

## GBV subcluster of the Protection cluster

### Practical Guide for Referrals of GBV survivors – Nepal Earthquake (v.1)

--The following provides a practical guide for referring survivors of GBV to relevant services, ensuring a survivor centered approach and in line with key guiding principles of respect, safety and confidentiality. It is not intended to replace exiting protocols, but rather guide adequate treatment of survivors and referrals.

**You are informed of an incident of GBV, such as sexual violence (i.e. rape), physical violence (i.e. domestic violence), psychological violence (i.e. verbal abuse)**

#### Key Guidelines :

- Always **protect the identity, confidentiality, and safety of the survivor.**
- Treat the survivor with **respect** and ensure all communications are done in a safe place
- **Do not share the information of the incident without the survivor's consent.**
- Do not share information about a survivor over email. One-on-one discussions are best. **Information about survivors should never be shared in large group meetings**, and only over the phone if absolutely necessary.
- Provide **reliable and comprehensive information on the available services** and support to survivors of GBV
- It is not your job to investigate the case. The **priority is to get the survivor the immediate care and support** that she/he needs.
- Information on follow-up of cases should only be **discussed among a small core group of key actors or coordinators** providing services to GBV survivors, and/or **technical and trained staff.**
- If a survivor **does not wish to report to the police, she/he can access health care in a private facility.** If a survivor **does wish to pursue justice, she/he must be referred to police and be treated at a government facility** in order for the medical certificate to be recognized in a court of law. This information should be clearly informed to the survivor.
- If a survivor comes to you with another person, **identify someone else to engage with her/his companion, while you conduct a private and confidential discussion with the survivor.**
- Ensure the **Child survivor is consulted and takes part on the decision** which will affect her/him
- When family/guardians make a decisions on behalf of the Child , **ensure the best interest of the survivor** are given priority.

#### Possible Results of Seeking Support (for survivor information):

BENEFITS	CONSEQUENCES
<ul style="list-style-type: none"> <li>• Treatment of injuries</li> <li>• Access to medical care within <b>3 days for Emergency Contraception and Post-Exposure Prophylaxis</b>, and within <b>5 days for STI prevention</b></li> <li>• Access to emotional and psychosocial support</li> <li>• Able to conduct forensic report and file case with police/court</li> </ul>	<ul style="list-style-type: none"> <li>• Compromised confidentiality of survivor</li> <li>• Compromised safety of survivor</li> <li>• Possible inappropriate treatment by service providers</li> <li>• Break of confidentiality</li> </ul>

#### IF THE SURVIVOR HAS GIVEN CONSENT, THE IMMEDIATE RESPONSE SHOULD BE:

<u>Sexual Violence</u> Ensure immediate ( <b>within 72 hrs</b> ) access to medical care	<u>Physical Violence</u> It is advisable to seek health service	<u>If there is a safety risk and for legal reporting</u>	<u>Psychological Violence</u>
↓	↓	↓	↓
<b>Prioritize Health Care</b>		<b>Prioritize Safety &amp; Security of Survivor</b>	<b>Psychosocial Support</b>
Hospital or Specialized Medical NGO		<b>POLICE</b>	Counselling / Mental health care
↓	↓	↓	↓
<b>Psychosocial Support</b>		<b>Legal aid</b>	
Counselling/ Mental health care Women's Safe shelter home		Human Rights Defenders, Prosecutors	

#### After an immediate response, follow up actions and services may include:

- |  |  |                     |   |
|--|--|---------------------|---|
| • On-going psychosocial support activities | • Access to legal aid- Protection officer- | • Follow-up medical | • Livelihood opportunities for rehabilitation |
|--|--|---------------------|---|

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#### **DIRECTORY OF GBV RELATED SERVICES FOR 14 MOST AFFECTED DISTRICTS-** (Draft v.1 May 11<sup>th</sup> 2015)

-This is an initial list of services which are known and operational to the GBV subcluster of the Protection cluster. The list is not extensive of all existing services, as they are in process to be mapped out, but at least it provides an initial resource. This will be revised every week to ensure it captures district mapping of services, which will inform a referral pathway per District. For updates of new services or feedback please contact Marte Solberg, GBV subcluster IM, solberg@unfpa.org-

#### **Help Lines (toll free) Country wide for cases of Gender based violence (GBV)**

Primary helpline: \*Women's Rehabilitation Center (**WOREC**) for counselling and immediate care and referral: **1660-01-78910** (24hrs)

\***Police: 100** (24hrs)

\*Marie Stopes International (**MSI**) for Medical care and trauma counselling: from NTC **1660-0119756** and from Ncell **9801119756** (Mon to Fri 9 to 5)

