

National Support and Resource Guide for Women and Child Survivors of Violence: Shelter Homes, OCCs & Emergency Hotlines

As Bangladesh is becoming more digital and developing in various sectors, a crucial question arises: has this progress translated into meaningful changes in the domestic violence landscape? The 2024 BBS–UNFPA Violence Against Women Survey paints a concerning picture. Although 76% of women experience intimate partner violence, more than half-51.5%-remain unaware of where to report such abuse. Urban awareness marginally exceeds rural awareness, yet both remain critically low.

The survey shows the Local police station is overwhelmingly the most recognized authority. Among women who know where to report violence, 91% mentioned their local police station. Other avenues are far less known. Only 32% mentioned Union or Upazila Parishads. 13% pointed out village mediators and just 10% to courts.

Knowledge of specialized services remains critically low. One Stop Crisis Centre despite operating for over 20 years are known to only 2% of women nationwide. Only 12% know about the Ministry of Women and Children Affairs Helpline 109 while 45% know 999. The least informed are often those most vulnerable: divorced, separated, and widowed women.

If essential helplines and support mechanisms fail to reach marginalized victims-who represent the highest proportion of survivors- our national efforts risk becoming ineffective. For this reason, ANUKUL has compiled this resource guide that brings together information on Crisis Centres (OCCs), shelter homes, emergency hotlines, and specialized services offered by government institutions and NGOs to support survivors of violence.

OCCs- (One Stop Crisis Centre)

One-Stop Crisis Center (OCC) Services:

Services provided by the One-Stop Crisis Center (OCC) include health services, police and legal aid, psychological and social counseling, shelter services, and DNA testing facilities.

One-Stop Crisis Center:

Sl. No.	OCC	Phone & E-mail (Office)
01	Dhaka Medical College Hospital	01713423490 occdmch@yahoo.com
02	Rajshahi Medical College Hospital	01713366637 occrmch@yahoo.com , santa.ucil@gmail.com
03	Chattogram Medical College Hospital	01713366635, occ_cmch@yahoo.com
04	Sylhet MAG Osmani Medical College Hospital	01713366634, occ_somch@yahoo.com
05	Khulna Medical College Hospital	01713366639 occ_kmch@yahoo.com , masudur1976@gmail.com
06	Barisal Sher-e-Bangla Medical College Hospital	01713366638, occ_bsl@yahoo.com, sulekhakarmaker@gmail.com
07	Rangpur Medical College Hospital	01755584574, occ_rpmch@yahoo.com, mojnurangpur@gmail.com
08	Faridpur Medical College Hospital	01755584573,

		occ_fmch@yahoo.com
09	Cox's Bazar Medical College Hospital	01730781039, occcxmch@yahoo.com , cellcox39@gmail.com
10	Bogura Shaheed Ziaur Rahman Medical College Hospital	01730781012, cellbgr12@gmail.com
11	Pabna Medical College Hospital	01730781014, occpabna1014@gmail.com
12	Cumilla Medical College Hospital	01713659562, occcumilla@gmail.com
13	Noakhali Medical College Hospital	01713659563, occnoakhali@gmail.com

Shelters for Abused Women and Children (Shelter Homes):

The following organizations operate as centers for the support of abused women and children (Shelter Homes):

1. Women Repression Prevention Cell, Women Support Program, Department of Women Affairs, Dhaka.

- Address: 1/6/A, Larmatia, Block-B, Dhaka.
- Phone: 02-9135199, 02-9361492.

2. Women Repression Prevention Cell, Women Support Program, Department of Women Affairs, Rajshahi.

- Address: Baharampur Sheshmatha, Rajshahi.

- Phone: 0721-761065.

3. Women Repression Prevention Cell, Women Support Program, Department of Women Affairs, Chattogram.

- Address: Mansurabad (Beside New Passport Office), Double Mooring, Chattogram.
- Phone: 0312-526876.

