SAFE CITY FREE OF VIOLENCE AGAINST WOMEN AND GIRLS INITIATIVE: Phase II

Report of the study on 1091 women’s help line

In four Police districts of Kerala –

Thiruvananthapuram, Thrissur, Kozhikode and Kasaragod

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This report presents the study on women’s helpline, 1091, in Thiruvananthapuram, Thrissur, Kozhikode and Kasaragod police districts. This study is part of the ‘Safe City Free of Violence against Women and Girls Initiative’ which Sakhi Women’s Resource Centre has been carrying out since 2009.

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**Introduction**

Sakhi pioneered the programme **Safe City Free of Violence against Women and Girls Initiative** on 25th November 2009, the International Day for the elimination of violence against women. The objective of the programme was to aid the government in making the public spaces safe for women and build inclusive cities in the State. As part of the programme SAKHI has been undertaking studies to gather data on sexual harassment on women in public places of the four cities in Kerala.

According to the State Crime Records Bureau, 3,756 molestation cases were registered in 2011 and 1,904 cases up to June, 2012. There were 573 “eve-teasing” cases in 2011 and 225 cases have been registered in 2012 until the month of June. According to the studies conducted by Sakhi, majority of women feel threatened by the possibility of violence in the public places.

Ninety Eight percent of the women in Thiruvananthapuram and ninety nine percent in Kozhikode indicated sexual harassment as the main safety issue ([http://www.sakhikerala.org/downloads/safeCity%20detailed%20report.pdf](http://www.sakhikerala.org/downloads/safeCity%20detailed%20report.pdf)). The study reveals that 39% women in Thiruvananthapuram anticipate proper functioning of police system including help lines, help from police in civil dress at peak hours, community policing etc. to counter violence against women in public places. Help lines are very good mechanisms to get immediate help on the spot and the women’s helpline run by Kerala Police, which render prompt assistance at the call of helpline number 1091 has turned out to have significant role in major cities. On the other hand, our study testifies to the unfamiliarity among women about this helpline number.

Having realized the significance of this help line Sakhi put forward a proposal to the Police Department to figure out the effectiveness of the system. We are in receipt of the order from the Home Department in June, 2012 granting permission for Sakhi to proceed with the proposal. The proposal included a study on women’s helpline 1091 in 4 police districts within the state. It was meant to explore the number of cases reaching out to the helpline, nature of cases, response towards cases, and to check whether there exists any mechanism to follow up cases etc. The objective was to comprehend the functioning of the helpline and assess how it is beneficial for women. The findings of the study are supposed to lend a hand to the Home department to understand the pros and cons of the helpline and to rectify the lapses if any.

We have selected four police districts, Thrissur, Thiruvananthapuram, Kozhikode and Kasaragod, to conduct the study based on different parameters. The rationale for choosing each district was different. The pilot study was accomplished in Thrissur, as per the suggestion of Ms. Sandhya IPS for the reason that the idea of women’s help line was set in motion in this city. Thiruvananthapuram was chosen as it is supposed to receive the benefits of being the
capital city. Kozhikode was natural choice because according to the study on women’s safety done in 2011 by Sakhi, 43% women put across the awareness about this system and 27% among them knew the contact number where as only 28% women in Thiruvananthapuram had know-how about this help line. Kasaragod was selected for its geographical importance of being the northernmost district of Kerala.

The women’s help line

The idea of a women’s helpline with a four digit number (1091) was put into action in the cities of Thrissur and Palakkad districts in December 2005. This is the first of its kind in the State. It followed through in other districts as part of the gender flagship programme of the state government in 2009 and has now covered all the 14 police districts in Kerala. This is a toll free number from all BSNL land line phones for women to contact seeking any help. The call for this kind of a help line number operated solely by women was first identified by Dr. B. Sandhya IPS as part of her PhD research that dealt upon the topic of ‘Accessibility of Women to Criminal Justice System’. Dr. Sandhya recollects that majority of women interviewed as part of data collection advocated the essential nature of such a help line. The system set off in Thrissur when she was SP of the district with the assistance of district women’s cell.

Until recently, most of the help lines in the state have been working along with district women’s cells. But many of them are being shifted to Police control room these days. According to the review of 4 help lines under our purview, Thiruvananthapuram and Thrissur are located at the police control room. They have the advantage of timely service by men police, especially during night.

