Violence Against Women:
Mitigating Role of National Helpline Centre in Bangladesh
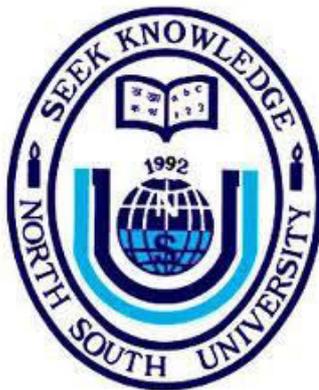
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Dedicated to

Hossain Ahnaf & Hossain Aydin, my sons, who can bring me light, even in the darkest time.

Acknowledgement

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Abstract

Across the world women are facing various types of gender based violence including physical assault, rape and sexual assault, killing, trafficking, etc. These human rights abuses not only inflict great harm and suffering on individuals—they tear at the fabric of entire societies. Thus there is a growing global momentum to stop violence against women (VAW).World Bank (1993) termed VAW as a global epidemic and specified that VAW is as much fatal as any serious diseases or accidents that causes deaths of women of reproductive ages; and is one of the most disgraceful expressions of human rights violation across the world. WHO multi-country study (10 countries including Bangladesh) demonstrates that most of the women in the study areas experience physical and sexual spousal violence in their lifetime, ranged from 15% to 71% (WHO, 2005).Former UN Secretary-General Kofi Annan stated that this violence knows no boundaries of geography, culture or wealth and as long as it continues, the real progress towards equality, development and peace in the world cannot be claimed. Thus there is a growing concern about VAW in Bangladesh as it is increasing day by day despite of the various regulatory and legislative interventions by its government. This study has taken an attempt to know about the performance of the National Helpline Centre in providing necessary supports to the victims of VAW in Bangladesh. A qualitative study has been done with a combination of interviews and case studies. The study has two research questions: (i) Does the National Helpline Centre provide adequate and necessary supports to the victims of VAW? (ii) What are the institutional factors that affect the performance of the National Helpline Centre? The study has found that the Helpline is performing well enough except some cases related to litigation. Its performance is depending on the role of individual GO/NGO officials/agencies in its network. Major institutional factors found are: Transfer, turn-over, end of duration, etc. of GO/NGO personnel, Hitches in providing legal aid, Hitches in providing services to the victims of the remotest area, Lack of logistics for some officials, Corruption among some officials, NGOs have their own clients, Complexity in litigation process, Accountability of the GO/NGOs in the helpline network, Lack of immediate financial support and income generating activities for the victims, and Lack of collaboration from the victims.

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List of abbreviation

AB	Aporajeyo Bangladesh
ANT	Actor-Network Theory
ASF	Acid Survivors Foundation
ASK	Ain o Salish Kendra
BBS	Bangladesh Bureau of Statistics
BLAST	Bangladesh Legal Aid and Services Trust
BNWLA	Bangladesh National Women Lawyers' Association
BPFA	Beijing Platform for Action
BRAC	Bangladesh Rural Advancement Committee
BSA	Bangladesh Shishu Academy
BTRC	Bangladesh Telecommunication Regulatory Commission
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
DA	Daily Allowance
DC	Deputy Commissioner
DEVAW	Declaration on the Elimination of Violence Against Women
DNA	Deoxyribonucleic Acid
DWA	Department of Women Affairs
DWAO	District Women Affairs Officer
DV	Domestic Violence
GDP	Gross Domestic Product
GO	Government Organizations
GR 19	General Recommendation No. 19
IO	Inquiry Officer
ICCPR	International Covenant on Civil and Political Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights
ICT	Information and Communications Technology
JMS	Jatiya Mohila Shangstha
MOWCA	Ministry of Women and Children Affairs

MSPVAW	Multi-Sectoral Programme on Violence against Women
NCCD	National Council for Child Development
NCWCD	National Council for Women and Children Development
NCWD	National Council for Women Development
NGO	Non-government Organization
NTCC	National Trauma Counseling Centre
OC	Officer-in-Charge of the Police Station
OCC	One-Stop Crisis Centre
PLAU	Policy Leadership and Advocacy Unit
PP	Public Prosecutor
SAARC	South Asian Association for Regional Cooperation
SMS	Short Message Service
SP	Superintendents of Police
TA	Transport Allowance
TII	Telecommunication Infrastructure Index
UDHR	Universal Declaration of Human Rights
UN	United Nations
UNO	Upazila Nirbahi Officers
UNFPA	United Nations Population Fund
UWAO	Upazila Women Affairs Officer
VAW	Violence Against Women
VSC	Victim Support Centre
WHO	World Health Organization
WIDFP	Women in Development Focal Point
WIDFPCC	Women in Development Focal Point Coordination Committee
WIDFPIEC	WIDFP Implementation and Evaluation Committee
WIDFPNC	Women in Development Focal Point Network Committee

Chapter One: Introductory Discussion

1. Background and Context

Women in Bangladesh are everyday targets of discrimination, exploitation, and violence (Arens& van Beurden, 1977; Jahan, 1994; White, 1992; Zaman, 1996 cited in Zaman, 1999). Violence against Women (VAW) in Bangladesh cuts across the boundaries of age, education, class, caste, and religion (Zaman, 1999). It occurs both in urban and rural areas. In every day's newspapers, there is some news relating to violence against women. The most common forms of VAW in Bangladesh are domestic violence, physical violence, rape and sexual harassment, forced prostitution and trafficking, economical violence, psychological violence, high-risk pregnancy, acid assaults, victimization by fatwa[1], dowry[2]-related violence, early marriage, murder and suicide, violence by the members of the law enforcement and criminal justice systems, and eve-teasing. From the VAW survey 2011 by BBS, the statistics from Ain o Salish Kendra (ASK) and Acid Survivors Foundation (ASF), and the VAW report of 2012-2013 by Bangladesh National Women Lawyers' Association (BNWLA) it is evident that VAW in Bangladesh is in a disastrous stage. Here on an average five women are killed and two are compelled to commit suicide every day (VAW Report of 2012-2013 by BNWLA).

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[1] A *fatwa* is an Islamic religious ruling, a scholarly opinion on a matter of Islamic law and issued by a recognized religious authority in Islam. The people who pronounce these rulings are supposed to be knowledgeable, and base their rulings in knowledge and wisdom. They need to supply the evidence from Islamic sources for their opinions, and it is not uncommon for scholars to come to different conclusions regarding the same issue. In Bangladesh, women are often victimized by fatwa as misinterpretation of religious laws by improper authority.

[2] In Bangladesh, dowry (yautuka) is a pattern of marriage payments settled openly or discreetly mostly before the wedding. In Banglapedia, it is stated as gifts made at the time of marriage of a girl by her parents, other relations and even by strangers. Thus it is a gift normally voluntarily made by the relations and strangers to a girl at the time of her marriage so that she could use it at her pleasure in her husband's house for her own benefit and welfare. But now-a-days, it is often imposed on the girl's guardian as a precondition of the marriage and the failure in giving dowry causes worst form of violence against women.

The annual report of BNWLA, 2014 revealed that the incidents of violence against women and children in Bangladesh have witnessed an increase of 11 per cent than the previous year. The report says a total of 5,256 women felt victim to different forms of violence, including sexual harassment, staking, rape, fatwa, acid violence, trafficking, domestic violence, dowry, abduction and community violence. In 2014, a total of 789 women and girls were raped, 293 became victim of sexual harassment, 1,005 of domestic violence, 1,463 of community violence, 58 came under acid attacks, 307 became victims of dowry, 1,196 were abducted and trafficked, 37 fell victim to fatwa (religious edict), 108 were murdered, raped and victimized in other ways. Also, 1,910 women and children were killed and 449 committed suicide.

The statistics show that among the above categories, domestic violence has increased higher in 2014 than the previous year. Domestic violence has increased 44 per cent in 2014 than the previous year. The report also revealed that 14 incidents of violence against women and children are published on the newspapers on an average every day.

A nationwide study conducted in Bangladesh in 2008 by the Multi-Sectoral Programme on Violence against Women (MSPVAW) reported that 58 percent of the respondents between the age of 10 and 49 were the victims of violence. Observing the statistics, it is evident that the most common form of violence is a physical assault which is followed by sexual assault and harassment. The psychological or mental violence either separately or inclusively with other forms of violence is high but the victims are not aware about such violence. The social stigma, sense of insecurity, ignorance about the legal provisions, supports and services make the women and children victims remain silent. To break the silence of the vast majority of maltreated women a confidential helpline may play a vital role providing immediate services to the victims. In response to these problems, the National Helpline Centre for Violence against Women and Children has been established in 19th June, 2012 under the Multi-Sectorial Programme on Violence against Women (MSPVAW) of the Ministry of Women and Children Affairs, a programme being carried out jointly by the Government of Bangladesh and Government of Denmark. The Centre is located at the Department of

Women Affairs, Eskaton Garden Road, Dhaka. It is equipped with modern equipment and latest operating system and a very good example of the application of e-governance. The helpline number is 10921. It is a toll free number and available 24 hours a day, seven days a week. It is accessible from all parts of Bangladesh and all beneficiaries can make call from both fixed phone and mobile phone. It is a confidential service that offers legal advice, police assistance, telephone counseling, referrals to other organizations service, information regarding violence issues.

2. **Statement of the Problem**

Women constitute nearly half of the population of Bangladesh. Thus for the development of the country the issues related to women are needed to be addressed with as equal care as with the issues related to men. As development does not mean only the growth in GDP of a nation rather it is also a decisive factor in defining relations among people and shaping the behavior of the nations. It is also recognized that violence at the personal, social, and international levels stems from the same roots and sustainable global peace cannot be achieved without eliminating "normal" violence against women (Mahtab, 2007). But the issues related to women are generally not an interested substance in the society of Bangladesh. Professor Mohammad Yunus commented in 1988 that 'when it comes to our knowledge about the other half of our society, it is like knowing about the other half of the moon. We know it is there, but never feel an urge to know more about it'. To formulate the developmental policies knowing about women are thus very important to include the proper agenda addressing their problems and the remedies of them.

Traditional, cultural, social and religious values and practices have reinforced the lower status of women accorded to them in the society in Bangladesh. The traditional society of Bangladesh is permeated with patriarchal values and norms of female subordination, subservience, subjugation and segregation (Mahtab, 2007). Though the Constitution empowers its Government to take affirmative action with respect to women, in many instances civil and religious laws contradict these rights and curtail women's mobility and

rights (Hamid, 1996). The specific laws relating to women, even when purporting to bring about changes to the status quo, tend to be interpreted following the patriarchal values. And whether a law is formulated with the intention of clarifying a religious rule or whether a religious precept is being interpreted independently of the law, there is a tendency to narrow its effects. Thus under International Law, too, despite the clear formulations not only of CEDAW but the Universal Declaration of Human Rights (UDHR) and other international Covenants, Treaties and Convention the implementation of these falls victim to same constraints (Ahmed, 2004). In Bangladesh, it is also seen that the members of the law enforcement agencies are themselves involved with VAW. This is one of the major reasons to women for not going to those agencies to seek justice in case of any incidents. Among the other reasons are the weak enforcement and implementation of existing laws, the lack of awareness of women's rights among law enforcement agencies, the scarcity of effective agencies offering supportive intervention, and the excessive expenses and the time-consuming process involved in litigation which prevent many women, especially the poor and uneducated ones from seeking redress through criminal proceedings. The national helpline can play an influential role in this regard as a confidential helpline for the women under VAW.

The victims of VAW suffer physically, psychologically, socially and economically. The apparent consequences of VAW in Bangladesh are assimilated death, disfigurement, disability, chronic poverty, isolation from job, family and community, lack of security and so on, which deteriorate the standard life of a victim. As a result, the prevention, reintegration and the legal rights of the victims are not ensured at all stages of their life. Due to negligence from family and community, the victims are not fully empowered socially and economically, which delayed the sustainability of the victims in their community.

The development of women and women empowerment is very much tangled with the governance in any country. Because, the proper implementation of the right or opportunity given to the women by the state through various policies ensures women development. To ensure good governance in any country ensuring women development and elimination of the

violence against women is very much significant. It has been said that one cannot hold the flag of one's country higher abroad than it is held at home. Thus to maintain the national image among the other nations addressing violence against women and its remedy are a very imperative issue.

Besides, there is a growing concern about VAW as it is increasing day by day despite of the various regulatory and legislative interventions by the government in Bangladesh. Many scholars have worked on this issue. Civil Society and the non-government organizations are working in this issue. The organizations like ASK and BNWLA are providing the statistics of VAW regularly. The daily newspapers are revealing the incidences of VAW almost every day. Thus addressing VAW and taking initiatives for mitigating it is now a burning issue in Bangladesh.

Now, it is important to find out whether the **National Helpline Centre for Violence against Women and Children** playing its mitigating role effectively or not, whether it is capable to provide the women victims under violence necessary services or not. This will help us to assess the role of the Government of Bangladesh through the Ministry of Women and Children Affairs to prevent VAW in Bangladesh as well as to provide supports to the victims under VAW. This will help us to get an idea about the actual implementation of the existing laws related to VAW also.

3. Objectives of the Study

This study intends to know about the performance of the national helpline in providing necessary supports to the victims of VAW. It also intends to find out the institutional factors that affect the performance of the national helpline. The objective of the study is to develop policy inputs for possible inclusion in policy agenda on the issues of VAW and the role of the helpline as a redress mechanism.

4. Research Questions

The research questions of the proposed research are:

➢ Does the National Helpline Centre provide adequate and necessary supports to the victims of VAW?

➢ What are the institutional factors that affect the performance of the National Helpline Centre?

5. Significance of the Study

There is a lack, however, of research surrounding how abused partners find the resources and support to actually leave. Most of the research on prevention in this area focuses around interventions with children, which are certainly a worthwhile area of study, considering the ties between witnessing violence as children and perpetrating or experiencing it as adults. There is almost no research on preventative interventions for adults. There is also little research on other community resources and responses to VAW. There is no research on the effectivity of the government interventions against VAW in Bangladesh. Though there are laws, prevailing legal framework, and responsible agencies for law enforcement against VAW, but till VAW is one of the most prevailing problem in Bangladesh.

