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A Resource Book on  
**INTIMATE PARTNER  
VIOLENCE FOR  
UNITED NATIONS  
STAFF IN  
BANGLADESH**

## **Acknowledgment:**

This publication, *A Resource Book on Intimate Partners Violence for UN Staff in Bangladesh*, is based on *A Resource Book on Domestic Violence for UN Staff in the Pacific* (UNCT Pacific 2017) and the booklet *Caring for Us: Dealing with Domestic Violence* (UNICEF 2006). Most of the data focus on violence against women perpetrated by male intimate partners. Sources of these data are existing compilations such as the World Health Organization multi-country study on Women's Health and Domestic Violence against Women (2005,) and the kNOwVAWdata/UNFPA Asia and the Pacific Regional Snapshot (2019).

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We give special thanks to the members of the UNiTE Asia-Pacific Working Group who drafted the original version of this resource book.

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**INTIMATE PARTNER VIOLENCE FOR  
UNITED NATIONS STAFF IN BANGLADESH**

SUPPORTED BY



A photograph of António Guterres, the United Nations Secretary-General, speaking at a podium. He is wearing a dark suit, a white shirt, and a red tie. The podium features the United Nations emblem. The background is dark and out of focus.

**“Not until the half  
of our population  
represented by  
women and girls  
can live free of  
fear, violence and  
everyday insecurity,  
can we truly say  
we live in a fair and  
equal world.”**

United Nations Secretary-General António Guterres,  
19 November 2018

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# Introduction

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**Part One** provides an overview of intimate partner violence and the country situation.

Most of the victims of IPV are women and most perpetrators are men; however, Intimate Partner Violence (IPV) can also be committed against men and across all types of intimate partner relationships. The levels of support available vary in different countries and gaps exist, notably in shelter services. This book is a resource for staff, consultants, interns and others working closely with the UN system.

**As a United Nations staff member**, you are encouraged to become informed about the topic of intimate partner violence and, when appropriate, to assist others within your family and in the community and workplace. If **you are experiencing violence**, please remember this:

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ALL FORMS OF VIOLENCE  
ARE UNACCEPTABLE  
**YOU ARE NOT ALONE**  
IT IS NOT YOUR FAULT  
HELP IS AVAILABLE

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**Someone you work with** or members of local partner organizations or communities could be affected. They may disclose that they are, or have been, a survivor of violence. A person who discloses violence needs to feel believed and supported with compassion. Reassure them that their feelings are valid and that it is not their fault; do not be judgmental. Also, not everyone will be able to share their experience of violence openly, but someone may seek your help via hints, signs or side comments that imply they are experiencing intimate partner violence.

**Part Two** offers practical guidance and information on where to get help in Bangladesh.

**As a UN staff member**, you can identify services available in the country where you are working, so that you may provide timely and accurate information. For example, have at hand:

- local hotline number
- contact details for government agencies and offices that can offer immediate protective services to victims
- contact details for non-governmental organizations (NGOs) that offer services such as one-stop centres, counselling, medical, paralegal or shelter services.

**If you are an offender** (perpetrator of violence), this resource book will make clear that you need to seek help to address the problem, and that your actions are unacceptable. Perpetrating IPV goes against everything that UN agencies stand for, as laid out in the Code of Conduct for all UN staff. Committing physical, sexual, emotional and economic violence is a crime, and IPV is a crime. There is no impunity for UN staff, who may be prosecuted in their home country as well as in their duty station.

**If you are a manager** or are involved with staff welfare issues, this resource book will provide supplementary information that can help you assist individuals in need. This resource book does not replace existing UN guidelines for staff welfare policies and procedures, but aims to complement them as a practical resource.

## PART ONE: BACKGROUND AND CONTEXT

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# Chapter 1: What is intimate partner violence?

### DEFINITIONS

**Violence against women (VAW)** is defined by the United Nations (A/RES/48/104) 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 deprivation of liberty, whether occurring in public or private life”<sup>1</sup>

It encompasses, but is not limited to:

- Physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation
- Physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced prostitution
- Physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs.

