

DELHI COMMISSION FOR WOMEN

Right to Information Act, 2005

Manual 1

Particulars of organization, functions and duties[Section 4(1)(b)(i)]

1. Aims and Objectives of the Organization:

The Aims and Objectives of the Commission have been spelt out in the Delhi Commission for Women Act, 1994. It reads:

- (i) The Commission shall perform all or any of the following functions,namely:
 - (a) investigate and examine all matters relating to the safeguards provided for women under the constitution and other laws;
 - (b) present to the Government annually and at such other times as the Commission may deem fit, reports upon the working of these safeguards;
 - (c) make in such reports recommendations for the effective implementation of those safeguards for improving the conditionsof women in the Capital;
 - (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 legislations;
 - (e) take up the cases of violation of the provision of the Constitution and of other-laws relating to women with 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 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 andidentify 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 in the Capital;
- (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 which may be referred to it by the Governments

2. Mission/Vision:

Mission

The Mission of the Commission is to empower women of Delhi politically, economically and socially by fulfilling the duties and responsibilities entrusted with it as per the mandate.

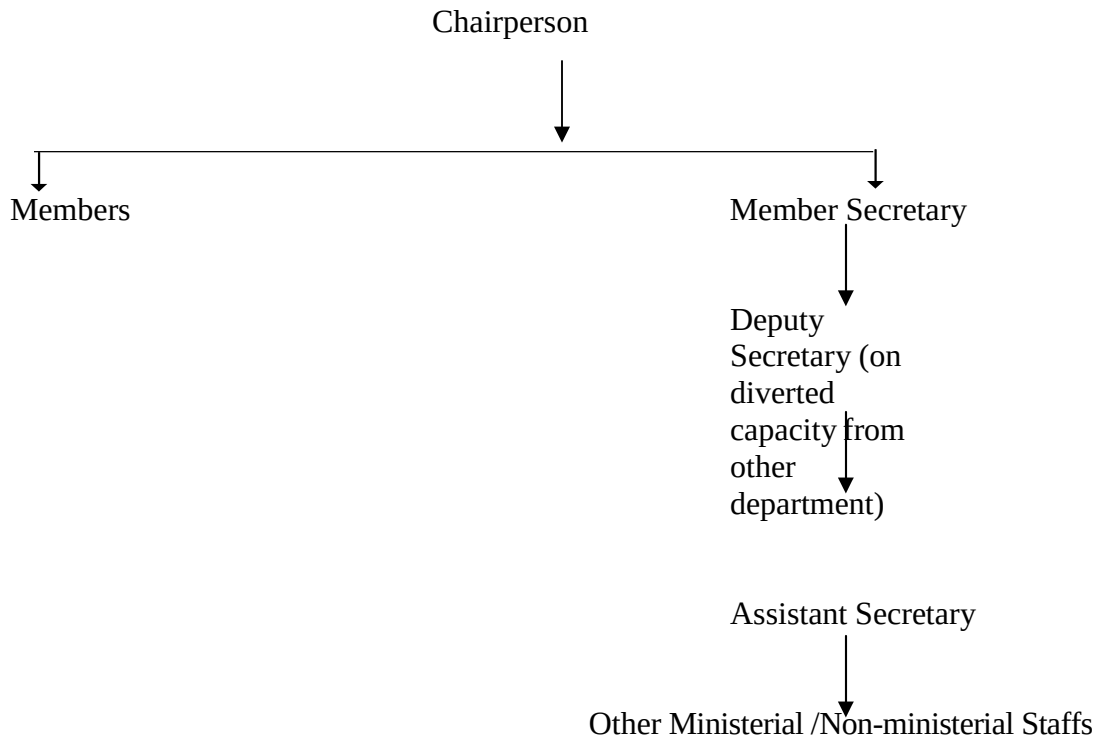
Vision

To Make Delhi a place safe for all women

3. Brief history and background for its establishment:

The Delhi Commission for Women was established under the Delhi Commission for Women Act, 1994 as passed by the Legislative Assembly of the National Capital Territory of Delhi. The Commission was first constituted in the year 1996 with a Chairperson and two Members initially for a period of one year. The present Commission with a Chairperson and 3 Members was re-constituted in 27th July 2015 for a three year period.

4. **Organization Charts:**



5. **Allocation of business:**

As per the provisions contained in the Delhi Commission for Women Act, 1994.

6. **Duties to be performed to achieve the mission:**

As per the provisions contained in the Delhi Commission for Women Act, 1994. Please refer to Aims & Objectives.