The national helpline was founded in 19th June, 2012 to provide the immediate service to victims and links up to relevant agencies. It guides the victims and other stakeholders for legal provisions and actions. It provides information about other helpline being operated by the government agencies and non-government organizations. It also provides various counseling services to the victims and their family members. It helps rescuing the victims in case of emergency through law enforcing agencies and other social activists. Now, it is needed to evaluate whether the financial resources from both Bangladesh and Denmark are effectively using or not, whether the whole system of helpline network is working effectively or not. How helpful are the physicians, psychiatrists, psychologists, and the social workers for all types of abuses? Is the legal system enough? Are there enough shelter systems for the

rehabilitation of the victims? What are the treatments and services that is to be provided to the victims? What are the assessments and methods of prevention for the violence against women? Are there enough human resources in the helpline? Is the equipment adequate? Whether the software is working effectively or not? All these things are needed to be examined to know about the performance of the helpline. This study tries to see the performance of the helpline from the above perspectives and to find out the institutional factors affecting the performance of the National Helpline Centre.

Besides, according to New Public Management theory, public sector has to follow the private sector management style and scientific office management system to increase efficiency. So, it is needed to explore the stimulating and dispiriting factors of public sector employees by a systematic study. This study will reveal the role of government agencies/officials in responding the victims of VAW in the helpline network. This study will also find out to what extent the non-government agencies are supporting the victims. From these points of view, this research has policy implication for government and concerned stakeholders.

This study can also help to find out the areas needed to be addressed to improve or enhance the better performance of the National Helpline Centre. For academics, it may provide a common language for the discussion and study of the factors underpinning the success of the helpline.

This study will also focus on the public awareness about VAW helpline and the necessity of increasing the capacity building of the helpline. Finally, it will help to develop policy inputs for possible inclusion in policy agenda on the issues of VAW and the role of the help line as a redress mechanism.

6. Operational Definition and Related Issues

Violence Against Women (VAW): VAW is a universal phenomenon. It points toward a pattern of behavior that violates the rights of women and girls, limits their participation in

society, and damages their health and well-being. The UN Declaration on the Elimination of Violence against Women (DEVAW) adopted by the UN General Assembly in 1993 with the influence of CEDAW (UN Convention on the Elimination of All Forms of Discrimination against Women) General Recommendation No. 19 defines VAW as "any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivations of liberty, whether occurring in public or in private life." Both CEDAW GR 19 and DEVAW explicitly encompass violence perpetrated by either, state officials or private persons such as family members, acquaintance or employers. The Beijing Platform for Action, adopted in 1995, retakes the above definition and stresses that 'in all societies, to a greater or lesser degree, women and girls are subjected to physical, sexual and psychological abuse that cuts across lines of income, class and culture'.

Helpline: In this study the helpline refers to the National Helpline Centre for Violence against Women and Children established at the 7th Floor of the Department of Women Affairs, 37/3 Eskaton Garden Road, Dhaka in 19th June, 2012 to provide the immediate service to the Bangladeshi women and children victims of violence. The helpline number is 10921 and it remains open 24 hours and 7 days in a week. This study only focuses on the mitigating role of this helpline for the victims of VAW through using its network with various government and non-government agencies. Chapter two of this paper gives a detail on the activities of this helpline.

Performance of the Helpline Centre: Though there are no established criteria for assessing the performance of the National Helpline Centre, till from the call rates, number of cases taken for action and from the success or failure stories, this study attempts to find out the performance level of the Helpline. As the victims' identities are kept confidential in the National Helpline Centre so the performance of the helpline is endeavored to determine from the secondary sources found from the helpline database and also from some case studies.

Actor: Actors are the various government and non-government officials or agencies work in the helpline network which is established by the MSPVAW Program of the Ministry of Women and Children Affairs (MOWCA).The government officials include DC, SP, DWAO, UNO, OC, UWAO, etc. The major non-government agencies in the helpline network are ASK, BLAST, BNWLA, ASF, etc.

Network: In this paper network refers to the network established by the National Helpline Centre with various government and non-government officials/agencies to support the victims of VAW.

7. Theoretical Framework

The National Helpline Centre is established by the Multi-Sectoral Programme on Violence against Women (MSPVAW) of Ministry of Women and Children Affairs. The helpline runs with an active network among various government and non-government actors/stakeholders. It is always communicating with different service providing organizations and maintain database of Deputy Commissioners (DC), Superintendents of Police (SP), District Civil Surgeons, District Women Affairs Officers (DWAO), and concerned NGOs who can provide relevant supports to the victims and their families. At Upazila level, it maintains database of Upazila Nirbahi Officers, Chairmen and Vice Chairmen of the Upazila Parishads, Upazila Health and Family Planning Officers, Officer-in-Charge of the Police Stations, Upazila Women Affairs Officers, and concerned NGOs who can provide various supports to the victims and their families. It is also established network with One-Stop Crisis Centre (OCCs), Forensic DNA Laboratories, Victim Support Centre (VSC) of Bangladesh Police, Women Support Centre of the Department of Women Affairs, Women Survivors Support Centre's of Joint Programme on VAW (supported by UNFPA), Safe Homes of Department of Social Services and Department of Women Affairs, and Shelters of other NGOs. It is expected that the women and children victims, their families and other stakeholders will be benefitted through this Helpline with relevant information for various advice, services and supports which are available throughout the country. The Centre is equipped with modern

equipment and latest operating system and a very good example of public service delivery through a well-developed network.

As the helpline runs with an active network among various government and non-government actors/stakeholders, its performance is related to the role of all the actors/stakeholders included in the helpline network. After going through an extensive review of the network related literature the Service Implementation Network Theory and Actor-Network Theory (ANT) seem to be perfect to prepare an analytical framework of the proposed research. To explain the operational system of the helpline the author thinks that the Actor-Network Theory will explain it in the easiest way.

7.1. What is meant by a 'network' in network theories?

There are many definitions of networks in the literature. Throughout this paper, when the term network is used, the author is referring to collaborative inter-organizational networks where three or more organizations are working together toward a common purpose. Since common purpose is integral to this definition, these networks consist mostly of public and non-profit organizations rather than competitive, for-profit organizations. This working definition is derived from the research of many authors who contribute to a growing number of ways to describe inter-organizational networks of various kinds in varying contexts.

The recent revolutions in public management have led public managers to seek alternatives to traditional bureaucratic organizations to provide services to citizens in innovative ways. One of these ways is relying on networks of public, nonprofit, and for-profit organizations, instead of a bureaucratic hierarchy. Networks may be funded by grants, contracts, or fee-for-service arrangements (or a mixture of all three), but they use collaboration as a way of dealing with problems in a coordinated fashion that would be impossible for just one organization. The network logic is that collaboration is needed to deal with problems that don't fit neatly within the boundaries of a single organization (Milward and Provan 2006).

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Definitions of Networks

1. "Networks are structures of interdependence involving multiple organizations or parts thereof, where one unit is not merely the formal subordinate of the others in some larger hierarchical arrangement. Networks exhibit some structural stability but extend beyond formally established linkages and policy-legitimated ties… The institutional glue congealing networked ties may include authority bonds, exchange relations, and coalitions based on common interest, all within a single multi-unit structure." (O'Toole, 1997:45)

2. Networks are "structures involving multiple nodes-agencies and organizations-with multiple linkages. A public management network thus includes agencies involved in a public policy making and administrative structure through which public goods and services are planned, designed, produced, and delivered (and any or all of the activities). Such network structures can be formal or informal, and they are typically intersectoral, intergovernmental, and based functionally in a specific policy or policy area. That is, officials from government organizations and agencies at federal, state and local levels operate in structures of exchange and production with representatives from profit making and non-profit organizations." (McGuire, 2003:4)

3. "…[N]etworks of public organizations …[involve] formal and informal structures, composed of representatives from governmental and nongovernmental agencies working interdependently to exchange information and/or jointly formulate and implement policies that are usually designed for action through their respective organizations." (Agranoff, 2004:63)

Source: Milward and Provan (2006) in "A Manager's Guide to Choosing and Using Collaborative Networks."

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The four types of public networks discussed by Milward and Provan (2006) in their paper "A Manager's Guide to Choosing and Using Collaborative Networks" are service implementation networks, information diffusion networks, problem solving networks, and community capacity building networks. The key characteristics of each type of network are summarized in the following table:

Table-1: Public Management Networks—Types and Key Characteristics

Network Type	Key Characteristics
Service Implementation Networks	-Government funds the service under contract but does not directly provide it. -Services are jointly produced by two or more organizations. -Collaboration is often between programs of larger organizations. -Horizontal management of service providers is a key task. These can be firms, nonprofits or government agencies. -A fiscal agent acts as the sole buyer of services. -Key management tasks include encouraging cooperation, negotiating contracts, planning network expansion, etc.
Information Diffusion Networks	-Horizontal and vertical ties between interdependent government agencies. -Primary focus is sharing information across departmental boundaries. -Key network goal is to shape government's response to problems through better communication and collaboration. -May be either designed or emergent.
Problem Solving Networks	-Primary purpose is to help organizational managers set the agenda for policy related to a critical national or regional problem. -Focus is on solving existing complex problems rather than building relationship for future problems. -Often emerges from information diffusion networks. -May be either designed or emergent.
Community Capacity Building Networks	-Primary goal is to build social capital in community-based settings. - Network purpose is both current and future oriented. - May be created by participants (bottom-up) or by private and government funders (top-down). - Often involves a wide range of agencies with manyemergent sub-networks to address different community needs that may arise.

Source: Milward and Provan (2006) in "A Manager's Guide to Choosing and Using Collaborative Networks."

7.2. Service-Implementation Networks

Provan and Milward (1991) in their article "Institutional-Level Norms and Organizational Involvement in a Service-Implementation Network" explained the rationale of this form of inter-organizational network. They explicated the idea of this network as "since no single agency provides the entire package of related services often needed by clients, multiple services are best delivered inter-organizationally through a coordinated and integrated network of organizations offering components of the complete service. While not all clients will need all components offered, clients with multiple requirements can receive a variety of services from the network. Clients may enter the system at any point and have access to the

system as a whole, while agencies still remain autonomous entities concentrating on manageable pieces of the full service that best fit their specific area of expertise or the niche they have carved out for themselves within a particular community". There may often be a lead or coordinating agency in the network that will offer a wide range of services and will often coordinate services as a result of a specific mandate from a cabinet-level department of the government. This agency is usually the primary-local level advocate of professional norms that encourage a network of service delivery of similar and coordinated services.

7.2.1. Service Implementation Networks: Key Features

- *Network Stability* is positively related to effectiveness.
- Every network has a ***carrying capacity***, and rationing may be necessary in a world of scarce resources.
- A fiscal agent who buys services needs to know the ***cost of production***. It may make sense to produce some critical services as well as purchase them.
- ***Centralized collaboration*** promotes effectiveness.

7.3. Actor-Network Theory (ANT)

Actor network theory itself evolved from the highly influential work of Callon (1991), Latour (1987, 1992 and 2005) and Law (1992) (Powel and Owen 2011). Their analysis of a set of negotiations describes the progressive constitution of a network in which both human and non-human actors assume identities according to prevailing strategies of interaction. Actors' identities and qualities are defined during negotiations between representatives of human and non-human acts. In this perspective, 'representation' is understood in its political dimension, as a process of delegation. The most important of these negotiations is 'translational', a multifaceted interaction in which actors (a) construct common definitions and meanings, (b) define representativeness, and (c) co-opt each other in the pursuit of individual and collective objectives (Latour 1987).

ANT explores the ways that the networks of relations are composed, how they emerge and come into being, how they are constructed and maintained, how they compete with other networks, and how they are made more durable over time. It examines how actors enlist other actors into their world and how they bestow qualities, desires, visions and motivations on these actors (Latour 1996).The fivefold concepts of centrality for actor network theory are: (i) actor; (ii) black box; (iii) network; (iv) inscription/prescription; and (v) intermediary.

(i) Actor

Actors are 'entities that do things' (Latour 1992: 241 cited in Powel and Owen 2011). Actor is further defined as "An actor is an actant endowed with a character" (Akric and Latour 1992: 259cited in Powel and Owen 2011). While actant is the thing itself in its unspecified "nature", actor comprises the thing and competences that are attached to it (Powell and Owen 2011:143). Latour (1987: 84) extends the conceptualization of actor to 'whoever and whatever is represented as an actant'. Thus actors may be human or non-human.

(ii) 'Black Box'

A black box is any setting that, no matter how complex it is or how contested its history has been, is now so stable and certain that it can be treated as a fact where only the input and output counts. The stability of a black box is influenced by the costs of reopening it. This is not only determined by the social groups and procedures sealed into the black box, but also by the materials which are included. The media into which such a setting is sealed are a crucial element for understanding its overall dynamics (Powell and Owen 2011:144). The more a box appears to be closed, the more are the networks it includes assumed to be reliable and stable themselves. Hence, a black box contains a sealed network of 'people' and 'things' – subjects and objects become intertwined in the process of action.

(iii) Network

ANT views networks as a set of heterogeneous associations. These networks define spaces through actor- actor interaction which connect to define pathways which may bind quite disparate things together. They support flows of information, goods and people within spaces

both defined by the networks and dynamically changing as the network changes. They may be stable or instable and physical or virtual (McBride, 2003). A network ties together two systems of alliances: Firstly, there are people: everyone who is involved in the invention, construction, distribution, and usage of an artifact. Secondly, things: all the pieces that were already on stage or had to be brought into place in order to connect the people.

Actor and network are mutually inclusive of each other. Actor and network constantly redefine each other; one is dependent on the other. The actor network is reducible neither to an actor alone nor to a network. The size or importance of an actor is dependent on the size of the networks it can command and the size of the networks depends on the number of actors it can align. Since networks consist of a number of actors that have different possibilities to influence other members of the same network, the specific power of an actor depends on the position within its network (Sibeon, 2004).

(iv) Inscription/Prescription

In the process of inscription, the properties of a setting are assembled bearing the mark of the actors aligned in the network that produces that setting. For the process of description a type of inscription is a text. Texts explain the object, be it in form of a manual, on the device itself or in a separate brochure, of promotional material, of critical reviews or others. The activity of inscriptions materializes in the prescriptions of a given object. Prescription is: "what a device allows or forbids from the actors (humans and non-humans) that it anticipates; it is the morality of a setting both negative (what it prescribes) and positive (what it permits)" (Akrich and Latour 1992:261 cited in Powel and Owen 2011).

