



Vikalp Helpline



A helpline for domestic violence survivors & sexual reproductive health

Implementation started: October | Project status: Active | Case study published on: Aug 03, 2022

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

They aim to create a violence-free society and to achieve behavioral and 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 to 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 undergoing self-managed abortions.

Vikalp Helpline

IBIS Reproductive Health and Vikalp Sansthan, powered by Intelhealth, launched the Vikalp Helpline to address this issue. The helpline provides general information about safe abortion, SRH, child marriage, and counseling domestic violence survivors. The incoming calls on the helpline witnessed many calls by domestic violence survivors. The counselor educates these survivors about their legal rights and how to register a complaint and receive counseling. The counselors also work with local women's groups to ensure that women in the villages have the ability and courage to stand up to abuse and fight for their rights.

Geographic coverage: Rajasthan

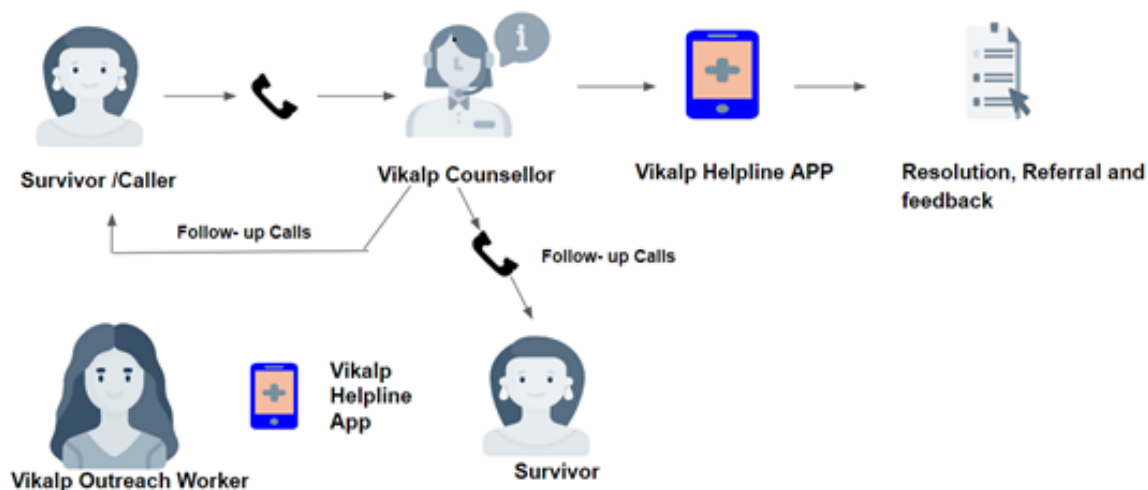
Implementing org - Vikalp Sansthan

Funders - IBIS Reproductive Health

Tech support - Intelhealth

Implementation Model

Workflow (Toll free No. + App)



Key Impact

- Health service consultations - 28
- Teleconsultation - 341
- Counselors - 3
- Survivors reached - 111
- Districts - 10
- States - 4

*data as of June 2022

Success Story

I, Shamina, am working with Vikalp Helpline as a counselor. 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 would 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 many young girls and women daily. They share their anguish, emotions and worries. I counsel them to speak out and voice their concerns and provide legal-related information.



This helpline has empowered me to help others in every possible way. Many women I have counseled 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 peace and relief that I can fight my battles.

Initially, we worked offline, maintaining case documents, pulling up old files for follow-ups, etc., but with Intelhealth's support, our work is now hassle-free. We save a lot of time in making notes; instead, we 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 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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