

# BHUMIKA HELPLINE

(1800 425 2908)

## ANALYSIS REPORT

April 2012 – March 2013

Implemented By



# **HELPLINE ANALYSIS**

## **(April 2012 – March 2013)**

### **INTRODUCTION:**

Since the inception, Bhumika Women's Collective has been a Resource Centre for the project "Promoting Violence Free Lives for Women in A.P." with an objective to reduce social acceptance of violence against women through changing social practice and belief systems that perpetuate violence against women and enhance provision of appropriate support to women experiencing violence by State and non-State actors.

Bhumika Women's Collective was started in the year 1994 with a cause to help the distressed and vulnerable woman with the objective of providing support to the women in distress. In the year 2006 we have started Bhumika Helpline with a toll free number 1800 425 2908 inaugurated by the then DCP of Hyderabad Ms. Soumya Misra. It was believed that, women can overcome their agonies, provided space and help. Bhumika helpline values listening to women's problems, maintains confidentiality with a non-judgmental attitude and empathy. The Helpline runs from 8:00 am – 11:00 pm and till now we have received more than 30,000 calls from all over India and from few other countries. On an average we receive 15 – 20 calls per day which are received by our three counselors.

In the short span of a year the helpline have responded nearly 3000 calls. During this period the helpline has extended its activities to network with various departments and support agencies and also to increase the state wide networks, volunteer network, awareness activities in colleges and communities etc. above all this, the main purpose is to provide relevant and appropriate support to women in distress.

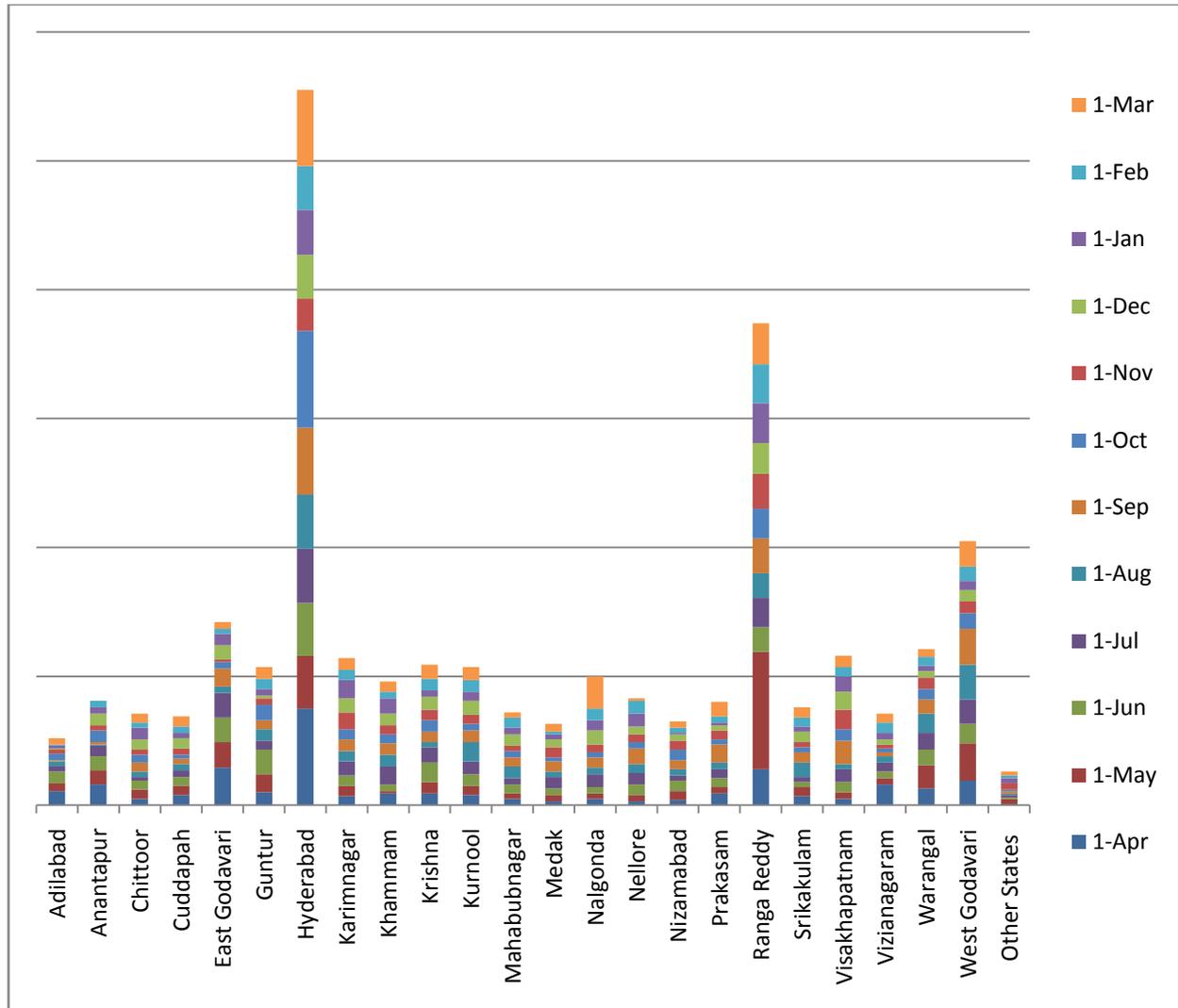
The main aim of this analysis is to understand the way the helpline is able to reach the women in distress and whether they are accessible to all sections of the society. More specifically the questions the helpline team is constantly asking themselves are:

- Is there any pattern discernable in the cases of violence reported to the helpline
- Are the support system and networks available with us sufficient to address the complex issues of women
- Does the skill or lack of it reflect in the way the cases are handled
- Are there any regional variations in the cases reported
- What are the possible areas of growth and improvement

The current report attempts to answer the above in light of the data available from the calls. Confidentiality and anonymity are two pillars around which the phone based support is provided. Hence as a matter of routine no personal demographic details are asked except those which get divulged during the course of the counseling session. This limits the possibilities for a comprehensive data analysis. All calls are documented in a register as soon as the tele counseling session is over. The purpose of the documentation is not as much for data analysis as for proof of conversation (offline help, to improve quality of advice/guidance given or follow up calls). Counselors are expected to ask only questions which are relevant to the issue being discussed; hence data provided by the callers is not necessarily very consistent. The data analysis hence focuses on some broad trends, points which are emanating. For the following parameters there is a reasonable data available for analysis:

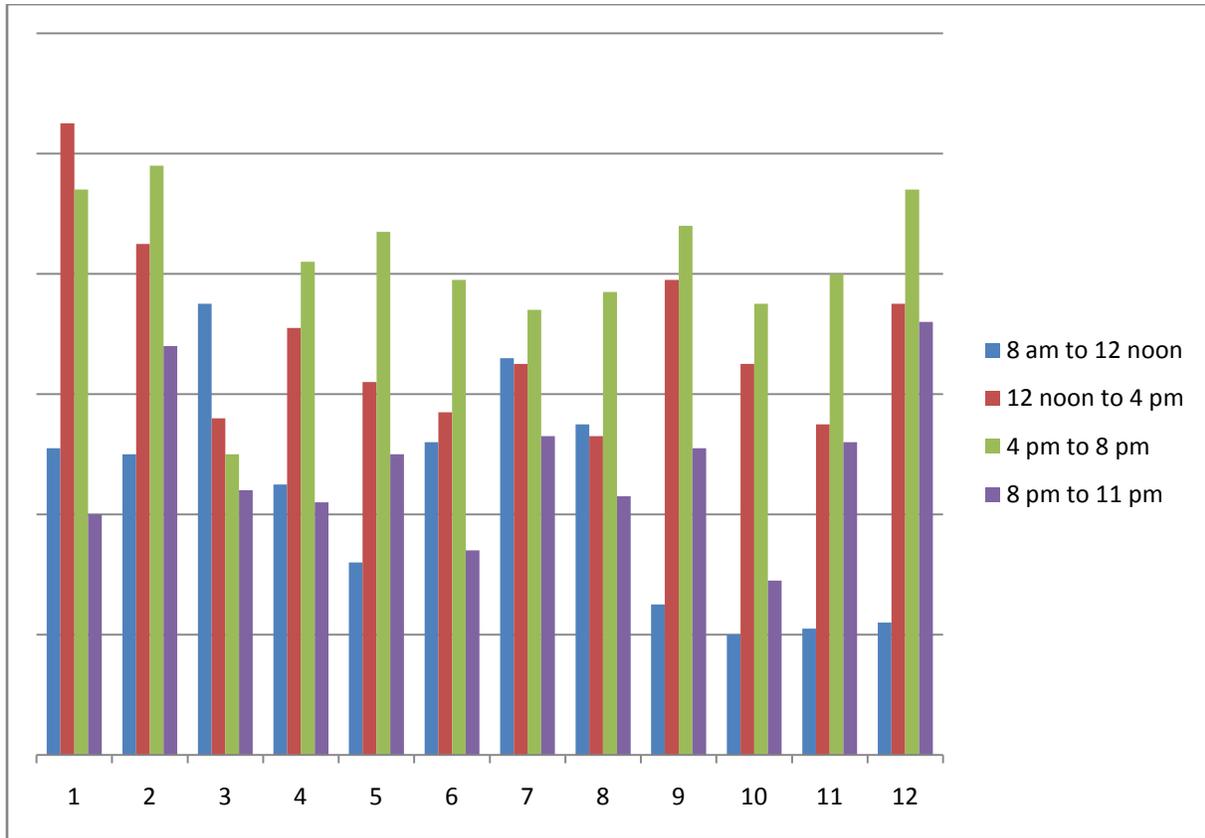
- District from where we get the calls
- Timings when we get more number calls
- Gender and age of the caller
- Relation of the caller with the survivor
- Nature of complaint (divorce, second marriage, husband's harassment, in-laws harassment, property etc)
- Nature of violence experienced by the survivor (Sexual, Physical, Psychological, Economic, Follow-up)
- Categorization of time when the calls were received
- Cases for reference (nature of guidance given which in some cases might require offline help)