Advantages

After a thorough review of the helpline, the advantages spotted out include a freedom from fear for women to approach the police, on the spot help etc. In cases of harassment while traveling by bus a direct call to the help line will ensure the police reaching the spot timely and after filing a written complaint, journey could be resumed. An essential drive is on the run to spread awareness among general public with the aid of classes, distribution of bit notices and cards having the respective numbers. Complaint boxes are being erected in major schools and colleges. Thrissur helpline officers review these complaints on every Saturdays.

Another advantage is the exclusion of long winding official court procedures in solving issues, as is illustrated in example from Kozhikode helpline office where majority of complaints on family issues are being solved in the office itself without other hassles. Women feel more safe and comfortable at the homely office to open up and express their problems and pent-up feelings.
when compared to a police station where communication is largely before male officers. There is an atmosphere where fear and hesitation among laymen to approach the legal system is gradually changing. In the cases of child abuses, many families are being saved through counseling and they are instilled with a sense of rehabilitation, moral support and pluck to deal with the situation, which often bestow the the officials a comfort of gratification. It is indeed a boon for the under privileged who are being marginalized- women and children - by several crimes, for them it seems a great hand of care and consideration.

According to officers at Kasaragod, Helpline offers short-term remedy. It is highly accessible for women in terms of personnel. In the office, women are accorded a warm and friendly reception where they could air their problems in an intimate atmosphere. There is also toilet facility for women. Office arranges short stay homes if needed, collaborating with other agencies like Akasapparava, Athura Sevanakendram, Mahila mandiramm, old age home and child home.

1. Personnel

1.1. Thrissur

There are 6 police women and a male driver in the help line crew. They are working on a shift, from 8am -6pm and 6pm to 8 am.

1.2. Thiruvananthapuram

The women’s help line in Thiruvananthapuram got on the road in 2009. It works in the cantonment police station premises, under the monitoring of control room. At the reception of a call at the help line, police women visit the spot, after they have sought the permission from the control room authorities.

An average of 10 officials is in attendance at the help line during day time. In addition to the 12 women police constables, there are 2 policemen, 2 male drivers, 1 head constable and 1 Sub Inspector in the helpline. 3 women constables from each sub division of Thiruvananthapuram city and 1 from women’s cell are being allotted to the help line each month. The critical disadvantage is that after every month elapses each of them have to return to their respective station/cell, which would in turn affect the follow up of cases.
1.3. Kozhikode

1091 women’s helpline of Kozhikode police district set off in July 2009. It is situated at Kozhikode city. The helpline functions along with the control room since 2012 January.

There are 5 civil police officers under the C.I of women’s cell to manage the helpline. It works during day time only, from 9 am to 6 pm.

1.4. Kasaragod

Women’s helpline at Kasaragod commenced in 2007 under C.I of the women’s cell. The help line is situated in ‘Parakkatta’ - a remote village of Kasaragod district. It is still functioning as part of women’s cell and works from 10 am to 5 pm. There are 1 C.I, 2 Sub Inspectors, 2 Head Constables and 2 Police Constables.

2. Facilities

2.1. Thrissur

Facilities in various help lines are inadequate and needs essential up gradation. In Thrissur, where the idea of women’s help line got realized, infrastructure component require essential attention. Even if 1091 is toll free from BSNL mobile phones, it is not possible to connect from other private phones. Much to the disadvantage of officers, the help line has no outgoing facility and vehicles and wireless sets allotted are insufficient. If we go by an example, the only jeep allotted to the help line is in very bad condition and rests most of the time in workshop. It is laudable that a wireless set is fixed in the jeep. Though 5 Kinetic Hondas were allocated earlier, 4 were taken home by the department later.

There is another help line number under Sulabha- 2428855, which is a centrally sponsored scheme, with the women’s help line. This is a toll free number from land lines. This also has no outgoing facility but it is free within the department (having # number).

2.2. Thiruvananthapuram

The facilities available are insufficient as the jeep is always in workshop and the one scooter allotted to the help line is used by the control room. The major drawback is that the help line number is toll free only from BSNL phones (both land line and mobile). Woman having a mobile connection of other service providers cannot seek help in urgent situations.
In Thiruvananthapuram the room allotted to the help line is not spacious. There is neither a waiting room for the affected women nor a changing room with toilet and rest facility for the constables on duty.

Another help line 9995399953 for Thiruvananthapuram city is also there in the women’s help line, which has out going facility.

2.3. Kozhikode

1091 is a toll free number from BSNL land line only. There is a separate room for helpline in the office of women’s cell. There is 1 jeep in working condition but very old. There are three wireless sets for the use of helpline staff.

There is no another help line number for women.