(v) Intermediary

Intermediary is the last of the central concepts of the actor network theory. Intermediaries provide the still missing link that connects actors into a network and defines the network itself. Actors form networks by circulating intermediaries among themselves, thus defining the respective position of the actors within the networks and in doing so constituting the actors and the networks themselves. An intermediary is anything that "passes between actors

in the course of relatively stable transactions" (Bijker and Law 1992: 25cited in Powel and Owen 2011). It can be a text, product, service, or financial transaction. Through intermediaries actors communicate with one another and that is the way actors translate their intentions into other actors. For networks to operate successfully, the circulation of intermediaries needs to be coordinated.

7.4. Selection of Appropriate Independent Variables

From the above mentioned two theories, Service Implementation Network and Actor-Network Theory, eight independent variables are selected to find out the institutional factors affecting the performance of the National Helpline which are shown below:

Diagram-1: Theory-variable Linkage
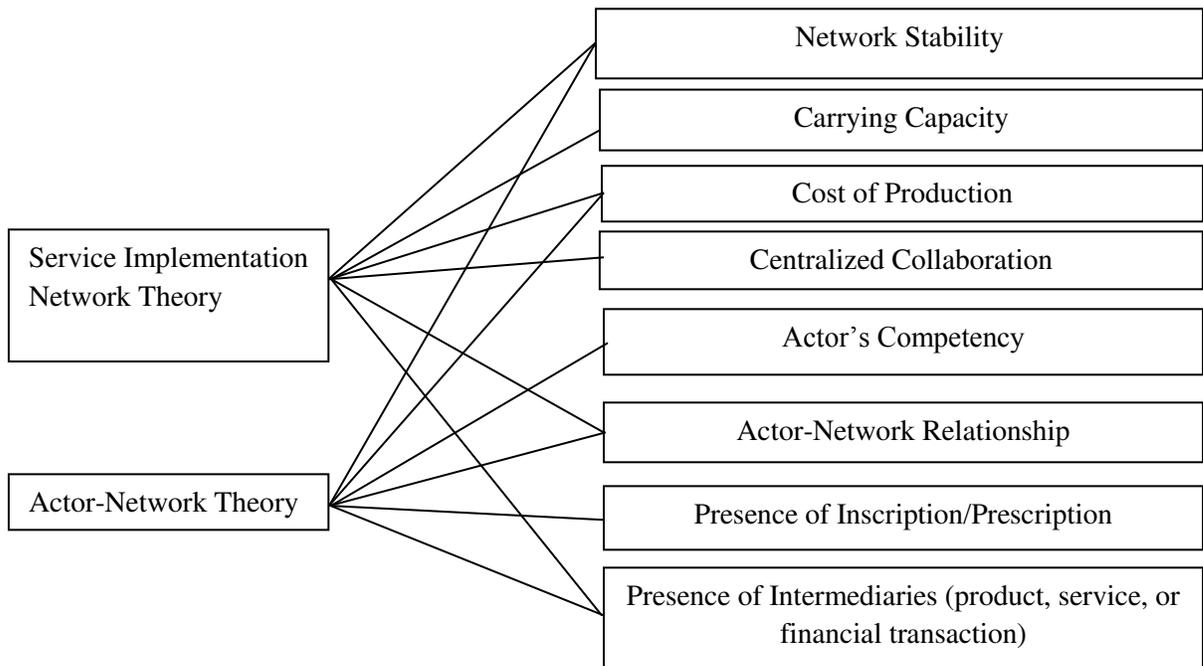
7.5. Measurable Indicators for Independent Variables

Table-2: Variable Matrix

Dependent Variable	Indicators/Issues/ Areas	Independent Variables	Indicators/Issues/Areas
Performance of the National Helpline Centre	-Number of calls at the helpline increasing/ decreasing -Number of cases for action -Number of cases for follow up -Success stories	Network Stability	-Transfer, Turn-over, End of Duration, etc. of Actors -Role of network managers
		Carrying Capacity	-Number of calls per day -Workload in the helpline -workload among other actors
		Cost of Production	-Source of fund to run the helpline
		Centralized Collaboration	-Leading capacity of the helpline over other actors in the network
		Actor's Competency	-Communication/ language skill -Collaboration skill -Knowledge about relevant laws and its role in network -Time and quality of service delivery
		Actor-Network Relationship	-Collaboration skill of the helpline Centre -Actor-network dependency -Actors' interest
		Presence of Inscription/Prescription	-Presence of adequate rules to run the helpline -Presence of rules regarding actors' role in the network
		Presence of Intermediaries (product, service, or financial transaction)	-Logistics -Finance

7.6. Analytical Framework

Diagram-2: Analytical Framework

Network Stability

Carrying Capacity

Cost of Production

Centralized
Collaboration

**Institutional
Factors**

Actor's Competency

Actor-Network
Relationship

**Performance of
the Helpline**

Clients Factor

Presence of
Inscription/Prescription

Presence of
Intermediaries
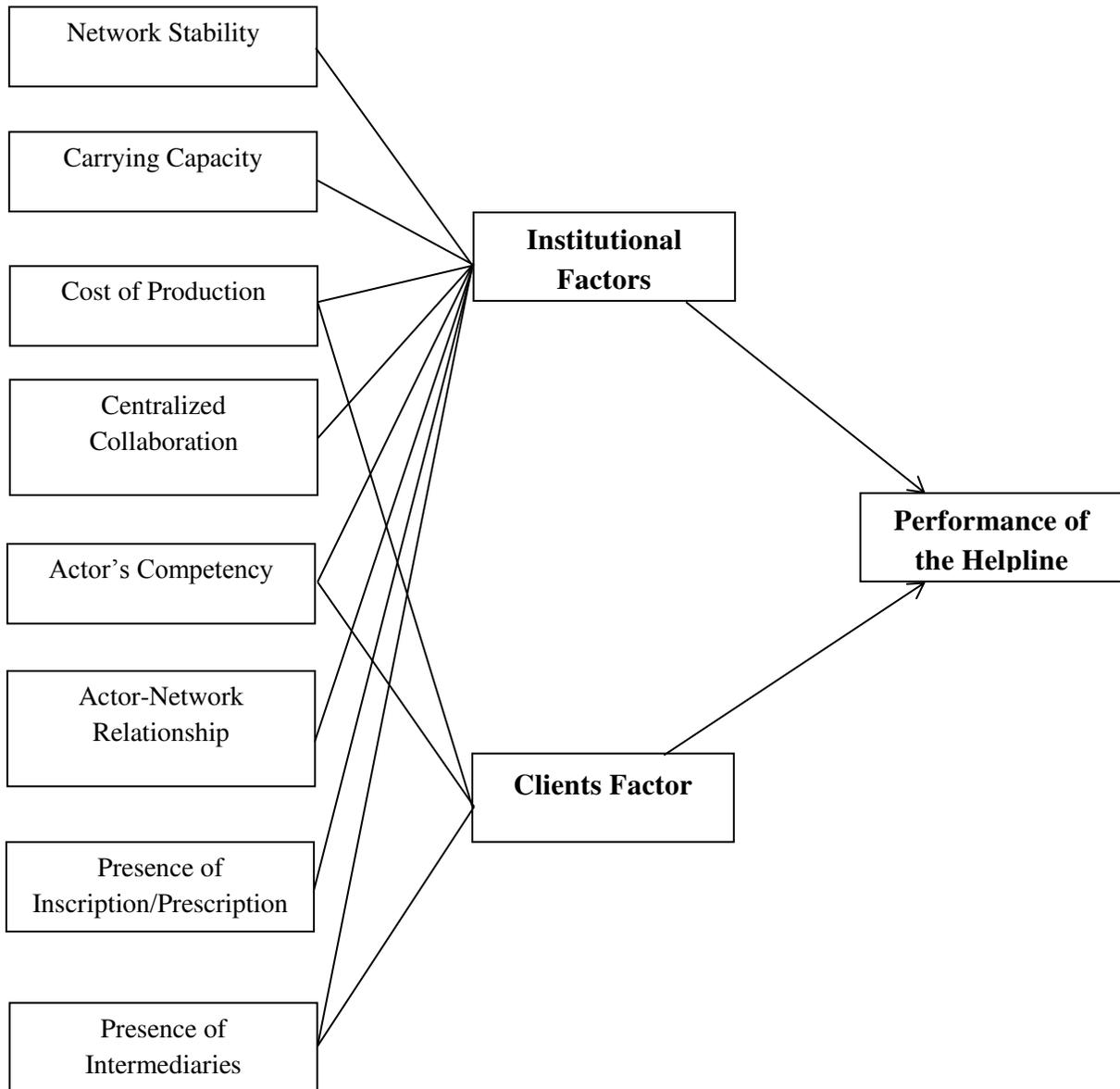
8. Scope of the Study

- Both rural and urban area of Bangladesh, data about victims will be collected from the VAW database of the helpline.

- Though the helpline is established for supporting women and children victims under violence, this study focuses on only women under gender based violence.

- The study includes the helpline employees (both the non-government consultants and the government employees).

- This study includes the respondents from various government and non-governmental agencies within the helpline network.

9. Research Design

According to Aminuzzaman (1991), "…use of one single method in social research is not always enough to respond to the research need rather a combination of methods is more useful to bring desired level of methodological sophistication." In this regard, a combination of Case Study and Interview methods will be used for this study. The combination of the stated methods is intended to use for this research to take advantage of their respective strengths which is relevant with this study. Case study will be used for in-depth study of the phenomena. The interview method will be taken to gather clear idea on the issue by providing insight into conversations.

This study is designed as exclusively qualitative and intensive one that will provide room for discussions between the researcher and participants that will further allow capturing insights and direct understandings from participant's perspective. In other words qualitative study allows for in-depth analysis.

9.1. Sample Size

Table-3: Sample Size

Sample	Data Collection Method	Number
	Case Study	8
Helpline Employees	Interview	10
Government Officials	Interview	10
Non-government Officials	Interview	5
Interview of the Key Personnel	Interview	5
Total		**38**

9.2. Sampling method

Callers and government officials will be selected randomly from different parts of the country. Agents and Non-government officials (e.g. from ASK, BLAST, BNWLA, etc.) will be available in Dhaka. Purposive sampling will be done.

10. Limitation of the Study

This study is not going to focus on the causes of VAW across Bangladesh. It is also not going to focus on the consequences of VAW in Bangladesh. It is not going to assess the individual role of any of the government and non-government agencies working in the helpline network. Only helpline related services provided by them will be studied to assess the performance of the helpline.

11. Organization of the Thesis

The thesis is composed of five chapters which have been presented in the following paragraphs:

Chapter One: Introductory Discussion

This chapter briefly discusses about the research context, research problem, research objectives, research questions, significance of the study, operational definition of VAW, theoretical framework, scope of the study, and methodologies used in this study with the logics of using selected methods, limitation of the study and structure of the thesis.

Chapter Two: National Helpline Centre in Bangladesh

The purpose of this chapter is to introduce the readers with the National Helpline Centre in Bangladesh. This chapter gives a detail idea about the activities and service procedure of the National Helpline Centre. Types of calls and services, the stakeholders or actors in the helpline network are also discussed elaborately in this chapter.

Chapter Three: Literature Review

This chapter reviews relevant and available literatures on VAW in both Bangladesh and international contexts. This chapter also gives an idea about the legal framework, necessary laws addressing VAW in Bangladesh.

Chapter Four: Data Presentation and Analysis

The purpose of this chapter is to present the data collected from the field through in-depth interviews and case studies and analyze them. This chapter elaborately explains the findings from the analysis of the data. The case studies have been described in brief in this chapter and findings are discussed in accordance with the research questions.

Chapter Five: Major Findings and Conclusion

This chapter draws major findings of the research and makes concluding remarks of the study.

Chapter Two: National Helpline Centre in Bangladesh

Introduction

The National Helpline Centre for Violence against Women and Children is a helpline centre for the Bangladeshi women and children victims of violence. It was founded in 19th June, 2012 to provide the immediate service to the victims and links up to the relevant agencies under the Multi-Sectoral Programme on Violence against Women (MSPVAW) of the Ministry of Women and Children Affairs, a Programme being carried out jointly by the Government of Bangladesh and Government of Denmark. The Centre is located at the 7th Floor of the Department of Women Affairs, 37/3 Eskaton Garden Road, Dhaka-1000. Bangladesh Telecommunication Regulatory Commission (BTRC) has awarded a short code 10921 to the MSPVAW for using as hunting number. The helpline number (10921) is a toll free number and available 24 hours a day, seven days a week. The number is accessible both from mobiles and other fixed phones. The Centre is equipped with modern equipment and latest operating system to provide confidential services that offer legal advice, police assistance, telephone counseling, referrals to other organizations' service, information regarding violence issues, etc. It is expected that the women and children victims, their families and other stakeholders will be benefitted with relevant information for various advice, services and supports which are available throughout the country. The Centre has about 20 agents to receive the call. They include psychosocial counselor, lawyer, research officer, program officer, documentation officer, and other consultants. Though the centre is founded for the women and children victims of violence, but this study only focused on the issues related to violence against women.

1. Main Features of the Helpline Centre

- ➢ Centre remains open for 24 hours.
- ➢ Confidential Helpline for one to one communication.
- ➢ Maintain database of GO and NGOs who can provide various support.

> ➢ Referral support for women in making links with other services.
> ➢ Develop social network and raise awareness to combat Violence against Women and Children (http://nhc.gov.bd/).

2. Objectives of the National Helpline Centre

The main objectives of the National Helpline Centre for Violence against Women and Children are:

- To help women and children victims of violence regarding various provisions, services and supports in time of crisis.
- To guide the victims and other stakeholders for legal provisions and actions.
- To give information about other helpline being operated by the government agencies and non-government organizations.
- To provide various counseling services to the victims and their family members.
- To help rescue the victims in case of emergency through law enforcing agencies and other social activists (http://nhc.gov.bd/).

