

24 X 7 TOLL FREE

181

WOMEN
HELPLINE



MEDICAL
ASSISTANCE

LegalAID

POLICE
Assistance

PSYCHO-SOCIAL
S.U.P.P.O.R.T

RESCUE
SHELTER



www.181.org

Shree Vidya Lakshmi Rajaguru

www.tn.socialwelfare.org



DEPARTMENT OF SOCIAL WELFARE & NMP
GOVERNMENT OF TAMIL NADU

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WHY 181? :

The Scheme of Universalisation of Women Helpline is exclusively designed to support women affected by violence, both in private and public spaces, including in the family, community, workplace, etc. Women who are victims of physical, sexual, emotional, psychological and economic abuse, irrespective of age, class, caste, education status, marital status, race, culture, and geography will be provided support. In addition, woman facing any kind of violence due to attempted honour related crimes, acid attacks, which hunting, sexual harassment, child sexual abuse, trafficking, etc. will also be provided with immediate and emergency services. .

There shall be no discrimination of any kind which affects the treatment of the aggrieved. This is specifically with reference to married women/women in consensual sexual relationships who are raped by their intimate partners, sex workers and Third Genders who might be sexually assaulted but are refused treatment due to patriarchal mindsets and prejudices.

The Women Helpline (181), provides 24 hour emergency response to all women affected by violence, through referral (linking with appropriate authority such as Police, One Stop Centre or hospital) and information about women related government schemes and programs across the country through a single uniform number, 181. Women Helpline (WHL) will be integrated with the One Stop Centres (OSC), situated in the Districts in Tamilnadu, to provide integrated support and assistance to women affected by violence. Women affected by violence and in need of redressal services will be referred to the relevant support services through the WHL. It is envisaged that this number would be compatible with all the existing telecommunication channels whether providing post/pre-paid mobile or landline services through any public or private network i.e. GSM, CDMA, 3G, 4G, etc.

FOR WHAT :

The objectives of the Scheme are:

- To provide 24-hours toll-free telecom service to women affected by violence and seeking support and information.
- To facilitate crisis and non-crisis intervention through referral to the appropriate agencies such as Police / Hospitals / Ambulance services / District Legal Services Authority (DLSA) / Protection Officer (PO) / OSC.
- To provide information about the appropriate support services, government schemes and programmes available to the woman affected by violence, in her particular situation within the local area in which she resides or is employed.

FOR WHOM:

Any woman or girl facing violence within public or private sphere of life or seeking information about women related programmes or schemes.

WHERE IS WHL LOCATED ?

The WHL is universalised through the short code number, 181 and the Helpline is implemented through the Amma Call Center, which is located at Ambattur in Chennai.

EMERGENCY SUPPORT:

Violence Against Women (VAW) Prevention:

As soon as an aggrieved woman (AG) or somebody on her behalf contacts WHL, her information will be attended by the call responder appointed there. Based on the urgency and the requirements explained by the caller, the responder will refer her to relevant support services like medical aid, police assistance or connect her to OSC for professional counseling,

shelter, legal aid etc. If the woman needs to be rescued from a violent situation or is in urgent need of medical assistance then the police station or ambulance will be provided accordingly.

NON EMERGENCY SUPPORT

Information of Women Empowerment Schemes and Programmes:

WHL-181 will provide information about the laws, existing schemes and government programs related to women empowerment and protection. Any woman in need of such information or someone on her behalf may call WHL, and the staff at WHL will provide this information or refer the woman to the relevant department to access the same. WHL will also provide guidance to women about processes to be adopted for accessing benefits of these schemes and programs.

MODALITIES OF THE SCHEME :

The Women Helpline will be accessible 24 hours a day. 7 days a week to any woman or girl suffering violence or in distress or looking information on programs through: telephone, landline, mobile phone through calls and SMS, e-mails, facebook, etc.