**Domestic violence** refers to abusive behaviour (physical, sexual, emotional violence and neglect) that occurs within the private, domestic sphere, generally between individuals who are related through blood or intimacy. In most contexts,

Intimate Partner Violence (IPV) is the most common type of domestic violence, but in some societies like Bangladesh, violence by in-laws is also common<sup>2</sup>. It may affect domestic workers, children and the elderly, members of the extended family, and those living under a family’s care regardless of their relationship, such as persons with disabilities.

**Intimate partner violence** usually consists of a pattern of assaultive and coercive behaviours, including physical, sexual and psychological attacks, as well as economic coercion, by a current or former intimate partner. It can occur within heterosexual or same-sex relationships and does not require sexual relations. Garcia-Moreno et al (2005) define IPV as “behaviour in an intimate relationship that causes physical, sexual or psychological harm, including physical aggression, sexual coercion, psychological abuse and controlling behaviours.”

An Intimate Partner is a person with whom one has a close personal relationship. Intimate partner relationships include current or former:

- Spouses (married, common-law, civil union or domestic partners)
- Boyfriends/girlfriends (non-married)
- Undisclosed sexual partners.

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1 <https://www.un.org/documents/ga/res/48/a48r104.htm>

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2 Definitions for domestic violence and IPV are from kNOwVAWdata (2016). UNFPA Asia and the Pacific Regional Office. <https://asiapacific.unfpa.org/sites/default/files/pub-pdf/kNOwVAWdata%20Key%20Terminology.pdf>

## POWER AND CONTROL

The common thread in intimate partner violence is that one person is exerting power and control over another. This control can take many forms. While exerting power over the victim, the abuser uses the bonds of closeness and intimacy built over time within that relationship. Bonds of intimacy can be bonds of love and friendship. Any information the abuser knows about the victim can be used to control and violate the victim.

The Power and Control Wheel developed by the Domestic Abuse Interventions Program (DAIP), or the Duluth Model, is used to educate and inform<sup>3</sup>. Language in the Wheel and in this resource book often identifies men as the abusers, though neutral terms are also used. Most victims of IPV are women and most perpetrators are men; however, IPV can also be committed against men and across all types of intimate partner relationships.

Figure 1 : Power and Control Wheel



Abuse can be infrequent or escalate at particular times or increase over time. Patterns of abuse will vary. Patterns may be related to substance abuse or alcohol/drug intoxication, which are considered aggravating factors and not the root cause of violence.

The root cause is the inequality and power imbalance in intimate partner relationships between men and women. What is also known is that abuse normally escalates and the situation becomes more dangerous for the victim/survivor, including (and often especially) once they attempt to leave a violent relationship.

**Anyone can be a victim of violence** because abuse:

- Happens everywhere –in large cities or rural communities, and in all countries, cultures and societies
- Happens anytime – at the start of a relationship or later (even after)

3 This version of the Power and Control Wheel is adapted from the Domestic Abuse Intervention Project in Duluth, Minnesota, and futures without violence [www.futureswithoutviolence.org](http://www.futureswithoutviolence.org) For more information see the report Can Work Be Safe When Home Isn't?

- Happens across all social classes and income groups
- Happens regardless of education levels, social status, mental or physical ability or disability
- Happens across all age groups, from the very young to the elderly
- Happens across all ethnic, religious, racial or cultural backgrounds.

**Studies on violence against women** indicate that women experiencing violence from intimate partners are more at risk to other types of violence, less likely to speak out against sexual violence, less likely to receive support from their networks and more likely to be at a higher risk for health issues such as trauma and depression<sup>4</sup>.

## TYPES OF INTIMATE PARTNER VIOLENCE

A great deal of variation occurs in IPV from country to country, and from setting to setting within the same country, e.g., urban versus rural. Many abusers perpetrate more than one type of violence, and the distinctions between them can become quite blurred, as they are often inflicted in combination.

**Physical violence** refers to the intentional use of physical force with the potential for causing death, injury or harm<sup>5</sup>.

