

# ~~STAY HOME. STAY SAFE.~~ AT HOME. AT RISK.

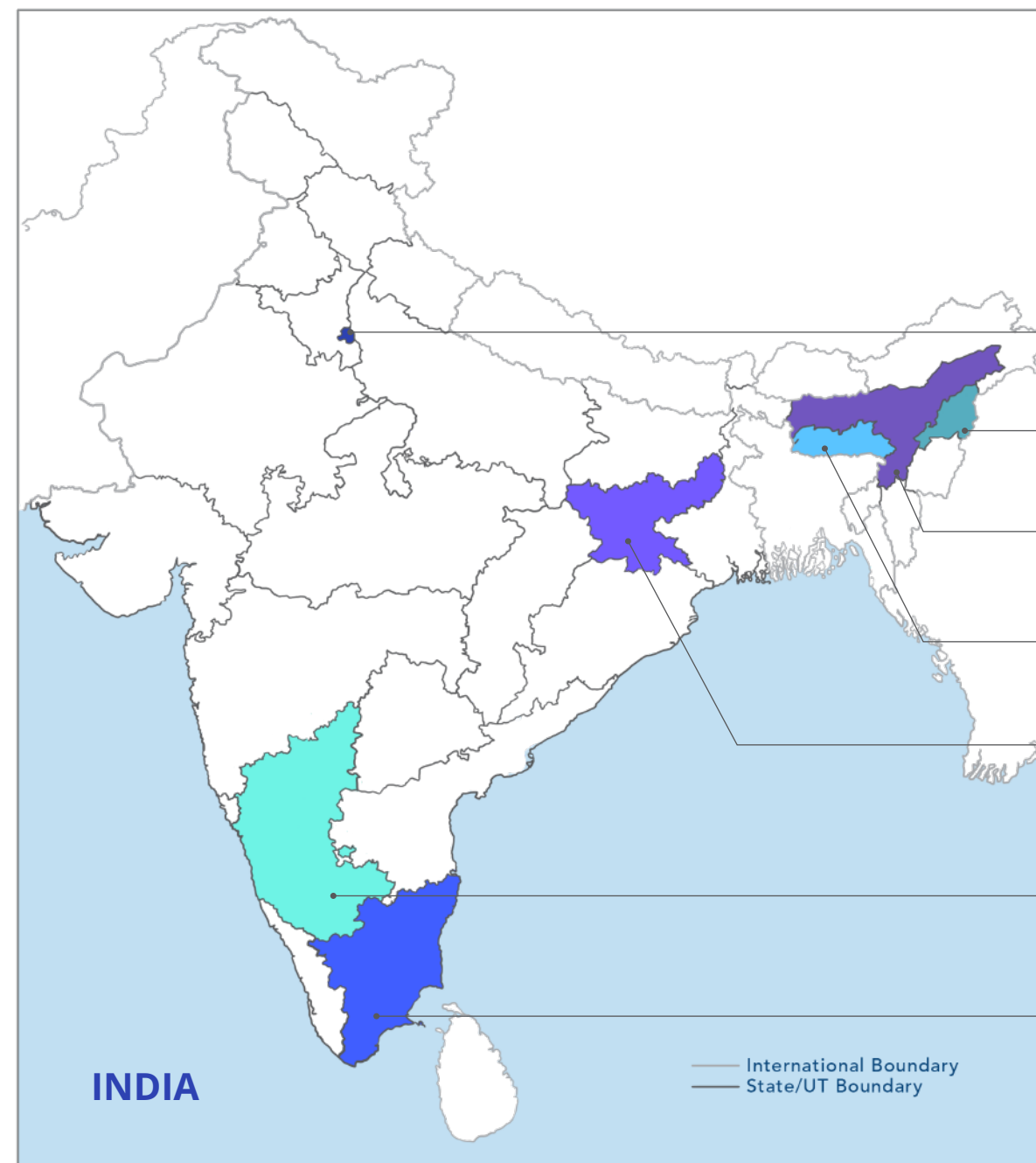
A Rapid Survey Series across  
7 States on the Domestic Violence Redressal  
Ecosystem during COVID-19 Outbreak

1/13

## SUMMARY OF FINDINGS

**AT HOME, AT RISK**, is a series of rapid surveys to understand how the redressal ecosystem for domestic violence has functioned during the COVID-19 pandemic. The surveys are conducted by eight member organisations of Lam-lynti Chittara Neralu (LCN) across 7 states. They are based on phone interviews with women and transgender survivors of domestic violence, and the staff of stakeholders.

