



A DIRECTORY OF HELPLINES FOR WOMEN AND GIRLS IN DISTRESS

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DEVELOPED BY:

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A Directory of Helplines for Women and Girls in Distress

iCALL Psychosocial Helpline, a field action project of the Tata Institute of Social Sciences, with support from the UNFPA collated this directory of helplines to equip women and girls facing distress with the means to reach out for support.

Interventions for survivors of domestic violence are an integral part of community approaches to prevention of violence. However, in situations of disasters or humanitarian crises, these interventions often need to be immediately converted to remote approaches such as helplines. Thus, making it crucial that these helplines are accessible, responsible, and effective. Keeping this in mind, an effort was made to develop a comprehensive repository of information such as languages available for counselling, mediums for providing counselling, nature of services, etc. about each helpline that would likely make the process of reaching out for support easier for the survivor. Availability of knowledge about the services would empower the survivor to make the decision to reach out to the service most appropriate and suitable for her.

Information included in the directory was provided by each organisation themselves through a survey administered by iCALL.

This project is part of a larger initiative that aims to deliver support and enhance the capacities of counselors and social workers at One Stop Crisis Centers, Special Cells, Family Counselling Centers, Protection Officers and those working with women survivors to provide psycho-social support to women and girls facing violence during the COVID-19 pandemic in the states of Rajasthan, Odisha, Madhya Pradesh, Bihar and Maharashtra.

About the directory: In order to facilitate access to helplines across the aforementioned states, iCALL reached out to organizations to seek information about their services. The directory consists of two lists - the first one, for the organisations that responded to iCALL and provided details about their respective helplines such as nature of services, timings of operation, operator qualifications, etc., and the other for state and government run helplines. The directory is divided states-wise for ease of reference.

This directory was developed in September 2020 and therefore, the details are valid as of said date.

SERVICES AND RESOURCES AVAILABLE WITH THE HELPLINES- AT A GLANCE

NAME OF	SERVICES PROVIDED					
ORGANISATION	Coun- selling	Legal Aid	Referrals	Safety Planning	Trained Coun- sellors	
AALI	~	~	~	 Image: A second s	 V 	
Aks Foundation	~		~	~		
CEHAT	~		~	 Image: A second s	 Image: A second s	
CORO	~		~	 	 	
HUMSAFAR	~		~	 	 	
iCALL	~		~	 	 ✓ 	
Invisible Scars	~		~	~		
Jagori	~		~	~	\checkmark	
Mahila Jan Adhikar Samiti	~		~	~		
Majlis	~	~	~	~	 Image: A second s	
My Choices Foundation	~		~	~	~	
Nazariya			 	\checkmark	 	

NAME OF	SERVICES PROVIDED					
ORGANISATION	Coun- selling	Legal Aid	Referrals	Safety Planning	Trained Coun- sellors	
North East Network	~		~	~	~	
One Future Collective	~		~	~	~	
Shaheen Women's Resource and Welfare Association	~		~	~	~	
Shakti Shalini	 	~	~	~		
SNEHA	~		 	~	 Image: A second s	
Special Cell, Assam	~	~	~	~	~	
Vimochana	 		 	\checkmark	 / 	



List of Helplines

The following section will describe in detail the nature of work undertaken by each helpline, their location, languages of services, working hours and mode of counselling. Please note: The location column for all helplines merely specifies the geographical location of the organisation. The reach of each helpline is, however, pan-India.

ASSAM

NORTH EAST NETWORK

About the organisation

North East Network (NEN) is a women's rights organisation working for women irrespective of their diversity and regardless of ethnicity, sexual/gender identity disability, culture and space. NEN also connects to different civil society organisations on development and social justice issues within North East India.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
7896682672	Assam, Meghalaya, Nagaland	Assamese, Hindi, English, Bangla	Office hours (10 am to 6 pm)	Telephonic counselling, text/ WhatsApp based counselling

ASSAM

SPECIAL CELL FOR WOMEN, ASSAM

About the organisation

The Special Cell for Women and Children is an effort aimed at eliminating violence against women (VAW). It is a service provided to women survivors by trained social workers, strategically located in the police system with a clear understanding that VAW is a crime and that it is the responsibility of the State to prevent and counter it.