3. Network of National Helpline Centre

National Helpline Centre for Violence against Women and Children is always communicating with different service providing organizations and maintain database of Deputy Commissioners (DC), Superintendents of Police (SP), District Civil Surgeons, District Women Affairs Officers (DWAO), and concerned NGOs who can provide relevant supports to the victims and their families. At Upazila level, it maintains database of Upazila Nirbahi Officers, Chairmen and Vice Chairmen of the Upazila Parishads, Upazila Health and Family Planning Officers, Officer-in-Charge of the Police Stations, Upazila Women Affairs Officers, and concerned NGOs who can provide various supports to the victims and their families. It has also established network with One-Stop Crisis Centre (OCCs), Forensic DNA Laboratories, Victim Support Centre of Bangladesh Police, Women Support Centre of the

23

Department of Women Affairs, Women Survivors Support Centre's of Joint Programme on VAW (supported by UNFPA), Safe Homes of Department of Social Services and Department of Women Affairs, and Shelters of other NGOs. The network of the helpline with other service providers is shown in the following figure:

Diagram-3: Networking with the Service Providers

```
                                    ┌─────────────────────────────────┐
                                    │ Government Officials            │
                                    │ DC                              │
                                    │ SP                              │
                                    │ DWAO                            │
                                    │ UNO                             │
                                    │ UWAO                            │
                                    │ OC                              │
                                    │ Legal Aid Office                │
                                    │ Other government officials      │
                                    └─────────────────────────────────┘
┌──────────────────┐
│ 10921(Helpline)  │
└──────────────────┘
                                    ┌─────────────────────────────────┐
                                    │ Non-Government Officials        │
                                    │ Human Rights Organization       │
                                    │ BNWLA                           │
                                    │ BLAST                           │
                                    │ ASK                             │
                                    │ BRAC                            │
                                    │ AB                              │
                                    │ ASF                             │
                                    │ Other NGOs                      │
                                    └─────────────────────────────────┘
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Source: http://nhc.gov.bd/
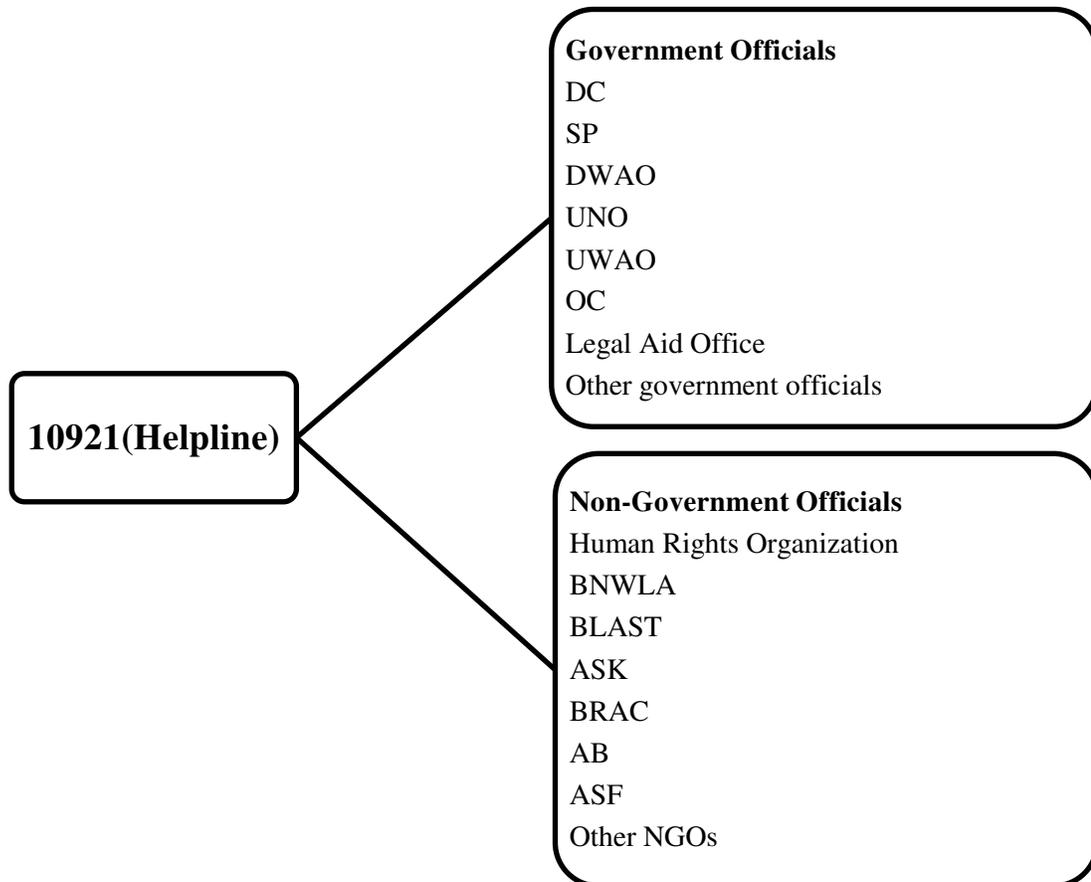
4. Service Procedure

The National Helpline Centre remains open for 24 hours to give services to the victims (women and children) of violence. When anyone calls to this centre the employees receive the call and take details about the problem. Then they give suggestions and connect to other

services. If needed the counselor of the helpline give one to one counseling. Sometimes family counseling is also provided over telephone. In other cases (physical violence, early marriage, rescue, pornography, sexual assault, etc.), Helpline Centre ensures whether the victims get their desired services or not. The service procedure of the National Helpline Centre is shown in the following figure:

Diagram-4: Service Procedure of the National Helpline Centre

(Source: http://nhc.gov.bd/)
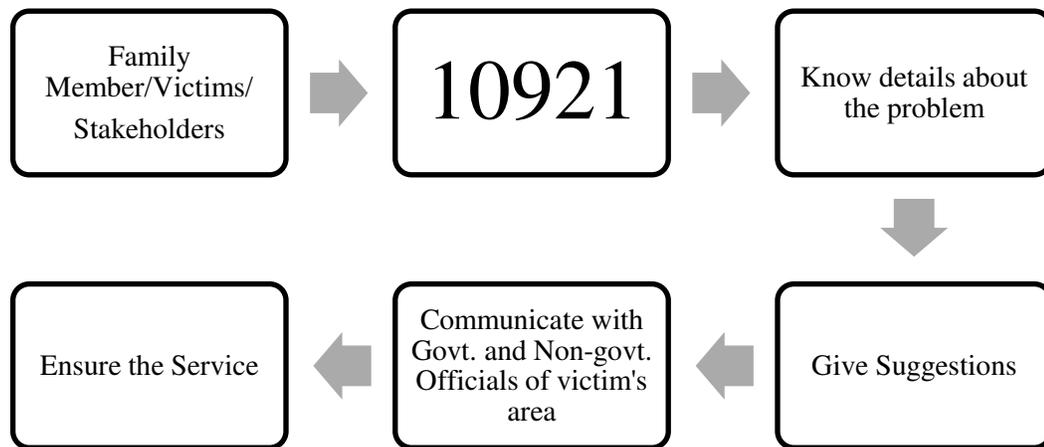
5. Types of Calls

The National Helpline Centre attends the following types of calls:

- Early Marriage
- Physical Assault
- Psychological Torture
- Burn
- Harassment over Phone
- Eve Teasing/ Sexual Harassment
- Pornography
- Rape

- Marital Rape
- Polygamy
- Extra Marital Relationship
- Divorce
- Dower
- Maintenance
- Custody of Children
- Kidnapping
- Threats
- Property Related
- Betray
- Missing
- Trafficking

6. Types of Services

In a brief, the services provided by the helpline are as follows:

- Rescue
- Legal Aid
- Police Assistance
- Giving Suggestions
- Counseling Service
- Medical Assistance
- Awareness Raising
- Help to arrange Arbitration
- Link up Victims to Other Service
- Protect and Prevent Early Marriage
- Authentic Information and Contact Details for Various Supports.

Conclusion

Though there are such helplines in western countries, till the national helpline Centre in Bangladesh is a unique model in South Asia. This model has earned global appreciation. SAARC has entrusted Bangladesh to lead the replication of this successful model in other member countries. According to Dr. Abul Hossain, Project Director of this Programme, in June, 2013, on average fifty cases was being reported per day (The Daily Star, June 29, 2013). But now, in November of this year the average call is 221 per day. In 2013 total call was 12577; in 2014 it is increased to 44485.The total call in this November is 6638, in October it was 8504.Statistics shows that, in 2014, 3275 calls were made for physical violence, 424 for sexual violence, 1558 for psychological violence, 7 for normal burn, 3 for acid burn, 1099 for economic violence, and others 38119 for various purposes including suggestion, polygamy, eve teasing, kidnap, divorce, extra marital affairs, guardianship, financial help, early marriage, and property related problems (helpline database).

Despite the mitigating role of the National Helpline Centre violence against women till is one of the most pervasive problems in Bangladesh as known from the daily newspapers and other Medias. This study attempts to find out how efficiently the Helpline Centre is performing and the institutional factors that are affecting the performance of this Centre.

Chapter Three: Literature Review

Introduction

This chapter reviews relevant and available literatures, discusses applicable theories, identifies related variables and finally draws an analytical framework for the study on the basis of the grounded reality of the issue. The literature review has been discussed on four issues: VAW and International human rights framework, VAW scenario in Bangladesh, legal framework in Bangladesh, and the helpline.

1. VAW and International Human Rights Framework

International human rights frameworks provide several provisions to protect women from any kind of violation and exploitation derived within and beyond personal life. The Universal Declaration of Human Rights 1948 followed by the International Covenant on Economic, Social and Cultural Rights (ICESCR) and the International Covenant on Civil and Political Rights (ICCPR) in the first instance provide the initial basis for equal right to men and women. Next to these, the Convention to Eliminate Discrimination against Women (CEDAW) ultimately holds ratifying states accountable for insuring that women's rights are protected under the ICCPR and the ICESCR. Additionally, this convention provides a framework in which ratifying states are held accountable to change cultural norms that oppress women and to enact women-sensitive policies (Freeman, 1993).

In its general recommendation No. 19 (1992) on violence against women, the Committee on the Elimination of Discrimination against Women confirmed that "[u]nder general international law and specific human rights covenants, States may … be responsible for private acts if they fail to act with due diligence to prevent violations of rights or to investigate and punish acts of violence, and for providing compensation."In relation to national legal frameworks, the Committee on the Elimination of Discrimination against Women recommended that States parties:

- Ensure that laws against family violence and abuse, rape, sexual assault and other gender-based violence give adequate protection to all women, and respect their integrity and dignity; and

- Take all legal and other measures that are necessary to provide effective protection of women against gender-based violence, including effective legal measures, including penal sanctions, civil remedies and compensatory provisions to protect women against all kinds of violence.

This General Recommendation No. 19 added to CEDAW, provides a more specific linking of violence against women and discrimination so that state parties would address the issue of VAW in their reviews and report to the committee (Morgaine, 2007).

The international conventions and protocols have been complemented by the development of policy instruments at the international level that provide detailed guidance on the steps to be taken by States and other stakeholders to strengthen the legal framework for addressing all forms of violence against women. These instruments include declarations and resolutions adopted by United Nations bodies, and documents emanating from United Nations conferences and summit meetings. For example, article 4 of the 1993 Declaration on the Elimination of Violence against Women (DEVAW), adopted by the General Assembly, requires Member States to:

- Condemn violence against women and not invoke custom, tradition or religion to avoid their obligations to eliminate such violence;

- Develop penal, civil, labor and administrative sanctions in domestic legislation to punish and redress the wrongs caused to victims;

- Provide access to the mechanisms of justice and, as provided for by national legislation, to just and effective remedies; and

- Ensure that the secondary victimization of women does not occur because of laws insensitive to gender considerations, enforcement practices or other interventions (General Assembly resolution 48/104 of 19 December 1993).

Similarly, the Beijing Platform for Action, adopted at the Fourth World Conference on Women in Beijing in 1995, calls on Governments to:

- Enact and reinforce penal, civil, labor and administrative sanctions in domestic legislation to punish and redress the wrongs done to victims;
- Adopt, implement and review legislation to ensure its effectiveness in eliminating violence against women, emphasizing the prevention of violence and the prosecution of offenders; and
- Take measures to ensure the protection of women subjected to violence, access to just and effective remedies, including compensation and indemnification and healing of victims, and rehabilitation of perpetrators.

In recent years, the United Nations General Assembly has addressed violence against women in general, as well as specific forms and manifestations of such violence, including trafficking in women and girls, traditional or customary practices affecting the health of women and girls, crimes against women committed in the name of "honor", and domestic violence against women.

In South Asia, the South Asian Association for Regional Cooperation (SAARC) has adopted the Convention on Preventing and Combating the Trafficking in Women and Children for Prostitution which obligates States parties, under article III, to take effective measures to ensure that trafficking is an offence under their respective criminal laws and punishable by appropriate penalties.

2. VAW Scenario in Bangladesh

Violence and abuse affect women in Bangladesh from all kinds of backgrounds every day. Sometimes, women are attacked by strangers, but most often they are hurt by people who are close to them. Violence and abuse can cause terrible physical and emotional pain. Violence against women (VAW), materialization of a historic unequal power relation between sexes, is

a form of discrimination and mistreatment of women which results in physical, psychological, and socioeconomic costs to women and society as well (Khatun and Rahman, 2012).

According to Zaman (1999), in Bangladesh, the patriarchal society, powerlessness and vulnerability is associated with women's lives where they are dominated and subjugated by the men. Here, women face various forms of violence, ranging from wife abuse to rape, dowry killings, acid throwing, sexual harassment, and sexual slavery through trafficking in women. Khatun and Rahman (2012) identified the domestic violence (DV) as the most widely prevalent among the various forms of violence both in urban and rural areas as an everyday matter of women's lives.

Several studies have indicated that domestic violence against women, especially violence perpetrated by a woman's husband, is a serious problem in Bangladesh (Bhuiya et al., 2003). Heise et al. (1994) stated that although domestic violence includes child abuse, parent abuse and in-law abuse committed by male aggressors on female victims, available information from research indicated that the "most common type of violence in Bangladesh against women is domestic violence perpetrated by intimate partners or ex partners". However, though there are studies in developed countries like USA which estimates the cost of domestic violence (DV), in Bangladesh, there is still a gap in estimating the economic costs of DV (Khatun and Rahman, 2012).

The BNWLA annual report 2014 says that a total of 5,256 women felt victim to different forms of violence, including sexual harassment, staking, rape, fatwa, acid violence, trafficking, domestic violence, dowry, abduction and community violence. In 2014, a total of 789 women and girls were raped, 293 became victim of sexual harassment, 1,005 of domestic violence, 1,463 of community violence, 58 came under acid attacks, 307 became victims of dowry, 1,196 were abducted and trafficked, 37 fell victim to fatwa (religious edict), 108 domestic helps were murdered, raped and victimized in other ways. Also, 1,910 women and children were killed and 449 committed suicide. The statistics show among the

above categories, domestic violence has increased higher in 2014 than the previous year. Domestic violence has increased 44 per cent in 2014 than the previous year. The report also revealed that 14 incidents of violence against women and children are published on the newspapers on an average every day (BNWLA, 2015).

From ASK data, it has been found that, in 2014, 32 women were victims of salish[3] and fatwa but among them only 10 case have been filed cases, 488 women were victims of domestic violence but among them 261 case have been filed cases, 707 were raped but 401 have been filed cases, 296 women were victims of dowry but filed case number is 139. The statistics shows that in case of about half of the incidences no case is filed (ASK, 2015).

To explain the culture of silence regarding domestic violence Mannan and Zohir (2009) stated that 75% of the moderately abused women in the urban area and 86% of them in the rural area never talked about their experience to anybody. The major reasons behind this silence was the fear of tarnishing family honor, stigma of ruining women's own reputation, securing the children's future, fear of repercussion from the husband, hopelessness, expectation that things would change, threat of murder, and belief that violence was the husband's prerogative.

To understand the cause of not filing the case, especially in case of domestic violence, Grovert's literature review may be used to explain the Bangladesh scenario also. Amanda J. Grovert (2008) wrote a review of the literatures of past 30 years on domestic violence against women in USA which focuses on the reason of women's staying in abusive relationships. A summary of his literature review is given below:

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3 *Salish* is a local mediation council which provides a traditional alternative to dispute resolution in a community. In Bangladesh, the system has been in place for centuries. Local leaders, either in groups or individually, provide a forum for discussion and the resolution of local disputes. The strength and popularity of local leaders depend in large measure on their tact, skills, integrity, and overall ability to resolve local disputes. Muslim Family Law Ordinance, 1961 suggested formation of a *'Salish Council'* to resolve disputes and crises within the family. The council comprises three members with chairman of local union council as chairman and two adult members having one from each of the parties. Pourasabha (municipal) chairman in the pourasabha area and mayor or administrator in the municipal corporation area would be the chairman of the '*salish council'*.

There is a myriad of reasons why abused women stay in abusive relationships, or return to them. The most pressing of these reasons was safety. A woman who has been abused may fear retaliation from her abuser if she leaves, the abusive environment or makes efforts to improve her situation (Turner, 2002). For many reasons women do not go to law enforcement agencies to report about the violence they face. She may also feel that she is at fault for the abuse, and begin to believe that if she were only a "better partner" the abuse would stop. For example, the abused woman may start to imagine if she dressed differently, was a better cook, or was more agreeable her partner would treat her better (Weiss, 2000; Salber and Taliaferro, 1995; McCue, 2008). Women who have limited support from friends, family, or their communities may find it more difficult to leave abusive relationships (Sullivan et.al, 1994). Domestic abusers often prevent their partners from maintaining relationships with friends and family, via phone, letters, Internet or community activities (Turner, 2002, Levendosky, et al., 2004). Language barrier often causes a hindrance to get legal support to the victims. Abusive partners may also use a woman's children to coerce her into staying in the relationship. The abusive partner may threaten to harm the children, take them away, or physically hurt the children in front of their mother in order to maintain control of the her (Salber& Taliaferro, 1995). Bornstein (2006) points out that it is important to realize that links between economic dependency and abuse are bi-directional. High economic dependency may lead some women to tolerate physical abuse. Women in violent relationships who do work may have trouble concentrating, be harassed at work by an abusive partner, and have low self-efficacy due to abuse. The abuse can affect work performance to the point where they may lose their jobs, contributing to their economic dependency on their partners (Wettersten et al., 2004).