2.4. Kasaragod

1091 is a toll free number from BSNL land line only. Since the helpline is working along with District women’s cell, the facilities are utilized for the working of the helpline also. But unfortunately even the women’s cell doesn’t have a telephone with outgoing facility and so is the case with the helpline.

Since the helpline is situated within the premises of S. P Office, it always depends on that office for telephone and internet facilities. This is a major hurdle in day to day communication and follow up process of cases.

The help line has no wireless set; officials use mobile phones. They are given a CUG number through which officials could be connected with each other.

There is a jeep and driver. The vehicle needs repair every now and then; and it is not sufficient in the roads of rural area, which are always in bad condition.

3. Funds

3.1. Thrissur

The only fund the help line has ever received is Rs.700/- to erect 10 complaint boxes at different parts of the city. There is no other fund allotted to manage the help line. At present,
the officers themselves share the money from their pocket to meet the necessary expenses. Therefore they need fund to buy food or purchase train/bus tickets for poor women who approach the help line and to make phone calls (from mobiles if they are in the field) related to cases.

3.2. Thiruvananthapuram

There is no funding for meeting the basic needs of women who come to the help line. If there is a need the officers pool money to help women. It is a necessity to allot fund for the help line in all the districts.

3.3. Kozhikode

As in other districts the programme receives zero funding. The expenditure incurred for poor petitioners are met by the officials themselves. Many a time they have to meet expenses such as food, medicine and transportation of women who approach the helpline.

3.4. Kasaragod

There is no fund allocated for the programme. As in all other help lines, the officials themselves share the expenditures for food, dress and transportations charges for the complainants, most of whom are poor.

4. Calls Registered and types of complaints

4.1. Thrissur

The help line is getting an average of 30 calls per month. Number of calls increase after 10 pm. There are hardly any women callers in the past one year. Most of the calls are from other help lines like police patrolling vehicles, 1098 (child help line) or police aid posts esp. at bus stands. The average age group of women callers is 35-60 years. Most of the call cases registered in the record are from women found isolated at night and nuisance created by drunken women.

Complaints vary in nature and style. House wives often seek help on domestic violence perpetrated by drunken husbands, adults (parents) approach on child abuse cases; women
complaint on sexual harassment at public places and Sales girls approach with complaints on harassment at work places. They are also getting calls on atrocities against senior citizens.

4.2. Thiruvananthapuram

The help line is receiving 50 calls on an average per month. They get frequent calls from women subjected to domestic violence (violence by drunken husbands/brothers/sons) especially during late hours.

The types of calls are mainly for help and for information. They are getting calls from police aid posts also for passing information on women found isolated or got fainted on streets or bus stands.

4.3. Kozhikode

The helpline has been receiving 5 to 7 calls per month. The calls to 1091 are received in the control room. Occasionally they receive calls, redirected from other helpline services mainly from police aid posts. The total number of calls received in the last year was 85. In 2012, it is 51 calls till September. Calls center on seeking help (to get the information about correct roads or direction) and to hospitalise mental patients.

Nature of complaints include information about mentally ill or abandoned women, girls seen unaccompanied at odd times in bus stands or other public places, misuse of mobile phones, violence on senior citizens, child sexual abuse, domestic violence, and sexual harassment at work place. Complaints on ‘eve teasing’ are very rare. There are lots of calls from women and calls on behalf of women – by relatives or neighbours. There are scarcely any repeat callers.

4.4. Kasaragod

The helpline receives 15 to 16 calls per month. Majority of calls comes in the morning. There are different types of calls- for help, information etc. There are calls redirected from police Aid post and child line. A large number of calls come from Railway Station. In the last year, helpline received 200 calls.

Domestic violence and cyber crimes are on top of the complaints. Cases on Obscene calls and misuse of mobile phones are not less. In domestic violence cases, dowry harassment and problems related with women’s property rights are major issues. Child sexual abuse and
violence against senior citizens cases are very rare. Sexual harassment at public places often includes among the calls but sexual harassments at work place are rare. There are calls on mentally ill or abandoned women. Majority of the callers are women and in rare cases, someone calls on behalf of women.

5. Recording system

A methodical recording of the cases is very much important as it is needed for effective monitoring and evaluation of the system.

5.1. Thrissur

A drastic remodeling of the complaint register format is necessary as it is evident from the slips in the recording system. At Thrissur help line, the documentation of complaints is in a manual register and they keep the general diary. Efforts are made to fill up the printed format as per the printed guide line for help line. But many a column in the register is left blank as most of the complaint calls do not match the respective options given in it. They refrain from recording the calls seeking information as there is no provision to record it. Special attention is essential to remodel the format.