Physical violence is often the most visible type of abuse. It is characterized by the infliction of injury or injuries. Over time, physical abuse usually becomes more severe, more frequent and, in some cases, can result in death. Actions may include:

- Slapped someone, or thrown something at someone that could hurt someone
- Pushed or shoved someone
- Hit someone with a fist or something else that could hurt
- Kicked, dragged or beaten someone up
- Choked or burned someone on purpose
- Threatened someone with, or actually used a gun, knife or other weapon against someone.

**Sexual violence** refers to any sexual act or attempt to obtain a sexual act, or unwanted sexual comments or acts that are directed against a person's sexuality using coercion by anyone, regardless of their relationship to the victim, in any setting, including at home and at work.

Rape is the term that is commonly used for the first type of sexual violence noted above (forced/coerced intercourse). Sexual violence may include:

- Being physically forced to have sexual intercourse against someone's will
- Having sexual intercourse because someone is afraid of what their partner might do
- Being forced to do something sexual someone finds degrading or humiliating.

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**Physical and sexual violence are the main types of intimate partner abuse and are often included in international VAW research and national health surveys. Other types of IPV include emotional, psychological and financial abuse.**

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**Emotional or psychological violence** refers to any act or omission that damages the self-esteem, identity or development of the individual. It includes, humiliation, threatening loss of custody of children, forced isolation from family or friends, threatening to harm the individual or someone they care about, repeated yelling or degradation, inducing fear through intimidating words or gestures, controlling behaviour and the destruction of possessions<sup>6</sup>.

Emotional abuse may include:

- Constant and/or extreme criticism
- Humiliation in private and/or public
- Manipulation with lies and contradictions, promoting extreme jealousy as proof of love
- Using religious beliefs as a pressure tactic to continue abuse

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4 UN Women (2016).

5 UNFPA/KnowVawdata(2016).

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6 UNFPA/KnowVawdata(2016).

- Isolating the survivor from family members, friends, or regular activities (prevented from seeing or talking to others, not allowed to go out)
- Denying the abuse ever happened, shifting responsibility for abuse or using the statement “It’s your fault”
- Controlling behaviour – forcing someone to ask permission to undertake normal activities
- Stalking – including harassing phone calls to place of employment, following someone at work or when meeting friends, colleagues or family.

**ECONOMIC VIOLENCE** includes denying access to and control over basic resources (UN General Assembly, 2006). It includes acts such as the denial of funds, refusal to contribute financially, denial of food and basic needs, and controlling access to health care or employment<sup>7</sup>.

Economic violence may include:

- Preventing access to money
- Stopping someone from getting or keeping a job
- Making major financial decisions without consultation
- Controlling all access to money earned, while leaving the victim to pay all household bills
- Undermining a partner’s attempts to improve education, training or employment
- Withholding food, clothes, medications and health care or shelter Taking over partner’s properties forcibly.

## LEGAL RESPONSES

Laws against IPV are important to protect women and are important signs of commitment to achieving the Sustainable Development Goal target of ending all forms of violence and harmful practices against women and girls by 2030. Globally, more than 1 billion women lack legal protection against sexual violence by an intimate partner or family member and close to 1.4 billion lack legal protection against domestic economic violence, with little progress over time in both cases (World Bank, 2018).

While legal responses to IPV are steadily improving across the continent, legal solutions may not be an option in the country in time. It is important to be aware of sociocultural barriers to women asking for help.

In Bangladesh, under the Domestic Violence (Prevention & Protection) Act 2010, the offender can be punished with imprisonment up to 6 months or a fine of ten thousand BDT or 118 USD or both. In case of repetition of the same offence, the imprisonment may be extended up to 2 years or the fine may be extended to one lac BDT or 1175 USD, or the offender can be punished with both. The Dowry Prohibition Act 1982 prohibits giving or receiving of any dowry in marriage and penalties include imprisonment for one to five years.

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7 UNFPA/KnowVawdata(2016).

## Box 1: Facts about intimate partner violence

Most victims of IPV are women and most perpetrators are men; however, IPV can also be committed against men and across all types of intimate partner relationships.