## CALLS RECEIVED FROM DIFFERENT PLACES



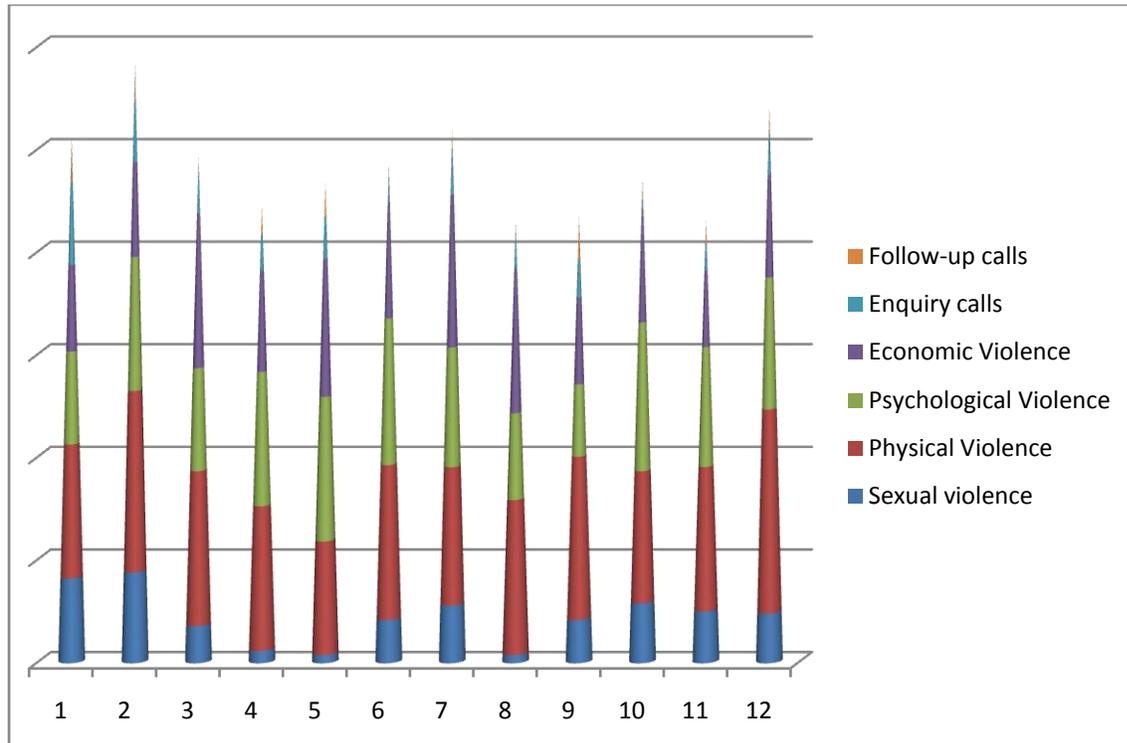
According to the graph it is very clear that helpline received majority of calls from Hyderabad, which might be due to the awareness campaigns we organize, talk shows we participate wherein we distribute the material pertaining to Helpline (stickers, cards which display the number). The other reason could be comfort levels with phone usage are a function of education and degree of urbanization. Our estimate is that more than 50 % of the calls are from urban centres (like Hyderabad, Rangareddy, East Godavari, (Rajahmundry), and West Godavari). All cases from outside the State are those pertaining to people of Andhra Origin. This year we have also analysed that we got some calls from very rural areas inside of Krishna and Guntur districts. The reasons for this might be media coverage and also dialy scroll in Vanitha Tv.