5.2. Thiruvananthapuram

They keep a manual register, but not in the prescribed format of women’s help line guide. Despite the fact that there are separate registers for misuse of mobiles, acts of domestic violence, direct complaints and general phone calls, a separate registration system for the two different help lines is the need of the day.

From January 1 to September 19, 2012, the help line has received 179 calls on misuse of mobile phones by itself. Most frequent complaints are on acts of domestic violence, child sexual abuse and harassment in public places. The officials affirm that violence against elderly people is on the rise as is evident from the increasing number of calls daily.

When we visited the help line we noticed that one telephone was not placed in the cradle and on enquiry, it was found out that they were dodging continual abusive calls from a familiar man. And we got a firsthand experience of that abusive call, the moment phone started functioning again. The official explanation is that an arrest sans strong evidence would end up in the repetition of such calls from the same man again. So, they are adopting a wait and watch tactic to gather durable evidence to put him behind the bars for a longer period. Further, it was
marked that women between the age group of 16-30 and 45-50 are the ones who seek support of the helpline.

5.3. Kozhikode

The calls are documented in the manual register, which is based on the police guideline for the helpline. Information seeking calls are not entered in the register.

5.4. Kasaragod

A manual register is kept to document the cases as per the police guide line on the helpline. The calls which need follow up actions are the only ones documented.

6. Interventions & support

6.1. Thrissur

The modus operandi of a helpline is the immediate spot examination and action at the reception of a call and for cases which need further proceeding, the complainant is directed to women cell. They are provided with counseling if it is deemed essential and the cases of domestic violence are dispatched to the protection officer. If the woman requires medical treatment she is taken care of either in a district hospital or mental hospital, as the situation demands. In many cases, women approaching the help line are in need of short stay facility and this is arranged with the support of NGOs or Government run homes.

Periodical follow up actions are undertaken by the help line. After a customary counseling to an aggrieved couple, they get in touch after 1 or 2 weeks to know the wellbeing of the family. In the rape case of a 12 year old girl, apart from taking initiative for counseling the girl and they entrusted the Head Master of her school not to isolate the victim in any way.

Besides they gather monthly reports from police stations to analyze the scenario. (Since the women’s helpline in Thrissur is working in unison with the women’s cell and women police station team work is possible)

There are also repeat callers especially victims of domestic violence, to inform the subsequent happenings in their life.

The help line do have some information about the support services like destitute home at Rama Varmapuram and Mahila Mandiram run by Social Welfare Department, Christina home, Child line etc regarding short stay facilities for women and children. It is not the department, but the police women themselves who have taken the initiative to collect the necessary numbers.
They do not have a night shelter except the one in the women police station (from 2011 onwards). Service providers such as shelter homes are not so receptive to urgencies. “When would you take her back?” is their frequent question. It is imperative that, short stay homes are opened by police dept at the earliest. Special attention should be made to open a rehabilitation centre for cured mental patients.

6.2. Thiruvananthapuram

The helpline officials commit themselves to ‘on the spot service’; send the affected party to the women cell and sometimes forward them to concerned police station for registering case etc.

The repeat callers are usually victims of domestic violence.

Since the department has not yet provided any information about support services, the officers, have availed themselves of a list of the essential ones. Short stay homes are the most demanded service and they are working in association with the State Women’s commission, Social Welfare Department’s Mahila mandiram, working women’s association’s home, Abhaya, Family Menny Home, Thirumala and Childline.

6.3. Kozhikode

When the helpline receives a complaint, the officials on duty visit the spot and take necessary actions. Criminal offences are dispatched to the concerned police stations and domestic violence cases are redirected to the service providers or the protection officers. The accurate details of each follow up action are not recorded.

The staff recollects painful experiences of cases such as child abuse, abandoned senior citizens, mental patients and cruel domestic violence.

The help line is collaborating with organisations like ‘Anweshi’ for short stay home facility.

They have collected all relevant information on support services (child helpline, counseling services, health support, women’s organisations etc.) by themselves and contact them in certain cases. The lack of enough de addiction centers in the town seems to be an obstacle in handling domestic violence cases, as alcoholic addiction of the male partner plays the major role in such cases. There is a de-addiction centre under Beach Hospital but it does not work effectively.