- 1 in 3 women and girls worldwide experience physical or sexual violence in their lifetime, most frequently by an intimate partner. **Most of this violence is IPV**<sup>8</sup>.
- 1 in 3 women and girls intentionally killed worldwide, or 82 every day, are killed by someone whom they would normally trust and expect to care for them<sup>9</sup>.

In Bangladesh, according to the 2015 National Violence Against Women Survey, 72.6% of ever-married women experienced some form of domestic violence in their lifetime

with 54.7% reporting violence in the past 12 months. One in three women had been subjected to physical violence in the last 12 months.<sup>10</sup>

While there are a few data on the prevalence of violence against individuals based on their sexual orientation, in the United States, bisexual women experienced significantly higher lifetime prevalence of IPV (61.1%) when compared to lesbian (43.8%) and heterosexual women (35%)<sup>11</sup>.

In some regions, women and girls who have suffered IPV are 1.5 times more likely to acquire HIV than women who have not suffered such violence<sup>12</sup>.

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8 [www.un.org/en/events/endviolenceday/](http://www.un.org/en/events/endviolenceday/)  
9 UNODC (2018).

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10 Bangladesh VAW Survey(2015).

11 UNAIDS (2019).

12 National Center for Injury Prevention and Control (2010).

# Chapter 2: Causes of intimate partner violence

## INEQUALITY

The primary factor leading to IPV is gender discrimination, which results in inequality between men and women. Inequality fuels both a sense of entitlement for men as “head of the household” as well as the need that an abuser has to exert power and control – with women often the targets of this need. Children and other groups are also targeted within homes and communities, including disabled persons, domestic workers, and members of the lesbian, gay, bisexual and transgender (LGBT) communities.

Around the world, women’s subordinate position within the home is deeply entrenched in aspects of traditional, legal, religious and social structures. Women and men may be taught that violence is an inevitable part of a relationship, or in some way sanctioned by cultural norms; there may be an emphasis on a women’s obligation to “submit to her husband”.

Intimate partner violence often flourishes in an environment of secrecy, where there may be strong taboos about discussing a “family affair” or “private matter” with outsiders. Unconsciously or consciously, a woman may feel that she deserves to be mistreated for reasons such as refusing to have sex with her partner, or serving burnt dinner.

## SOCIO-ECOLOGICAL FRAMEWORK

A “socio-ecological framework” can be used to understand how personal, relational, situational and sociocultural factors interact to produce violent behaviour.

### Individual

- The fact that one has a sense of entitlement or privilege or power over the other
- Learned behaviour – witnessing intimate partner violence and/or being abused as a child
- The above factors can be exacerbated by drug or alcohol abuse
- Educational level or employment status.

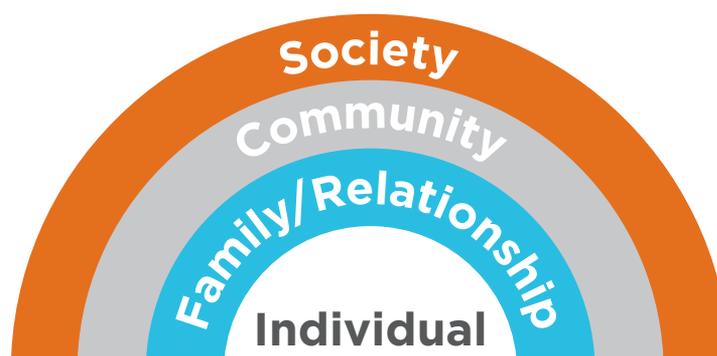
### Relationship

- Poor communication skills – no learned negotiation skills
- Male control of wealth and decision-making in the family
- Influence of the extended family
- Economic problems
- Entitlement leading to multiple affairs/extramarital affairs
- Differences in education, age and contribution to the household.

### Society

- Norms granting male control over female behaviour and decisions
- A culture of “top down” hierarchical decision-making in family, community, church and state
- Acceptance of violence as a way to resolve conflict
- Notion of masculinity linked to dominance, honour or aggression
- Rigid gender roles
- Legal context, lack of implementation of laws, impunity.