## NUMBER OF CALLS AT DIFFERENT TIMES IN A DAY



The above graph it is visible that majority of that is 60% of calls are received between 4:00 pm – 8:00pm. It might be because of the scrolling of helpline number in Vanita tv and also we can say that the non availability of husband at that time. The other thing is that 12 noon to 4 pm has also remained around 40 -50%.

## NATURE OF VIOLENCE

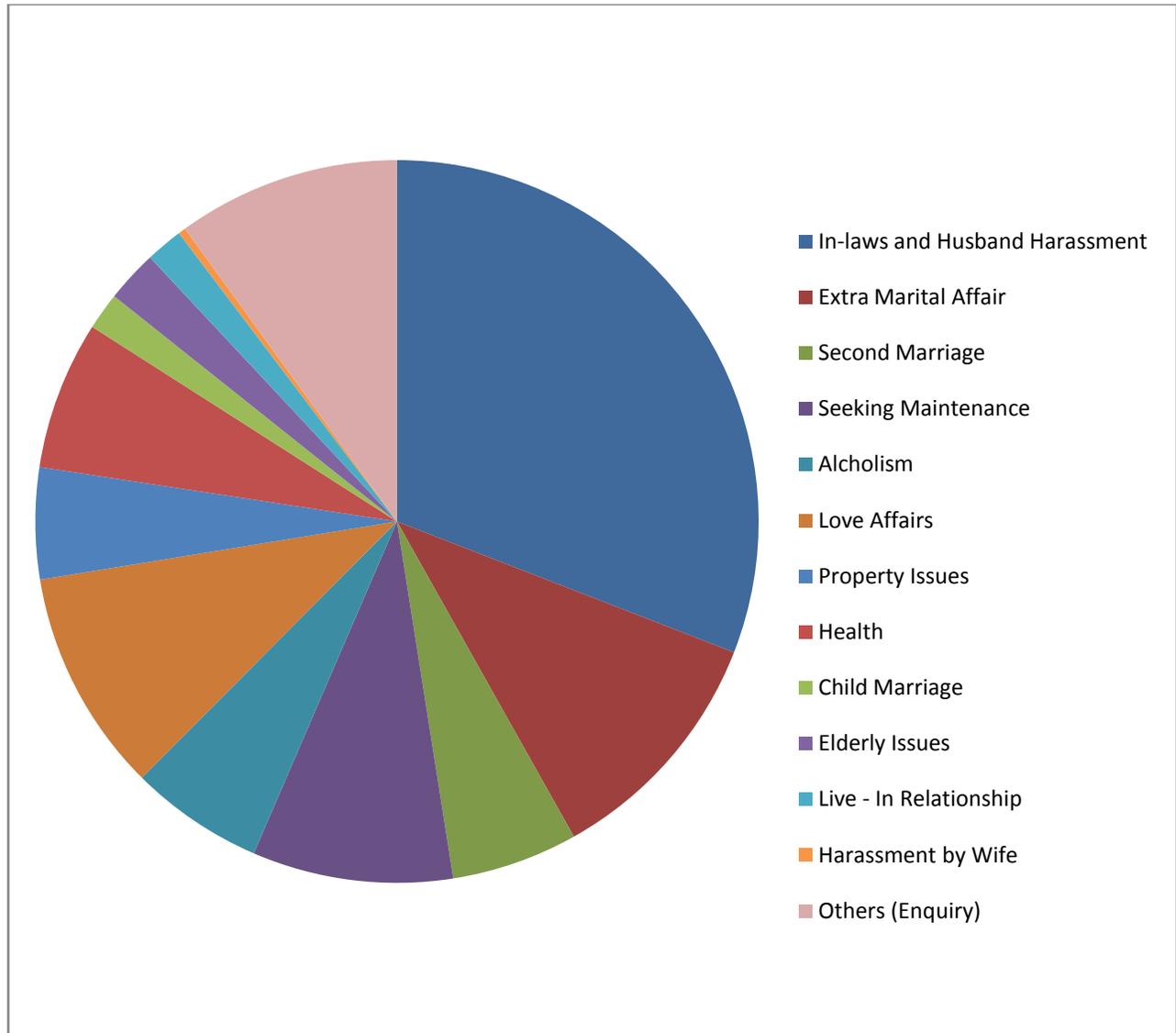


It is very difficult to analyse the nature of violence in graph because there are cases where all the types of violence involved, because husband harass the client physically, emotionally, economically also.

Among the different types of violence, physical harassment is high comparatively with other violence. It is very clear from the data that psychological violence has also increased tremendously followed by economic violence. Other than this, enquiry calls are the calls where the caller is either interested in knowing the address or phone number of an appropriate support agency or where people call just to know more about the helpline and its activities.