4. Women Repression Prevention Cell, Women Support Program, Department of Women Affairs, Gazipur.

- Address: Mogor Khal, Bishwaroad, Gazipur.
- Mobile: 01755502913.

5. Women Repression Prevention Cell, Women Support Program, Department of Women Affairs, Khulna.

- Address: Railgate, Daulatpur, Khulna.
- Phone: 041-775032.

6. Women Repression Prevention Cell, Women Support Program, Department of Women Affairs, Barisal.

- Address: Kashipur Choumatha (Opposite DGFII Office), Barisal.
- Phone: 0431-64708.

7. Women Repression Prevention Cell, Women Support Program, Department of Women Affairs, Sylhet.

- Address: Etim School Road, Bagbari, Sylhet.
- Phone: 0821-722040.

Victim Support Centre (VSC) - Dhaka Metropolitan Police:

Who are the Victims?

The Victim Support Centre (VSC) supports the following groups:

- (a) Victims in cases/lawsuits.
- (b) Missing children (females of any age, male children up to 4 years of age).

- (c) Women and children who have left home in anger.
- (d) Domestic workers subjected to abuse.
- (e) Women and children with disabilities.
- (f) Other victims.

The VSC provides services such as:

- Emergency residential facilities for victims.
- Immediate assistance like medical aid and psychological counseling.
- Shelter for a maximum of 05 (five) days during the crisis period.
- Provision of food and a secure environment for the victim.
- Handover of missing children to their guardians; if guardians are not found, they are sent to an NGO for rehabilitation.
- Services provided by female police members, lawyers, counselors, and doctors in a woman-friendly environment.

Quick Response Team Unit(4 members): is firmly committed to the immediate rescue and assistance of abused women and children.

- **Contact (Quick Response Team):** 01755556644; 01733219030; 01755556645; 01733219005.
- **Contact (VSC):**
 - **Hotline:** 01320-042055.
 - **Duty Officer:** 01320-042085, 02-41024848.

Women Support Activities are conducted in 6 divisional cities of Bangladesh: Dhaka, Chattogram, Rajshahi, Khulna, Barisal, and Sylhet. This program offers 2 types of services:

1. **Legal Aid** (Women Repression Prevention Cell).
2. **Shelter Provision** (Women Support Center).

Shelter Services

Through these centers, abused and homeless women are provided free shelter for up to 6 (six) months until their complaint/case is settled. With the approval of the Director-General, Department of Women Affairs, this period can be extended by 3 more months, and with the approval of the Ministry, by another 3 (three) months, for a total of 1 (one) year. Women can be accompanied by up to two children under 12 years of age. **Additionally, they are provided with free food, clothing, medical care, and primary education.** To facilitate their rehabilitation into society, they are given free training in various trades (sewing, cutting, wool knitting, and embroidery) during their stay at the center.

National Trauma Counselling Centre: at the Department of Women Affairs Building, to provide mental health support to the women and children victims of violence

Objectives of the NTCC

- Provide psycho-social counseling support for women and children of NTCC, OCC and Safe home.
- Conduct different types of psycho-social counseling training for Human Resource Development.
- Organize awareness raising programmes such as observing World Mental Health Day.

1. Rokeya Sadan- Bangladesh Mahila Parishad- <https://mahilaparishad.org/rokeya-sadan/>

Service and Requirement: Rokeya Sadan provides shelter to those oppressed women, who are victims of different difficult situations like domestic violence, physical assault for dowry, abandoned, divorced, forced prostitution, rape, fatwa, cheating, trafficking, acid burns and other violence.

Contact: 88-02-223352344,

Email: info@mahilaparishad.org

2. Thikana- Dhaka Ahsania Mission-

Website-<https://www.ahsaniamission.org.bd/thikana-shelter-home-home-for-children-women-victims-and-survivors/>

Requirement: Children & Women Victims and Survivors

Service: Survivor Rescue, to provide them with safe shelter, food, health support, counseling, vocational training, life skills training, family reintegration, and follow-up support, etc.