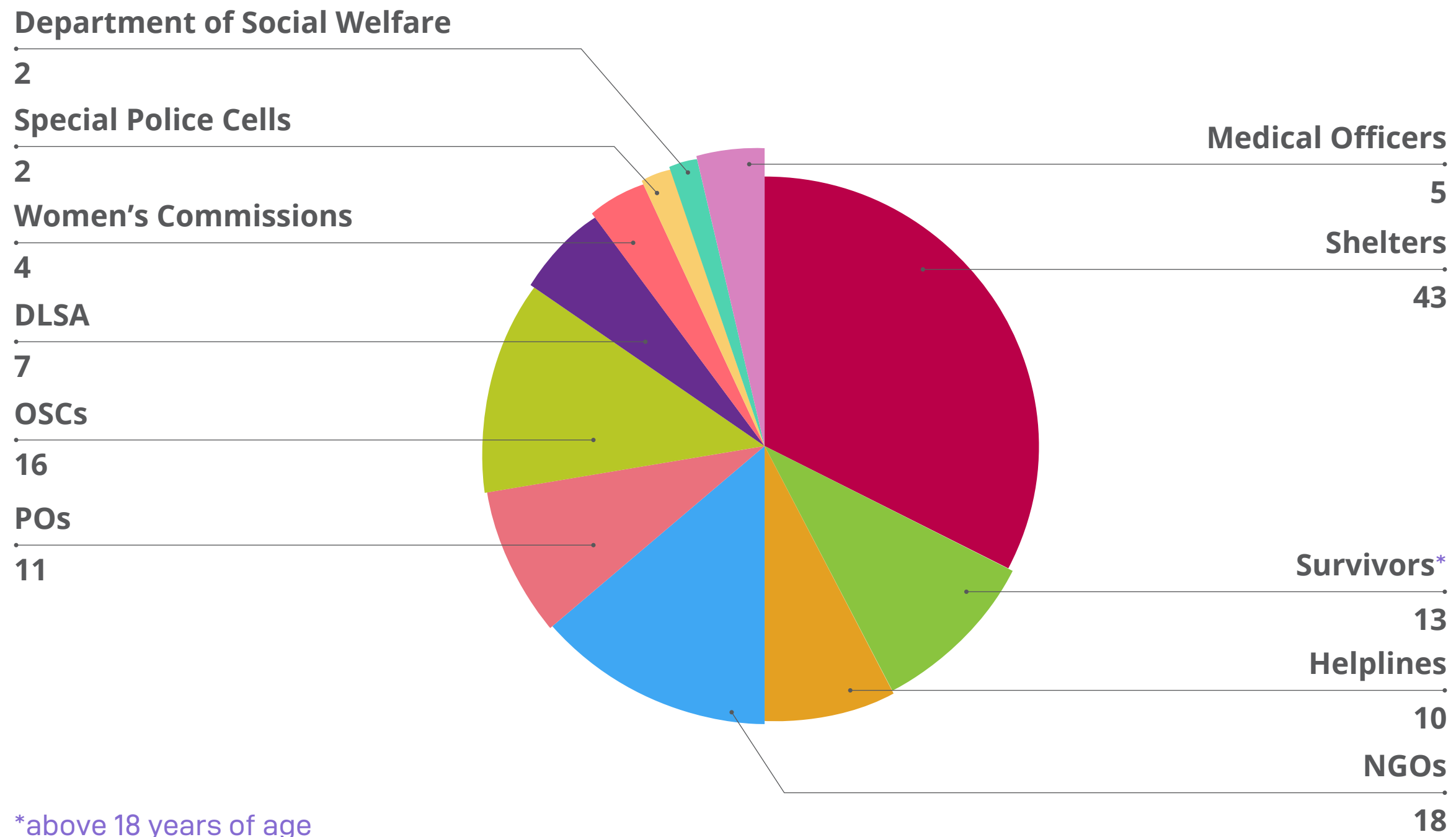
This outline is our attempt to triangulate and sum up key insights gained so far. Unlike each of the earlier briefs that focussed on a particular stakeholder, this outline works across stakeholders. It gleans over insights from the ecosystem, casting a wider angle on certain critical issues.



