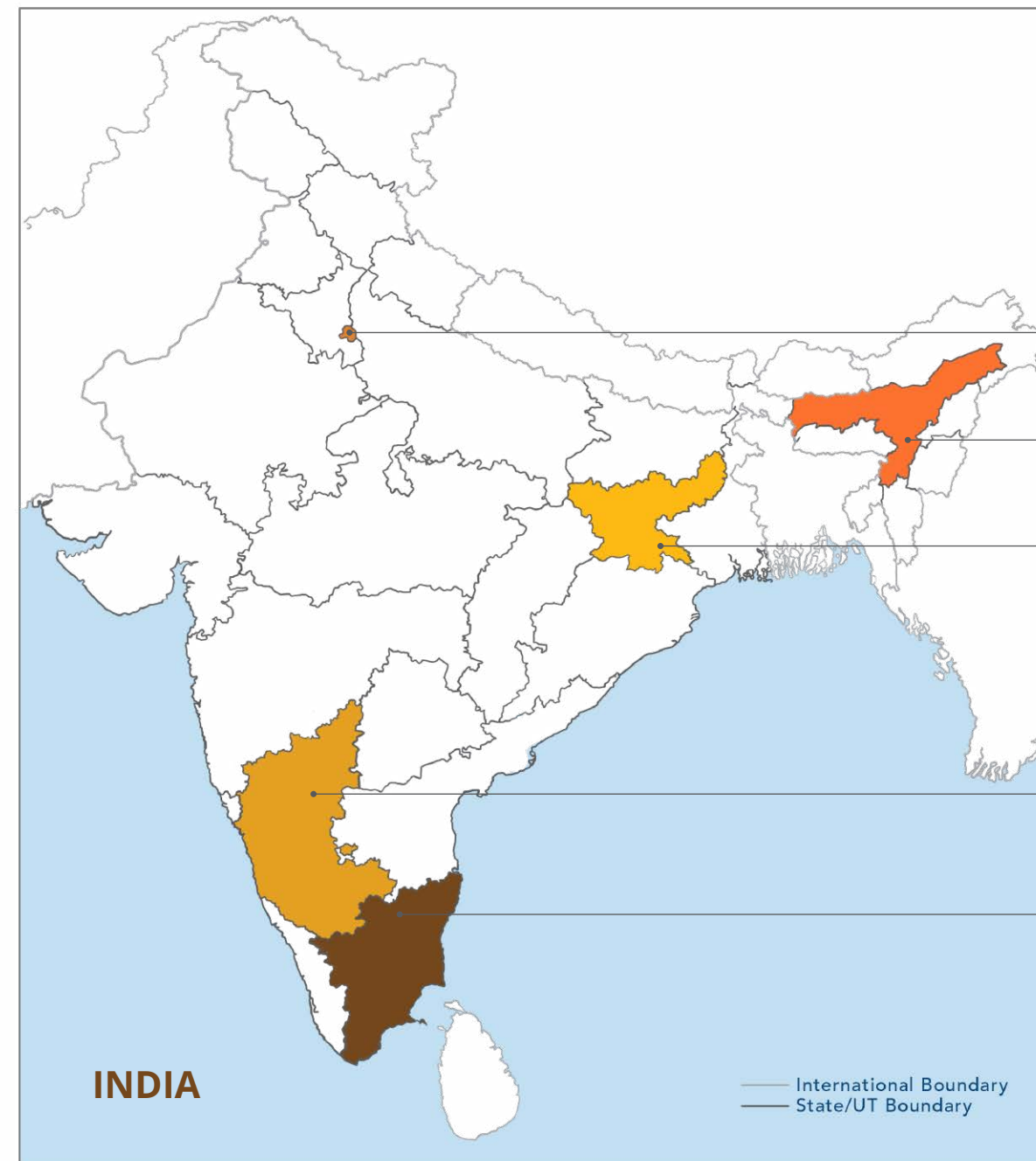


~~STAY HOME. STAY SAFE.~~ AT HOME. AT RISK.

