

1.	<b>INTRODUCTION</b>	: <b>THE CITIZEN CARE FOUNDATION (MAHILA SWABHIMAN MISSION)</b> is an independent non-profit and non-governmental Health & Wealth resource organization. It was established with a group of Doctors for the protection and promotion of the Health and interests of women and children. As a pioneer health resource organization, it is dedicated for the advancement and empowerment of people, uplifting of their dignity, socio-legal status and protection of child right. CITIZEN CARE FOUNDATION (MAHILA SWABHIMAN MISSION) has been providing free Health checkup camp aid and counseling services to the needy people, as a part of its efforts in ending violence against women. A team of lawyers are working full time in CITIZEN CARE FOUNDATION.
2.	<b>MISSION</b>	: CITIZEN CARE FOUNDATION (MAHILA SWABHIMAN MISSION) is dedicated to reformulating the exiting (gender-discriminatory) legal and traditional social system and public policies in the best interests of women and children through initiation of innovation legislative and judicial process. To work for strengthening of national law enforcing mechanism and institutions for the protection of right and interests of women and children.
3.	<b>VISION</b>	: A legally-equitable society in India, which is just, equitable and where women and men from all background are empowered and are able to contribute equally in the mainstream development process and able to exercise their rights, define and articulate their interests and needs in public policy.

4.	<b>GOALS</b>	<p><b>: THE GOALS OF CITIZEN CARE FOUNDATION (MAHILA SWABHIMAN MISSION) ARE STATED AS FOLLOWS:</b></p> <ul style="list-style-type: none"> <li>• To work for the protection and promotion of the rights and interests of women and children.</li> <li>• To promote and propagate the principles and provisions of international instrument of human rights.</li> <li>• To influence the legislative reforms, official and public policies for the protection of the rights and interests of women and children, gender equality, gender justice women’s empowerment, gender-equitable development and social justice in India.</li> <li>• To explore how law has contributed to women’s subordination and how it can ultimately serve as an important tool for women’s empowerment.</li> <li>• To ensure the recognition of women’s issue as central, not peripheral, in all spheres of development.</li> <li>• To work for empowering women and their advancement through better opportunities of education, gainful and equal employment, economic, political and legal, empowerment, equality and a share in decision making and for their full participation in all spheres of society.</li> <li>• To combat against all forms of discrimination, injustices, exploitation, abuses and violence against women and children and work for their elimination.</li> <li>• To strengthen national law enforcement mechanism and institutions for protection of rights and interests of women and children.</li> </ul> <p><b>In pursuance of the aforesaid goals, CITIZEN CARE FOUNDATION (MAHILA SWABHIMAN MISSION) shall strive, endeavor and work to achieve its objectives.</b></p>
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5.	<p><b>THE WOMEN’S RIGHTS HELPLINE PROJECT</b></p>	<p>: Women in India are increasingly subjected to violence, sexual abuses, rape, exploitation, battering, divorce, domestic violence and trafficking. They are subject to various discrimination at all level of social and national life. The women victims of violence, sexual abuses, rape, exploitation, battering, divorce, polygamy, domestic violence and trafficking, needed to content other women related supportive service centers to seek justice and solve their problems. But they were mot to be found then.</p> <p>Against this background, CITIZEN CARE FOUNDATION (MAHILA SWABHIMAN MISSION) established the women’s rights helpline to provide free institutional legal aid to the women victims of violence, sexual abuses, rape, exploitation, battering, divorce, polygamy, domestic violence and trafficking.</p> <p>The women’s rights helpline project has created a database. It has been providing legal information and referral services to the needy women. The project also functions as a legal aid and counseling service, referral and data collection center on violence against women, aiming to contribute on ending violence against women.</p> <p>Initially, the helpline provided its free services to women in the all over India and provided essential legal advice, referrals, and friendly empathetic listeners to the Helpline project was disseminated through media campaign and radio spots, which were very successful. As a result, women have been using this service to vent their frustrations and obtain useful information and advice to their personal problems. Consequently, the helpline project now assists over 89% more women with free legal aid, counseling, mediation and court representative, and each month. The CITIZEN CARE FOUNDATION/helpline also extended the services of the project to the districts. It established women’s rights helpline project in jhapa and dhote districts in June, 2000. There are plans to extend helpline services to Dhanusha, Surkhet and Bag lung districts.</p>
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6.	<b>SERVICES PROVIDED</b>	: The helpline project has devised a multi-pronged approach to address and combat the violence against women through counseling, mediation, conciliation services and legal intervention on behalf of women victims, expanding services to three districts, carrying out awareness raising and sensitization activities at the community level and strengthening of legal networking.
7.	<b>AIMS AND OBJECTIVES</b>	: <ul style="list-style-type: none"> <li>• To assist women victims who need prompt legal advice and counseling, especially those who are more susceptible to domestic violence, social and religious constraints and repression, and can only speak if they are guaranteed anonymity.</li> <li>• To assist women victims of violence, rape, sexual exploitation, abuses, polygamy, bigamy, domestic violence, battering, forced divorce and trafficking on seeking justice through legal and court procedures.</li> <li>• To provide free legal representation to clients for filing lawsuits in the court.</li> <li>• To grant financial assistance for court expenses to needy women victims.</li> <li>• To contribute for ending the violence against women.</li> <li>• To provide telephone counseling services to the needy women victims.</li> <li>• To extend its services to other districts and rural areas outside the India.</li> <li>• To lobby with and pressurize the Government officials and Members of Parliament to enact laws for better protection of women’s safety and security.</li> </ul>
8.	<b>THE TARGET GROUP</b>	: <b>The women victims of violence, rape, sexual exploitation, abuses, polygamy, bigamy, domestic violence, battering, forced divorce and trafficking, who need legal aid, counseling, mediation services, court representative and other assistance. Along with all we are going to give all type of legal assistance to any person who is in need.</b>
9.	<b>THE SERVICES</b>	: <b>CITIZEN CARE FOUNDATION’s women’s rights helpline project has been providing the following services:</b>