- Safe shelter, food, and clothing
- Individual, group and family counseling
- Life skill training session
- Non-formal education
- Formal & distance learning education
- Issue-based awareness session
- Indoor & outdoor games
- TV movie watching
- Event organization (within SH)
- Vocational training
- Job placement
- Market oriented livelihood support
- Business setup support
- Reintegration to the families
- Primary medical Screening
- Legal counseling
- Legal education and prosecution support
- Monthly & quarterly follow-up
- Provide need based support
- Community mobilization

Mobile: 01741417732, 01726828773, +880 1716054610

Email: damthikanajessore@gmail.com

3. Tarango- <https://tarango.org/about.php?page=Safe%20Home>

Requirement: women victims of gender based violence

Services: provides the following comprehensive care and services:

- Safe shelter and food for women and their children
- Psychosocial Counseling to overcome the mental stress;
- Legal support, Awareness and Information of their rights & laws;
- Vocational and skills development trainings and job linkage support;
- Basic literacy lessons;
- Day care service for the children;
- Health care, support groups and other awareness raising activities;
- Referral to other agencies and professional service providers

Location: 282/5, 1st Colony, Mazar Road, Mirpur 1, Dhaka 1216, Bangladesh

Phone: +88-0248040914

Email:

wedptar@yahoo.com;

info@tarango-bd.org

info@tarango.org

Address:

- 37/3 Eskaton Garden Road, Dhaka-1000

4. Bangladesh National Women Lawyers' Association (BNWLA) – Rokeya Sadan Rehabilitation Centre

Services: Provides shelter and legal assistance to women and children facing violence

Contact:

- 01711-800401, 01711-800406, 01711-800405, 01711-800408

5. Ain o Salish Kendra (ASK)

Services: Offers legal aid, awareness raising, emergency shelter, and mental health support. It encompasses the principles of human rights, equality, equity, secularism, rule of law, social justice and democracy.

Contact:

- 01724-415677, 01730-450756, 01714-025067,

6. Association for Correction and Social Reclamation (ACSR)

Services Provides shelter and rehabilitation services

Contact:

- 02-8018154, 02-8018921, 02-9038154, 02-9020457

Email: acsrmirpur65@yahoo.com

7. CIDV: Citizens' Initiative Against Domestic Violence : A coalition of organizations in Bangladesh working to prevent domestic violence against women.

Contact: +88-02-8391970-2, 8317185

Email: info@cidvbd.org

8. Association for Community Development (Rajshahi)

Services: Offers support services in the Rajshahi region:

Contact:

- 01721-770660

9. Dhaka Ahsania Mission

Services: Provides shelter and support services

Contact:

- 02-8119521-2, 02-9123420

Emergency and Support Hotlines:

Name	Hotline	Purpose/Service
National Hotline to Prevent Violence Against Women and Children	109	Ensuring all necessary services and support are provided to victimized women and children. Providing guidance on legal regulations to victims , help centres , and other stakeholders. Providing information about other existing hotlines at the government and non-government levels. Providing psychosocial counseling services to the victim and their family members. Assisting in rescuing the victim in special circumstances through legal aid organizations and other social workers.
Police Headquarters Hotline to Prevent Violence Against Women	01320-002001, 01320-002002, 01320-002222,	Round-the-clock police assistance, Emergency response, Guidance on filing complaints Covers: Violence, abuse, harassment, Sexual assault, threats, stalking
National Emergency Hotline	999	
National Human Rights Commission Helpline	16108	
Government Legal Aid Services	16430	
National Child Services Hotline	1098	
Dhaka Metropolitan Police Quick Response Team	01320-042055	

Mental Health Support Services

Organization	Contact	Email
Kaan Pete Roi	01779-554391 , 01779-554392 , +88 09612 119911	info@kaanpeteroi.org
Moner Bondhu	01776-632344 , +880 1776632344	info@monerbondhu.com
Sajida Foundation	01777-771515 (9 am-5 pm) , +8802222290513	inquiry@sajida.org