Grovert's review on the reason of women's staying in abusive relationships

Grovert (2008) stated his own view about remaining silent of the victims about the violence as, "Every woman who stays in a violent relationship will have her own reasons to do so. Her abuser could have made threats to her or her children, she could be facing poverty if she left, she may have been out of the workforce for years and lack skills and experience necessary to obtain employment, she may be a rural woman with few resources, or a recent immigrant dealing with a language barrier. She may have reached out to police or clergy in the past and found them to not be helpful. She may be focused on surviving day to day instead of focusing on escape. She may feel ashamed of what she has endured, or guilty for leaving her partner."

Hamid (1996) specified that women's vulnerability arises not only of their biological constitution but also from an environment that perpetuates her subordinate position socially and economically. A good number of studies have shown that discrimination against the girl child starts within the household. Women get a smaller share of household expenditures on education, health care and others compared to men. The patriarchal social system in Bangladesh isolates women within the four walls of their home and within their families,

while it gives men control over most economic resources (Karim, Rahman, and Murshed, 2009).

Mahtab (2007) identified that the traditional, cultural, social, and religious values and practices have reinforced the lower status of women accorded to them in society. According to her, the traditional society of Bangladesh is permeated with patriarchal values and norms of female subordination, subservience, subjugation, and segregation. The women of Bangladesh remain a vulnerable, marginalized group that is yet to enjoy equality in status, and access to services and resources with male counterparts. They are found at the bottom rung of poverty, illiteracy, and landlessness. This puts them in the most disadvantageous position and also the victims of worst forms of violence. In this regard, Jahan (2008) mentioned that women without their own earnings must have strong natal family support to fight domestic violence.

Mannan and Zohir (2009) stated that women's socio-economic position, powerlessness and ignorance of legal rights limit the scope of legal protection. They also stated that the litigation does not always guarantee that the desired judgment will be received. Imperfect understanding and inadequate knowledge about VAW and related laws has produced limited success in this area. In many cases, full enforcement and implementation of existing laws have not been achieved due to various factors, including the lack of awareness of women's rights among law enforcement agencies. The scarcity of effective agencies offering supportive intervention and the excessive expenses and the time-consuming process involved in litigation also prevent many women, especially the poor and uneducated ones from seeking redress through criminal proceedings.

3. Legal Framework in Bangladesh for Supporting Victims of VAW

The Constitution of Bangladesh is the main source of all the laws preventing and supporting the victims of VAW. The articles in the Constitution that firmly patronizing towards women rights are:

"The State shall not discriminate against any citizen on grounds only of religion, race, caste, sex or place of birth"-Article 28 (1)

"Nothing in this article shall prevent the State from making special provision in favor of women or children or for the advancement of any backward section of citizens"-Article 28 (4)

Bangladesh has signed its commitments to the Convention for the Elimination of All Forms of Discrimination Against Women (CEDAW) in 1984. It endorsed Beijing Platform for Action (BPFA) in 1995. Bangladesh Government has been actively engaged in adoption of preemptive policies, legislations, strategies and taking national affirmative action plans and programmes. Notable actions have been taken by the government to protect women's legal rights and improve their social status:

- National Action Plan to Prevent Violence Against Women and Children, 2013-2025
- National Action Plan for Women's Development, 2013
- National Psychosocial Counseling Policy 2015 (draft)
- Child Marriage Restraint Act, 2014 (draft has been developed)
- National Women Development Policy, 2011
- Domestic Violence Prevention and Protection Act, 2010
- Domestic Violence Prevention and Protection Rules, 2013
- The Dowry Prohibition Act, 1980
- Women & Children Repression Prevention Act, 2000
- National Acid Crime Prevention Act (Amended) Act, 2010
- Acid control Act, 2000
- Mobile Court Act, 2009 (for eve teasing)
- Prevention and Suppression of Human Trafficking Act, 2012
- National Plan of Action for Combating Human trafficking, 2012-2014
- The Pornography Control Act, 2012
- Hindu Marriage Registration Act, 2012

Sections 16.1, 16.2, 16.4, 16.10, 16.11, and 19 of the National Women Development Policy, 2011 focus on the elimination of all forms of abuses against women. The vision of the National Action Plan to Prevent Violence Against Women and Children 2013-2025 is to create a society free from violence against women and children within 2025 (MOWCA, 2015).

Besides, National Council for Women Development (NCWD), chaired by the Honorable Prime Minister and consisting of representatives of government, civil society, and women's organizations was merged in 2009 with the National Council for Child Development (NCCD) and was named the National Council for Women and Children Development (NCWCD). The NCWCD provides policy guidance and monitors the implementation of critical policy decisions on women's and children's development.

Ministry of Women and Children Affairs (MOWCA) is the nodal ministry for gender governance and acts as the lead ministry in promoting gender equality. MOWCA coordinates the response by all government agencies to the needs and priorities of women and implements policies and programmes through its three agencies, Department of Women Affairs (DWA), Jatiya Mohila Shangstha (JMS) and Bangladesh Shishu Academy (BSA). A Policy Leadership and Advocacy Unit (PLAU) provides technical support to MOWCA in coordinating women's advancement activities within the Government. Other institutional mechanisms such as Parliamentary Standing Committee for MOWCA and Women in Development Focal Point (WIDFP), WIDFP Implementation and Evaluation Committee (WIDFPIEC), Women in Development Focal Point Coordination Committee (WIDFPCC) and Women in Development Focal Point Network Committee (WIDFPNC) are in place. The WIDFPs of all ministries lead to address gender concerns within the policies and plans of their respective ministries.

To support the victims the Multi-Sectoral Program on Violence Against Women (MSPVAW) provides health care, police assistance, DNA test, social services, legal assistance, psychological counseling and shelter for the woman victims through 8 One-stop Crisis

Centers (OCCs). One Stop Crisis Cells (OCCs) in sixty areas provide information and referral services. A National Forensic DNA Profiling Laboratory, a National Trauma Counselling Centre and Seven Victim Support Centre (VSC) have been established to provide legal support, medication, counseling, and emergency shelter to women and children victims. The Acid Control Council Committee and 63 district committees support the acid victims.

4. The Helpline and its Network for Violence Against Women

Government and governance have changed dramatically in the past 25 years which is called "global public management revolution" by Don Kettl. This revolution in public management has many different threads such as decentralization, devolution, and outsourcing and has led to a world of "networked government" (Kamarck, 2002). As Goldsmith and Eggers (2004) stated government must not only manage its own internal operations, but it must also manage multi-organization networks. These core ideas in the revolution in public management have led public managers to seek alternatives to traditional bureaucratic organizations to provide services to citizens in innovative ways. One of these ways is relying on networks of public, nonprofit, and for-profit organizations, instead of a bureaucratic hierarchy. Networks may be funded by grants, contracts, or fee-for-service arrangements (or a mixture of all three), but they use collaboration as a way of dealing with problems in a coordinated fashion that would be impossible for just one organization (Milward and Provan, 2006). Milward and Provan studied four mental health services networks to assess about the potential of the networks rather than a single institution.

Montenegro and Bulgacov (2014) suggested including non-human actors in the network to make it more robust. In this perspective the helpline seems to be a mix application of service implementation network and actor-network as both human and non-human (mobile phone/telephone) actors are entangled in the helpline network. However, use of the concept of governance networks is increasing (Sorensen & Torfing, 2005 cited in Milward and Provan, 2006).

Government helpline centres exist in many countries. Each helpline has its own purpose, e.g. visa, immigration, special services (disability benefit centre in UK). To help the victims of VAW, the Office on Women's Health (OWH) under the U.S. Department of Health and Human Services established three helplines: The National Domestic Violence Hotline, The National Teen Dating Abuse Helpline, and The National Sexual Assault Hotline.

For over 17 years, the National Domestic Violence Hotline has been the vital link to safety for women, men, children and families affected by domestic violence in USA. It responds to calls 24/7, 365 days a year. It provides confidential, one-on-one support to each caller and chatter, offering crisis intervention, options for next steps and direct connection to sources for immediate safety. It has over 5,000 agencies and resources in communities all across the country. Bilingual advocates speak with callers, and the Language Line offers translations in 170+ different languages. Communications through email is also possible (http://www.thehotline.org/).

The National Teen Dating Abuse Helpline helps those who are in an abusive relationship. This is also works as the National Domestic Violence Hotline. Additionally it allows a live online chat to clients (http://www.loveisrespect.org/).

At any given moment, more than 1,100 trained volunteers are on duty and available to help victims through the National Sexual Assault Hotline. It also has live online help access.

In Northern Ireland, Helplines Network NI is operating as a membership–led organization consisting of over 20 different helplines. The helpline provides a variety of vital support services including, information, advice, counselling, a listening ear and be-friending, covering a wide range of issues and needs. Many of the services take place over the phone, but some can help via email, text and in some cases with live web-chat (http://www.helplinesnetworkni.com/).

In Bangladesh, National Helpline Centre for Violence against Women and Children has been established under the Multi-Sectoral Programme on Violence against Women (MSPVAW) of the Ministry of Women and Children Affairs, a Programme being carried out jointly by the Government of Bangladesh and Government of Denmark. The Centre is located at the 7th Floor of the Department of Women Affairs, 37 Eskaton Garden Road, Dhaka-1000. Bangladesh Telecommunication Regulatory Commission (BTRC) has awarded a short code 10921 to the MSPVAW for using as hunting number. The number is accessible both from mobiles and other fixed phones. The Centre is equipped with modern equipment and latest operating system. The Centre is operationalized for 24 hours. It is expected that the women and children victims, their families and other stakeholders will be benefitted with relevant information for various advice, services and supports which are available throughout the country (http://nhc.gov.bd/).

5. Main Interference Drawn from the Literature Review

- VAW is a global epidemic.
- VAW results in physical, psychological, and socioeconomic costs to women and society as well.
- Domestic Violence is the most common form of VAW in Bangladesh.
- Most of the victims of VAW remains silent because of the fear of tarnishing family honor, stigma of ruining own reputation, securing the children's future, fear of repercussion from the husband, hopelessness, expectation that things would change, threat of murder, and belief that violence is the husband's prerogative.
- The traditional, cultural, social, and religious values and practices permeated with the patriarchal culture in Bangladesh have reinforced the lower status of women accorded to them in society and these results in the worst forms of violence.
- Access to resource and services, supports from family and community are needed for the victims to face the violence.

- Women's socio-economic position, powerlessness and ignorance of legal rights, the excessive expenses and the time-consuming process involved in litigation prevent the women from seeking redress through criminal proceedings.
- There are contradiction between the Constitution and the prevailing civil and religious laws.
- The helpline is working like the helplines in USA, except allowing live chat. The human resource of the national helpline is also not adequate compared to the helplines in USA.
- Despite various laws and initiatives the incidence of VAW is increasing.
- The helpline established an inter-organizational network among the relevant government and non-government agencies that can be explained by network theories.

Conclusion

VAW is one of the most pervasive problems in Bangladesh. This chapter tried to give a brief idea on the VAW scenario in Bangladesh. It endeavored to discuss the international and regional legal framework to address VAW and the steps taken in Bangladesh to eliminate it. This chapter also tried to focus and compare on some other helpline for VAW in some countries, especially the helplines in USA have been discussed in brief. The helpline has been discussed here as an example of networked governance.

Chapter Four: Data Presentation and Analysis

Introduction

This chapter presents and analyses data which were gathered during data collection. First, the chapter primarily deals with facts shown by the data. Second, it interprets the data in detail, so as to put forth the major findings of the study in line to meet the research objectives. In doing so, all the variables (dependent and independents) are explained in terms of their indicators and thus, an attempt is made to study the association between them, if any. In other words, the chapter provides detailed understanding about the performance of the helpline as perceived by the government and non-government personnel from various organizations and from the case studies. The summary of the collected data and their sources are shown in the following table:

Table-4: Data collected for the variables and their sources

Variable	Data Found/Collected	Sources
Performance of the National Helpline Centre	-Number of calls at the helpline increasing/decreasing	-The National Helpline Centre
	- Number of cases for action	-The National Helpline Centre
	- Number of cases for follow up	-The National Helpline Centre
	- Success stories	-The National Helpline Centre
Network Stability	- Transfer, Turn-over, End of Duration, etc. of Actors declines network stability	-Interview of helpline employee -Interview of the UNOs, OCs, etc.
	-Change of phone number in helpline database	-Interview of helpline employee
	-Lack of orientation about network among the newly enrolled actors	-Interview of the UNOs
Carrying Capacity	-Average Number of calls per day	-The National Helpline Centre
	-Workload in the helpline	-Interview of helpline employee
	-Workload among other actors	-Interview of NGO employee
Cost of Production	-Lack of Logistics for the actors	-Interview of DWAO/UWAO -Case Studies
	-Absence of financial support for the victims	-Interview of GoB employee -Interview of helpline employee
Centralized Collaboration	-Actors are not accountable to helpline	-Interview of helpline employee

Actor's Competency	-Individual actors are enough competent	-Interview of helpline employee -Case Studies
Actor-Network Relationship	-Lack of interest among some actors	-Interview of helpline employee -Case Studies
	-Corruption among some actors	-Interview of helpline employee
Presence of Inscription/Prescription	-Absence of Inscription/Prescription	-Interview of helpline employee -Interview of Key Personnel
Presence of Intermediaries (product, service, or financial transaction)	- Absence of Intermediaries	-Interview of helpline employee -Interview of DWAO/UWAO

1. Major Findings about the Performance of the National Helpline Centre

As there are already no specific criteria to assess the performance of the helpline, here the number of calls in the helpline increasing or decreasing, number of cases for action, number of cases for follow up, and example of successful cases are taken as the indicators for the dependent variable 'performance of the helpline'. Through these indicators this study endeavored to assess whether the National Helpline Centre is providing adequate services to the victims VAW or not which was the first research question of the study.

1.1. Number of calls in the Helpline Centre