DOCUMENTATION

A web enabled Management information system (MIS) has been developed to provide a user friendly and easily accessible one single portal giving due regard to the confidentiality of women affected by violence. When an aggrieved woman approaches the WHL, her personal and Case details will be fed into this system in the prescribed format and a Unique ID Number would or generated through which the case would be followed by the authorities from district to central level.

This system would also be used to access accurate information about the network of institution; and resources available and able to provide medical, legal, shelter support to women in the State. For this purpose, a Resource Directory has been collated from resource mapping at the State level and uploaded in the computer managed by the IT Staff.

Furthermore, this software will be utilised to provide information about all the schemes and programmes run by Central/State Government for the empowerment of women and girls. In case a woman places a call to inquire about and same, she will be provided with requisite information and guided through the process, required for accessing these schemes and programmes. For example if a woman calls seeking information about widow pension scheme, the same would be provided to her along with details of officer concerned (in the particular district where she resides) whom she needs to approach for accessing the same, etc.

AWARNESS GENERATION AND OUTREACH ACTIVITIES

WHL undertakes outreach and awareness generation activities to inform and encourage women to utilize its service in case of need. For women to contact WHL they first need to know about the service and understand what it can do for them. Hence, outreach and awareness-generation activities are therefore key components of the WHL. In addition, these awareness activities will also act as a measure to ensure prevention of VAW (violence against women).

The grass root workers and field functionaries under the Department of Social Welfare and other concerned departments at the State/district/village/urban/rural levels along with civil society groups, self, help groups (SGH), and individuals are sensihised to create awareness on WHL.

MONITORING MECHANISMS

At the National level, a National Steering and Monitoring Committee is constituted under the chairmanship of the Secretary, WCD comprising representation from the Ministry of Home Affairs, Ministry of Health and Family Welfare, Ministry of Communications and Information Technology, Ministry of Law and Justice along with National Legal Service Authority (NALSA). The National Steering and Monitoring Committee will monitor and evaluate the functioning of all Will annually, A Project Management Unit (PMU) is set up in order to act as the Secretariat to the National Steering and Monitoring Committee.

At the State level, there is a State Steering and Monitoring Committee under the chairmanship of the principal Secretary, Social Welfare Department and other related department who will monitor the functioning of WHL.

CONVERGENCE WITH OTHER DEPARTMENTS

The concerned Ministries/Departments for convergence with the WHL 181, and their roles and responsibilities are outlined below:

I. DEPARTMENT OF TELECOMMUNICATIONS UNDER MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY

- Provide a toll free text message / app service to be connected with short code 181, compatible with all the existing telecommunication channels i.e Post / Prepaid mobile landline across all the networks whether public or private
- Ensure interstate connectivity
- Provide technology to record and immediately trace the current location from which call/text/signal has been received.

- Examine requirement for suitable amendments in existing law / procedures i.e. Indian Telegraph Act, License conditions etc. to facilitate connectivity among various telecommunication companies.
- Monitor all inter- connectivity issues involving the telecom operators whether private or public.

II. DEPARTMENT OF HOME AFFAIRS/DISTRICT/ LOCAL POLICE STATION

- Integrate all Helpline run by police department with WHL.
- Contact details of police official's in-charge working in various police stations/city/ district/State level to be made available to Helpline.
- Designate police help and support whenever requested by WHL.
- Support gender sensitization of police personnel dealing with cases of women affected by violence.

III. DEPARTMENT OF HEALTH AND FAMILY WELFARE

- Directories of Doctors / Hospitals / Clinics (Public & Private) operational within the State/UT.
- Directories with complete address, phone number of in-charge / nodal Doctor of hospitals.
- Directories of Ambulances (Public and Private).
- List of all the field officers working in a State with their contact details.
- Training and sensitization of Health personnel including paramedical staff.
- Support process of identifying Para-medical staff.

IV. STATE LEGAL SERVICES AUTHORITY / DLSA

- List of lawyers ready to give legal aid to the women affected by violence.
- List of district wise Para-legal volunteers.
- Support in ensuring expeditious disposal of cases.
- Periodical training of Helpline officials on laws related to VAW.

