

# National Women Commission (NWC) HELPLINE-1145 - FACTSHEET

Nov 21st, 2017 - February 28th, 2021



Integrated Platform for Gender Based Violence  
Prevention and Response (Sambodhan)



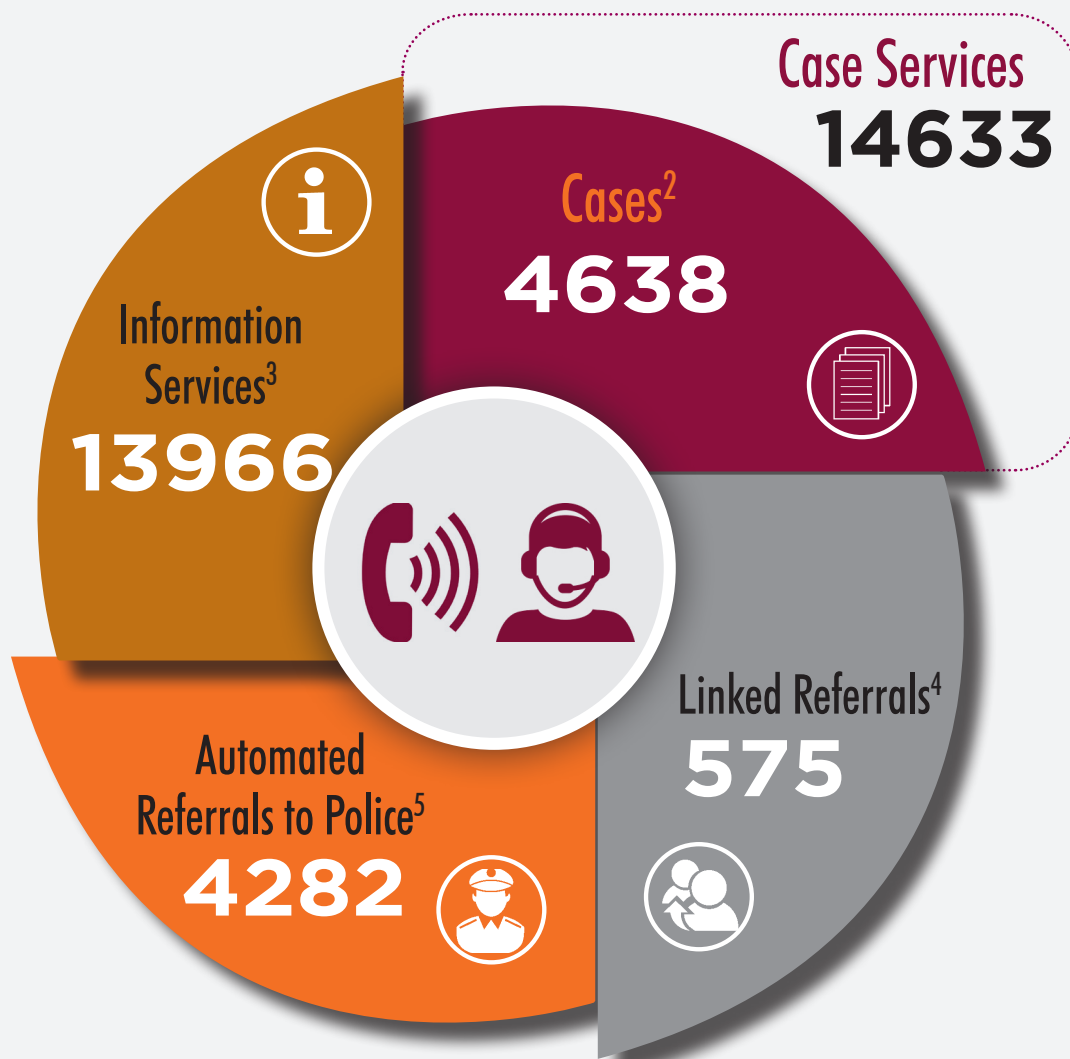
## INTRODUCTION

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.