NGOs, Auto drivers, Hospitals and Residents Associations support the helpline in many ways. They inform several cases and incidents and provide support in the follow up procedures.
Women’s cell is carrying out several programmes to publicize the helpline number. Billboards have been erected in the corners of the city and stickers affixed on buses displaying the helpline number.

Complaints boxes put in selected places of the city are opened every Monday and officers take further action on complaints.

6.4. Kasaragod

In all cases, the officials promptly visit the spot and try to settle the cases with the help of counselors. Certain cases on domestic violence and harassments are reported to concerned police stations and sometimes they would have to send women to hospitals. The issues related with children are referred to child welfare committees and those victims of domestic violence to counselors/service providers. ‘Bhoomika’ of District hospital assists the helpline by providing medical care/ counseling to the victims. Cyber cell also has a prominent role. In the cases of domestic violence the intervention of the helpline is indispensable time and again.

Helpline prepared the handy information on support services by themselves from directory or through other contacts. It keeps healthy communication with ‘Niyamasahayavedi’, child line, women’s organizations, NGO’s, School PTAs, Residents association and Kudumbashree Units. District Collector is always keen to get along with cases and offers full support. Helpline has adopted the judicious way of selecting the support services based on the nature of cases.

7. Capacity building

7.1. Thrissur

It is quite a shortcoming that the staff of the help line has got only one follow up training after the preliminary one they had attended while entering the police service from Police Training College, Thrissur. The 2 day training was in 2009 along with the commencement of the flagship programme. But none of the present staff were accorded that training. They answered in the affirmative when asked about the need for special training to those handling the helpline. They suggested training in counseling, imparting knowledge for handling the helpline, sharing out information about support services etc. They also proposed trainings for policemen on women’s issues.

7.2. Thiruvananthapuram
None of the present staffs attended any special training to handle the help line. They have received a session on specific issues of women during the training at the police training college in the initial stage of their service. They are confident enough to deal with women’s issues with the experience they have gathered over the years.

7.3. Kozhikode

Although, the officials were not imparted special training to handle the helpline, they were rendered the general police training given by the department. The classes were handled by persons belonging to genders, professionals and social activists. There were gender awareness classes and it helps them to handle the cases in some way. They also reported the presence of refresher courses later.

The officials opined that the follow up training should be given with special emphasis in counseling, gender sensitization for both male and female officials. The women officials should be equipped with training and support to get driving license; they say it will help them to enhance their self confidence and it will raise the efficacy of their service also.

7.4. Kasaragod

No training has been given to the officials handling the help line except the one they got from the police training college just after joining the service. There were gender awareness classes during the introductory training. The classes were taken by both male and female professionals, social activists and subject experts. All of them are satisfied with the training they received. None of the officials have got any special training for helpline. They identify the need of follow up training and suggest that the content should be Stress management, counseling and driving. They have of opinion that gender awareness classes should be given to male officers also.

8. Challenges

8.1. Thrissur

Scarcity of staff is a major impediment in the smooth functioning of the helpline. The help line was designed to have 24 police women so that enough number of women can be posted in each shift. But at present, there are only 6 officers and they are getting transferred in every 3 months.
The help line service lacks proper publicity and so only a small part of urban population knows about it. Media could help in various modes to create larger awareness about the helpline.

8.2. Thiruvananthapuram

Political interference seems to be a major hurdle in providing good service to women and the help line number is publicized only in 10 places in the city. A wide spread campaign is essential to give more publicity to the helpline.

8.3. Kozhikode

The foremost issue they face in providing services is handling the persons with mental problems. Since the number of staff is inadequate, work during night hours suffers. A professional counselor in the help line is vital to deal with the different types of cases. There are no enough de-addiction centers to handle the alcoholic persons. The deficiency of staff remains problem in handling court procedures efficiently. The vehicle allotted is a very old one and is continuously under repair.

8.4. Kasaragod

They face a lot of issues when handling the family problems of petitioners. Being in a remote place, transportation charge to the office is not affordable for poor women. There is no sufficient number of staffs to provide service without delay. Since there are no de-addiction centers in Kasaragod, the patients are referred to Mangalore. The pathetic condition of the vehicle, non-availability of counselors on time and the inadequate fund to meet the expenses etc escalate the inefficiency in providing better service to women.

9. Charter of Demands

The women’s help line 1091 in the state should have common standards in its nature and functioning.