7. **Details of services rendered:Sahyogini**

The Commission is running a family counseling unit called 'Sahyogini' from its inception in the year 1997. This is a continuing aspect of the Commission. A panel of members and legal advisers hold Sahyogini sessions where counseling is done for disputing parties many times before the Commission reaches a final conclusion or solution for the affected women. It exercises the powers of a civil court to ensure compliance of its summons for witnesses and for evidence. Often disputes are settled and families are reconciled. A follow up is also maintained about the cases handled by the unit. The number of cases being handled by the unit is steadily increasing which is a clear indication that the functioning of the cells is well received by the women in distress and has no hesitation in referring their grievances for redressal through counselling. Through Sahyogini the Commission has created a friendly space where sensitive family issues can be discussed, counselling taken and reconciliation attempted at the pre litigation stage. Cases attended to pertain to the following areas:

- Matrimonial dispute
- Divorce
- Child custody
- Rape

- Dowry related issues
- Maintenance
- Property related
- Sexual harassment at work place
- Harassment by neighbours
- Extra-marital relationships

Helpline:

From simple but effective initiatives, to help women in distress, due to increasing violence on women, 'Helpline' was started in March 2000, which provides counseling help over telephone, by counselors and legal advisers. This is proved to be a timely and appropriate intervention. Some cases are settled on the telephone itself but others that need to be worked upon are called to the Commission to the counseling unit, 'Sahyogini'. Legal advice is also provided on line and in case of emergency, a field team is rushed to handle the situation. The issues dealt with the Helpline are:

- Matrimonial discord
- Family adjustment problems
- Physical and mental harassment by husband and in laws
- Harassment by neighbours or others
- Child custody
- Maintenance, divorce and desertion
- Rape
- Dowry deaths
- Physical abuse
- Emotional distress
- Legal advice and implication
- Other miscellaneous problems of women

Crisis Intervention Centres : Helping victims of rape:

Violence against women, in any form is a matter of serious concern. Rape, particularly, is the most brutal form of violence against women and nothing can ever heal a wounded human dignity.

Crisis Intervention Centres were launched on 9.3.2000. The Crisis Intervention Centres are now functioning in all police districts of Delhi. The District-wise allocation of NGOs is as follows.

S. No.	Name of CIC	Police District	Address
1	Association for Development	East	Association for development, c/o Pratidhi, Room No. 38-41, 2 nd floor, Shakarpur Police Station, Ramesh Park, Delhi-110092
2	Saraswati Educational Society	West	RZ-H 33, Raghu Nagar, New Delhi-110045
3	Samarth – The Professionals	North West	B- 83, Tagore Garden Exten., New Delhi 110027
4	Kalyanam	South	41/1407, DDA Flats Madangir, New Delhi

5	Kalyanam	South East	41/1407, DDA Flats Madangir, New Delhi
6	Saraswati Educational Society	South West	RZ-H 33, Raghu Nagar, New Delhi-110045
7	Safe Approach	Nort – East	E 93, Near Lal Farm, Dwarka Mor, Block E, Bhagwati Garden Extension, New Delhi, Delhi 110059
8	Pardarshita	Shahadra	F-221, Block F, New Simapuri, Dilshad Garden, Delhi, 110095
9	Shakti Vahini	Central + New Delhi	Plot No. 31, 3 rd floor, pocket 2, jasola vihar, New Delhi
10	Nav Srishti	Outer	B-115,116, Camp No.2, Budh Bazaar Road, Near Nangloi Metro Station
11.	Abhivyakti Foundation	Rohini	Room No. 403 – 404, Dreamland 1/18-B,Asaf Ali Road, Opp. Kamla Market
12.	Samarth – The Professionals	North	B- 83, Tagore Garden Exten., New Delhi 110027
13	Saraswati Educational Society	Dwarka	RZ-H 33, Raghu Nagar, New Delhi-110045
14	Nav Srishti	Outer North	B-115,116, Camp No.2, Budh Bazaar Road, Near Nangloi Metro Station
15	Shakti Vahini	New Delhi	Plot No. 31, 3 rd floor, pocket 2, jasola vihar, New Delhi

The aims and objectives of the CIC are to extend support system for the victims where trauma of rape becomes a permanent scar on their psyche. This support system by the NGOs includes the counseling services for the victim and her family, which comprises of psychological counseling to cope with the trauma.

The Commission is the nodal agency of the CICs and it started providing financial support to the NGOs.

