

FAQ for NRK Women Cell

1. What is the purpose of the NRK Women Cell?

The NRK Women's Cell at NORKA ROOTS serves as a dedicated single-window system addressing the diverse challenges faced by Malayali women residing or working abroad. Its objective is to ensure the safe and secure migration of these women, raise awareness about their rights and responsibilities, and effectively handle their grievances. The cell acts as a channelizing platform, enabling women to correspond with the Government and other relevant bodies through a streamlined process.

2. Who can contact the Women Cell?

Any expatriate woman facing issues related to visa & passport related issues, repatriation, confinement, wages & employment contracts or workplace vulnerabilities can contact the Women Cell for assistance.

3. How can I file a complaint or petition with the Women Cell?

Complaints or petitions can be filed through multiple channels:

- **Email:** Send an email to [womencell.norka@kerala.gov.in]
- **Phone:** Call the 24/7 Women Cell hotline via missed call to 0091 880 20 12345.
- **Mail:** Submit petitions addressed to the Chief Executive Officer, NORKA Roots on white paper, either written or typed, giving the full postal addresses of the petitioner and respondents.

4. What information do I need to provide when filing a complaint or petition?

When filing a complaint or petition, please provide the following information:

- Your name and contact details
- Details of your employment (employer's name, job position, contract details)
- Description of the issue or grievance
- Any relevant documents or evidence supporting your complaint

5. Is my complaint confidential?

Yes, all complaints filed with the Women Cell are kept confidential. Your personal information and the details of your complaint will not be shared without your consent.

6. What kind of assistance can the Women Cell provide?

The Women Cell escalates grievances to concerned embassies or appropriate authorities for resolution and necessary intervention.

7. What is the time frame for addressing the petitions submitted through NRK Women's Cell?

The time required to resolve a complaint or petition can vary depending on the nature and

complexity of the issue. The Women Cell strives to address and resolve complaints as quickly as possible. Petitions will be addressed within three working days from the receipt of the application.

8. Are there any costs involved in seeking help from the Women Cell?

No, the services provided by the Women Cell are free of charge.

9. How can I contact the Women Cell in an emergency?

In an emergency, you can contact the Women Cell hotline via a missed call to 0091 880 20 12345 from abroad and 1800 425 3939 from contact points in India for immediate assistance. You can also reach out to the nearest Indian mission abroad for urgent help.

10. How are the petitions submitted to the Women Cell addressed?

The petitioners can avail themselves of the assistance of the Women Cell Nodal Officer directly, discuss their ordeal, and seek advice. The Women Cell will then take necessary action to resolve the complaints through the concerned authorities.

11. Does the Women Cell provide legal aid to affected women?

Depending on the type of petition, the Women Cell shall direct the petition to the NORKA Roots Pravasi Legal Aid Cell.