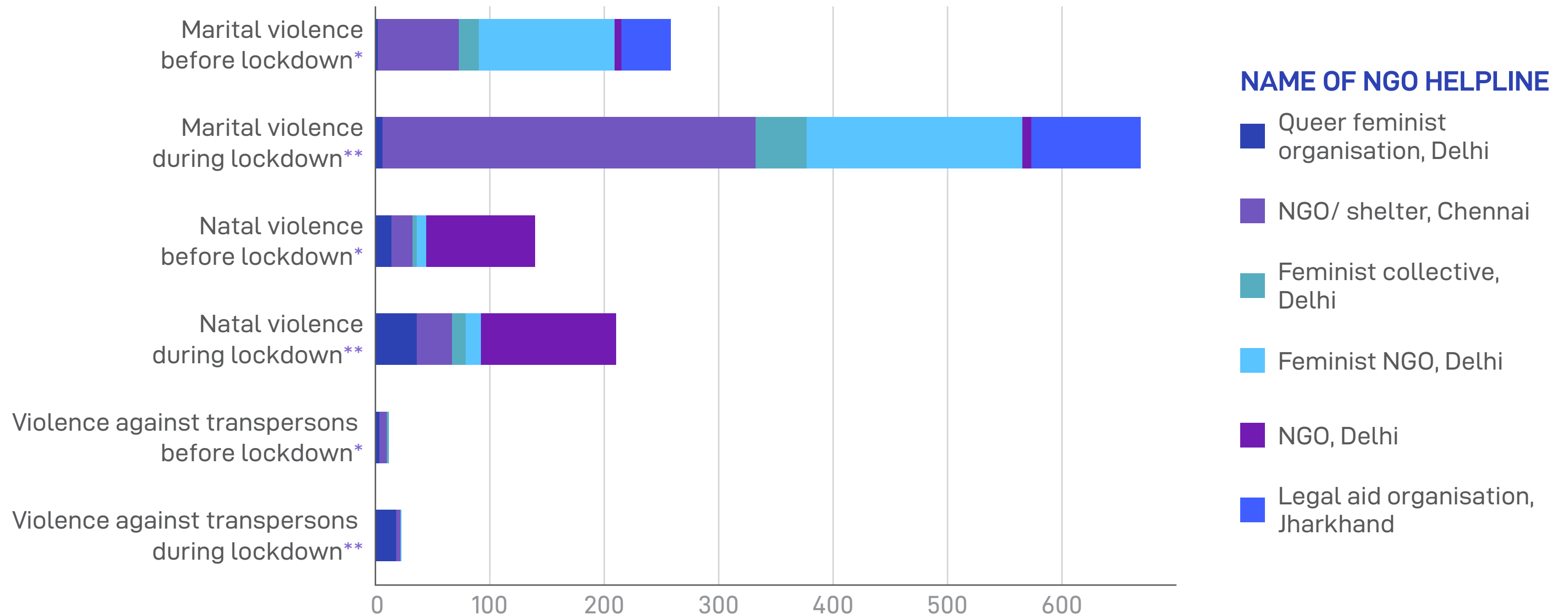
**TOTAL  
RESPONDENTS: 131**

Delhi	32
Nagaland	5
Assam	17
Meghalaya	9
Jharkhand	13
Karnataka	28
Tamil Nadu	27

## TOTAL RESPONDENTS: 131

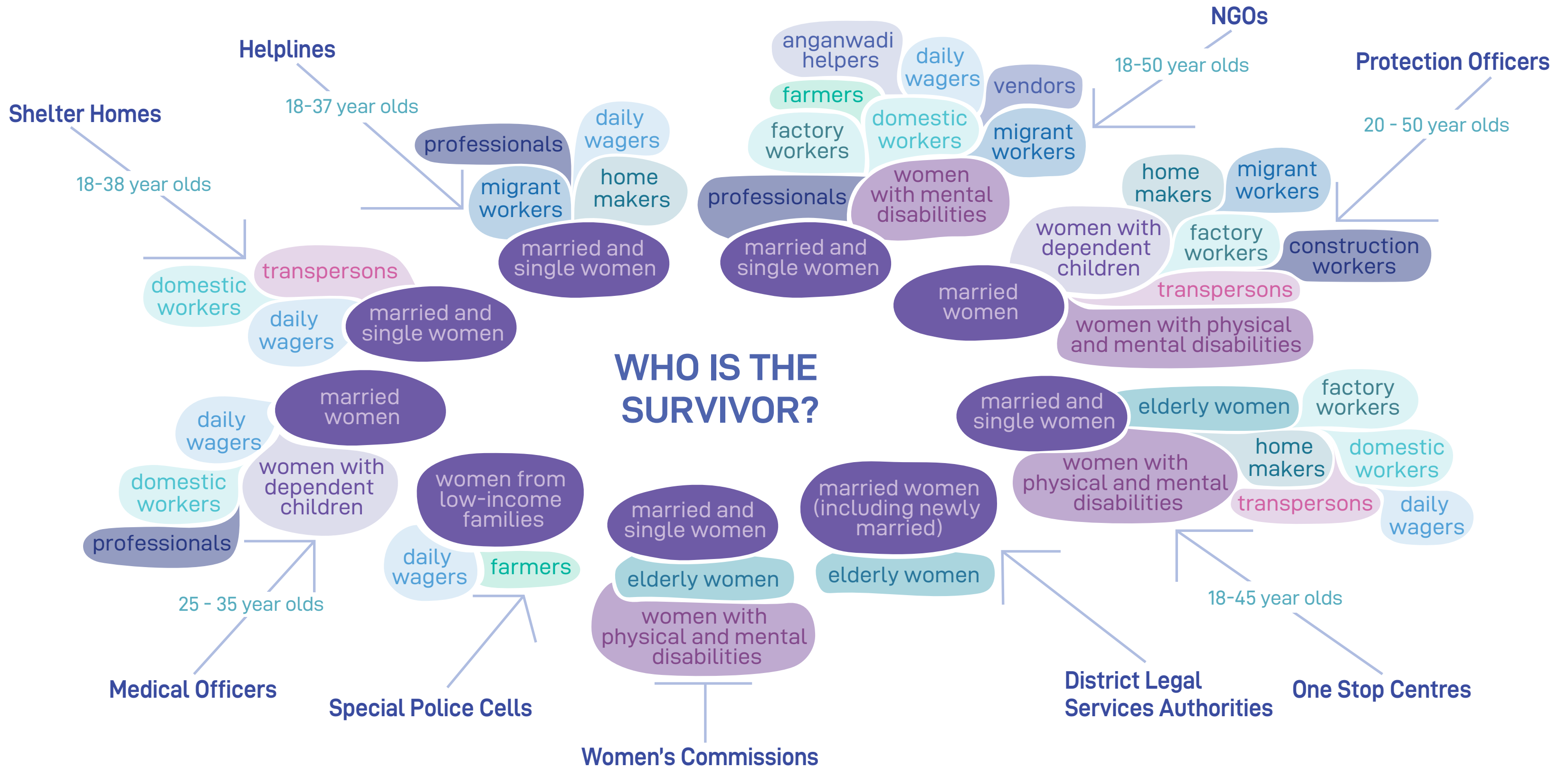


## DOMESTIC VIOLENCE DURING THE LOCKDOWN



\*Number of DV cases between 1<sup>st</sup> January and 31<sup>st</sup> March 2020 (pre-lockdown)

\*\*Number of DV cases between 25<sup>th</sup> March and 24<sup>th</sup> June 2020 (during lockdown)



Note: Some stakeholders reported violence towards minors due to premarital relations or child marriages.