Figure 2: The individual at the centre of the socio-ecological framework



### “WHY DOES SHE STAY?”

Most people ask, “**Why does she stay?**” They may not realize that the question places the blame on the woman experiencing violence and abuse. A better question is, “**Why does the abuser choose to abuse?**” The reality is that the majority of abused women (or abused partners in same-sex relationships) make heroic efforts to leave, but many are unsuccessful because they face one or more major obstacles:

- **Fear:** The number one reason for not leaving is fear. A woman may have been told over and over again that if she leaves the relationship, terrible things will happen to her or to her children. The abuser may have threatened to take the children away, never leave her alone or take away her possessions and her livelihood.
- **Religious and cultural values and beliefs:** Interpretations of some faiths hold that bonds of marriage cannot or should not be broken and that the husband is the head of the family, and it is a wife’s duty to submit to his wishes and to keep harmony in the family.
- **Lack of economic independence:** Some women in abusive relationships have been prohibited to work or earn their own living. This dependence on the husband for livelihoods and fear for the welfare of one’s children as well as the responsibility of raising children alone can force women to endure abusive relationships.



The most dangerous time for a woman who experiences violence and abuse is when she leaves the abusive partner: 75 per cent of domestic violence related homicides occur upon separation and there is a 75 per cent increase of violence upon separation for at least two years.<sup>13</sup>

- **Gender roles:** Women are often taught to be passive and dependent on men. With this socialization, women are taught to bear responsibility for their relationship, take blame by their family and society if they decide to leave. Women are often socialized to “respect and obey” their husbands/partners, and women may even think that this is “normal” behaviour for a man.
- **Lack of a support system:** The woman may have no support system because the abuser has isolated her from her family ties and friendships, leaving her psychologically and financially dependent on him.
- **Lack of resources:** A woman may not have the financial resources to leave or the means of obtaining money, shelter, transportation and/or a livelihood, especially if she needs to relocate to get away from her abuser.

13 The Center for Relationship Abuse Awareness.

- **Feelings of guilt:** The woman may believe that her partner is “sick” and/or “needs her help”. The abuser may fuel this idea, making her believe that he needs her if he is to become better again.
- **Promises of reform:** Often the abuser promises that the abuse will never happen again; the woman wants to believe that this is true.
- **Responses from family members, friends and colleagues:** The woman may not be believed or taken seriously rather told that she should just put up with the abuse.
- **Lack of a sense of self-worth:** Women who are abused may have been told by their husband/partner or family members repeatedly that they are worthless without him. This can also lead a woman to believe that she is lucky to have her husband despite the abuse, and that she is never going to be loved by anyone else.
- **Love for partner:** Many people enter a relationship for love. That emotion does not simply disappear when faced with difficulties. After violence has occurred, the abuser will often apologize. Because her self-esteem is so low following the incident, a woman may perceive the apologies and promises of reform as the end of the abuse.
- **Love for Children:** Many of the women don’t leave just because of their children fearing the future of them in a separated family. This leads many women to live with their abusive partner.

## WHY DOES HE ABUSE?

The psychological roots of violence in an individual can be very complex. The most common element is the abuser’s need for power and control over someone else, and many will continue to repeat patterns of abuse in their present or future relationships.

**None of these reasons justify hurting another person, however. There is no justification for violence, and these are not valid reasons to perpetuate intimate partner violence.** *If you are experiencing violence, the first thing you must do is protect yourself (and not blame yourself).*

### Box 2: Why does a man abuse?

#### Some common excuses for abusive men include:

- It is his right as the head of the household.
- It is his way of showing how much he loves her.
- He has to discipline her.
- His previous partner hurt him.
- He abuses those he loves the most.
- He holds in his feelings too much.
- He is mentally ill.
- He has an aggressive personality.
- He is afraid of intimacy and abandonment.
- He has low self-esteem.
- His boss mistreats him.
- He has poor communication skills.
- He grew up with abuse in his family.
- He feels victimized.