The Assam Special Cell has a functional domestic violence helpline for the lockdown period.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
6000015191	Assam	Assamese, Hindi, English, Bangla	Office hours (10 am to 6 pm)	Face to face counselling, telephonic counselling

DELHI

About the organisation

Jagori is a women's rights organisation that works to build a just society through feminis values and to deepen feminist consciousness with diverse partners at local and national levels through feminist research and knowledge building, supporting women's leadership and agency and perspective and capacity development on feminist principles and strategies.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
011 - 26692700 8800996640	Delhi, Himachal Pradesh and Ranchi	English and Hindi	Office hours (10 am to 6 pm)	Face to face counselling, telephonic counselling, text / WhatsApp based counselling, email-based counselling

JAGORI

DELHI

Nazariya: A Queer Feminist Resource Group

About the organisation

Nazariya works towards affirming the rights of queer women and trans* persons by making their lives visible. Nazariya believes queer women and trans* persons have the innate capacity to understand, demand, and access their rights and strive to create an enabling environment where their lived realities are non-negotiable.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
9818151707	Delhi	English, Hindi Marathi and Assamese	Office hours (10 am to 6 pm), Monday to Saturday	Face to face counselling, telephonic counselling, text/ WhatsApp based counselling, email-based counselling, skype based counselling, Any other mode they prefer



DELHI

SHAKTI SHALINI

About the organisation

Shakti Shalini is an NGO that supports survivors of gender/sexual violence and works with communities to prevent everyday violence. Shakti Shalini works to promote gender equality, individual choice and dignity.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
011-24373737	Delhi	Hindi	Office hours (10 am to 6 pm)	Face to face counselling, telephonic counselling, email-based counselling

JHARKHAND

ASSOCIATION FOR ADVOCACY AND LEGAL INITIATIVES

About the organisation

Association for Advocacy and Legal Initiatives s a women-led, women-run human rights organization committed to the protection and advancement of human rights of women, children and other marginalized communities.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
9693853019	Ranchi, Jharkhand	Hindi	Office hours (10 am to 6 pm), All days	Face to face counselling, telephonic counselling, text/ whatsapp based counselling, email based counselling.

VIMOCHANA

About the organisation

Vimochana works with communities and families to eradicate violence against women in all spheres.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
25492781	Bangalore, Karnataka	Kannada, Hindi, English, Tamil	Office hours (10 am to 6 pm), Monday to Saturday	Face to face counselling, telephonic counselling, text/ whatsapp based counselling, email based counselling



CEHAT

CORO

Centre for Enquiry into Health and Allied Themes

About the organisation

CEHAT is the research centre of Anusandhan Trust. CEHAT is involved in research, training, service and advocacy on health and allied themes.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
2025472325	Mumbai	Marathi,Hindi, English	24x7, All days	Telephonic counselling

MAHARASHTRA

About the organisation

CORO works towards a society based on equality and justice by empowering leaders in the most marginalised communities to steer collective action for social change.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
9892632382	Mumbai, Ahmednagar, Nasik, Maharashtra, some areas of Rajasthan	Hindi, Marathi	24x7; Legal aid from 12 Am to 12 Pm	face to face counselling, telephonic counselling

MAHARASHTRA

iCALL Psychosocial Helpline - TISS

About the organisation

iCALL endeavours to provide professional and free counseling through technology assisted mediums such as, telephone, email and chat to anyone in need of emotional support, irrespective of age, gender, sexual orientation or race, and transcending geographical distances while ensuring confidentiality.

At iCALL, there is a special focus on the hitherto marginalized sections of the society such as women facing violence, children facing abuse, the LGBT community, socioeconomically backward groups and survivors of mental illness.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
9152987821	Mumbai	English, Hindi, Marathi, Gujarati, Bengali, Tamil	Monday to Saturday, Monday- Saturday 10 AM-8PM	telephonic counselling, text/ whatsapp based counselling, email based counselling, e-mail is available on icall@tiss.edu free of cost and chat services are available on nULTA Application at Rs. 149/- per session



MAHARASHTRA

About the organisation

Majlis endeavours to help women across class and community access justice by creating a culture of rights. Majlis works for social chang through quality legal representation for individual women in court, changing mindsets through advocacy and training and evolving gender just ideology through campaigns and interventions.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
91-22-26662394 26661252	Mumbai	Hindi, English, Marathi	All days of the week from (9:00 am to 9:00 pm)	Telephonic counselling, email-based counselling

MAHARASHTRA

ONE FUTURE COLLECTIVE

MAJLIS

About the organisation

One Future Collective is a feminist youth led not for profit based in India. OFC's mission is to nurture radical kindness in individuals, communities and organisations through gender justice, feminist leadership and mental health and enable a world built on social justice led by communities of care.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
9019548792	Mumbai	Hindi, English	Monday - Wednesday 12-2 pm, Thursday and Friday 12-4 pm	Telephonic counselling, text/ WhatsApp based counselling

