

The Complaints and Counseling Cell of the commission processes all the complaints whether received orally, written or suo-motu under [Section 10 of the NCW Act](#). The complaints received relate to domestic violence, harassment, dowry, torture, desertion, bigamy, rape, refusal to register FIR, cruelty by husband, deprivation, gender discrimination and sexual harassment at work place.

**The complaints are dealt with as below:-**

- Investigations by the police are expedited and monitored.
- The matters are brought to the notice of various state authorities to facilitate action.
- Family disputes are resolved or compromised through counseling.
- As per the Sexual Harassment at Work Place (Prevention Prohibition and Redressal) Act, 2013 the rules made by Central Government in December, 2013 on the subject and the Criminal Law (Amendment) Act, 2013 every employer is required to provide for effective complaints procedures and remedies including award of compensation to women victims. In sexual harassment complaints, the concerned organisation is urged to expedite cases and the disposal is monitored.
- For serious crimes, the Commission constitutes an Inquiry Committee which makes spot enquiries, examines witnesses, collects evidence and submits the report with recommendations. The implementation of the report is monitored by the NCW. The Commission has powers to summon the accused, witnesses and records to facilitate inquiry.

**The State Commissions, the NGOs and other experts are involved in these efforts.**

**Cases falling under following categories are ordinarily not entertained by the Commission.**

- Complaints is illegible or vague, anonymous or pseudonymous;
- The complaint is that of frivolous or like nature;
- The Complaint relates to civil dispute between the parties such as contractual rights obligations and the like;
- The Complaint relates to service matters not involving any deprivation of women's rights;
- The Complaint relates to labour/industrial disputes not involving any deprivation of women's rights;
- Matter is sub judice before a Court/Tribunal;
- The Commission shall not inquire into any matter which is pending before a State Commission or any other Commission duly constituted under any law for the time being in force;
- The Commission shall not inquire into any matter after the expiry of one year from the date on which the Act constituting violation or deprivation of Women's Rights is alleged to have been committed;
- Matter already decided by the Commission.

**1. How can I file a complaint before the National Commission for Women?**

A person intending to file a complaint before the National Commission for women may do so by making a complaint on the official website of the

Commission <https://ncw.gov.in> or <https://ncwapps.nic.in> under the section of 'register online complaints'. One can also send a written application containing all the important details (along with supporting documents, if any) through post or by hand.

2. Who can file a complaint before the National Commission for Women?

Any case involving deprivation of women's right or harassment of women in India can be registered with the National Commission for Women. The complaint should disclose complete details of the matter with specific relief/intervention sought from the National Commission for Women.

3. What Category of complaints are entertained by the National Commission for Women?

Complaints related to following 23 broad categories are entertained by the National Commission for Women:

1. Rape / Attempt to rape
2. Acid Attack
3. Sexual Assault
4. Sexual harassment
5. Stalking / Voyeurism
6. Trafficking / prostitution of women
7. Outraging modesty of women / Molestation
8. Cyber crimes against women
9. Police Apathy against women
10. Harassment of married women / Dowry Harassment
11. Dowry Death
12. Bigamy / Polygamy
13. Protection of women against Domestic Violence
14. Women's right of custody of children / Divorce
15. Right to exercise choice in marriage / Honour Crimes
16. Right to live with dignity
17. Sexual Harassment of women at workplace
18. Denial of maternity benefits to women
19. Gender discrimination including equal right to education and work
20. Indecent representation of women
21. Sex Selective Abortions; Female Foeticide / Amniocentesis
22. Traditional practices derogatory to women rights like Sati Pratha, Devdasi Pratha and Witch Hunting
23. Free legal aid for women

4. What complaints are not entertained by the National Commission for Women?

The following categories of complaints are liable to be summarily dismissed by the National Commission for Women:

1. Complaints which are illegible or vague, anonymous or pseudonymous;
2. The issue raised relates to civil dispute between the parties;
3. The issue raised relates to service matters;
4. Matter is sub judice before a Court/Tribunal;
5. Complaints which are already pending before a State Commission or any other Commission
6. Complaints only endorsed to the Commission
7. Complaints involving no deprivation of women rights

5. How will I know if my complaint has been accepted by the National Commission for Women?

An acknowledgment along with complaint number, login ID and password is sent to the complainant upon receipt of complaint by the National Commission for Women if the complaint has been accepted by the National Commission for Women. In the event of the complaint being rejected, the same shall be communicated to the complainant at the earliest. One can also check it telephonically or by personally visiting the National Commission for Women.

6. How can I check the status of my complaint?

If your complaint is accepted by the National Commission for Women you will be allotted a complaint number with login ID and password which can be used to track the status of your complaint on the website of the Commission. You can also check the same telephonically or by personally visiting the National Commission for Women.

7. What is your helpline No.?

For complaint related queries dial :- 011-26944880, 26944883

8. When can I contact NCW?

You can contact us anytime between 9.00 AM – 5.30 PM. Working Days - Monday to Friday or you can send details through email at any time.

9. What all information do I need to provide while filing a complaint?

Contact details of the complainant (Mandatory) and the respondent ( if available )

Brief description of the incident

Details of remedies already exhausted

Supporting documents (If any)

10. How is my complaint processed in the National Commission for Women?

On receipt of a complaint, the commission:

1. Scrutinizes the complaint as per NCW mandate
2. Mandated complaints are registered and case number allotted
3. Non mandated complaints are summarily dismissed upon intimation
4. As per the nature of the complaint, the mandated complaints are taken up with the concerned authorities. Following actions are mainly taken to redress the grievances of the complainants :
  - i. Expediting/monitoring police investigation
  - ii. Monitor proper implementation of statutory provisions
  - iii. Resolving the issues through mediation/counseling
  - iv. For serious crimes, the National Commission for Women forms an Inquiry committee which further examines various aspects of the case.

11. If I am being sexually harassed at my work place can the National Commission for Women help me?

Yes, you can file a complaint with National Commission for Women. The Commission will take up your case with your employer/concerned organization to monitor the proceedings of your complaint as per the mandatory provisions of the Sexual Harassment at Workplace Act, 2013.

12. If I am being deprived of the benefit of the Maternity Benefit Act, 1961 can I file a complaint with the National Commission for Women?

Yes, you can approach the National Commission for Women in case your employer/ concerned organization is denying you the maternity benefit as per the provisions of the Maternity Benefit Act, 1961.

13. If I'm having a marital discord with my husband and in-laws can I approach the National Commission for Women?

Yes, you can seek the National Commission for Women or State Women Commission's help if you want to resolve the issue through mediation, counseling or for expediting police investigation.

### **helplines**

Police: 100

Women Helpline (All India): 181

NCW Helpline: 1091 or 7827170170 (WhatsApp),

Cyber Crime Helpline: 1930

Childline: 1098

Emergency: 112 (all-in-one emergency number)