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

SYNTHESIS OF FINDINGS: HELPLINES

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 a range of service providers such as shelter homes, helplines, One Stop Crisis Centers, women's rights organizations, among others.

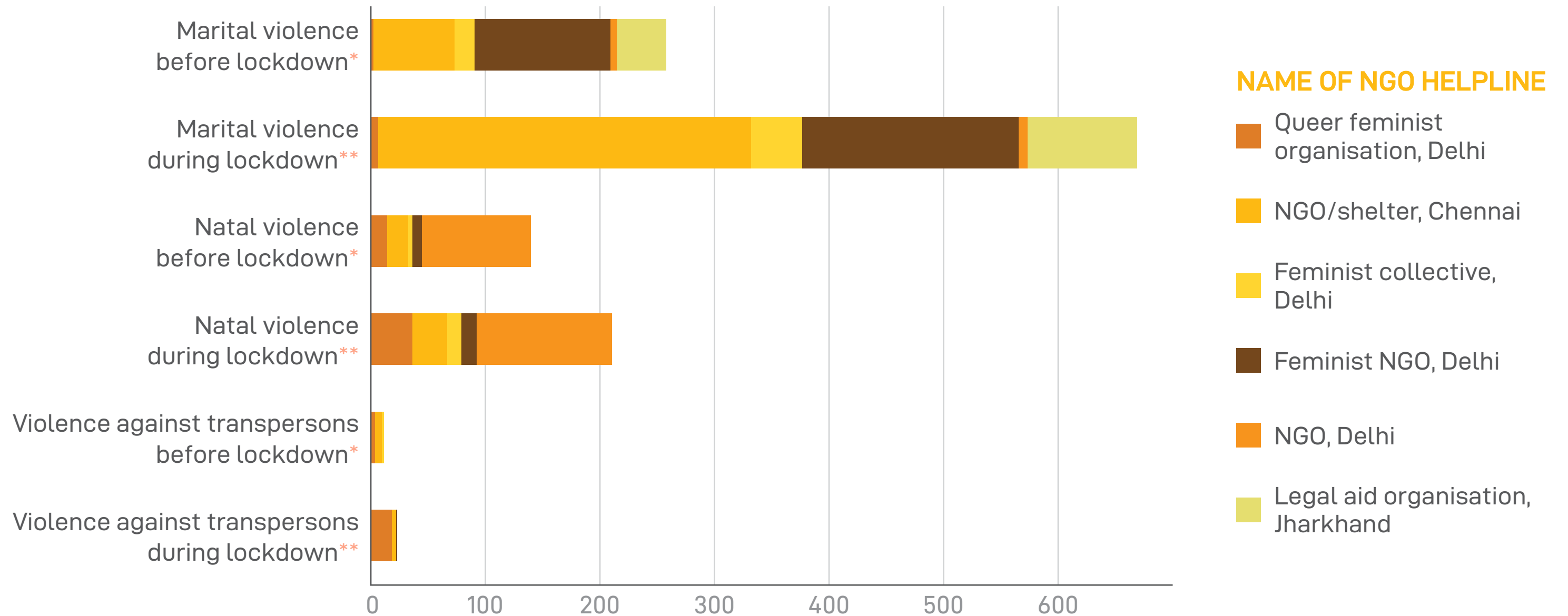


**TOTAL HELPLINES
SURVEYED: 10***

Delhi	5
Assam	1
Jharkhand	1
Karnataka	2
Tamil Nadu	1

*Types of Helplines
181 - 2
Police - 1
NGO - 7

DOMESTIC VIOLENCE DURING THE LOCKDOWN



*Number of DV cases between 1st January and 31st March 2020 (pre-lockdown)

**Number of DV cases between 25th March and 24th June 2020 (during lockdown)

WHO CALLED THE HELPLINE?

- Survivors of violence (physical, emotional and economic)
- Migrant workers (for ration and transport)

Stranded in another State

“A person from Kolkata called to check if the helpline is working. She wanted to pass on our number to her married daughter in Noida”.