MAHARASHTRA

SNEHA

(Society for Nutrition, Education and Health Action)

About the organisation

Aks Foundation endeavors to provide compassionate, comprehensive services to those impacted by gender based violence (domestic violence, sexual abuse and harassment)

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
9833052684	Mumbai, Maharashtra	Hindi, Marathi, English, Telugu	24x7	Face to face counselling, telephonic counselling, text/ whatsapp based counselling, email based counselling

MAHARASHTRA

AKS FOUNDATION

About the organisation

Aks Foundation endeavors to provide compassionate, comprehensive services to those impacted by gender based violence (domestic violence, sexual abuse and harassment)

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
8793088814	Pune	Marathi, Hindi, English	24x7; Legal aid from 12 Am to 12 Pm	Face to face counselling, telephonic counselling, text/ whatsapp based counselling, email based counselling.

RAJASTHAN

MAHILA JAN ADHIKAR SAMITI

About the organisation

Mahila Jan Adhikar Samiti (MJAS) believes in the leadership of women at all levels of action for social change. It works with the rural and urban poor, dalit, deprived women and elected women representatives in Central Rajasthan. Along with providing assistance in the cases of violence, desertion, social practices and caste based- discrimination and land related issues, MJAS has been flagging issues and concerns of the women's movement in Rajasthan since 1980s.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
0145-2640275 9414004228	Rajasthan	Rajasthani, Marwadi, Hindi	Office hours (10 am to 6 pm)	Face to face counselling, telephonic counselling.



TELANGANA

INVISIBLE SCARS

About the organisation

Invisible Scars is a support group to help individuals facing domestic abuse. Invisible Scars works to create a supportive environment and ecosystem, where women can openly discuss their issues and access resources such as connections to Psychological Counselors & Psychiatrists, Lawyers, Police and relevant NGOs.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
8008933445	Hyderabad	Hindi, English, Telugu	Office hours (10 am to 6 pm), All days	Telephonic counselling, email-based counselling



TELANGANA

MY CHOICES FOUNDATION

About the organisation

My Choices Foundation works on the issues of domestic violence and sex trafficking and aims to give women and girls the choice to live lives free from violence, abuse and exploitation.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
18002129131 (Domestic violence helpline)	Hyderabad, Telangana	English, Telugu, Hindi	24x7	Face to face counselling, telephonic counselling, text/ whatsapp based counselling, email based counselling.
18004198588 (Trafficking helpline)	Hyderabad, Telangana	English, Telugu, Hindi	24x7	Face to face counselling, telephonic counselling, text/ whatsapp based counselling, email based counselling.



TELANGANA

SHAHEEN WOMEN'S RESOURCE AND WELFARE ASSOCIATION

About the organisation

Shaheen Women's Resource and Welfare Association was set up in the year 2002 to work among rioting communities in the Old City area of Hyderabad. The primary focus of the work was on ground interventions for the women and girls of the isolated communities of Muslims, Dalits and Other Backward Castes (OBC).

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
04024386994	Hyderabad	Hindi, English, Telugu	Office hours (10 am to 6 pm), All days	face to face counselling, telephonic counselling

UTTAR PRADESH

ASSOCIATION FOR ADVOCACY AND LEGAL INITIATIVES

About the organisation

Association for Advocacy and Legal Initiatives is a women-led, women-run human rights organization committed to the protection and advancement of human rights of women, children and other marginalized communities.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
9415343437	Lucknow, Uttar Pradesh	Hindi	Office hours (10 am to 6 pm), All days	Face to face counselling, telephonic counselling, text/ whatsapp based counselling, email based counselling.

UTTAR PRADESH

HUMSAFAR Support Centre for Women

About the organisation

HUMSAFAR, a Support Centre for Women in Crisis works to ensure a holistic response to women's gender and human rights violations and to work towards gender equality. Registered as a Trust in Lucknow 2008, it has been collectively managed by a group of Trustees, full time trained and experienced staff, and a large number of vigilant volunteers in communities, educational establishments and professionals.

Helpline Number	Office Location	Languages	Working hours	Mode of Counselling
7839687903	Lucknow	Hindi	Office hours (10 am to 6 pm), Monday to Saturday	Face to face counselling, telephonic counselling, text/ whatsapp based counselling, email based counselling.



