Introduction

The National Women Commission through IPGBVPR project is operating a national level 24-hour toll free helpline to provide instantaneous and effective support to the survivors of gender-based violence (GBV). If anyone faces or even witnesses such an incident, they can simply call the number 1145 to receive support for shelter, psychosocial services, child support and legal aid among others.

This project is implemented with the support of World Bank and in partnership with Child Workers in Nepal (CWIN), Legal Aid and Consultancy Centre (LACC), Transcultural Psychosocial Organization (TPO) and Saathi. This factsheet is prepared for the purpose of informing development partners, policymakers, civil society leaders and other relevant stakeholders.

**OVERVIEW OF TYPES OF ASSISTANCE PROVIDED**

1. Information Services
   - 10020

2. Case Services
   - 11240
   - 3128

3. Automated Referrals to Police
   - 2690

4. Linked Referrals
   - 264

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1. This does not include missed calls, blank calls, fake calls or nuisance calls, many of which are due to technical errors
2. A case is registered if any service other than an information service is provided eg mediation, psychosocial counselling. A case may have more than one service
3. Information provided to callers about services, legal rights, first aid and safety. Information sessions do not include follow up calls, linked referrals or information provided as part of a case service.
4. Referrals made outside the partner organizations where survivors were actively linked to another organization. Includes linked referrals that are provided as part of a case.
5. Helpline callers are given the option to be automatically transfer to the Police
CASE SERVICES PROVIDED TO SURVIVORS

- 2421 Psychosocial Counselling (Family, Individual, Couple or Group)
- 4426 Legal Counselling
- 124 Legal Case Work
- 156 Case Meeting
- 124 Formal Education
- 185 Family Reintegration
- 364 Vocational Training
- 394 Medical
- 528 Shelter Services
- 727 Court Representation
- 728 Paralegal Services
- 889 Medical Case Work
- 540 Legal Case Work
- 11240 Total Services

- 1132 Psychosocial Counselling (Family, Individual, Couple or Group)
- 727 Court Representation
- 3536 Legal Counselling
- 7579 Legal Case Work
- 12425 Formal Education
- 4444 Case Meeting
- 8484 Employment
- 4040 Paralegal Services
- 511511 Field Visit
- 5454 Mediation services
- 817817 Mental Health (Extensive Psychiatric Support)
- 418418 Field Visit
- 110110 Rescue
- 3737 Total Services
- 352352 Total Services

- 897897 Total Services
- 11240 Total Services

- 4242 Total Services
- 278278 Total Services
- 2020 Total Services
- 6666 Total Services
- 1515 Total Services
- 2222 Total Services
- 7474 Total Services
- 897897 Total Services
REPORTED VIOLENCE AND ITS TYPES

A) Typology of Violence\(^7\)
- Emotional Violence: 38%
- Economic Violence: 32%
- Physical Violence: 23%
- Sexual Violence: 6%

B) Forms of Violence\(^6\)
- Domestic Violence: 88%
- Violence against Women: 12%

C) Most Frequently Reported Violence - Top 10\(^9\)
- Economic Torture: 2232
- Polygamy: 160
- Psychological Torture: 3023
- Sexual harassment: 349
- Physical Assault: 1779
- Character Assassination/Reputational Damage: 227
- Legal documents (Marriage registration, Birth certificate, Citizenship, Property, Passport): 929

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7. This is the main type of violence experienced in a case. However, many survivors experience more than one type of violence.
8. The Domestic Violence (Crime and Punishment) Act 2008 defines domestic violence as any form of physical, mental and sexual and economic harms perpetuated by persons with whom he/she has a family relationship and this would also include any acts of reprimand or emotional harm. Violence against women (VAW) is collectively, violent acts that are primarily or exclusively committed against women and girls. This includes all the cases outside Domestic Violence.
9. Violence types are double counted as cases may include more than one type of violence.
SURVIVOR DEMOGRAPHICS

A) SURVIVOR’S SEX

- Male: 2%
- Female: 98%

B) SURVIVOR’S AGE

- Below 16: 5%
- 16-25: 23%
- 26-40: 55%
- 41-60: 15%
- 60 and above: 2%

C) SURVIVOR’S EDUCATION LEVEL

- Basic Literacy: 31%
- Secondary School: 16%
- Higher Secondary: 15%
- SLC: 14%
- Primary School: 12%
- Bachelor’s Degree: 8%
- Above Bachelor’s Degree: 4%

D) SURVIVOR’S CIVIL STATUS

- Married: 83%
- Single: 10%
- Widowed: 3%
- Divorced: 2%
- Cohabiting: 1%

E) SURVIVOR’S ETHNICITY

- Brahmin/Chhetri Group: 44%
- Relatively Disadvantaged Janajatis Hills: 25%
- Relatively Disadvantaged Janajatis Terai: 17%
- Relatively Advantaged Janajatis: 9%
- Dalits Hill: 2%
- Religious Minorities: 1%
- Disadvantaged non-Dalit Terai caste groups: 1%
- Dalits Terai: 1%

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10. Included demographics for cases, information sessions and linked referrals.
F) SURVIVOR’S LOCATION

- Kathmandu: 65%
- Bhaktapur: 6%
- Lalitpur: 13%
- Nuwakot: 3%
- Others: 13%

PERPETRATOR INFORMATION

PERPETRATOR’S SEX

- Male: 87%
- Female: 13%

EDUCATION LEVEL OF PERPETRATORS

- Basic Literacy: 22%
- Secondary School: 17%
- SLC: 17%
- Higher Secondary: 15%
- Primary School: 15%
- Bachelor’s Degree: 8%
- Above Bachelor’s Degree: 6%

PERPETRATOR’S RELATION TO SURVIVOR

- Intimate Partner or Spouse: 66%
- Family member other than primary caregiver: 17%
- Other (Other, No relation and unknown): 8%
- Primary caregiver: 4%
- Family Friend/Neighbor: 2%
- Former Partner: 1%
- Siblings: 1%
- Supervisor/Employer: 1%
If you or anyone you know is suffering from gender-based violence, please CALL or SMS at 1145. You can also visit nwchelpline.gov.np to file an online form about your GBV incident.

For more details please contact:

National Women Commission

BhadraKali Plaza, Kathmandu, Nepal
Telephone: +977-1-4256701
Fax: +977-1-4250246

Email: info@nwc.gov.np/sambodhan@nwc.gov.np
Facebook: NWC Helpline 1145

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11. These calls also include missed, fake, nuisance, information and linked referral calls.