  
DDG(IEC &MS)

To:

1. All Establishments (as per definition of HIV & AIDS(Prevention & Control )Act, 2017).
2. Complaint Officers, All Establishments (as per definition of HIV & AIDS (Prevention & Control) Act, 2017).

Copy to:

1. PPS to Secretary (HFW), MOHFW
2. PPS to AS & DG, NACO
3. PS to Director, NACO
4. All HODs, NACO
5. IEC Division, NACO for uploading on NACO website
6. All PDs, SACS for uploading on SACS website
7. All India Organisation of Employers (AIOE), The Associated Chambers of Commerce and Industry of India(ASSOCHAM), Confederation of Indian Industry (CII), Employers' Federation of India (EFI), Federation of Indian Chambers of Commerce and Industry(FICCI), Laghu Udyog Bharati (LUB), Standing Conference of Public Enterprises (SCOPE)