## MOST NAMED PERPETRATOR

A word cloud showing the most named perpetrators. The words are arranged in a vertical stack, with 'husband' being the largest and most prominent. Other words include 'natal family', 'in-laws', 'partner', 'brother', 'son', and 'ex-husband'.

son  
natal family  
brother husband  
in-laws  
partner ex-husband

## NATURE OF VIOLENCE

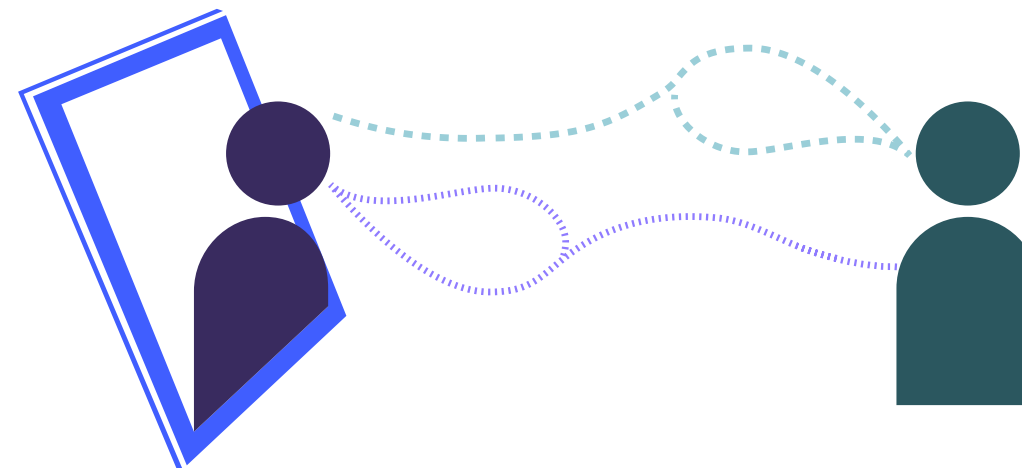
A word cloud showing the nature of violence. The words are arranged in a vertical stack, with 'physical' and 'emotional' being the largest and most prominent. Other words include 'sexual', 'verbal', 'economic', 'abandonment', 'marital-rape', and 'cyber-crime'.

sexual  
physical  
verbal  
emotional  
cyber-crime abandonment  
economic  
marital-rape

## UPTAKE OF TECHNOLOGY: A MIXED BAG

### STAKEHOLDERS' RELIANCE ON TECH

- Online counselling by Protection Officers and legal assistance by DLSAs
- Court orders via video conferencing



### SURVIVORS' UNEVEN ACCESS TO TECH

- Survivors' report little or no access and/or privacy to phones
- Poor awareness/familiarity about online legal procedures

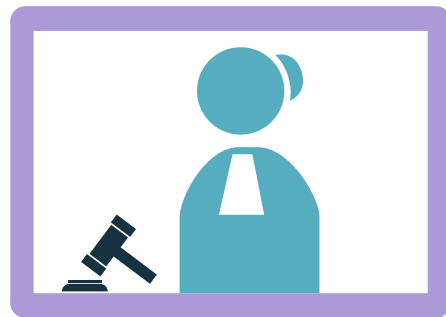
“During this lockdown, we were available 24 x 7. So we got many messages. Many times, we offered counselling on the phone, but I am not sure if it works 100 percent. The husband talks first, then the wife talks...it goes on like this till late night. One call takes nearly 1 hour and we are literally tired, unable to take care of ourselves”.

Protection Officer, Tamil Nadu

“It is really difficult to hold online meetings in such remote areas. Also we cannot expect everyone to have a smartphone”.

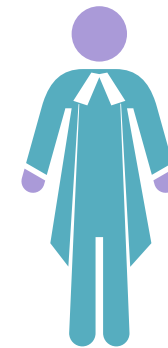
NGO, Jharkhand

## SPECIAL MEASURES DURING THE LOCKDOWN

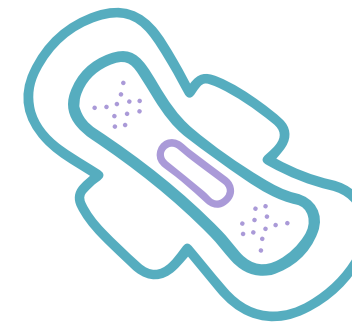


24 x 7 response by online counsellors and legal aid  
24x7 availability of Protection Officers