10.	<b>LEGAL SERVICES</b>	: The helpline’s staff attorneys provide counseling to telephone callers and walk-in victim-clients with free legal advice mediation services, and court representation. Under especially difficult circumstances, financial assistance to cover court expenses is also offered to needy women victims. <b>Women callers can remain anonymous while receiving free preliminary legal advice from our staff attorneys and phone counselors. Phone-callers also make use of the free mediation services and legal representation by scheduling a visit to our office. The helpline office helps the needy women, who do not have access to a phone or who prefer to speak to our team of attorneys in person.</b>
11.	<b>REFERRAL SERVICES</b>	: The victim-clients or the phone-callers are also referred to supportive services provided by other organizations, such as emergency shelters for women and children fleeing abuses, victim support programs, family planning projects, rehabilitation clinics for addictions, suicide prevention, human trafficking, HIV-AIDS, drug prevention services etc., as per the needs . Helpline also helps the clients to identify and contact the Police officers, Police Women’s Cells, and medical practitioners in order to facilitate the filing of complaints and obtaining medical certificates required by the court or police. About 12% of all clients are referred mostly to the police, CDO office, rehabilitation centers, shelter homes, de-addiction services and family planning services.

12.	<b>DATABASE</b>	<p>:</p> <p>All incoming phone calls and the interviews of walk-in client-victims are registered and stored in the database. The statistics are valuable tools. They are periodically analyzed for identifying and determining the nature and gravity of the problems faced by women.</p> <p>The incidence of violence in the lives of Indian women is hard to measure, given the private or hidden nature of most violent acts and the cultural barriers that keep women from reporting these crimes. The data collected at the Women’s Rights Helpline is a reliable indicator of the prevalence of the problem.</p> <p>The data collected indicates that on an average, 80% clients were victims of violence i.e., domestic violence, sexual harassment, rape and dowry –related violence. They suffered from domestic violence, mostly on a daily basis. The vast majorities of women containing the Helpline are either victims of battering or are afflicted by the negative consequences of their husband’s polygamy or bigamy. Battering, polygamy or bigamy reported are the main and secondary problems faced by women.</p> <p>Majority of women blamed their husband’s alcohol consumption or addiction as the main cause for domestic violence. However, studies now suggest that though alcohol triggers the violence, but it is not the sole cause of domestic violence. The Helpline staff has referred innumerable women to the limited rehabilitation services for alcoholics located in the India. These phone-callers tend to insist that if the drinking were somehow stopped, so would the violence they suffered.</p> <p>Both the legal and illegal polygamy and bigamy are a widespread problem with very negative consequence for the women involved. According to the clients, once the husband marries a second wife, a hostile atmosphere at the home eventually leads to periodic beatings of the wife. Furthermore, most battering cases related to bigamy and polygamy cases are excessively violent, since they are perpetrated not only by the husband, but also by the first or the second wife. Mostly, husband’s excuse for marrying a second wife is ascribed to first wife’s failure in giving birth to any children or giving birth to only daughters. It has also been reported as a way to obtain another dowry.</p> <p>While the data for cases of divorce, maintenance, alimony and property –partition reveal that the majority of these clients wanted to distance themselves from their husband due to their battering related to polygamy and bigamy. Women tend to file for property-partition, alimony or maintenance expenses from the husband, only if the polygamy or bigamy is the cause. Whereas divorce is more commonly chosen when battering is involved. Actually.</p> <p>6</p>