Rape Crisis Cell (23370557)

The Rape Crisis Cell was started in the Commission in September 05 in view of the rising trend of sexual abuse of women in Delhi. The prime responsibility of this Cell is to aid and assist the rape victims and their families in order to overcome the trauma caused by the assault by providing immediate relief, emotional counseling, assistance in filing of FIR etc and follow up. Free legal service is provided to the victim of sexual assault from the time the complaint is lodged in the police station. Besides, the cell would also act as the co-ordinating agency for the services like, medical, mental health, shelter, financial assistance to the victims with a network of NGOs. The advocates associated with the Cell would oppose the bail applications of the accused and also assist the Public Prosecutors in the preparation of charge sheet and arguments etc. The personnel associated with the Cell would also help the victim by preparing her to face the court proceedings.

Sr. No.	Name of the NGOs	Courts Handled	
1.	Saraswati Educational Society (SES)	a.	Karkardooma

	Address: 84, Krishan Kunj Extension, Part I, Laxmi Nagar, Delhi – 110 092	b.	Tis Hazari
		c.	Patiala House
		d.	JJB II &
		e.	JJB V
2.	Pardarshita Address: F-221, New Seemapuri, Delhi – 110 095	a.	Rohini
		b.	Saket
		c.	Dwarka
		d.	JJB I
		e.	JJB III
		f.	JJB IV
		g.	JJB VI
		h.	JJB VII

Mahila Panchayat Programme:

The Panchayat project has been re-started from September 2010 after getting the go-ahead from the government. Under the programme, a network of Mahila Panchayats at the grass root level spread across Delhi has been created. At present 88 NGOs are associated with this programme.

S.No	NGO	Police Station
1	Abhivyakti Foundation	Burari
2	Adhaar	New Ashok Nagar
3	Aident Social Welfare Organisation	Bhalswa Dairy
4	Aradhya	Bhalaswa Dairy
5	Association for Social Justice & Research	Gazipur
6	Bagh Educational & Social Welfare Society	Seelampur
7	Basic Foundation	Seelampur
8	Care Village foundation	Mundka
9	Chetnalaya	Jahangirpuri
10	Child Survival India 1	Narela
11	Child Survival India 2	Alipur
12	Community welfare Organisation	Gokal Puri
13	Deepshikha Samiti	Jafrabad
14	Delhi Brotherhood Society	Seemapuri
15	Dr. A.V Baliga Memorial Trust	Mangolpuri
16	Efrac 1	Jaitpur
17	Efrac 2	Jamia Nagar
18	Ekta Shiksha Sansthan	Kalyanpuri

19	Indian Medicine Development Trust	Jama Masjid
20	Janhit	Model Town
21	Josh	Mayur Vihar
22	Kalyanam	Sangam Vihar
23	Mahila Mandal Samiti	Narela
24	Mehar Charitable Society	Govindpuri
25	MRYDO	Najafgarh
26	Noble Cause Foundation	Karawala Nagar
27	Novlok Welfare Society	Dwarka North
28	Nutan Praytan	Adarsh Nagar
29	Pace Action for Change & Empowerment	Bharat Nagar
30	Pardarshita	Seemapuri
31	Pragati Multipurpose Social Services Society	Bawana
32	Rasta	Mandawali
33	Rawat 1	Dabri
34	Rawat2	Bindapur
35	Sadik Masih Medical Social Servant Society	Mayur Vihar, Ph-1
36	Safe Approach 1	Uttam Nagar
37	Safe Approach 2	Ranhola
38	Sakaar Outreach	Jaitpur
39	Saksham	Shahbad Dairy
40	Sakshi 1	Fatehpur beri
41	Sakshi 2	Kotla Mubarakpur
42	Samkalp Education Foundation	Vijay Vihar
43	Sandesh Communication	Mehruli
44	Saraswati Educational Society 1	Laxmi Nagar
45	Saraswati Educational Society 2	Jagatpuri
46	Savera	Aman Vihar
47	Shape India 1	Sarita Vihar
48	Shape India 2	Pul Pahaldpur
49	Sir Syyed Educational & Social Welfare Society	Welcome
50	Social Organisation for Creation of Ignition & ability to lead	Nanad Nagari
51	Social Pride Welfare Society	Shahin Bagh
52	Society for Social Welfare & Development	Kalyanpuri
53	Society for Advancement of Village Economy	Anand Vihar
54	Society for Participatory Integrated Development Society	Kanjhawala
55	Sofia Educational & Welfare Society 1	Dyalpur
56	Sofia Educational & Welfare Society 2	New Usmanpur
57	Sshrishti India Trust	Fatehpur beri
58	Sundar Amarsheel Charitable Trust	Krishna Nagar
59	Surnirman Educational & Welfare Society	IP Estate
60	Swedwa	Civil lines
61	YWCA 1	Govindpuri
62	YWCA 2	Sangam Vihar

Mobile Helpline (181 – 24x7):

The Mobile Helpline started functioning in August 2009.