Ten helpline employees were interviewed. Among them one was Chief Coordinator, one Legal Adviser, three Helpline Officer, one Program Officer, and rest were Consultants. All of them receive and communicate with the callers/victims. Two consultants were newly recruited. Beside them all the employee said that the calls are increasing with time. The ascending trend of calls is shown in the following table which is prepared from the secondary data collected from the National Helpline Centre. From the table, it seems that the callers or the victims' confidence or reliability to the Helpline Centre is increasing and that may be the reason of extremely ascending trend of calls to the Helpline Centre.

Table-5: Ascending trend of calls in the Helpline Centre

Year	Number of Calls
2012 (19 June to December)	4824
2013	12577
2014	44485
2015 (up to 30 November)	58403

Source: National Helpline Centre for Violence against Women and Children

1.2. Number of Cases Taken for Action

The respondents stated that some callers call to know only relevant information. Actions are taken who actually seek service through the helpline. The number of cases for action is increasing as stated by the respondents. The table showing the data collected from the Helpline Centre is also inferring that. The number of cases taken for police assistance seems to increase very rapidly through the years. The number of other cases taken for providing medical facilities, counseling, and legal help is also showing a highly rising trend. These rising trends of number of various cases taken for action tend to show a higher level of performance of the National Helpline Centre.

Table-6: Types and number of cases taken for action in the Helpline Centre through years

Year/Types of cases for Action	2012(19 June to December)	2013	2014	2015(up to 30 November)
Medical Facilities	103	101	394	311
Counseling	174	156	760	358
Police Assistance	263	257	713	1110
Legal Help	1615	1420	2726	2250
*Others	2669	10643	39892	54374
Total	**4824**	**12577**	**44485**	**58403**

*Others =Information, family mediation, arbitration, divorce, suggestion
Source: National Helpline Centre for Violence against Women and Children

1.3. Number of Cases for Follow Up

Once a case is taken for action or supporting the victims other than providing information the helpline employee follow-up the case until the problem solves. This number is also

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increasing as stated by the respondents. Generally every case taken for action is followed up by helpline employees.

1.4. Success or Failure Stories

As stated by the respondents helpline has a lot of success stories. Their mentionable success stories are about child marriage, eve-teasing, etc. They have also a lot of success stories on family mediation. They have records of these success stories in the Helpline Centre and mentionable stories are published in the official website of the Helpline Centre (http://www.nhc.gov.bd/). But from their interviews some failure stories have also been known. The causes of the failure stories are the various challenges faced by the helpline network such as corruption among some government employees, lack of interest among the lawyers to work without taking fees from the victims, complexity in litigation procedure which involves time and costs that cannot be afforded by the victims, lack of interests of the Public Prosecutors (PP), etc. The following case studies will give an idea about the success or failures of the National Helpline Centre. These case studies will also focus on the challenges of the National Helpline Centre to perform its duty efficiently and reveals the institutional factors affecting the performance of the National Helpline Centre.

Case Study: 1

A woman with his son of Satutia village from Ghatail Upazila in Tangail district faced severe violence by the perpetrators from the Kalihati Upazila in the same district on September 15 of this year. That day, the perpetrators Rafiqul Islam Roma and his men (name and address known from the interviewee and also from the daily newspapers) summoned the boy and his mother to his house in Kalihati, forced them into a room and stripped them. Roma (40), son of ex-chairman of Kalihati union, and his accomplices beat up and sexually harassed the two for about six hours. The newspapers described the incidence as the mother was raped by the perpetrator in front of her son. According to the interviewee Roma had a grudge against the boy because he had an affair with Roma's wife. The interviewee stated that Roma's wife got

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engaged in a relation with the boy and they eloped several months back. Later she was brought back. But Roma's wife again went to the boy on September 12. Roma and his men called the boy, Roma's wife and his mother on September 15 to his house in Kalihati on the pretext of talking over the matter. The perpetrators stripped the boy and his mother and then assaulted and tortured them. The woman became imbalanced psychologically in this incidence and tried to commit suicide. The Deputy Commissioner of Tangail District asked the DWAO at night at around 10 pm to take necessary actions and shift the women in the Safe Centre. The DWAO was not finding any contact number of the Safe Centre at that moment. Instantly she called the National Helpline and the employee of the Helpline provided the number and gave suggestions to her about the necessary actions. Later she asked her UWAO to rescue the woman. The UWAO, Ghatail recued the woman arranging the transport by her own and saved the woman from committing suicide and took actions to rehabilitate the woman in the Safe Centre. Due to the role of Helpline the DWAO could take immediate and necessary steps to rescue the victims and rehabilitate her.

Case Study: 2

A very poor woman from Kustia called in the Helpline Centre a few months ago to rescue her child of about eleven months from her in laws house. She was beaten severely by her husband and mother-in-law. Her husband married him forcefully and began to ignore after the birth of the baby. He used to assault her physically and told her to leave him so that he can marry again. But she insisted to stay with him and was beaten severely. Receiving her call the Helpline took immediate actions and called the local Thana for rescuing the baby. In response to the call of Helpline the police rescue the baby and return it to its mother. Then the helpline followed up the case and gave necessary suggestions to the woman.The Helpline first suggests her not to file any case if she wants to be in a family life with her husband. Because if she files any case then her husband will be more angry and living with him will be impossible. The woman tried to make her husband understand about the need of a family life but failed. Then she called again in the Helpline seeking suggestion for filing a case. Helpline referred her to the legal aid committee but she could not manage a lawyer without money.

The helpline is till following up her case. During follow up the woman informs the helpline that her husband and in-laws are trying to manage the lawyer she went to seek support for advising her not to go to litigation process. As the perpetrators are comparatively rich they could manage the lawyer for their own advantages. Now, it has become a problem for the Helpline to arrange lawyer for the women and ensure justice through a time-consuming and costly litigation process. The helpline is till following up her case.

Case Study: 3

A few months ago a woman called in the helpline and told that her daughter was kidnapped and asked to rescue her. The helpline asked her if she suspects anyone and wanted to know details. Then the helpline called the local Thana to rescue her daughter. Later the local Thana called the helpline to inform that the girl was not kidnapped. She intentionally went with the boy as she loved him and her mother was not ready to accept their relationship. As the woman was not ready to accept her relationship with the boy and was not agreed on their marriage, she wanted to exploit the helpline to harass the boy. The woman repeatedly called the Helpline and claimed that they were not doing anything to rescue her daughter or to punish the boy. The helpline employee then tried to motivate the mother that it could not be addressed as violence as her daughter went intentionally with the boy. Thus the boy cannot be accused of kidnapping her daughter. Such unnecessary calls often made by the callers in the Helpline which affects the effectivity of the Helpline as these calls waste time and efforts of the helpline employees.

Case Study: 4

On 31 August a friend of a 14 years old girl from Jamalpur district called the helpline to stop her marriage. The girl was a student of class seven and studying at the local high school. The Helpline asked the UNO and UWAO of her upazila to stop her marriage. The UNO and UWAO of that upazila took necessary actions and stopped the girl's marriage. Later from follow up it has been confirmed that the marriage could be stopped. The girl was very happy

as she could continue her study. Thus, in case of child marriage the Helpline has a lot of success stories. But the interviewees stated that if the caller calls at the extreme moment and there is not enough time provided to the relevant personnel to reach the spot it becomes difficult to stop child marriage. Sometimes the guardians of the girl arrange the marriage in midnight or maintain high secrecy. Even they arrange the marriage in a very remote place. Thus preventing child marriage from every relevant call is challenging for the Helpline.

Case Study: 5

On 25 August a female officer from Chittagong Metropolitan Session Court called the National Helpline Centre and informed that a girl of class five stopped going to school as she was scared of sexual assault by a person of her village. At first the Helpline justified the information and then informed the UNO and OC of that upazila and asked them to take necessary actions. In response to the call of Helpline they arranged a mobile court and punished the perpetrator with three months jail. The helpline followed up the incidence and became assured about the punishment. Thus the helpline plays an effective and mitigating role to eliminate violence against women with the assistance of relevant officials or agencies in its network. The helpline ensures services to be reached to the victims by its follow up activities. This case study is a perfect example of its mitigating role in addressing violence against women in Bangladesh.

Case Study: 6

A few months ago a woman called the Helpline in the evening. She was hesitating giving her identity. She told that she is a government officer and residing in Dhaka but feeling helpless on her family matters as she could not discuss or share the issue with anyone. She told that her husband was involved in extramarital affair. Not only this, her husband used to go brothel and seemed to be a perverted one. Whenever she talked to her husband on this matter and tried to attract his attention on their children she failed. That man was not changing his behavior. He had little affection on their children. She seemed to be very upset. The helpline

employee listened details and then asked her whether she wanted to continue the conjugal life with her husband or not. The woman remained silent and could not answer the questions. Then the helpline employee suggested her that if she wants to continue a family life with her husband she can go to the National Trauma Counseling Centre with her husband and take the necessary counseling that can help their problem to be solved.

After a few days passed from the first call the woman called again at the Helpline. It was midnight. She was crying. She told that there was an argument with her husband about his illegal and immoral activities and she was beaten severely by her husband. The helpline employee wanted to know how much injured she was. Knowing details, he suggested her to go to the One Stop Crisis Centre (OCC) at Dhaka Medical College. There the program officer of OCC would take necessary actions about treatment and other required supports. If she wanted she could file a case against her husband with the help of the program officer. The next day the helpline employee wanted to know from the OCC at Dhaka Medical College and knew that the woman did not go there. It can be assumed that as she is a government officer, due to social stigma she did not go to the OCC. The helpline gave her the opportunity to express her pain but knowing about all the services and support could be provided to her by the helpline she could not seek these due to the fear of social disgrace. This case study indicates that mitigating domestic violence is indeed a challenging issue for this class of victims.

Case Study: 7

A housewife from Vasantech Thana of Dhaka district called Helpline and informed that she was physically tortured by her husband and threatened for death. She was locked up in the home. She requested to the Helpline to rescue her. The Helpline asked the woman to tell about the detail address and then called to the Vasantech Thana to rescue her. Police rescued her within ten minutes and arrested her husband. The Helpline made a follow up call to that woman. She informed the Helpline that her husband asked her to forgive him as he realized his fault. Due to the immediate actions taken by the helpline and also by the Vasantech

Thana Police the husband could realize the scenario and now their problems are solved. The woman is okay now.

Case Study: 8

On 9 June 2015a girl from Lakshmipur district called the helpline as she was facing eve-teasing by her neighbor. She informed about the violence to the local chairman but he did not do anything in this matter. Later she called the helpline to seek justice. The helpline called both the UWAO and the chairman of her upazila to take necessary actions. In response to the call of the Helpline they arranged local *salish* and punish the perpetrator. The chairman first time did not respond to the girl's problem but the phone call from the Helpline compelled him to take the action against the perpetrator and punish him.

From the interviews it is evident that it becomes often challenging to punish or to take necessary actions against the perpetrator as they often use the local influential persons. Local political leaders often give shelter to the perpetrators and thus the victims are victimized more and more. Local political leaders often create pressure on the IO to manipulate the investigation reports. They even create pressure on the government officials and the program officers of OCC Cells.

1.5. Summary of the Case Studies

- The Helpline is likely performing well enough except some cases (e.g. ensuring justice through litigation).
- The collaboration among various GO/NGOs within the helpline network is well enough.
- Some fake or unnecessary calls are made by the callers to the Helpline which involves wastage of time of the Helpline and the relevant agencies (case study-3).
- The Helpline is performing well in stopping child marriage, eve-teasing, domestic violence, and violence by other perpetrators.

- Clients' cooperation is important in case of providing necessary services.

2. Major Findings about the Institutional Factors Affecting the Performance of the Helpline

Eight independent variables were taken from the Service Implementation Network and Actor Network theories as shown in the analytical diagram (diagram-2) to find out the institutional factors that are affecting the performance of the National Helpline Centre. Based on their indicators as shown in the variable matrix (table-2) the interview guideline were prepared and the case studies were also done to find out the relations between these independent variables with the dependent variable 'performance of the National Helpline Centre". Following the indicators of these variables the interviews and case studies were done to find out the institutional factors affecting the performance of the National Helpline Centre which was the second research question of the study.

2.1. Network Stability

From the Service Implementation theory it is evident that network stability is positively related to network performance. That is the performance of a network increases with its stability. A network is stable when all the officials or agencies have a stable position in the network. But from the interviews it is found that the helpline network often does not remain in a stable condition due to the change of some of the actors from their position in the network. Actors are often changed in the network due to transfer, promotion or turnover from the job. And new actors replaced in their position often do not know about their role and position in the network. This affects the performance of the whole network.

2.1.1. Transfer, Turn-over, End of Duration, etc. of Actors in Helpline Network

The National Helpline Centre established a vast network which includes various actors from government and non-government sectors. Mentionable actors are Deputy Commissioners

(DC), Superintendents of Police (SP), District Civil Surgeons, District Women Affairs Officers (DWAO), Upazila Nirbahi Officers, Chairmen and Vice Chairmen of the Upazila Parishads, Upazila Health and Family Planning Officers, Officer-in-Charge of the Police Stations, Upazila Women Affairs Officers, One-Stop Crisis Centre(OCC), Forensic DNA Laboratories, Victim Support Centre of Bangladesh Police, Women Support Centre of the Department of Women Affairs, Women Survivors Support Centre's of Joint Programme on VAW (supported by UNFPA), Safe Homes of Department of Social Services and Department of Women Affairs, and concerned NGOs. The entwining of these actors in the network has a great impact on the performance of the National Helpline Centre. The interaction among these actors for providing support and services to a victim is very important to achieve the goal of the network. But due to transfer of government actors, end of specific duration of the chairman or members in the local government, employee turnover in some agencies, even in the helpline influenced the overall performance of the whole network. When a new actor encompasses in the network, s/he generally is not well-informed about the network and the role of his or her in the network also. Thus the collaboration with other actors is interfered. This scenario is inferred from the interview of the helpline employees and from the field-level actors (UNO, OC, DWAO, WAO, etc.). The worst thing happens is the change of phone number of the actors due to transfer, turn-over, end of duration, etc. the phone number is the non-human actors in the network. Thus, it is often difficult for the helpline employees to update their database of the phone numbers of the actors. So, the change of both human and non-human actors reduces the stability of the entire network which further declines the performance of the helpline. It is also found that some newly enrolled actors even do not know about the network, his position and role in the network.