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13.	<b>REACHING TARGET GROUP</b>	: An ongoing and broad media campaign is a vital part of this project. The radio spot, print media, cinema halls slides, and outreach activities have been efficiently spreading the message of the project. It has mainly focused on the radio, which has a wide listenership and reaches even the illiterate population. In fact, 87% of all clients heard about the Helpline through the radio. The slogan addressing the women over the radio was – “ Samasyachha? Phone garnuhos!” (“ Do you have a problem? , Please call us!”)
14.	<b>ACTIVITIES</b>	: The helpline undertakes the following activities: <b>a)</b> Since its establishment, the Helpline Project has assisted large number of women and provided them with preliminary legal advice. Indian women have become more receptive to the services, despite the common perception that women in this country prefer not to discuss their problems with strangers. <b>b)</b> It collects data, which can draw attention to issues that are important for the empowerment of women. The statistics are valuable tools and a source of current information on women victims. Each month the numbers grow, making the data more reflective of various ordeals the women have undergone. The women’s Rights Helpline project also uses the media to raise awareness about the phenomenon of violence against women. Our radio spots, which especially focus on violence against women, such as wife battering and rape, serve as daily reminder to both women damages inflicted on women by limited its target group to the women of all over India only and advertised its services mainly through FM radio channels. Later, the project started advertising its service through national radio- the radio India to reach its service throughout the country. As a result, 10% of clients’ call is now received from men and women have now become aware about the services offered by the women’s Rights Helpline project due to our continued efforts to advertise our services through media. It is now easy for any needy women to remember our phone number 9304806563

15.	<b>EXPANSION OF SERVICES</b>	: The helpline project initially provided its services in 20 state of all over India. The women’s Rights Helpline project has acquired considerable experiences in providing legal aid and counseling to needy women victims in the India. However, the women of districts and rural areas face more problems related to violence against women. They are more vulnerable to domestic violence. The situation against women is aggravated by poverty and illiteracy in these areas. They do not have access to legal counseling and legal aid. In order to help the women in the rural areas, the helpline project was established in all most 20 state of India.
16.	<b>HELPLINE MATERIAL</b>	: <b>LEGAL MANUAL:</b> the project has prepared a legal manual. This manual contains a brief overview of the essential procedural information needed as preliminary legal advice. The helpline staff uses it during peak office hours.it is also used to train the volunteers’ .the manual could also be helpful as a study guide for law students and a valuable reference material for India and foreign development workers. It is available in both India and English languages. <b>Dissemination:</b> in order to inform women of their legal options, the project has prepared brochures. These brochures deal with five main topics such as polygamy/bigamy, battering, rape, women’s property rights and divorce. Recently a male brochure aimed at educating men on gender equality has been publishes and distributed. FOR FURTHER INFORMATION PLEASE CONTACT: The legal helpline center (CITIZEN CARE FOUNDATION)  The women’s Rights Helpline project mailing address: 1 <sup>st</sup> floor, ramograh market, boring Canal road, patna.
17.	<b>CIVIL LAWS</b>	: All the disputes related to property both movable as well as immovable, wealth, assets, claims, counter claims etc. are broadly covered under the civil laws. Almost all the business and commercial disputes are originally civil in nature however they are covered by various specialized Acts to deal with the specific kinds of disputes.