National and State-run Helplines

Helpline Name	Helpline Number
Police	100
Women Helpline (All India) - Women In Distress	1091
National Commission for Women	011 - 26942369, 011 - 26944740, 011 - 26944754, 011 - 26944805, 011 - 26944809 (as on the NCW website) Whatsapp number- 7217735372
Women Helpline Domestic Abuse	181

State-wise Women Helpline Numbers		DELHI
Helpline Name	Helpline Number	
Delhi Commission for women	011-23379181 011-23370597	
Delhi Women Protection Cell	011-246 011-246 011-246	74156

	ANDHRA PRADESH
Helpline Name	Helpline Number
Andhra Pradesh Women Protection cell	040-23320539
Andhra Pradesh Women Commission	0863-2329090

	ARUNACHAL PRADESH	
Helpline Name	Helpline Number	
Arunachal Pradesh Women Commission	0360-2214567 0360-2290544	

		ASSAM
Helpline Name	Helpline Number	
Assam Women Helpline	181 9345215029, 0361-2521242	
Assam Women Commission	0361-2227888 0361-2220150, 0361-2220013	

		BIHAR
Helpline Name	Helpline Number	
Bihar Women Helpline	18003456247 0612-2320047 2214318	
Bihar Women Commission	0612- 2	507800

	CHATTISGARH
Helpline Name	Helpline Number
Chattishgarh Women Commission	18002334299 0771-2429977 0771-4013189 0771-4241400

		GOA
Helpline Name	Helpline Number	
Goa Women Helpline	1091 0832-2421208	
Goa Women Commission	0832-242	21080

GUJARAT

Helpline Name	Helpline Number
State Women Commission Gujarat	18002331111 079-23251604 079-23251613
Gujarat - Ahemdabad Women Group	7926441214
Gujarat - Self Employed Women's Association	079-25506477 079-25506444

	HARYANA
Helpline Name	Helpline Number
Haryana Women and Child Helpline	0124-2335100
Haryana - Helpline For Women In Distress	9911599100
Haryana Women Commission	0172-2584039 0172-2583639
Women and Child Development Department	0172-2560349

	HIMACHAL PRADESH	
Helpline Name	Helpline Number	
Himachal Pradesh Women Commission	9816077100 0177-2622929 0177-2783607 01892-228072	

	KARNATAKA
Helpline Name	Helpline Number
Bangalore Women Police	080-22943225
Karnataka Women Police	0821-2418400
Karnataka Women Commission	080-22100435 080-22862368 080-2216485
Mysore Women Police	0821-2418110 0821-2418410

		KERALA
Helpline Name	Helpline Number	
Kerala Women Police Helpline (Trivandrum)	9995399953	
Kerala Women's Commission	0471-2322590 0471-2320509, 0471-2337589, 0471-2339878, 0471-2339882	
State Vanitha Cell	0471-233	38100
Women Cell , Kollam	0474-2742376	
Women Cell , Kochi	0484-2396730	

MADHYA PRADESH		
Helpline Name	Helpline Number	
Madhya Pradesh Women Commission	1800-233-6112 0755-2661813, 0755-2661802 0755-2661806 0755-2661808	
Madhya Pradesh Mahila thana	0731-2434999	

	MAHARASHTRA
Helpline Name	Helpline Number
Mumbai Railway Police	9833331111
Mumbai Police Women Helpline No.	022-22633333 022-22620111
Maharashtra Women Commision	07477722424 022-26592707
Maharashtra Women Helpline	022-26111103 1298 103
Navi Mumbai Police Station	022-27580255

		ODISHA
Helpline Name	Helpl	ine Number
Women Helpline	181	

		PUNJAB
Helpline Name	Helpl	ine Number
Women Helpline Punjab	1091	/ 112
Women Helpline Amritsar City Only	97811	01091
Punjab Women Commission		-2712607 -2783607

		RAJASTHAN
Helpline Name	н	elpline Number
Rajasthan Nirbhaya Helpline	18	300-1200-020
Rajasthan Women Commission	0	141-27790014
Rajasthan Women Helpline	0	141-2744000
Jodhpur Women Helpline	0	291-2012112

		TAMIL NADU
Helpline Name	He	Ipline Number
Tamil Nadu Women Helpline	04	4-28592750
Tamil Nadu State Commission for Women	04	4-28551155

		TRIPURA
Helpline Name	He	lpline Number
Tripura Commission for Women		81-2323355 81-2322912

	UTTAR PRADESH
Helpline Name	Helpline Number
Uttar Pradesh Women commission	0522-2306403 18001805220 whatsapp : 6306511708
Uttar Pradesh Women Helpline	1090 / 112

	WEST BENGAL
Helpline Name	Helpline Number
West Bengal women commission	033-23595610
West Bengal Women Helpline Number	033-23595609 033-23210154