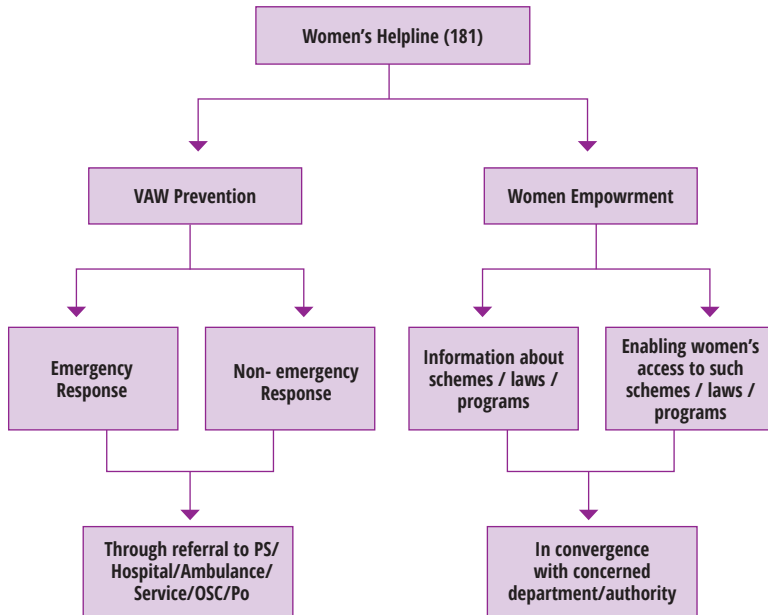
V DEPARTMENT OF INFORMATION TECHNOLOGY & COMMUNICATION

- Providing technical input for procuring trig hardware & setting up the WHL, center.
- Develop web based software customized as per the WHL, implementation guideline and contextualized as per the states requirement.
- Training & capacity Building on Software & Standard Operating procedures.
- Provide training manuals.
- Provide IT related support.

VI. DEPARTMENT OF SOCIAL WELFARE

- List of all AWW / PO / Child Marriage Prohibition Officers (CMPO) / Protection officers etc. working across the State with contact details to be provided to Helpline
- Details of schemes related to women empowerment and the concerned officers
- Details of shelter homes / SwadharGrehs / Short Stay Homes
- Periodical training of WHL Officials on laws, schemes, policies and programmes related to VAW.

OVERVIEW OF WOMEN HELPLINE



The Women Helpline (WHL) is a welcome initiative for the women in Tamilnadu who can now call anytime whenever they face any kind of violence

**CRISIS
SUCH AS
DOMESTIC VIOLENCE**

- which includes physical, mental, sexual, verbal, emotional, and economic abuse.
- Cybercrime includes, among others, accessing one's personal information, or using the internet for exploitative or malicious purposes, such as- stealing identities, or violating one's privacy, committing fraud, hate crimes, etc.
- Physical Abuse includes, among others - shaking, slapping, pushing, punching or scratching, kicking, spitting or biting, trying to strangle or choke, using weapons, driving dangerously, destroying property and throwing things, sleep and food deprivation, forced feeding, physical restraint, e.g., pinning against the wall or bed.
- When facing Sexual Harassment either at workplace, at a public place or even in one's home; it includes leering, use of lewd words or songs, groping in a public place, molestation, sexual innuendos or rape.
- RAPE / MOLESTATION
- If in need of LEGAL ADVICE/GUIDANCE/ COUNSELLING/ ASSISTANCE for any situation you might be facing; as well, assistance in availing compensation for victims of rape
- Obscene phone calls
- If you are receiving Obscene Phone Calls
- One's situation might not necessarily be exactly the same as those outlined above. However, if a woman/girl is facing any kind of violence, they should not hesitate to call 181, because trained professionals are waiting to help.

NON-CRISIS

Government schemes and programmes.

- Another service offered to women through the WHL is providing information in availing, Government Schemes and Programmes under various departments, which are available for women in the State.
- Laws and rights related to women protection





181 WOMEN HELPLINE

GOVERNMENT OF TAMIL NADU

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