

National Committee on Women
1938 –Toll Free Helpline for Women
Complaints Received From - January to May 2020

Table 1 - District Wise Distribution of Complaints						
District	January	February	March	April	May	Total
Colombo	33	34	35	77	56	32
Gampaha	24	20	32	73	73	33
Kaluthara	12	20	11	33	25	14
Kandy	11	7	17	26	22	11
Matale	4	1	4	6	9	6
Nuwaraeliya	4	1	3	9	14	9
Galle	15	13	13	20	20	12
Matara	11	2	7	17	15	9
Hambanthota	9	2	7	20	9	7
Jaffna	3	2	3	5	3	1
Mannar		2		1	1	1
Vavunia	2	1	1	0	3	1
Mulathi		2	1	1	0	1
Batticaloa	1	1	1	4	4	1
Ampara	1	1	2	10	4	
Trinco		1	4	7	0	
Kurunegala	12	13	16	37	24	8
Puttalam	4	5	8	18	14	9
Anuradhapura	6	2	6	8	13	7
Polonnaruwa	1	6	2	11	6	1
Badulla	4	4	6	16	13	8
Monaragala	5	7	6	8	10	5
Rathanapura	16	15	6	22	20	10
Kegalle	6	3	8	17	14	9
Kilinochchi	1	3		4	2	
Total	185	168	199	450	374	1376

Table 2 - Complaints Types

Type of complaint	January	February	March	April	May	Total
Sexual Harassment	2	4	3	3	8	20
Guardianship					0	0
Child Abuse				2	1	3
Employment Promotion			1	7	1	9
Land Dispute			1	4	2	7
Rape		1	1		0	2
Maintenance & divorce	4	3	9	13	11	40
Violation of Human rights					0	0
Murder & Hurt	7	4	8	16	18	53
Foreign Employment					0	0
Miscellaneous	41	34	58	120	67	320
Family Dispute	77	78	63	156	150	524
Domestic Violence	48	31	44	111	82	316
Cyber Crime	6	13	11	18	34	82
						0
Total	185	168	199	450	374	1376

Table 3 - Complaints Referred Agencies

Agencies	January	February	March	April	May	Total
1938 Advice (NCW)	48	42	70	91	86	337
Legal Officer (NCW)	40	32	58	205	124	459
Counselor (NCW)	6	3	23	64	58	154
Chairperson (NCW)			5	4	6	15
National Child Protection Authority		1		4	3	8
Women Development Officer	43	52	15	29	27	166
Counselor - Divisional Secretariat	7	10	2		1	20
Child Rights Promotion Officer	1	3				4
Early Childhood Development Officer			1			1
Police Stations	3	3	3	26	31	66
118National Help Desk	5	1	6	10	5	27
Police Child and Women Bureau						0
Legal Aid	20	7	6		4	37
Sri Lanka Cert		2				2
Hithawathi	8	7	7	14	22	58
1926 National Mental Health Helpline	2		1			3
Mithuru Piyasa	1		1			2
1900 Telecommunication complaints	1			2	1	4
1984 National dangerous drugs control Board						0
National Secretariat For Elder		3	1		4	8
Other Institutes (Related Ministries)		2		1	2	5
Total	185	168	199	450	374	1376