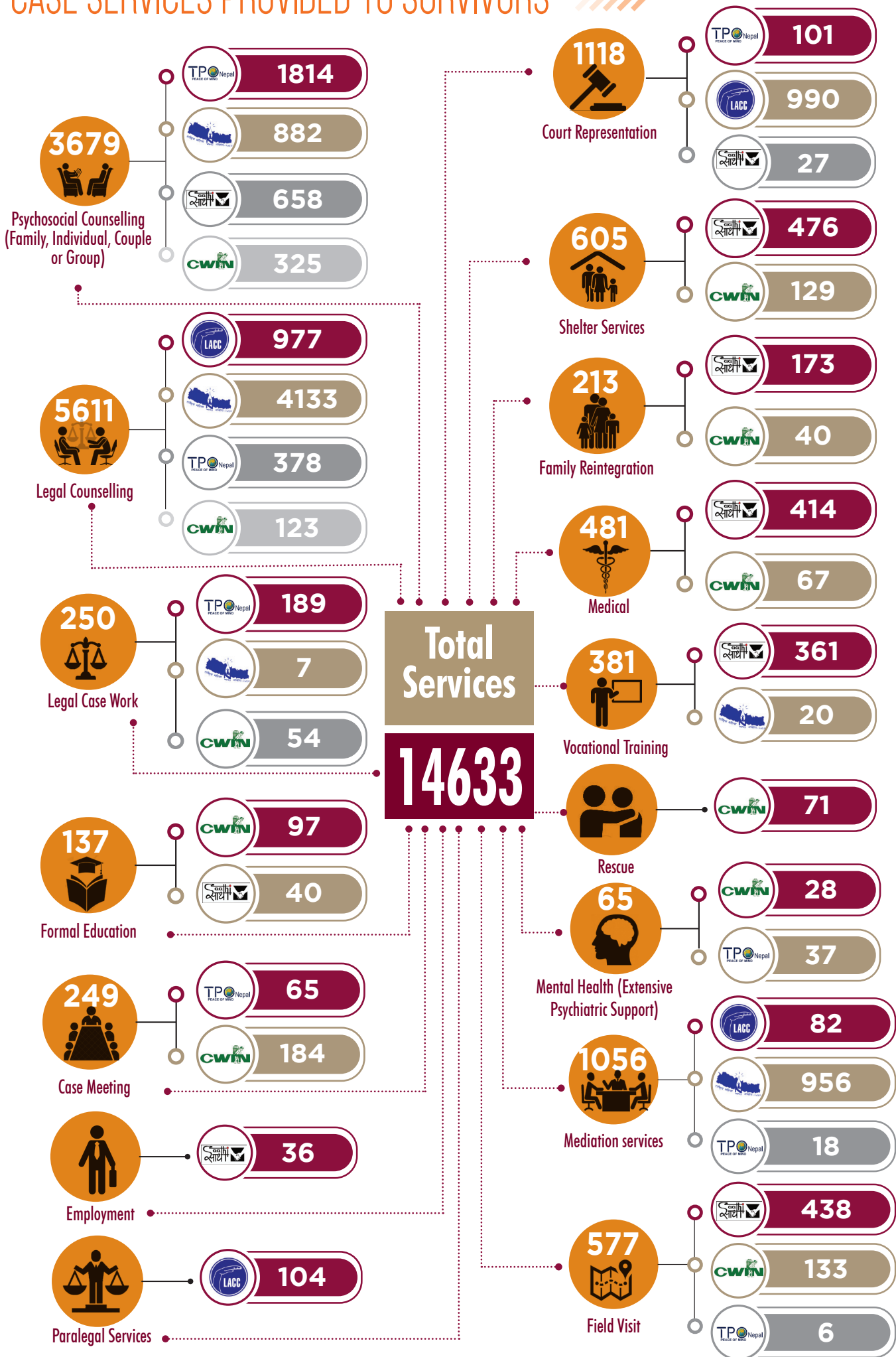


## OVERVIEW OF TYPES OF ASSISTANCE PROVIDED<sup>1</sup> >>>>

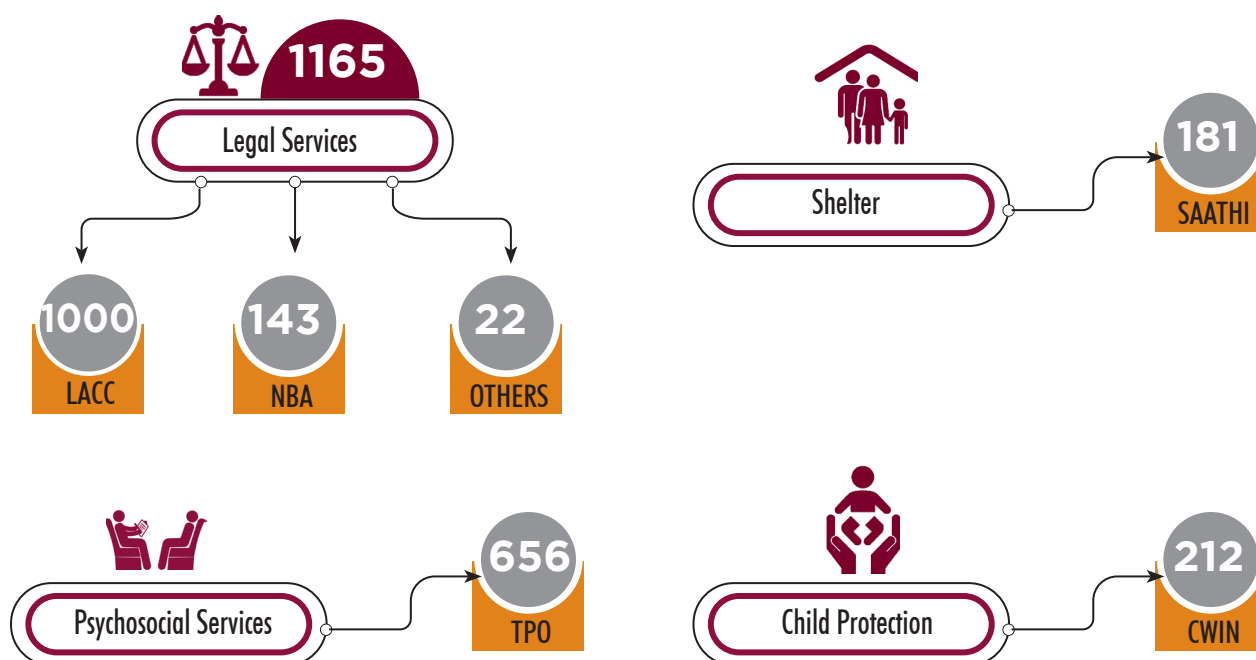


1. This does not include missed calls, blank calls, fake calls or nuisance calls, many of which are due to technical errors
2. A case is registered if any service other than an information service is provided eg mediation, psychosocial counselling. A case may have more than one service
3. Information 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 >>>>