The Department of Social Welfare offered its vehicle to Protection Officers for rescue work (Tamil Nadu)



District Legal Services Authority displayed their email and phone numbers in One Stop Centres and District Commissioner's office (Karnataka)



Distributed menstrual hygiene kits to quarantine centres at Kohima and Dimapur (Nagaland)



Pandemic-related SOP + 24x7 Helpline and awareness raising (Assam)



Widely distributed flyers with personal contacts numbers (Meghalaya)

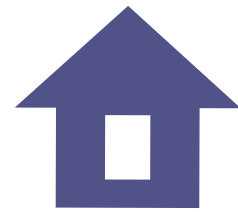


24X7 Helpline and legal counselling  
Legal awareness camps (including for construction workers) by paralegals (Delhi)



A trafficking-related helpline was converted to a women-in-distress helpline (Jharkhand)

## LACK OF CLARITY AMONG STAKEHOLDERS



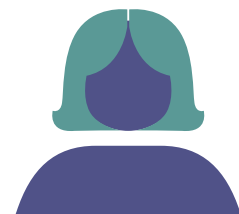
### SHELTER HOMES

Admit survivors?  
How to quarantine?  
(Delhi, Nagaland)



### LAWYERS

How to  
file cases  
online? (Delhi)



### SURVIVORS

When will my  
maintenance case  
be heard? (Delhi)



### ONE STOP CENTRE

Who will get the  
survivor tested for  
COVID-19? (Assam)



## CURTAILED SERVICES



**WOMEN'S NGOs**  
had to stop field  
work (Delhi)



**SHELTERS**  
could not meet  
the medical needs of  
residents (Tamil Nadu)



**POLICE**  
got busy with  
COVID-19 related  
duties (Assam,  
Jharkhand)



**ONE STOP CENTRES**  
failed to accompany a  
survivor to the police  
station due to lack of  
transport (Assam)



**STATE WOMEN'S  
COMMISSION**  
postponed case hearings  
(Assam) and were unable  
to travel to districts  
(Nagaland)



**THE DEPARTMENT  
OF SOCIAL WELFARE**  
officers (also Protection Officers)  
sometimes had to neglect  
domestic violence cases while they  
handled COVID-19 duties (Assam)



**HELPLINES**  
could not reach survivors in  
other districts (Jharkhand) and  
found little/no support from  
other stakeholders

## DUALITY OF POLICE RESPONSE

### HELPLINE



“A woman with a bleeding head was asked to come back with a mask. They asked a woman to not call again, and told another to compromise”.

Delhi

### SHELTER HOMES



Most found the police responsive; they helped with transport, groceries, medicines and COVID-19 testing.

### SURVIVOR



I was told, “people are dying here and you want to file a case for such a small issue”.