Sr. No.	Districts	NGO
1	New Delhi	Chetanalaya (New Delhi)
2	South	Mehar Charitable Society I Sakshi-III
3	West	Safe Approach-I Sunrise Gramoudhyog Sansthan III
4	South East	Sakshi-I Sakshi-II
5	South West	Sarswati Educational Society(SES)-1 Sarswati Educational Society (SES)-3
6	North East	Surnirman Educational And Cultural Society-2 Sunrise Gramoudhoyog-II
7	North	Shape India-2 Samarth
8	East	Saraswati Educational Society-II East Delhi Novlok 2
9	Outer	Chetanalaya-3 (Narela) Novlok 1
10	Rohini	Safe Approach-2 (Rohini) Aradhya
11	North West	Sunrise Gramoudhoyog-I Navsrishti
12	Central	Surnirman Educational And Cultural Society-1 Chetanalaya (Central Delhi)

Aims of the Helpline : The Commission has been relentlessly pursuing the matter for launching a Mobile Helpline for attending to women and girls in distress situations. The idea was mooted by the Commission after taking note of the harrowing experiences of women who were subjected to violence and torture often at home, sometimes at their workplaces and even on the streets. Of course, the police are there to look into the matter with limited or zero influence to stop this. Often, the police either fails to act as fast as the situation warrants or does not act at all leaving the sufferer vulnerable to more traumatic conditions. But, the Commission felt that the need of the hour is to rush to their protection giving a sense of safety from violence; both physical and emotional. The idea of Mobile Helpline is to attend to these two issues, i.e. to act fast for her physical safety and to provide emotional support, and if need be, to provide shelter for a short period

8. Citizens/Public interaction:

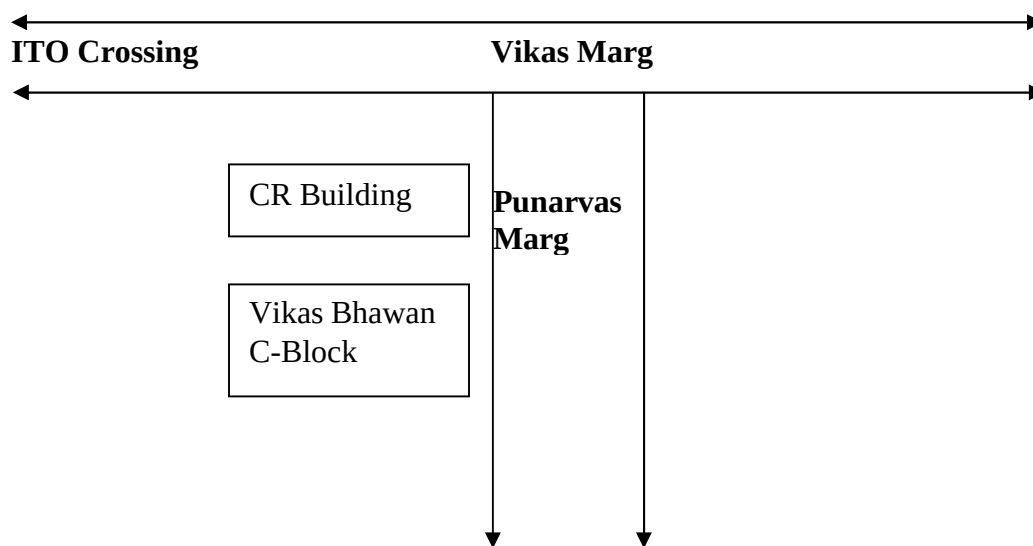
The Commissions functions call for citizens-public interaction with respect to receipt of complaints and its disposal. The general public is free to obtain whatever information is shareable with them during the office hours or through the Delhi Right to Information Act 2005.

9. Postal address of the main office, attached/subordinate office/field units etc:

Delhi Commission for Women
2nd Floor, C-Block, Vikas Bhawan
I P Estate, New Delhi – 110 002

The Delhi Commission for Women has no attached/subordinate office/field units.

10. Map of office:



11. Working hours both for office and public:

From 09:30 AM to 6.00 PM from Monday to Friday except declared gazette holidays.

12. Grievance redressal mechanism:

Complaints from women are received and registered in the Helpdesk through a computer based programme. The complaints are heard by the Members of the Commission on all working days, assisted by legal counselors. Wherever the Commission feels that a complainant require legal assistance it is provided through the Delhi Legal Services Authority.

Public grievances pertaining to the Commission are timely attended to their satisfaction. The officers and staff authorized for dealing with the public are always ready to provide with information requested for. Moreover, the general public can also seek information under the DRTI Act.