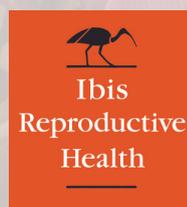




## Vikalp Helpline



### *A helpline for domestic violence survivors & sexual reproductive health*

Implementation started: October | Project status: Active | Case study published on: Feb 07, 2022

Vikalp works towards empowering youth to end gender-based violence and discrimination through creating alternative and creative ways to voice their opinions, integrating them in the process of social development and creating a future that is just and equal for all.

They aim to create a violence-free society and to achieve behavioral, social transformation for girls and boys based on equity, peace and justice, where all can enjoy

- Physical and mental freedom
- Freedom from gender violence
- Equal access of resources and opportunities
- Freedom from all sorts of discrimination

Ibis drives change through bold, rigorous research and principled partnerships that advance sexual and reproductive autonomy, choices, and health worldwide.

#### **What are the problem that we are addressing?**

- An estimated 16 million abortions happen in India each year.
- The majority of these abortions (**73%**) are medication abortions.
- Most commonly women purchase abortion pills from pharmacies without any prescription or guidance from a licensed provider.
- A person can legally have an abortion in India when it is done under the guidance of a registered medical provider, so this over-the-counter purchase is not legal. But it is accessible and cheap.
- We know there is a great need for information for women who are undergoing self-managed abortions.

# Vikalp Helpline

A helpline for women to receive information about safe abortion and sexual and reproductive health. The aim of the hotline is to provide general information about birth control, sexually transmitted infections and services for women undergoing abortion or experiencing domestic violence, with a primary focus on safe abortion practices for women.

**Geographic coverage:** Pan India

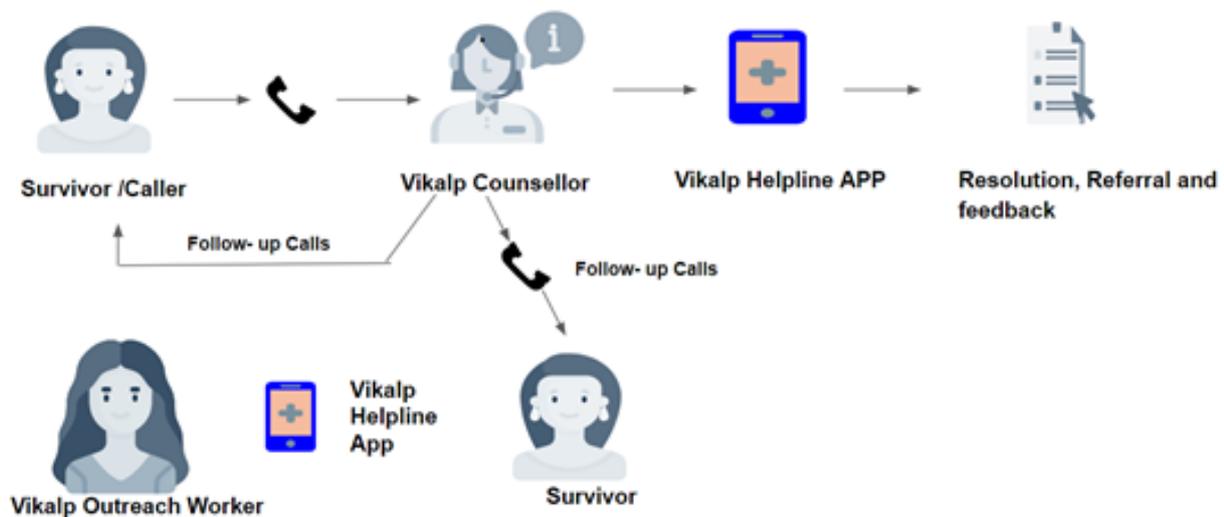
**Implementing org -** Vikalp Sansthan

**Funders -** IBIS Reproductive Health

**Tech support -** Intelehealth

## Implementation Model

### Workflow (Toll free No. + App)



## Outcome & Results

Preliminary impact reported till 31st Jan 2022

- Till date, **47 survivors** have been registered for domestic violence queries
- **88 queries** have been handled and resolved by the counsellors.

## Success Story

I, Shamina, am working with Vikalp Helpline as a counsellor. This helpline provides information & counselling to girls and women facing domestic violence as well as information on sexual and reproductive health.

I am a domestic violence survivor. I was beaten by my in-laws a few years into my marriage. I had no support from my family and I was afraid to voice my concerns. I was unaware of any legal recourse possible to combat this abuse. I often wondered how many women like me go through this each day. Since then, I decided I will work for an organization that helps women and young girls raise their voices against sexual harassment and domestic violence. Today under the Vikalp Helpline, I counsel so many young girls and women every day. They share their anguish, emotions and worries. I counsel them to speak out and voice their concerns, provide legal-related information.



This helpline has empowered me to help others in every possible way. Many women who I have counselled through our helpline, have called back and shared positive results. I feel so happy that I managed to help them and make them stronger. Talking to these survivors and helping them out gives me a sense of peace and relief that I can fight my own battles.

Initially, we worked offline, maintaining case documents, pulling up old files for follow-ups etc., but with Intelehealth's support, our work is now hassle-free, we save a lot of time in making notes instead we just feed in the information on the app and can access any document with just a touch of a button or screen. I am grateful to the people who have launched this helpline; it is a dream come true. Today, I am a much stronger woman than ever. I urge survivors of domestic violence and sexual harassment, to call on the helpline (1800-309-4120) and seek support. You are not alone, we are here to listen to you and help you in every possible way.

### For more details contact

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