18.	<b>CRIMINAL LAWS</b>	: Defending, lodging of criminal cases, cheating, forgery cases. Taking up the cases pertaining to violence of Customs Acts, Passport Acts, Foreign exchange Management Act(FEMA), FOREX and other Economic Offences. Criminal cases pertaining to violence of Copyright Act, Intellectual Property Rights(IPR), Trade Mark, Patent Act, Companies Act, Excise Act etc Bail matters, criminal trials, detention, judicial custody matter, police remand. Criminal Appeals, Criminal revisions. Negotiable instruments Act Bouncing of Cheques, Dishonor of cheques, and non-refund of money. Non-fulfillment of the promises, misrepresentations, impersonation, extortion. Vigilance cases, Anti-Corruption cases, Disproportionate Asset cases, Prevention of Corruption Cases. All matrimonial disputes of criminal nature involving criminal trial, bails, custody, remand-criminal cases. Anti-Dowry Act cases, Crime against women Cases.
19.	<b>COMMERCIAL AND BUSINESS LAWS</b>	: All types of corporate advisory services. Providing practical & pragmatic business solution to complex multi-disciplinary legal problems, which hamper your business efforts. Documentation and advice on formation of Companies, Firms, Partnership deeds, joint ventures, amalgamations, mergers, de-mergers, Commercial agreements, business agreements, franchise agreements, International agreements etc.
20.	<b>PROPERTY LAWS</b>	: Matters pertaining to property, land disputes, Mortgages, tenancy disputes, partitions, gifts, wealth tax, sale and purchase of property, mutation of property, assessment of the property tax, house tax, valuation of property, documentation related to sale and purchase of properties, general power of Attorney, special power of Attorney, various type of deeds. Title verification of property. Sale deeds, agreement to sell, specific performances of agreement to sell.
21.	<b>COMPANY LAWS</b>	: Matters related to formation, incorporation & registration of companies, share holdings, disputes pertaining to the shareholding, company laws board matters, mergers, amalgamations, joint ventures, disputes of directors. Business startup services, mergers, takeovers, demergers, acquisitions.

22.	<b>TAXATION LAWS</b>	: Matters pertaining to various taxes- income tax, sales tax, entertainment tax, excise, VAT, ITCC, custom duties, EXIM, RBI clearance, FEMA matters, FOREX matters, foreign tax matters, and dual tax matters. House tax, property tax, luxury tax, gift tax, wealth tax, entertainment tax. Matters pertaining to assessment of various taxes including sales tax, income tax. E-commerce consultations.
23.	<b>BANKING LAWS</b>	: Defending and contesting all the bank matters, loan cases, guarantee cases, indemnity cases, recovery matters, defending debt recovery matters against banks. Mortgages, Insolvency, indemnity, NPA settlements, revivals, debt restructuring, interest reduction, take over arrangements from Banks, FIs/private sources. Negotiable instruments Act- Bouncing of cheques Dishonor of cheques, non-refund of money. Auction purchase matters, Liquidation of loan matters.
24.	<b>SERVICE AND LABOUR LAWS</b>	: Labour disputes, industrial disputes, retrenchments, closures, lockouts, lay-off, strikes, termination, dismissal, removal, suspension, domestic enquiries. Factories registration, compliance of factories Act. documentation related to compliance of various labour laws, minimum wages act, payment of wages act, shops and establishment act, bonus act, standing order act, employers state insurance(ESI) act, employees provident fund(EPF) act. Drafting and vetting of labour and employment agreements settlements.