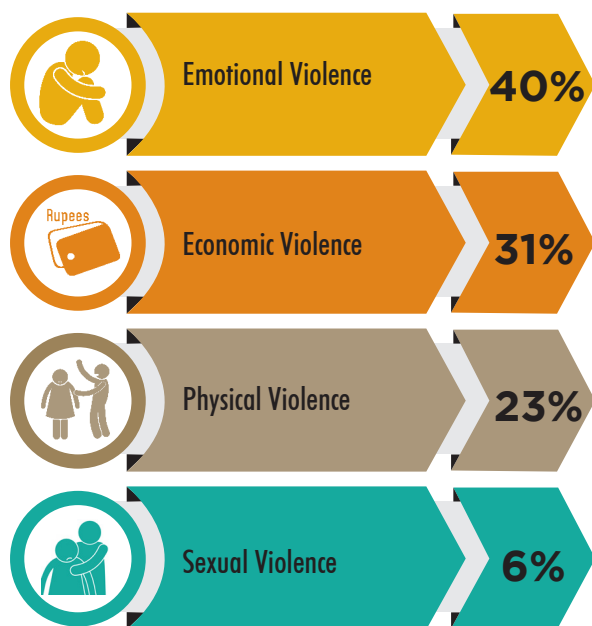


## PARTNER REFERRALS >>>>



## REPORTED VIOLENCE AND ITS TYPES >>>>

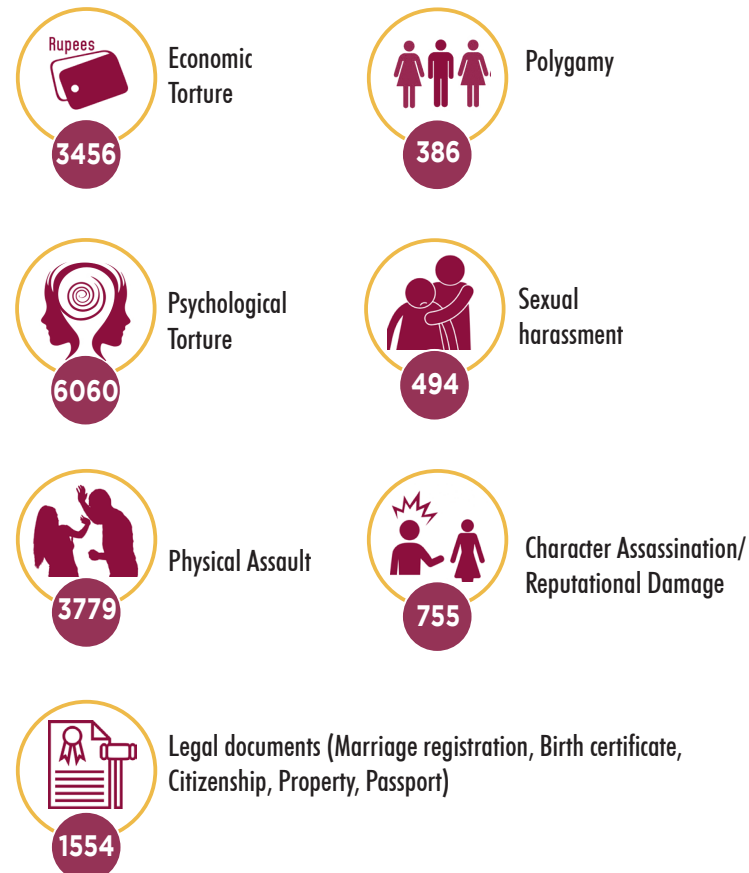
### A) Typology of Violence<sup>6</sup>



### B) Forms of Violence<sup>7</sup>



### C) Most Frequently Reported Violence - Top 10<sup>8</sup>



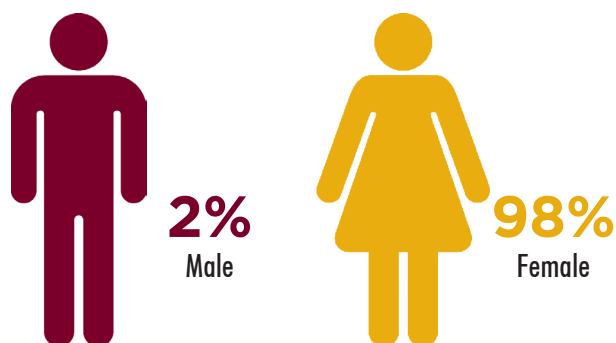
6. This is the main type of violence experienced in a case. However, many survivors experience more than one type of violence.

7. The Domestic Violence (Crime and Punishment) Act 2008 defines domestic violence as any form of physical, mental and sexual and economic harms perpetrated 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.