\***CWIN (children) 1098** and **CCWB (unaccompanied children) 104**

\**Police Women and Children protection mobile team (Kathmandu area only): 9851284271 and Police crime information collection help line: 16600141516*

District	Service	Organisation	VDC (location)	Contact person	Telephone	Remarks
<b>KATHMANDU</b>	Women and children Officers (WCO)	Government DWC		Jamuna Poudel	9851009496	
	Women Safe shelter home	WOREC	Tudhikhel & Manamaniju	Jeevan Bhattarai Damanti Rajbanshi	98416510135 9842141332	
		WHRD		Srijana Pun	9841426575	
		Shakti Samuha		Ms. Sunita Danuwar or Bal Kumari Rana Magar	9851147103/ 014478117/ 9845713043	Expertise in trafficking
		Saathi	Outreach team available for all other affected districts	Renu Shah Hari Baskota	9841281044 9841503720	<b>Outreach team available for all other affected districts</b>
		Maiti Nepal	Gaushala	Sumitra Shrestha and Rajani Gurung	4494814	Expertise in trafficking
		KOSHISH		Sharmila Parajuli	9841215909	Shelter home for women with mental disability
	Shelter home for children	Saathi		Sangeeta Rana	9841428834	Children Shelter
	Child Protection center	Maiti Nepal	Gaushala	Sumitra Shrestha and Rajani Gurung	4494814	
	Psychosocial	CVICT		Jamuna Poudya	9851046219	

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		Saathi		Renu Shah Kabita Pant	9841281044 9841435204	Group and Individual Psychosocial Counseling
	Medical care for GBV	OCMC (Crisis Mgt center)	Maternity Hospital	Sukulama	9841323725	
		Marie Stopes Intl (MSI)	Gongabu Putalisadak		9851178733/014354866 9851178766/014168138	
	Police	Women and Children Service Centre Directorate, NP HQ		Mr Krishna Prasad	9851280131	
	Legal counselling	Human Right Defender		Vivek Dhungana	9849000172	
<b>KAVRE</b>	Women and children Officers (WCO)	Government DWC		Shanta Devee Poudel	9841729171	
	Women Safe Shelter home	WOREC		Geeta Thapa	9841 082130	
		WHRD		Sabitri Lamichane	9841036011	
	Police	Women and children service center		Pitamber Adhikari	9851288081	
	Psychosocial	CVICT		Sumitra Acharya	9849877674	
		Saathi		Renu Shah Kabita Pant	9841281044 9841435204	Cover from Kathamndu
	Medical care for GBV	OCMC	Dulikhel hospital		011-490497	
Marie Stopes Intl (MSI)		Banepa		9851178768/011660886		
Legal counselling	Human Rights Defender		Bhojraj Timalsina	9851085875		
<b>LALITPUR</b>	Women and children Officers (WCO)	Government DWC		Indria Ojha	975900395	
	Women Safe Shelter Home	WOREC (mobile team)	Harisidhi	Bhumika Dulal	9804332791	
		WHRD		Brindra	9851141417	
		Saathi		Renu Shah Kabita Pant	9841281044 9841435204	
	Shelter for Children	Saathi		Sangeeta Rana	9841428834	
	Police	Women and children service center		Ranjit	9851225555	
	Medical care for GBV	Marie Stopes Intl (MSI)	Satdobato		9851178773/0155267 16	
Psychosocial	CVICT		Januka Subedi	9843178137		

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		Saathi		Renu Shah Kabita Pant	9841281044 9841435204	Group and individual counseling
	Legal counselling	Human Rights defender		Ramesh Timalcina	9841516817	
<b>SINDHUPALCHOK</b>	Women and children Officers (WCO)	Government DWC		Sandhya Swari Shah	9846042700/ 620123	
	Women Safe Shelter Home and counseling	WOREC		Bishnukala	9851144957	
		WHRD		Dayalaxmi Shrestha	9741028707	
	Women Rehabilitation Center	Shakti Samuha		Ms. Rashmita Shrestha	9849098279	Also referral for trafficking
	Transit home for survivors of trafficking	Maiti Nepal	Tatopani	Ms. Pabitra Ghimire	9801151563	
	Police	Women and children service center		Sudip Acharya	9851091995	
	Legal counselling	Human Rights Defender		Natibabu Dhital	9741088707	
	UN focal point	UNICEF Protection Officer		Kamdev	9852026994	
UNFPA			Shyam Thapa	98010-56014		
<b>GORKHA</b>	Women and children Officers (WCO)	Government DWC		Sita Adhikari	9841331710/42108	
	Women Safe Shelter Home and safe space	Shakti Samuha (covering from Pokhara)		Anish Lama	9846519226	Referral for trafficking
		WHRD		Sabitri Bhatta	9846063671	
	Police	Women and children service center		Balram Sharma	9851056555	
	Legal counselling	Human Rights Defender		Narahari Sapkota	9842939844	
	UN focal point	UNICEF Protection Officer		Ram	9858024055	
<b>DHADING</b>	Women and children Officers (WCO)	Government DWC		Sabrita Rawal	9841444118/520138	
	Women Safe Space	WOREC		Radhika	9851120544	
		WHRD		Ambika Rupakheti	9849567020	
	Police	Women and children service center		Ramesh Prasad	9851078100	
Legal counselling	Legal counselling		Sitaram Adhikari	9841518975		
<b>NUWAKOT</b>	Women and children Officers (WCO)	Government DWC		Jhula Bhandari	9841864772/560212	