25.	<b>SERVICE LAWS</b>	: Matters pertaining to government employment, central government employees, state government employees, local self-government employees, appointments, non- appointments, public sector employees, autonomous body employees, central administrative tribunal(CAT) matters, transfers, promotions, suspension, domestic enquiries. Vigilance cases, anti-corruption cases, disproportionate asset cases, prevention of corruption cases. Various matters related to administration, government rules regulations, and government guidelines. Administrative guidelines, interpretation of government rules, regulations, statutes etc. challenge to the orders of the local government, state government, central government. Filing of writ petitions. Matters pertaining to constitutional law, interpretation of the constitutional, various acts, statutes, challenge to various acts.
26.	<b>FAMILY AND GUARDIANSHIP MATTERS</b>	: Adoptions, family partitions, Successions, probates, Wills, Gifts, family disputes, family settlements, inheritance. Matrimonial disputes, divorce, maintenance, restitution, judicial separations, permanent alimony. Guardianship matters, adoptions, custody of the minor child, visitation rights, welfare of the child. All matrimonial disputes of criminal & civil nature involving criminal trial, bails, custody, remand-criminal cases. Anti-Dowry Act cases, Criminal against Women Cases.
27.	<b>INTERNATIONAL LAWS</b>	: Business starts up services in India, international agreements, collaborations, joint ventures, international dual tax matters. Enforcement and interpretation of international agreements. Maritime law. Immigration, Customs, Import-Export advice, citizenship matters, Visa consultancy, and passport Act cases and advise. Obtaining necessary government permissions, permits, and compliances. Compliance of FEMA guidelines, Permissions from RBI for Liaison office, Representative Office, Branch office. All kinds of services for NRIs-legal advice for startup services.

28.	<b>ENVIRONMENTAL LAWS</b>	:	Compliance of the Environmental Protection Act and various guidelines issued by the departments. Matters pertaining to cases related to Environmental Protection Act, Pollution and permit matter related to Environmental Protection.
29.	<b>ARBITRATION, CONCILITION, MEDIATION MATTER</b>	:	Conducting and attending arbitration matters, legal advice, documentation, evidence collection. All modes of Alternate Dispute resolution (ADR).
30.	<b>LAND REVENUE MATTERS</b>	:	Matters pertaining to Land Revenue, Land Acquisition, partition, Mutation, notifications, verification of land titles, assessment of land revenue, consolidation. Challenge to acquisitions, consolidation. Advice on matters pertaining to land acquisition, sale, and purchase advice.
31.	<b>ELECTRICITY MATTERS</b>	:	Matters related to Electricity bills, charges, connection, disconnection, miss-user, meter malfunctioning, DAE cases.
32.	<b>CYBER LAWS</b>	:	Matters related to Cybercrimes, cyber laws, Cases related to internet, piracy, hacking, Copying, tampering sites, hacking of web space, web sites, copying of web sites, piracy of web sites, misuse of web sites.
33.	<b>TELECOM LAWS</b>	:	Telephone bills, connections, charges, Compliance of TRAI guidelines, licensing.
34.	<b>CONSUMER PROTECTION MATTERS</b>	:	Contesting, launching, defending consumer protection matters before the consumer forum, MRTP commission. Consumer laws, MRTP matters. Motor Accidents Claim cases, MACT matters. Trust, Society, NGO registration and advice services.
35.	<b>EVIDENCE COLLECTION AND LITIGATION SUPPORT SERVICES</b>	:	Arrangement of all types of evidence collection to support the court cases, litigation support services include getting the best legal advice from eminent PR actioners of the particular field, collecting best literature and advice on the legal problems and subjects. Legal research for all types of material to seek advice, support court cases.