You can also observe that sexual harassment cases are also keep raising and it is shown in the graph. The women are raising their issues in helpline without any doubt and with lot of confidence that they will get support from the helpline.

## NATURE OF CALL / COMPLAINT



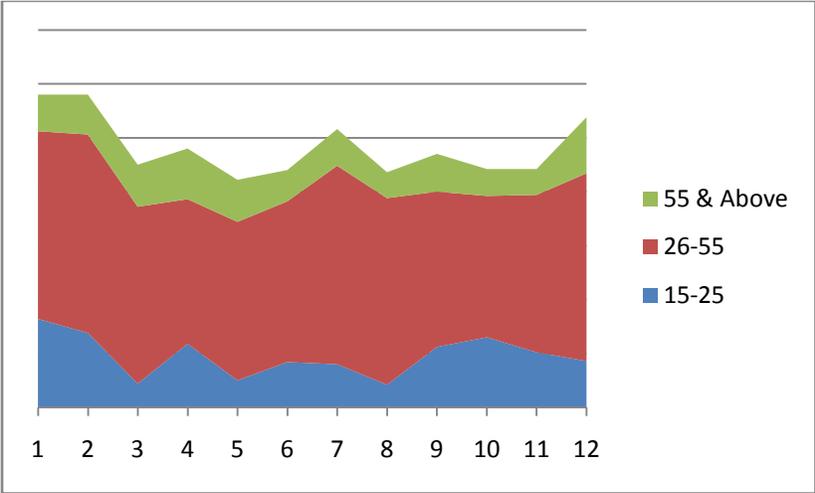
It is visible that the harassment by husband and in-laws is rampantly increasing which might be of many reasons. Some are listed below

- Demand for dowry
- Influence of parents from both the side and leads to violence.
- Extra marital affairs
- Ego clashes ( misunderstandings, arguments for small issues etc.)
- Love after marriage ( It might be with collegefriends, colleagues, neighborhood women etc.)

You can also see in the graph that the marital affairs also a key point which we have to observe.