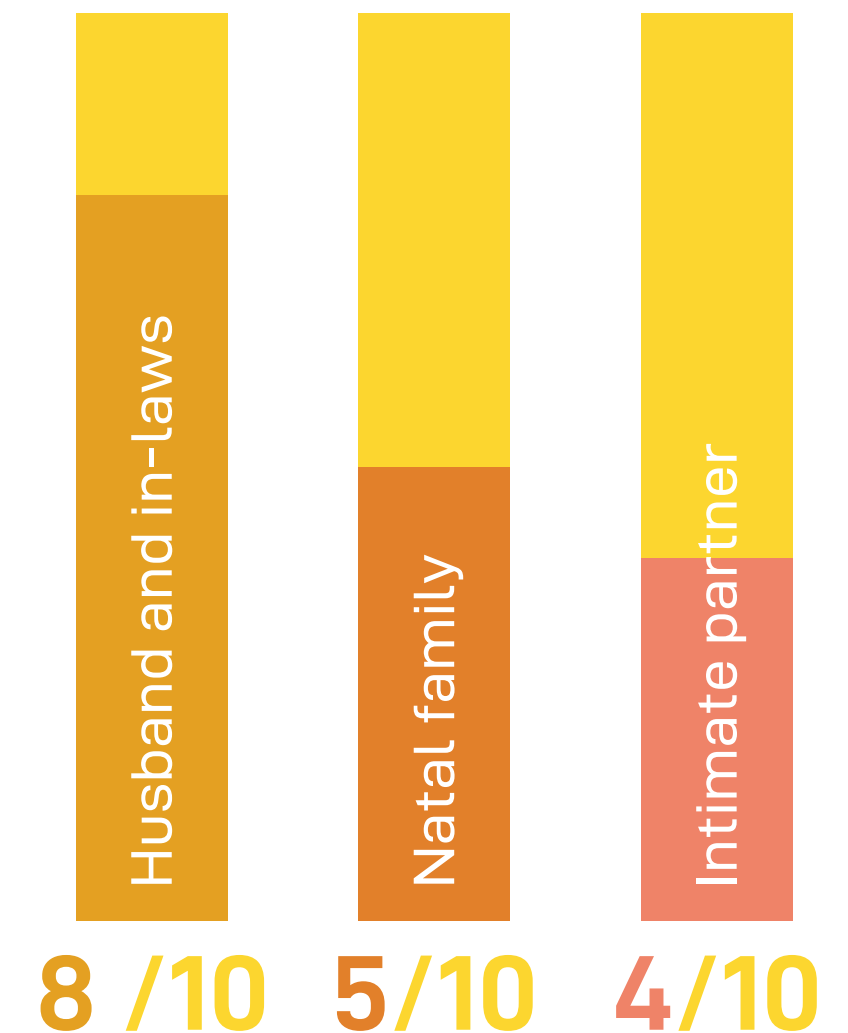
NGO Helpline, Delhi

AGE OF SURVIVORS

Mostly, 18 to 37 years



MOST NAMED PERPETRATOR



SURVIVORS' ACCESS TO PHONES

34% callers cited no access to the telephone
NGO working on 'right to choice' cases, Delhi

“Earlier when survivors called, they could step out of the house. But not this time. Some women could talk to us comfortably, others could not. We could not call them back because we were not sure who would attend our call. So, we had to be alert. Another issue was that callers had limited phone credit—we could not offer them referrals”.

NGO Helpline on 'right to choice' cases, Delhi

“While talking, survivors would disconnect the call and then call back again much later for support”.

NGO Helpline,
Jharkhand

SURVIVORS' NEED FOR SHELTER

All helplines received requests for shelter

3*/10 helplines enabled access to shelters
(with help from police, One Stop Centres...)

*(2 state run, 1 NGO run)



6/7 NGO helplines could not enable access to shelters: shelters had neither space nor quarantine facilities + the helplines had no transport



STAKEHOLDER COORDINATION: PROTECTION OFFICERS

WHO WAS HELPFUL?