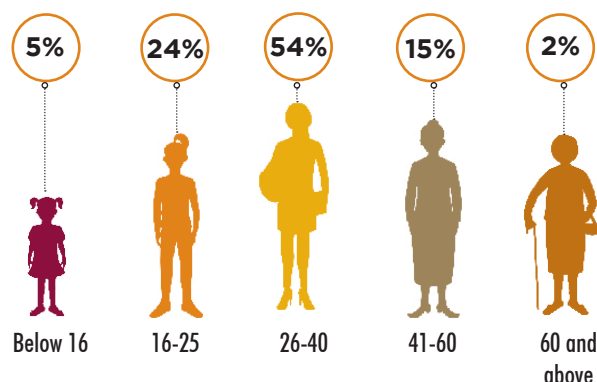
8. Violence types are double counted as cases may include more than one type of violence.

# SURVIVOR DEMOGRAPHICS<sup>9</sup> >>>>

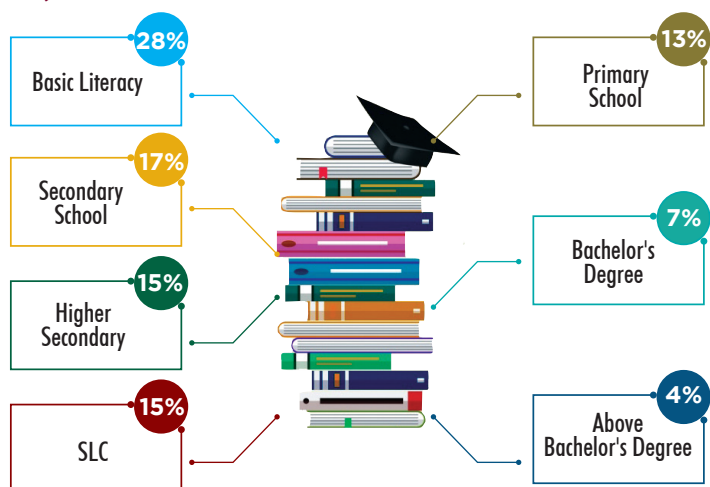
## A) SURVIVOR'S SEX



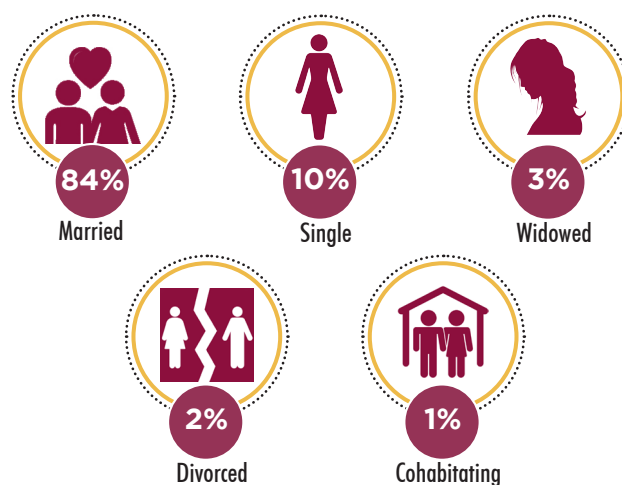
## B) SURVIVOR'S AGE



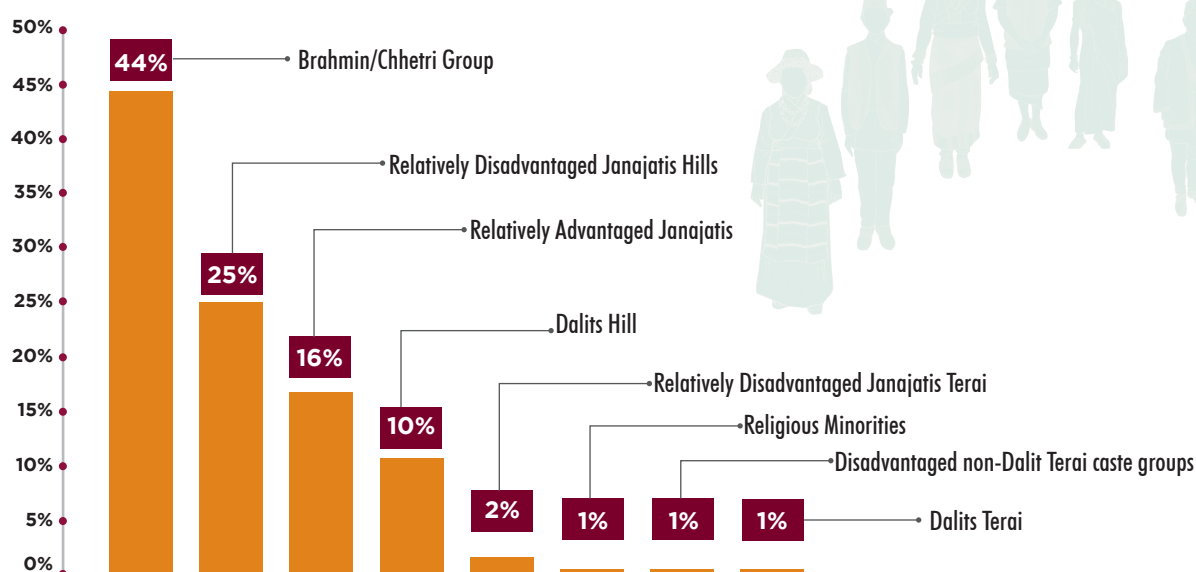
## C) SURVIVOR'S EDUCATION LEVEL



## D) SURVIVOR'S CIVIL STATUS

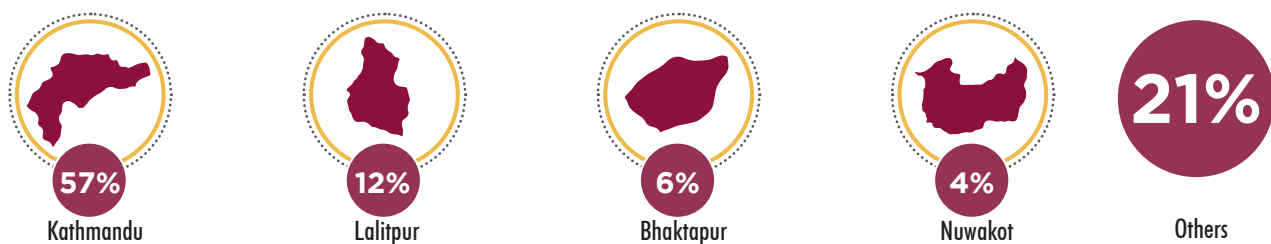


## E) SURVIVOR'S ETHNICITY



9. Included demographics for cases, information sessions and linked referrals.

## F) SURVIVOR'S LOCATION



## PERPETRATOR INFORMATION >>>>

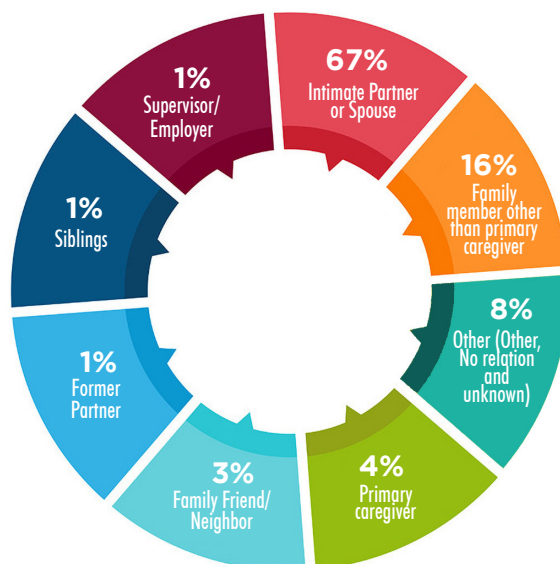
### PERPETRATOR'S SEX



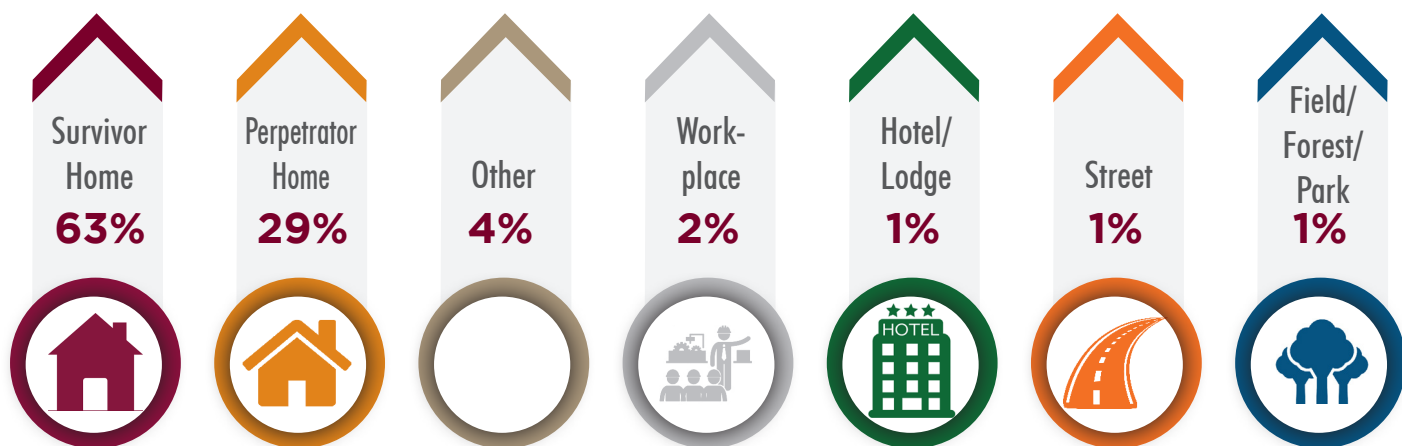
### EDUCATION LEVEL OF PERPETRATORS



### PERPETRATOR'S RELATION TO SURVIVOR

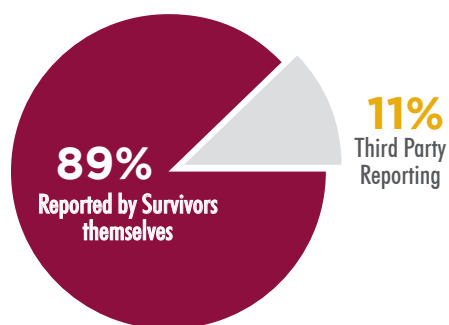


