



सत्यमेव जयते



**Citizen's /Client's Charter for
The National Commission for Women
(2016 - 2017)**

Address : Plot No. 21, FC 33, Jasola Institutional Area,
New Delhi – 110 025

Website : www.ncw.nic.in

Date of issue : April, 2016

Date of next review : April, 2017

Our Vision

The Indian Woman, secure in her home and outside, fully empowered to access all her rights and entitlements, with opportunity to contribute equally in all walks of life.

Mission:

Mission – Women:

To strive towards enabling women to achieve equality and equal participation in all spheres of life by securing her due rights and entitlements through suitable policy formulation, legislative measures, effective enforcement of laws, implementation of schemes/policies and devising strategies for solution of specific problems/situations arising out of discrimination and atrocities against women.

Functions of the Commission:

- (1) As per Section 10 of NCW Act, the Commission has the following functions:
 - (a) Investigate and examine all matters relating to the safeguards provided for women under the Constitution and other laws:
 - (b) Present to the Central Government annually and at such other times as the Commission may deem fit, reports upon the working of those safeguards:
 - (c) Make in such reports recommendations for the effective implementation of those safeguards for improving the conditions of women by the Union or any State:
 - (d) Review, from time to time, the existing provisions of the Constitution and other laws affecting women and recommend amendments thereto so as to suggest remedial legislative measures to meet any lacunae, inadequacies or shortcomings in such legislation:
 - (e) Take up the cases of violation of the provisions of the Constitution and of other laws relating to women with the appropriate authorities;
 - (f) Look into complaints and take *suo-moto* notice of matters relating to :-
 - (i) deprivation of women's rights;
 - (ii) non-implementation of laws enacted to provide protection to women and also to achieve the objective of equality and development;
 - (iii) non-compliance of policy decisions, guidelines or instructions aimed at mitigating hardships and ensuring welfare and providing relief to women,

and take up the issues arising out of such matters with appropriate authorities;

- (g) Call for special studies or investigations into specific problems or situations arising out of discrimination and atrocities against women and identify the constraints so as to recommend strategies for their removal;
- (h) undertake promotional and educational research so as to suggest ways of ensuring due representation of women in all spheres and identify factors responsible for impeding their advancement, such as lack of access to housing and basic services, inadequate support services and technologies for reducing drudgery and occupational health hazards and for increasing their productivity;
- (i) Participate and advise on the planning process of socio-economic development of women;
- (j) Evaluate the progress of the development of women under the Union and any State;
- (k) inspect or cause to be inspected a jail, remand home, women's institution or other place of custody where women are kept as prisoners or otherwise, and take up with the concerned authorities for remedial action, if found necessary;
- (l) Fund litigation involving issues affecting a large body of women;
- (m) Make periodical reports to the Government on any matter pertaining to women and in particular various difficulties under which women toil;
- (n) Any other matter that may be referred to it by the Government.

Our Customers/ Clients

Sl. No	Stakeholders / Customers/ Clients
1	All Citizens particularly women. The hapless women of the country bruised, battered in domestic violence, victim of molestation, harassed at workplace
2	Central Govt. Ministries / Departments and other offices.
3	State Women Commissions, State Govts. / UT Administrations.
4.	District and local level administrations.
5.	NGOs and other activists in the field of Women's Rights
6.	Civil Society Organizations
7.	University / academic and Research Organization
8.	Independent legal and other experts

Our Services:

- i) To provide a legal framework which adequately addresses the problems of women through studying and monitoring all matters relating to the constitutional and legal safeguards provided for women.
- ii) To address the problem of unequal status of women obtaining in every sphere of life and make policy recommendations for the same.
- iii) To fulfil the surveillance functions as well as facilitate redressal of grievances of women and to look into complaints and take *suo-moto* notice of the cases relating to
 - (a) Deprivation of the rights of women in order to provide support, legal or otherwise.
 - (b) Non compliance of policy decisions, guidelines or instructions aimed at mitigating hardships and ensuring welfare and providing relief to women.
- iv) to enable women to equally benefit from the process of development by participating and advising on the planning process of socio- economic development of women and evaluating the progress of the same .

Service Standards

We strive for protection of Women's Right by:

Investigation and examination of the legal safeguards provided for women under the constitution and other laws and recommend to Government measures for their effective implementation;

Review the existing provisions of the Constitution and other laws affecting women and recommend amendments to meet any lacunae, inadequacies or shortcomings in such laws;

Look into complaints and take *suo-moto* notice of matters relating to deprivation of women's rights, etc. and take up the issues with appropriate authorities;

Take up studies/research on issues of relevance to women, participate and advise in the planning process for socio-economic developments of women, evaluate the progress made thereof;

Inspect jails, remand homes etc. where women are kept under custody and seek remedial action wherever necessary.

NCW is not an implementing agency.

REDRESSAL OF GRIEVANCES OF THE CITIZENS

Grievances received in the Commission will receive instant attention.

Grievances can be addressed to:

Shri V.V.B. Raju, Deputy Secretary
Designated Public Grievance Officer,
National Commission for Women,
Plot No. 21, FC 33, Jasola Institutional Area,
New Delhi – 110025
Email ds-ncw@nic.in
011 - 26944803

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

We request Central / State governments / UT administrations / State Women Commission / organizations / NGOs / professional bodies / other concerned organizations and all citizens:

S. No	Indicative Expectations From Service Recipients
1	To interact with the Commission to improve its efficiencies
2	To imbibe the spirit of protection, safeguarding & promoting safety of women
3	To honour and abide by the Rules and Regulations framed by Govt. towards protection of women
4	To share information with other citizens on protection of women
5	To adopt the precepts of protection of rights of women.

List of Responsibility Centers

National Commission of Women (NCW) does not have responsibility Centers.

Date of next Review

The Citizen's charter is issued in April, 2016. The next review date is due April, 2017.

Annexure**NAME, ADDRESS & PHONE NUMBERS OF THE OFFICERS OF THE COMMISSION****EPABX NO. - 011 - 26942369, 26944740, 26944754, 26944805, 26944809**

Smt. Lalitha Kumaramangalam
Chairperson
National Commission for Women,
Plot No. 21, FC 33, Jasola Institutional Area
New Delhi – 110025
Email : chairperson-ncw@nic.in

Ms. Preeti Madan
Member Secretary
National Commission for Women
Plot No. 21, FC 33, Jasola Institutional Area
New Delhi – 110025
Email : ms-ncw@nic.in

Smt. Laldingliani Sailo
Member
National Commission for Women
Plot No. 21, FC 33, Jasola Institutional Area
New Delhi – 110025
Email : memberls-ncw@nic.in

Shri V. V. B. Raju
Deputy Secretary
National Commission for Women
Plot No. 21, FC 33, Jasola Institutional Area
New Delhi – 110025
Email : ds-ncw@nic.in

Smt. Rekha Sharma
Member
National Commission for Women
Plot No. 21, FC 33, Jasola Institutional Area
New Delhi – 110025
Email : sharma.rekha@gov.in

Smt. Sushma Sahu
Member
National Commission for Women
Plot No. 21, FC 33, Jasola Institutional Area
New Delhi – 110025
Email : sushma.sahu@gov.in

Shri Alok Rawat
Member
National Commission for Women
Plot No. 21, FC 33, Jasola Institutional Area
New Delhi – 110025
Email : rawat.alok@gov.in