53 year old domestic worker, Delhi

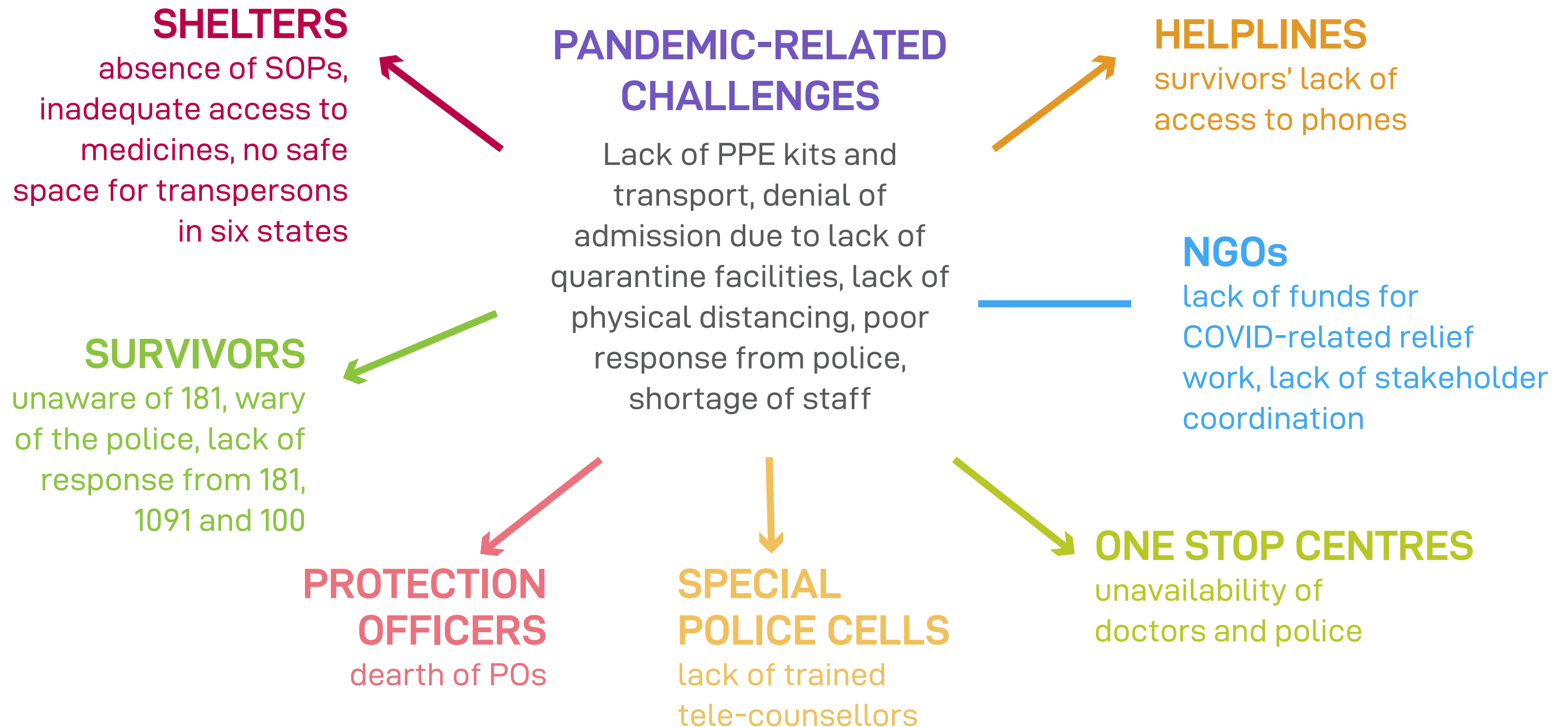
### NGO



“It was very difficult for women to reach the police station during the lockdown. Yet, the police asked them to come the next day. In some cases, police officials advised women to leave for their natal families once the lockdown was lifted”.

Delhi

## CHALLENGES FACED



The 10 stakeholders covered in the series include:

**SHELTER HOMES.** An NGO/government/privately run/funded temporary, safe space and support for escaping violence and abuse.

**NGOs.** Non-profit institutions working on human rights and safety.

**HELPLINES.** Telephone service that offers information, counselling and advice.

**PROTECTION OFFICERS (POs).** Government officers deputed to connect aggrieved survivors of violence with legal aid, the police and other support services.

**DISTRICT LEGAL SERVICES AUTHORITIES (DLSAs).** It provides free legal aid to the survivors of gender-based violence among others.

**ONE STOP CENTRES (OSCs).** They offer an integrated range of specialized services (medical, legal and psychological support) to the survivors who face sexual harassment and assault, domestic violence, trafficking, honour-related crimes, acid attacks or witch-hunting.

**MEDICAL OFFICERS.** They are incharge of the physical examination of survivors of domestic violence and play a specific role in Medico-Legal Cases.

**SPECIAL POLICE CELLS.** They focus on redressal of violence against women via especially designated desks managed by female police officers and counsellors posted at police stations.

**STATE WOMEN'S COMMISSIONS.** They are statutory bodies mandated to protect and promote women's rights and intervene in cases of violence and atrocities against women.

**THE DEPARTMENT OF SOCIAL WELFARE.** It runs welfare programmes and services for persons with disabilities and offers social security for the aged and destitute women through a network of residential care homes and non-institutional services.



LCN (LAM-LYNTI CHITTARA NERALU) IS A NATIONAL NETWORK THAT WORKS TOWARDS IMPROVED AND RIGHTS-BASED SHELTER SERVICES FOR SURVIVORS OF VIOLENCE.

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