Short wins

- The help line must work round the clock on all days.
- The number must be toll free and have connection from all BSNL and Private land/mobile phones
• Brand new closed type vehicle such as Sumo/ Omni/ Eco is better for carrying mentally ill women from one place to other. It is the duty of the help line to provide more comfort to women (who mostly are not offenders) and to save them from public gaze.
• Increase the number of officers; minimum 5 officers and 1 driver should be there in each shift. Such 3 shifts would suffice to ensure the better performance of the helpline.
• Select the officers based on their interest in doing such a duty.
• Appoint them for minimum three years in the help line.

Medium Term
• There must be an alternative phone connection having outgoing facility for follow up communications
• The officers must be given intensive training on how to manage the calls including sessions on counseling.
• Post a counselor (not necessarily from the department) for attending the phone calls and to give first hand counseling for women in need.
• Avoid deploying the women constables in other duties such as VIP escort etc.
• Give two scooters in each help line for increasing the accessibility of the officers on the spot of crime
• Budget allocation to meet the expenses for the victims such as feeding; travel allowances
• Periodical meetings with organizations providing support services and other women’s organizations in the district for ensuring support and other collaborative programmes
• Advertise the help line number widely.
• More useful reporting format including time of call, age of the caller/ victim, reason for call (no options should be given), follow up actions taken etc. This would help for monitoring and evaluation of the system.
• Awareness classes should be given in general to both male and female officers to handle the cases related with gender based violence.
• In department training, the classes on stress management also should be included with more importance.

Long term
• Appoint women sub inspectors directly to handle the issues of women in all police stations. So that women would get better service from their local police station itself.
• Set up short stay homes for women and children for police dept.
• Rehabilitation facility for cured mental patients.
• Default in camera proceedings at courts and fast track courts for cases where women are the complainants.

• One women’s help line should there under each circle inspector or at least for two police stations because the local police stations have other preferences and the cases of women will be pending.

• De-addiction centers and health services should be an integrated unit.

• The office of the help line should be in a more accessible place so that the transportation of women could be easier.

• Computers and internet facility should be installed in the office for better communication and service.
Annexure 1

Interview guideline

1. Place of Help Line:

2. Year of starting the programme in this district:

3. How many staffs are allotted to manage the Help Line at present? (Is there a shift system, duty timings, experience of staff)

4. Budget allocated to run the programme/ Do you receive any kind of fund to run the programme, what will be the expenditures, if no fund, how you meet the expenditures?

5. Do you need additional fund?

6. Is the helpline functioning along with the control room? If yes, from when?

7. How many calls on an average per day have you been receiving?

8. At what time do you receive more calls?

9. What type of calls you receive more? [For help, For information, calls redirected from other helpline services(specify), Others (specify)]

10. Total number of calls (any type) received in the last year?

11. A. What are the types of complaints received? [Domestic violence (Dowry harassment, others), Child sexual abuse/ other sexual violence, Sexual harassment in public places (molestation, ‘eve teasing’, obscene calls, misuse of mobiles), Sexual harassment at work places, Violence on senior citizens, Any others (specify)]

12. What is the age group of callers from whom you are receiving more complaints?
13. What are the systems established to document the cases? (Manual register, digital recording, others (specify))

14. Are you keeping the filled up form as per the Police guide line on the Help Line? Do you document all types of calls in that form?

15. What are the actions taken for the last one year? (mention number of total cases in each option)

   a. Directly went to the spot
   b. sent to concerned police station
   c. sent for counseling
   d. sent to protection officer
   e. Others (specify)

16. What are the follow up actions for specific cases? Examples

17. Average time taken for the disposal each case?

18. Are there repeat callers? If yes, what are the reasons?

19. Do you have any handy information on support services? (Legal aid, other helpline numbers like child helpline, Psychologists, counseling services, health support, Substance abuse, de-addiction centers, women’s organizations etc)

   If yes, what is the source of information? (Directory/web search/other sources)

20. What are the available support services and from where?

21. What are the infrastructures available to provide services?

22. What are the strategies/programmes used to publicize the helpline number?
23. Is there any other toll free helpline numbers for women in the police department? If yes, specify

24. What kind of training was given initially? Duration of the training

25. How many of the present staff received the initial training?

26. Who conducted the initial training? (Police department/IMG/NGO’s/Others)

27. Who took the classes? (Male/ female) (professionals/ social activists)

28. Did you get any kind of special training after the initial training for handling the help line?

29. Are you satisfied with the training you received?

30. Do you need follow up trainings? If yes what should be its contents?

31. Do you face any kind of difficulties in providing services? If yes, what are the difficulties?

32. According to you, what are the draw backs of the services?

33. What are the advantages?

34. What are your suggestions for making the helpline service more effective?