2.1.2. Role of Network Managers

From the interviews of the helpline employees and the field-level actors, it is found that field-level actors have lesser managerial role to maintain the network stability. During the establishment of the helpline the collaboration was done among the enrolled actors in the network, but when the field-level officers are transferred and a new actor replaces an old one,

that actor is generally ignorant about the network and his role in this network. Thus in such case actor-network dependency becomes lesser. It's the role of the leading network manager, i.e. the helpline to collaborate among the actors and update their information in the helpline database. The field-level actors also should maintain files/documents regarding the network in their office and give a brief idea about the helpline network to his successor. Thus, from the interviews, it has been inferred that the actors are often not aware about maintaining network stability which have an impact on the performance of the Helpline Centre. A stable network would reduce the communication time and provide service to the victims more effectively.

2.2. Carrying Capacity

Every network should have a carrying capacity and be adaptable in a world of scarce resources. The helpline network should have enough capability to address the callers demand, their problems, and give them the required support. The network capability starts from attending the calls, providing information, referring them to the relevant organization/persons (actors), and ends at the follow-up and ensuring the service to be sanctioned for the victims. From the secondary data collected from the helpline the average number of calls per day in the helpline is shown in the following table:

Table-7: Average Calls per Day in the helpline

Name of the Months	Average Calls per Day
November 2015	221
October 2015	274
July-Sep 2015	228
Apr- Jun 2015	184
Jan- Mar 2015	135
Average calls per day in the year 2015	**174**
Average calls per day in the year 2014	**122**
Average calls per day in the year 2013	**34**

Source: National Helpline Centre for Violence against Women and Children

The number of calls in the helpline per day generally increases immediately after thepublicity in any media like TV, radio, etc. Though all the ten helpline employees interviewed told that they can handle the workload, but the interviews from non-government sector indicate a different scenario. For example, an interviewee from BNWLA explained the workload of that organization. She told that they have to support other victims also who go directly to them other than helpline. They have to prioritize among the victims according to the importance of their problems regarding VAW and then provide services serially.

Services regarding legal aid are the most critical issue to handle by the helpline. The helpline employees also expressed their limitations in providing legal support to the victims. They mentioned about the unenthusiastic role of some actors like Public Prosecutor, District Legal Aid Committees etc.

2.3. Cost of Production

The National Helpline Centre is one of the components of the "Multi-Sectoral Programme on Violence Against Women (MSPVAW)" of the Ministry of Women and Children Affairs (MOWCA) which has been developed through joint collaboration of the Government of Bangladesh & Denmark. Nothing could be known from the helpline interviewees about the individual fund allocated to run the Helpline Centre. From the field-level interviewees (DWAO, UWAO) it is assumed that no financial support is given to the victims directly by the helpline. Two interviewees (DWAO, UWAO) mentioned about lack of logistics to play role in the helpline network. They told sometimes they have to spend from their own for the victims to carry them to the relevant places and providing other supports. So forth, it is the duty of the helpline to estimate cost of production and collaborating on these issues among the actors. But due to the lack of logistics DWAO and UWAO often faces difficulties to play their role in the helpline network. The interviewees from the Helpline also expressed that field-level officers are sometime show less interest to respond to their calls. They told that as UWAOs have no official transport they generally do not want to work or go outside for the victims at night or in the days of strike or political unrest. Thus, this sort of issues should be

addressed by the leading network manager while estimating cost of production for maintaining the helpline network for the improved performance of the Helpline.

Table-8: Estimated Project Cost of MSPVAW Project
(2nd Phase: 01. 07. 2008 to 30. 06. 2011)

	Estimated Project Cost (in lakh Taka)
GoB	245.99
Project Aid	1599.85
Total	**1845.84**

Source: Impact Evaluation Study by IMED, 2014

2.4. Centralized Collaboration

According to Service Implementation Network theory centralized collaboration promotes effectiveness. From the interviews of all the respondents it is assumed that the helpline is collaborating among all the actors in the network. But if any of the actors in the network shows ignorance on their role, the helpline has no such legal authority to make it bound to do its relevant duty. The interviewees arises various issues like taking bribes of police officers/inquiry officers (IO), public prosecutors (PP), influence and interference of the local influential persons, politicians in the favor of perpetrators etc. These are the critical issues for the helpline to promote centralized collaboration and also diminish the performance of the helpline.

2.5. Actors' Competency

As the performance of the whole helpline network depends on every individual actor in the network, actors' competency is an important factor for achieving the anticipated performance of the Helpline. The helpline employees are all oriented about the relevant laws, operational system of the Helpline Centre, and familiar with the network to provide relevant services. They have good competency in communication skill and are prompt to attend and respond the calls. They all are young and expressed their happiness doing job in the Helpline Centre. Other actors are already specialized in their concerned area. Thus the helpline has the

competency to provide the entire service package to the victims of VAW including treatment, rehabilitation, mediation, legal help, etc.

Table-9: Educational qualification and computer skill of the helpline employees

Designation of the Employee	Number of Interviewees	Educational Qualification	Computer Skill
Chief Coordinator	1	Master in Women and Gender Studies	Yes
Program Officer	1	Master in Psychology, LLB	Microsoft Certified Solution Developer
Legal Counselor	1	LLB	Yes
Consultant	4	Master in Women and Gender Studies	Yes
Helpline Officer	3	MA/MSS	Yes
Total	**10**		

Source: Interviews

2.6. Actor-Network Relationship

Actor and network are mutually inclusive of each other. Actor and network constantly redefine each other; one is dependent on the other. The actor network is reducible neither to an actor alone nor to a network. All the actors in the network should have to have a common interest which will be the interest of the network itself. If all the actors do not show the same interest, the performance of the helpline will be reduced. From the interviews among various actors, it is found that the interests of the actors often vary. The success of the helpline to ensure the required services to the victims often is delayed due to the lack of interest of some actors. The actors related to legal aid services are most important in this regard. The following issues are noted from the interviews of the respondents.

Troubles to Reach the Officers: The respondents from the helpline stated they often cannot reach the relevant officers as their mobile phone are switched off or they reply as busy in the meeting so they cannot talk. Some officers have no official number and personal number saved in the helpline database is often changing as the officers are changed due to transfer or any other reason. At night some officers keep their mobile phone switched off. Official

telephone number cannot be reached after office time. Sometimes the assistants of the officers receive the phone and told that the officer (OC, UNO, etc.) is busy in the meeting and will call back later. These experiences of the helpline employees indicate lack of interest among the actors.

TA/DA and Transport Problems: Very often the government officers like DWAO, UWAO, etc. have to go the victims (e.g. Child marriage), rescue them and take them to the hospital for treatment (in case of physical violence). But for these sorts of activities no transport allowance is allocated. Within five miles they also cannot claim any DA. UNO, OC etc. have their official transport but DWAO and UWAO have no official transport. Some DWAO have motorcycles but as many of the DWAO are female they generally do not use it. In the days of political unrest like strike UWAO often hesitates to go outside to rescue the victims (e.g. to stop the child marriage). As UWAO are very often female officers they hesitate to go outside at night whereas there is a tendency of the perpetrator to arrange the childe marriage at night.

Role of Public Prosecutor in Litigation: The PPs often do not show interest to take the case for the victims while many victims have not enough money to hire a lawyer for her. Two respondents told that PPs often take bribe from the perpetrators and that's why do not want to take case for the victims.

Complexity in Litigation Process: If it is possible for a victim to file a case but from trial to judgment she has to face a lots of complexity and also has to wait even for years to get justice. The perpetrators generally do not want to attend the court during hearing. They often use local political leaders also to create pressure on the victims to withdraw her case. Thus a victim again victimize during the litigation process.

2.7. Presence of Inscription/Prescription

From the interviews, it is evident that there are no written rules about running the network and also about the role of various actors in the network. No interviewee could mention about

such inscription or prescription rather they mentioned that written rules or circulars are necessary to make the actors accountable to play their appropriate roles in the helpline network. If someone from the Helpline calls an actor and s/he show unwillingness to provide the service the Helpline cannot make the actors bound to provide that service due to the absence of written inscription or prescription. Though, the field-level interviewees expressed that they never show unwillingness to provide the services but it is evident from the interviews and case studies that the written inscription or prescription is very important for the Helpline to perform its role in mitigating VAW in Bangladesh.

2.8. Presence of Intermediaries (product, service, or financial transaction)

From the interviews, it is evident that there is no presence of any intermediaries like any product, service, or financial transactions which can be moved through the network. In the network only the victims are referred to different actors concerned with her required service or support. The organization or persons (actors) to which a victim is referred arranges the service and support for her. The helpline itself has no direct Support or Rehabilitation Centre or cannot provide services to the victims directly other than providing information. Some victims often are very poor and have got no money to seek the service or go to the police station even when referred. These victims are very much critical and ensuring services for them are often become impossible. These are also important factors for the performance of the Helpline.

A quick summary of the collected data and its interpretation is shown in the following table:

Table-10: Data-Variable-Interpretation matrix

Data	Variable	Interpretation
- Increasing Number of calls at the helpline - Increasing Number of cases for action - Increasing Number of cases for follow up - Success stories	Performance of the National Helpline Centre	The helpline is likely performing well enough except in case of litigation procedures.
-Transfer, Turn-over, End of Duration, etc. of Actors declines network stability -Change of phone number in helpline database -Lack of orientation about network among the newly enrolled actors	Network Stability	Network is not stable enough and this is reducing the performance of the helpline. To increase and keep the helpline well-performed network stability is essential.
-Average Number of calls per day -Workload in the helpline -Workload among other actors	Carrying Capacity	The helpline's carrying capability is good enough but it cannot handle the cases related to legal procedure.
-Lack of Logistics for the actors -Absence of financial support for the victims	Cost of Production	Cost of production affects performance of the helpline, so the issues of logistics should be taken under consideration. Financial support for the extreme poor victims can be introduced.
-Actors are not accountable to helpline	Centralized Collaboration	Lack of accountability among the actors to the helpline reduces the performance of it.
-Individual actors are enough competent	Actor's Competency	Actors' competencies are pretty enough to perform well for the helpline.
-Lack of interest among some actors -Corruption among some actors	Actor-Network Relationship	Corruption damages the actor-network dependency and thus reduces the performance of the helpline.
-Absence of Inscription/Prescription	Presence of Inscription/Prescription	Absence of Inscription/Prescription affecting negatively to the performance of the helpline.
- Absence of Intermediaries	Presence of Intermediaries (product, service, or financial transaction)	Absence of intermediaries affects the performance of the helpline. Especially some financial transactions are necessary for the extreme poor.

Conclusion

Issues related to the performance of the National Helpline Centre have been discussed, analyzed and explained in this chapter according to the collected data. Dependent and independent variables with their indicative issues have elaborately been analyzed here. It has been found that the National Helpline Centre is performing well enough within its capability. Several institutional factors have been identified which are very much critical issues regarding the performance of the National Helpline Centre. The main findings of the study are pointed out in the next chapter to answer the research questions.

Chapter Five: Major Findings and Conclusion

Introduction

This chapter presents the major findings corresponding to the research questions, answers the research objectives and explains the variables through the analytical framework. It also links up the findings with the related theories and finally makes the concluding remarks of the study. According to the first research question, the study intended to know whether the Helpline provides adequate services to the victims of VAW or not. For this primary data collected from interviews and case studies and secondary data collected from the helpline database were analyzed in the previous chapter. The major findings on this are discussed in the following sections. The second research question of the study intended to identify the institutional factors affecting the performance of the National Helpline Centre. So, in line with the research questions and objectives, the findings on the important institutional factors are discussed in this chapter.

1. State of Performance of the National Helpline Centre

From the increasing number of calls and cases taken for action in the Helpline (table-5 and table-6) it can be inferred that the callers or the victims' confidence or reliability to the Helpline Centre is increasing. From this it can be assumed that the helpline is performing well and the news about is spreading around which attracts the victims to seek supports and services through the helpline. Though, the publicity may be another cause of the increasing trend of calls, but as the number of cases for action by the helpline is also increasing it indicates well enough performance of it. And from the interviews it is evident in the cases taken for action the helpline do enough follow-up activities to ensure the service for the victims which also indicates the Helpline is performing well. It is also found that the performance of the Helpline is depending on the role of individual GO/NGO officials/agencies in the network. But from the case studies as well as from the interviews it is evident that the helpline has some limitations also to perform its duty successfully for

several factors among them the institutional factors are intricately studied here. These factors are the major challenges for the Helpline to provide adequate supports and services to the victims.

For instance, the Helpline till now cannot handle the litigation related cases properly. Managing lawyers through government and non-government legal aid agencies, pursuing the cases through the trial process to ensure the justice for the victims are very much challenging tasks for the Helpline. The Helpline has little scope to follow-up the cases when it goes to trial in the courts as many factors are involved with it which will be discussed in the next sections.