## PLACE OF INCIDENCE >>>>



## REPORTING PATTERN >>>>

### THIRD PARTY REPORTING



### TIME OF REPORTING



## CALL 1145 DURING LOCKDOWN TO REPORT VIOLENCE AGAINST WOMEN

We are here to help if you are facing any kind of violence against women while you stay at home during the lockdown. Please contact the following organizations for the respective services who are working in partnership with National Women Commission's Helpline 1145.

If you are in need of **LEGAL COUNSELLING**, contact the following advocates of Legal Aid and Consultancy Center (LACC) and TPO Nepal (for Nuwakot) between 10 a.m. to 5 p.m.

Adv. Punyashila Dawadi	9841437949
Adv. Shakuntala Basnet	9841644515
Adv. Chandeshwori Tandukar	9841202275
Adv. Anjana Neupane	9860489403
Adv. Garima Pandey (Nuwakot)	9849491538



For **psychosocial counselling** contact 1145 or TPO Nepal's toll free number between 8am to 6pm 1660 010 2005



For **shelter services** contact SAATHI: 9801038482 | 9841607846 | 9849544950



For **child related services** contact CWIN Nepal child helpline: 1098

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](http://nwchelpline.gov.np) to file an online form about your GBV incident.

For more details please contact:



**National Women Commission**

Location: Bhadrakali Plaza, Kathmandu, Nepal

Telephone: +977-1-4256701

Fax: +977-1-4250246

Email: [info@nwc.gov.np](mailto:info@nwc.gov.np) / [sambodhan@nwc.gov.np](mailto:sambodhan@nwc.gov.np)

Web: [www.nwc.gov.np](http://www.nwc.gov.np) / [www.nwchelpline.gov.np](http://www.nwchelpline.gov.np)

Facebook: NWC Helpline 1145