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### The Conditions for the Eligibility of a Complaint

- 1- A complaint should be submitted by the complainant herself and not by anyone on her behalf.
- 2- It should be related to the life of Egyptian women.
- 3- It should be signed by the complainant and should indicate her name and address.
- 4- The national identity number should be indicated on the complaint and means of contacting the complainant, e.g. telephone or e-mail.
- 5- The name and address of the person or body against whom the complaint is made should be indicated.
- 6- It should contain documents proving the validity of the complaint.
- 7- Indicating the current situation of the complaint if it has been previously submitted to another body.
- 8- Complaints being considered by the Judiciary are not to be received except in cases of failure to enforce the judicial ruling.

### Complaints Falling Within the Scope of the Ombudsman Office

- Personal status affairs complaints.

- Complaints related to deprivation from rights within the scope of work.
- Administrative and civil complaints.
- Violence-based complaints.
- Requests for the enforcement of judicial rulings.
- Requests to obtain social insurance rights.
- Criminal and civil actions.

### How to Submit a Complaint?

A complaints can be submitted through the following ways:

- 1- Personal interview at the central office in Cairo or its branches in the governorates.
- 2- Post office on the following address: The Ombudsman Office of NCW 122 Al-Ahram St.- Al-Koum Al-Akhdar Station, Giza
- 3- A telephone call on the free of charge number, 08008883888

### Working Hours at the Office

The Ombudsman Office works from 10 am till 3 pm from Sunday through Thursday every week except on official holidays.



National Council for Women

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## Definition

The Ombudsman Office serves as a conduit between the National Council for Women (NCW) and the Egyptian women who face problems related to any form of discrimination against them or making them subject to any practices which contradicts with the principle of equality and equal opportunities provided for by the Constitution. This is to be accomplished through getting acquainted first hand with the problems facing women on the ground.

## Message

The Ombudsman Office seeks to contribute to solving the problems and obstacles facing women and impeding their participation in the development of their communities, in addition to helping them obtain their various rights provided for by the Constitution and Egyptian laws and the commitments made by Egypt in this respect under the international conventions. The Ombudsman Office was created following the conclusion of a cooperation agreement with the European Union in 2001 and in fulfillment of NCW's mandate which aims to promote women, enable them to fulfill their socio-economic role and solve the problems facing them. Work was initiated by the Ombudsman

Office to receive women's complaints in 15 June 2002 and in view of the successes and achievements made by the Office, a new cooperation agreement was signed between NCW and the European Union in 2006 to support the Office. As of late, the agreement was extended till 2013, and it was agreed to establish branches for the Ombudsman Office to extend its services to most of the governorates by August 2007. Thus the number of the Ombudsman Office branches has reached 26 offices in addition to the central office in Cairo.

## Objectives

- 1- Identify the problems facing Egyptian women and present them to decision-makers in preparation for solving them.
- 2- Propose legislative amendments to avoid the legal lap-holes which prevent women from obtaining their various rights.
- 3- Provide women with legal counseling free of charge and enable them to be represented before the Judiciary in addition to helping them enforce the judicial rulings they obtain.
- 4- Enhance women's awareness of their rights as part of the concept of human rights.
- 5- Set up a database on the various complaints

of Egyptian women and degree of their recurrence in order to face the impediments to women's participation in the building and development of their societies.

## Services

- Receiving complaints submitted in person or via mail, e-mail or fax.
- Offering social and legal counseling free of charge.
- Referring complaints to the competent authorities and following them up.
- Referring complaints requiring recourse to the Judiciary to lawyers working on a voluntary (pro-bono) basis with the Office.
- Preparing reports and studies on the problems facing Egyptian women and limiting their participation in the development of their societies.

## Who is Entitled to Submit a Complaint?

Any Egyptian women is entitled to submit a complaint to the Ombudsman office if she is exposed to any form of oppression or discrimination against her in the sphere of public life or her personal life.