Of the 10 helplines:

4 named the police



3 named One Stop Centres



2 named Protection Officers



“There were lots of calls from other states regarding domestic violence faced by women living in Bangalore. Arranging transport for them was really difficult. We needed coordination between the Department of Women and Child Development, Protection Officers and counsellors”.

181 Helpline, Karnataka

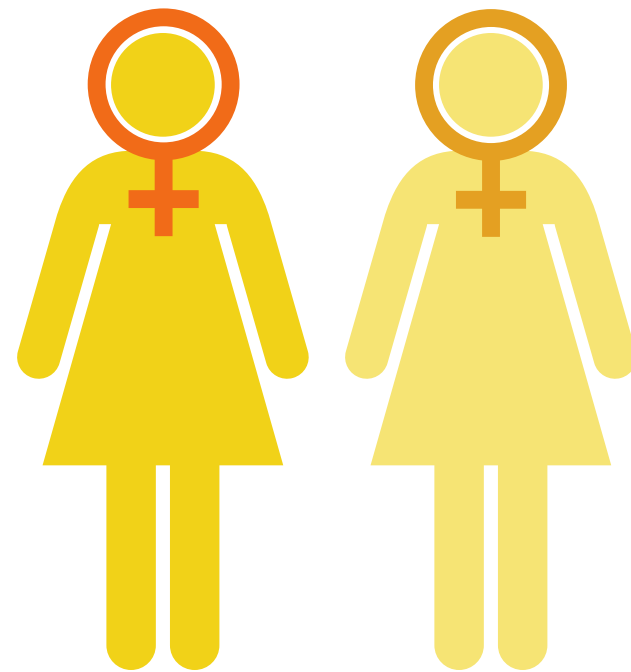
“The police, Protection Officers, One Stop Centres and other officials worked very well in the pandemic. 24 x 7. Their numbers and ours were vastly advertised on TV, in the papers. Many people came to know our numbers”.

NGO Helpline, Tamil Nadu

“During the pandemic, we could not travel. Reaching survivors from other districts was difficult. So, we called Protection Officers and police but they did not respond. If they did, they were not helpful”.

NGO Helpline, Jharkhand

STAKEHOLDER COORDINATION: COURT



“A and B were a same-sex couple staying together. During the lockdown, A was forcibly taken home by her natal family. After B approached a helpline, a Habeas Corpus case was filed in a High Court. After virtual and in-person hearings, the High Court gave a favourable judgement upholding their right as a same-sex couple to live together. Eventually the case was dismissed after A claimed that she was not being wrongfully confined by her family members”. *

NGO helpline, Delhi

* <https://www.hindustantimes.com/india-news/same-sex-couples-can-live-together-uttarakhand-hc/story-WDjvNH3JzJvaGDtpfzZOxL.html>

STAKEHOLDER COORDINATION: POLICE

“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”.

NGO Helpline, Delhi

“In 98% of domestic violence cases, survivors were asked to return to their abusive homes because the police were busy with pandemic duties”.

NGO Helpline, Delhi

“B, a 32 year old worker, was raped by her husband and thrown out of the house. A woman took her home but her neighbours objected because of their fear of COVID-19. The woman called the police who insisted on taking her fingerprints, photograph and address proof. Frustrated, she finally had to call us and we arranged for B to be dropped at a State-run COVID rehabilitation centre”.

NGO Helpline, Delhi

“The police were around, but in the case of domestic violence cases, they were not cooperative”.

NGO Helpline,
Jharkhand

ANECDOTES

“3 helplines in Karnataka, Assam and Delhi convinced house owners to allow women tenants to continue the lease: In case of paying guests, we had to warn the house owner so that their tenants could stay on”.

Karnataka Police Helpline

“ It was a new experience for all of us. Working to provide 24*7 support to survivors of violence was emotionally and physically exhausting”.

NGO Helpline, Delhi

“Before we address the issue at hand, we need to explain what same-sex desires or issues of gender identity are. There is lack of knowledge among helpline staff on issues faced by LGBT people”.

NGO Helpline, Delhi



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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