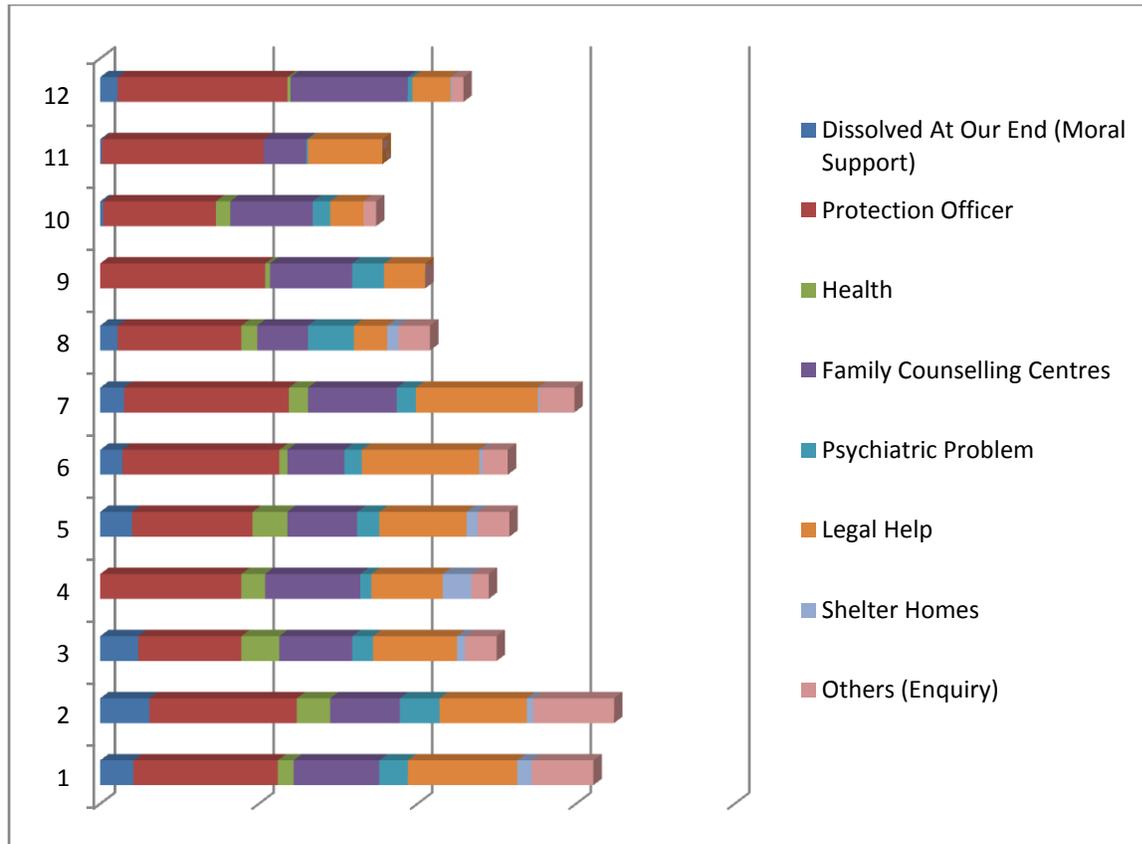
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**AGE**



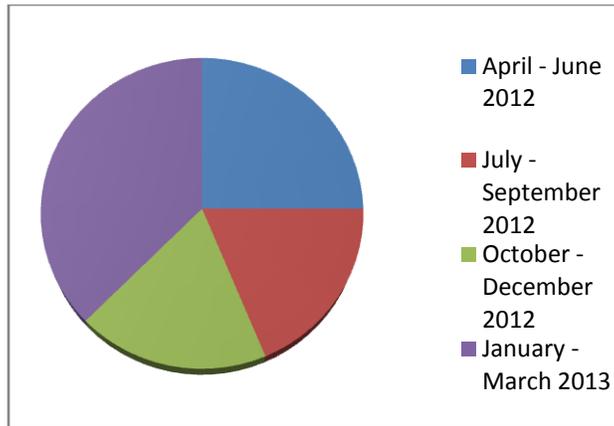
According to the data it is clearly visible that the calls have been made by the people within the age group of 26 – 55 years and it also indicates that the level of harassment has been rampant within this group.