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	Women Safe Space	WOREC	Betrawati	Hari Maya Saungroula	9852027017	
		WHRD		Sharmila Thapa Magar	9851187424	
	Safe Shelter	Shakti Samuha		Ms. Charimaya Tamang	9841094756	No shelter in Nuwakot but covered from Kathmandu
	Prevention home (residential for adolescent girls)	Maiti Nepal	Talakhu	Mr. Manaram Tamang	9801151560	Expertise in trafficking
	Police	Women and children service center		Subodh Ghimire	9851025799	
	Medical care for GBV	Marie Stopes Intl (MSI)			9851178732	
	Psychosocial	Saathi		Renu Shah Kabita Pant	9841281044 9841435204	
	Legal counselling	Human Rights defender		Navadeep Shresta	9851110645	
	UN focal point	UNICEF Protection Officer		Shiva	9845037084	
<b>BHAKTAPUR</b>	Women and children Officers (WCO)	Government DWC		Nirmala Karki	9841460846/6613349	
	Women Safe Space	WOREC	Kamal Binayak Sarawoti School, Mahesowi play ground and Sano Byasi	Urmila	9849675960	
		WHRD		Sushila Subedi	9841581760	
	Shelter for Children	Saathi		Sangeeta Rana	9841428834	
	Psychosocial	CVICT (focal point)		Laxmi Bakhadu	9841791205	
	Police	Women and children service center		Bikash	9851215555	
	Legal Counselling	Human Rights Defender		Ramila Tandukar	9851193382	
<b>MAKWANPUR</b>	Women and children Officers (WCO)	Government DWC		Pratima Mishra	9845106416/5220857	
	Women's safe space	WHRD		Meena Aryal	9845061023	
	Prevention home (residential for adolescent girls)	Maiti Nepal	Hetauda	Ms. Maya Lama	9802941554	
	Medical care for GBV	OCMC		Balkumari	9855028093	

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		Marie Stopes Intl (MSI)	Hetauda		9851178335/057524545	
	Police	Women and children service center			9841343791	
	Psychosocial	Shakti Samuha, Regional Office	Hetauda	Ms. Asmita Thing	9841767811	
	Legal Counselling	Human Rights Defender		Pratap Bista	9855071755	
<b>SINDHULI</b>	Women and children Officers (WCO)	Government DWC		Durga Baral	9842031671/520106	
		WHRD		Ganga Dahal	9841518979	
	Police	Women and children service center		Dinesh Amatya	9851053238	
	Psychosocial	CVICT		Sunita Sharma	9817861445	
	Legal Counselling	Human Rights Defender		Bimala Panday	9844042250	
	UN focal point	UNFPA		Sanjay Sharma	9802041400/ 9854041400	
<b>RASUWA</b>	Women and children Officers (WCO)	Government DWC		Anju Kafle	9841869181	
		WHRD		Ritu Pema Lama	9808890670	
	Police	Women and children service center		Suresh Kumar	9851280064	
	Legal Counselling	Human Rights Defender		Hemnath Khatiwada	9841611271	
<b>RAMECHHAP</b>	Women and children Officers (WCO)	Government DWC		Sushila Wagle	9741094329/540046	
	Police	Women and children service center		Bishnuhari Gautam	9851039299	
	Legal Counselling	Human Rights Defender		Navraj Pathik	9844043017	
<b>DOLAKHA</b>	WCO	Government DWC		Chandrakala Shresta	9843415553/421107	
	Women safe spaces	WHRD		Srijana Karki	9744007478	
	Police	Women and children service center		Suresh Bikram	9851006608	
	Legal counselling	Human Rights Defender		Udhav Pokharel	9744000699	
<b>OKHALDHUNGA</b>	WCO	Government DWC		Prawala Shresta	9841320407	
		WHRD		Champa Karki	9741065287	
	Police	Women and children service center		Ram Prasad	9851280181	
	Legal Counselling	Human Rights Defender		Shiva Dhungana	9842939844	