36.	<b>LEGAL ADVICE AND DOCUMENTATION SERVICES</b>	<p>: Legal advice on all legal matters in arrangement with senior and imminent persons of the particular field. Conference, face-to-face advice, telephone advice, video conferencing on legal issues. Online legal advice through internet, video conferencing, teleconferencing. Legal KPO services. Documentation section provide in house documentation services of all type which includes drafting of court petitions, various deeds, documents , agreements, venture deeds, collaboration agreements, gift deeds, wills, probate petitions, general power of attorney, special power of attorney, Notary.</p> <p><b>Legal research and Litigation Support services: analyzing the legal material after research based on multi-jurisdictional data analysis and interpretation.</b></p>
37.	<b>COMMENCING BUSINESS OPERATION IN INDIA</b>	<p>: Any foreign company/ entity / person can commence its business in India. The business can be in following manner:-</p> <ul style="list-style-type: none"> <li>• <b><u>AS AN INDIAN COMPANY</u></b>:- A foreign company can commence operations in India by incorporating a company under the companies Act, 1956 through joint venture; or Wholly Owned Subsidiaries. Foreign equity in such Indian companies can be up to 100% depending on the nature of activities under the Foreign Direct Investment (FDI).</li> <li>• <b><u>JOINT VENTURE WITH AN INDIAN PARTNER</u></b>: - Foreign companies commence their operations in India by foreign strategic alliances with Indian partners.</li> <li>• <b><u>WHOLLY OWEND SUBSIDIARY COMPANY</u></b>:- Foreign companies can also to setup Wholly-Owned subsidiary in sectors where 100% foreign direct investment is permitted under the FDI policy.</li> </ul>

38.	<b>INCORPORATION OF A COMPANY IN INDIA</b>	: An application to be filed with Registrar of Companies (ROC) after completing all the formalities. The company is subject to Indian laws and regulations as applicable to other domestic Indian companies. The steps involved with the incorporation of company are:- <b>STEP ONE:-</b> obtaining approval for the proposed name of the company from the Registrar of Companies in India <b>STEP TWO:</b> - drafting the Memorandum for the company. <b>STEP THREE:</b> - drafting the Articles of Association for the company. <b>STEP FOUR:</b> - payment of Registration Fees to the ROC. <b>STEP FIVE:-</b> Grant of certificate of incorporation. <b>STEP SIX:-</b> obtaining the certificate of commencement of business from RBC in case of a public limited Company.
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<p>39. <b>LIASION OFFICE/REPRESENTATIVE OFFICE/ BRANCH OFFICE/PROJECT OFFICE IN INDIA:-</b></p>	<p>: Such office can undertake any of the permitted activities. Companies have to be registered with the Registrar of Companies (ROC) within 30 days of setting up a place of business in India.</p> <p>1)<b>Liaison Office/representative office:</b> Liaison office acts as a channel of communication between the main office of the foreign company with the place of business or head office in India. Liaison office can not undertake any commercial activity directly or indirectly and cannot earn any income in India. Its role is limited to collecting information about the business opportunities and providing the said information to its parent body.it can promote export/ import from/to India and also facilitate technical financial collaboration between parent Company and companies in India. Approval for establishing a liaison office in India is granted by Reserve Bank of India (RBI). The flow of funds from the parent companies is regulated under the Foreign Exchange Management Act (FEMA).</p> <p>2)<b>Project Office:</b> Foreign companies planning to execute specific project India can setup temporary project/site offices in India. RBI has now granted general permission to foreign entities to establish project offices subject to specifies conditions. Such office can not undertake or carry on any activity other than the activity relating and incidental to execution of the project on its completion, general permission for which has been granted by the RBI.</p> <p>3)<b>Branch Office:</b> Foreign companies engaged in manufacturing and trading activities abroad are allowed to set up Branch Offices in India for the following purposes:</p> <ul style="list-style-type: none"> <li>(a).Export/import of goods.</li> <li>(b).Rendering professional or consultancy services.</li> <li>(c).Carrying out research work the parent company is engaged.</li> <li>(d).Promoting technical or financial collaboration between Indian companies and parent or overseas group company.</li> <li>(e).Representing the parent company in India and acting as Buying/selling agents in India.</li> <li>(f).Rendering services in information Technology and development of software in India.</li> <li>(g).Rendering technology support to the products supplied by the parent/group companies.</li> <li>(h).Foreign airlines/shipping company.</li> </ul> <p>15 A branch office is not allowed to carry out manufacturing activities but is permitted to subcontract these to an Indian manufacturer. Branch offices established with the approval of RBI may remit outside India profit of the branch, net of applicable Indian taxes and subject to RBI guidelines.</p> <p>4)<b>Branch Office on “Stand Alone Basis”:</b> Such Branch</p>
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