## CASES FOR REFERENCES



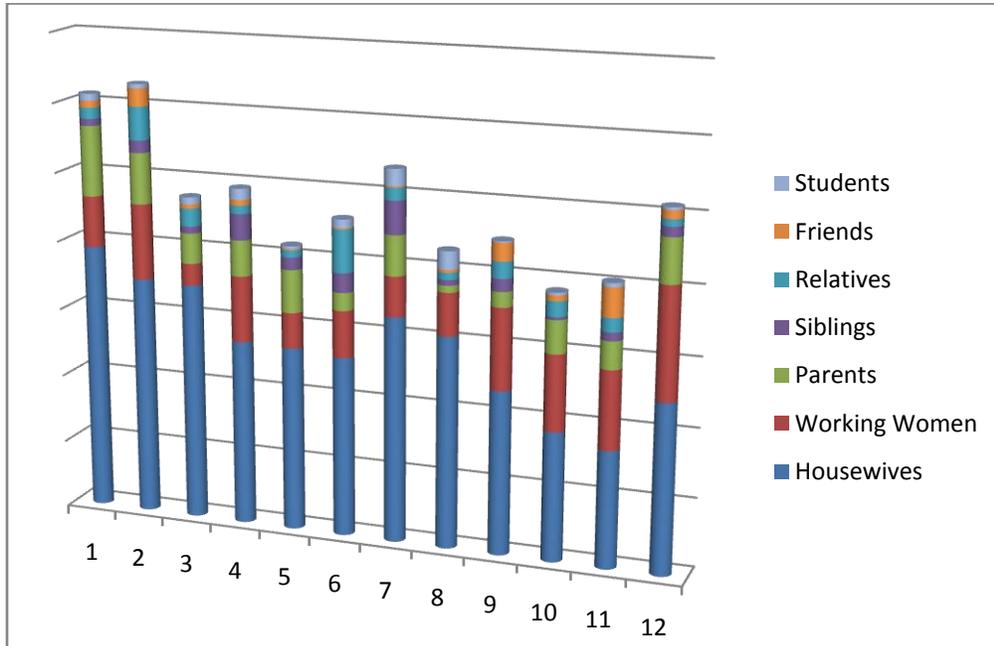
The above table indicates that the Domestic violence Act plays a very crucial role in this area of violence. Most of the women referred to Protection officer for help. Some of the cases referred to Family counseling centers where they can solve the issue with amicable relationship. The above table also indicates, legal referrals have gone up (correlating with some other points made earlier). Increase in referral to shelter homes is potentially indicative of the increase in gravity and severity of the violence being faced. The table also indicates that ultimately a lot of the support has to come from the existing government infrastructure, which has to be made responsive and sensitive to the needs of the survivors.

## DIRECT INTERVENTION CASES



Direct intervention cases are such that the helpline takes initiative based on the information received from the survivor. The present analysis shows that direct intervention cases are increased this year especially in the last quarter. The helpline will do follow up of the direct intervention cases after the visit has completed.

## Persons called in helpline:



Helpline receive most of the calls from the clients only. Some of the times the other persons like friends, relatives will call to helpline. But the counsellor prefers to speak with the client.

## **CONCLUSION AND SUGGESTIONS**

Bhumika Helpline has made tremendous progress in making the helpline and its activities relevant and appropriate to reach out to the women in distress. As compared to the last six years the helpline has definitely come a long way. The toll free number got more publicized with the help of media friends. Increased number of calls shows that women are finally breaking their shells and putting their little steps forward in resisting domestic violence. The counselors in helpline are professionally trained and they are from social work background. They are basically sensitive towards the women's issues. They also gained lot of experience under the coordinators guidance and are now capable of handling distress calls.

There is also an alarming increase in the number of love affairs or extra marital affair cases. This year we have observed that the cases like love after marriage cases, divorce within a short period of marriage etc. Similarly women involved in extramarital affairs have very low self esteem and they easily submit to violence. While handling this kind of calls the counselors felt that movies and television are creating a negative impact on the minds of vulnerable women.

Every case is handled with compassion and sensitivity. They guide the callers by providing with protection officers numbers, helpline numbers, police station numbers etc.

### **Suggestions:**

- There is a need to concentrate on the educational institutions for organizing awareness programs so that if the foundation is strong then there is a possibility of curbing the menace of domestic violence on women. Due to increase in awareness there is a possibility of calls coming from the age group as there might be harassment among the age groups but due to lack of awareness the cases might not be getting reported.
- Support systems and networks available are probably not sufficient and with the increased guidance from the helpline the pressure on the support systems would only increase. It is important to simultaneously work on improving and making the support systems more responsive and sensitive for which appropriate strategies have been planned which includes providing gender based training to Magistrates, Police, and WCD Department which needs to be planned periodically.
- The legal aid must be accessible to each and every women.

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