Providing supports to the victims from remote area often becomes challenging for the Helpline. Providing services to them involves time, transports, etc. To rescue a victim from a remote area or stopping a child marriage about which enough time was not given from the call has been made to the Helpline is very much critical issues.

Victims of psychological violence are the most difficult to provide the relevant service, i.e. providing Psycho-social Counseling as this service cannot be provided to the victims of remote area. The victims also often do not come to the clinical psychologist at district level from the remotest place of that district. Though some victims are referred to the NTCC but many of them cannot come there from remote places. Thus from the above findings, it may be said that the Helpline is performing well enough in some cases and facing challenges in other cases.

2. Major Institutional Factors Affecting the Performance of the Helpline

Both from the case studies and interviews, several institutional factors are identified that are affecting the performance of the Helpline. The major institutional factors are discussed below:

2.1. Transfer, Turn-over, End of Duration, etc. of Government and Non-government Officials/Personnel: The government and non-government officials/personnel are often changed in the helpline network due to transfer, promotion, turnover, end of duration etc. This makes the helpline network unstable which reduces its affectivity as the new officials/personnel replaced in their position often do not know about their role and position in the helpline network. The worst thing happens is the change of phone number of the officials/personnel due to transfer, turn-over, ending of duration, etc. Thus, it is often difficult for the helpline employees to update their database of the phone numbers of these officials/personnel and it takes time to reach the officials/personnel in time to provide services to the victims.

2.2. Hitches in Providing Legal Aid: Services regarding legal aid are the most critical issue to handle by the helpline. To provide legal aid the helpline has to refer the victims to the various government and non-government agencies (Public Prosecutor, District Legal Aid Committees, ASK, BLAST, BNWLA, etc.) in its network. NGOs have their own victim also. They generally prioritize the needs of the victims and then take actions. They can file cases for the victims but cannot ensure the presence of the perpetrators in the court. Even they cannot ensure the presence of them in their *salish* sessions also.

The interviewees mentioned about the unenthusiastic role of some agencies like Public Prosecutors (PPs), police officers/inquiry officers (IO), and District Legal Aid Committees etc. sometimes the IOs cannot be reached by phone or if they can be reached they show various excuses. The PPs often do not show interest to take the case for the victims while many victims have not enough money to hire a lawyer for them. Interviewees also mentioned about taking bribes from the perpetrators by the IOs and PPs.

Sometimes local influential persons and political leaders create pressure on the PP/IO to work in the favor of the perpetrators which deter in ensuring legal aid services to the victims. Even they create pressure on the NGO employee to motivate victims not to file a case and try to restrain them from providing necessary supports to the victims. Even the members of the

local governance like Upazila Chairman, Union Parishad Chairman, etc. sometimes work in the favor of the perpetrators. This can be inferred from the case study-8 discussed in the previous chapter.

After facing all the hindrances if a victim can file a case the perpetrators generally do not appear to the court during litigation. And in such cases the Helpline can do nothing. Thus helpline's capability in providing legal aid to a victim is confined up to filing a case.

2.3. Hitches in Providing Services to the Victims of the Remotest Area: Providing services to the victims from the remote areas often becomes challenging for the Helpline. Rescuing a victim from such an area is very much challenging as it involves time, transports, etc. In case of providing psycho-social counseling to a victim of a remote area is also very difficult as there is no clinical psychologist in Upazila level. There is only one clinical psychologist in each district. Though the helpline refers such victims to the National Trauma Counseling Centre (NTCC) but often such victims do not come to that Centre. As tele counseling system of the NTCC is not toll-free, the victims often cannot receive this service as it becomes very expensive for them. Thus though it is stated by an interviewee from the helpline that the objective of the helpline is "to reach the unreached", it is still difficult to ensure all sorts of supports and services to the victims of the remotest areas.

2.4. Lack of Logistics for Some Officials: Some interviewees stated that they have not enough logistical supports such as transports to reach the victims or rescue them or take necessary actions. DWAOs have motorcycles but the female DWAOs generally do not use it. UWAOs have no official transports. So, they show less interest in the days of political unrest or strikes to go out to reach the victims. Some officials have no official telephone or mobile phone. Thus, if any of them switches off their own mobile phone it becomes difficult to reach them.

2.5. Corruption among Some Officials: This study finds that corruption among officers of different level decreases the performance of the Helpline. Most of the interviewees were

talking about corruption among IOs and PPs. Thus the victims suffer in various stages of seeking supports and services. Local Thana often does not want to take the case. IOs do not want to submit charge sheet. Public Prosecutors also do not want to take the case.

2.6. NGOs Have Their Own Clients: NGOs entwined in the helpline network have their own victims/clients. When the Helpline refers any victim of VAW to them they prioritize their needs with their victims and take actions accordingly. Thus, the victim referred by the Helpline has to wait for her service (in case of informal *salish* or legal assistance) until her serial comes. Though, the victims of physical violence are provided immediate treatment by some NGOs (e.g. OCCs, OCC Cells, etc.), it needs time for them to get other services.

2.7. Complexity in Litigation Process: The helpline cannot follow up a case if it goes through litigation process. It cannot ensure timely and proper justice to a victim through litigation as the procedure involves a lot of complex processes. The Helpline is confined in its role in regard of this due to the time consuming and expensive litigation system in Bangladesh. In such cases the Helpline entirely dependent on the legal aid agencies.

2.8. Accountability of the GO/NGOs in the Helpline Network: As there are no written rules about running the helpline network and also about the collaboration among various GO/NGOs in the network, the Helpline cannot bound any government or non-government official to collaborate with it. Thus there is no accountability mechanism within the Helpline network. In other words, individual organizations in the helpline network are not accountable to the Helpline.

2.9. Lack of Immediate Financial Support and Income Generating Activities for the Victims: From the study nothing could be found about providing immediate financial support for the victims or its families to maintain treatment cost or transport the victims to the hospital and so on. Little is known about involving the victims in income generating activities for their survival for the rest of life.

2.10. Lack of Collaboration from the Victims: Sometimes after making a call to the Helpline some victims do not follow the suggestions given by the Helpline. Especially in case of domestic violence supporting the victims is difficult for the Helpline as they do not want to go through any mediation or legal process, even they do not come to OCC for necessary treatments due to social stigma. As the Helpline is a confidential hotline, they are seeking suggestions from it but are not going to referred organizations for the relevant supports. Addressing and supporting such victims are not being possible by the Helpline. Case study-6 reveals this sort of issues.

3. Linking Up Findings

At the end of the study, it is required to see whether research objectives and research questions have been appropriately addressed or not. It has been found that the research questions have been answered properly by the findings of the study. The research questions and the findings of the research have been presented in the following table:

Table 11: Linking Research Questions and Findings

Research Questions	Findings
Does the National Helpline Centre provide adequate and necessary supports to the victims of VAW?	The Helpline is performing well enough except some cases related to litigation. The performance of the Helpline depends to a great extent on the role of individual GO/NGO officials/agencies in the helpline network.
What are the institutional factors that affect the performance of the National Helpline Centre?	Major institutional factors found to be affecting the performance of the National Helpline Centre are: -Transfer, turn-over, end of duration, etc. of GO/NGO personnel -Hitches in providing legal aid -Hitches in providing services to the victims of the remotest Area -Lack of logistics for some officials -Corruption among some officials -NGOs have their own clients -Complexity in litigation process -Accountability of the GO/NGOs in the helpline network - Lack of immediate financial support and income generating activities for the victims, and -Lack of collaboration from the victims.

4. To What Extent Findings are Related to Theories?

Findings of the study reflect to a great extent both the network theories, Service Implementation Network and Actor-Network Theories as discussed in the Chapter One. In response to the first research question (Does the National Helpline Centre provide adequate and necessary supports to the victims of VAW?) the study revealed that the performance of the Helpline is related to the role of individual GO/NGO officials/agencies in the network which validated both the theories.

As regards, the second research question (What are the institutional factors that affect the performance of the National Helpline Centre?), the major institutional factors found to be: Transfer, turn-over, end of duration, etc. of GO/NGO personnel, Hitches in providing legal aid, Hitches in providing services to the victims of the remotest Area, Lack of logistics for some officials, Corruption among some officials, NGOs have their own clients, Complexity in litigation process, Accountability of the GO/NGOs in the helpline network, Lack of immediate financial support and income generating activities for the victims, and Lack of collaboration from the victims. Among these factors, transfer, turn-over, end of duration, etc. of GO/NGO personnel describe network stability which can be expressed by both the theories. Hitches in providing legal aid and complexity in litigation process are related to actor-network relationship that can also be explained by both the theories. Hitches in providing services to the victims of the remotest area and lack of logistics for some officials can be correlated to cost of production and also can be explained by both the theories. Corruption among some officials deters actor-network relationship and thus this is also explainable by both the theories. NGOs having their own clients can be related to carrying capacity of the whole helpline network and can be explained by Service Implementation Network Theory. Accountability of the GO/NGOs in the helpline network can be explained by Actor-Network Theory as presence of inscription/description is needed to ensure it. Lack of immediate financial support and income generating activities for the victims are related to cost of production and explainable by both the theories. Lack of collaboration from the victims related to actor's competency and can be explained by the Actor-Network Theory.

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5. Conclusion

The study has analyzed the adequacy of the services provided by the National Helpline Centre and found various institutional factors that affect its performance. The factors affecting negatively to the performance of the helpline should be addressed by the project authority. To reduce corruption and ensure accountability among the actors written inscriptions/prescriptions are necessary. MOWCA can take an initiative for this. As the employee turnover seemed to be a critical issue in the Helpline it should be examined properly. And the current donor support should be negotiated for further continuity of the ongoing project. Helpline network should comprise income generating actors to create employment opportunities for the livelihood of the victims. Both carrying capacity of the helpline and the publicity of it should be increased to provide services to the increased number of clients.

6. Scope for Further Research

As the helpline is one of the components of the MSPVAW Program of MOWCA and the project will be end at 2016, its future is till now unknown. The helpline employees seem to be thinking to find out another job. Some are taking preparation for conventional government job. Though, one key personnel told in his interview that there is an immense possibility to extend the duration of the project, the actors seemed to feel less serious about it. Therefore, a further policy research could be carried out to assess the necessity of the Helpline in Bangladesh and the potential of it to be established as a self-dependent autonomous program rather than a mere component of it.

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Annexure

Annex I. Interview Guide for the helpline employees

- Have you got enough training for accomplishing your tasks?
- How long you are working here?
- Are you facing any sorts of difficulties doing your tasks?
- Can you tell me about your workload?
- Are the calls increasing or decreasing in the helpline with time?
- Do you get repetitive calls from the same callers? If any, why did they call again?
- What are the major areas of caller's complaints?
- Is there any option for you to comment on any sorts of policy decisions regarding your job?
- Are you happy with your working environment, colleagues, and superior authorities?
- How do you value your outcomes/reward/opportunities through your job?
- Have you any future career plan?
- Was it possible for you to take necessary actions in time?
- Was the communication from the helpline enough?
- Which officer/organization have you worked with for providing support to the victim after the helpline called you?
- Have you got proper cooperation from the relevant officers/agencies?
- Can you share me your experience of working in the helpline network?
- What are the challenges for the helpline giving adequate support to the victims?

Annex II. Interview Guide for the government and non-government employees in the helpline network

- How often you get call from the Helpline?
- Have you known the incidence from any other source than the Helpline?
- How did you take the necessary actions?
- Was it possible for you to take necessary actions in time?
- Was the communication from the Helpline enough?
- Did the helpline follow up the task?
- Which officer/organization have you worked with for providing support to the victim after the Helpline called you?
- Have you got proper cooperation from the relevant officers/agencies?
- Can you share me your experience of working in the helpline network?
- What are the challenges you faced working for the Helpline?

Annex III. Interview Guide for the Key Personnel

- Do you think the Helpline Centre has sufficient human resources to provide the required services to the victims of VAW?
- Does the Helpline Centre have specific provision for providing training to the employees?
- Does the Helpline Centre have explicit policy about employee trainings?
- Are the salaries, incentives etc. of the helpline employees are satisfactory?
- What is your opinion regarding workload of the helpline employees?
- Do you think the present human resources of the Helpline are enough to handle the workload?
- To what extent do you think the Helpline is capable to support the victims under VAW?
- Are there enough follow-up activities for ensuring services to the victims?

- What is your opinion about the response of other government and non-government officials/agencies when the helpline employees seek services from them for the victims?
- What are the challenges for the helpline to provide services to the victims of VAW through the helpline network?
- Are the salaries, incentives etc. of the helpline employees are satisfactory?
- Do you think the callers get adequate services through the Helpline?
- What is your opinion regarding the mitigating role of helpline for VAW in Bangladesh?
- How have you perceived the caller's reaction (satisfied or not) towards the services provided by the Helpline?
- Is there any measures regarding the performance of the Helpline?
- What are the strength and weaknesses of the Helpline?
- What do you have to say about the overall performance of the Helpline?
- The Helpline is running under a project for a specific duration. What is the future of the Helpline at the end of this project?
- Is there any written circular about the collaboration of the related government and non-government officials/agencies in the helpline network? If no, if there any possibility to publish any sort of this circular?
- Is there any measures regarding the performance of the Helpline?
- How do you assess the need of this Helpline in Bangladesh?
- To what extent do you think it is working aligned with the National Women Development Policy of the Bangladesh Government?
- Is there any possibility of the helpline to be an independent and enduring government organization?