# Chapter 3: The impact of intimate partner violence

## IMMEDIATE AND LONG-TERM IMPACT

Violence against women, including IPV, is a grave violation of human rights. Its impact can be both immediate and long term, and includes physical, sexual and psychological consequences for women, including death. Intimate partner violence affects every member of a family; the impacts can be serious and long-lasting.

Worldwide, women whose father beat their mother are significantly more likely to report partner violence than other women<sup>14</sup>. Similarly, multi-country studies from low and middle-income countries have found that men abused or neglected as children were significantly more likely than other men to report perpetrating physical or sexual violence against women<sup>15</sup>.

## ON SURVIVORS

The experience of IPV varies by individual, but the impact commonly includes one or more of the following:

- Physical injuries, including disability
- Isolation
- Chronic depression and other mental health concerns
- Low self-esteem
- Health problems, including sexually transmitted infections and HIV
- Sleep disorders
- Sexual dysfunction
- Suicide attempts

- Chronic fear and uncertainty
- Poor work performance
- An inability to adequately respond to the needs of others including children
- Death.

All of these effects can build on each other, spinning a web that may make a woman feel like she is trapped in her situation. If steps are not taken to stop the abuse, IPV often becomes more violent and frequent. In too many cases, this leads to serious injury or death.

## ON CHILDREN

Children who have experienced violence during their childhood are more likely to be either perpetrators and/or targets of violence as adults (UNICEF, 2016). Within families, even if the abuse is not targeted at children, studies have shown that children witnessing violence also suffer from the effects of the abuse.

As targets, children may suffer a range of abuse:

**Physical abuse:** beating a child with a belt, shoe, hose pipe, broom or other object; hitting; kicking; shaking

**Sexual abuse:** fondling, touching or kissing a child's genitals; oral sex; forced intercourse

**Emotional/psychological abuse:** threatening, intimidating, criticizing, humiliating and frightening a child

**Physical neglect:** inadequate provision of food, housing or clothing; lack of supervision; denial or delay of medical care; inadequate hygiene

**Emotional/psychological neglect:** refusal or failure to provide psychological care; lack of any emotional support and love.

14 Abramsky, et al. (2011).

15 Fulu, Jewkes, Roselli, & Garcia-Moreno (2013).

## ON WORKPLACES

Intimate partner violence can have significant costs for workplaces, including absenteeism, high staff turnover and reduced productivity. These data underline that IPV generates significant costs to employers due to lost productivity, absence from work and employee turnover.

This highlights that while employers must address IPV from an ethical and human rights-based perspective, there will also be economic benefits from investing in responsive and preventative measures.

## ON SOCIETY

The high prevalence of IPV drains national expenditures on physical and mental health care, courts and police and cuts into educational achievement and productivity. Economic costing exercises vary, but generally measure costs to: the justice system, health care system, social services, care and counselling, shelter support, individual women's costs of health care, shelter and legal fees, loss of income for the individual/family and nation through decreased productivity, trauma and suffering and the consequent decrease in revenue to the State and potential future, "second generation" costs on children and human capital.

### Box 3: Economic costing intimate partner violence for different countries

Country	Year	Source	Study outcome (US dollars)
United States	2003	Centres for Disease Control and Prevention, 2003. "Costs of Intimate Partner Violence against Women in the United States", Atlanta	Costs of IPV exceeded US\$ 5.8 billion per year of which \$4.1 billion was spent on direct medical and health care services and \$1.8 billion due to lost productivity
Australia	2009	Australian Government, Department of Social Services, Economic Costs of violence against women and their children, available at <a href="http://www.fahcsia.gov.au">www.fahcsia.gov.au</a>	The cost to the Australian economy of violence against women was estimated at \$13.6 billion
Canada	2012	2012 Justice Canada report, <i>An Estimation of the Economic Impact of Spousal Violence in Canada</i>	Total cost of IPV in Canada is \$7.4 billion per year. The report includes estimates for pain and suffering as well as direct costs such as medical care costs and lost productivity. The direct costs of IPV in Canada total \$1.9 billion per year
Bangladesh	2011	CARE Bangladesh, <i>Domestic Violence against Women: Cost to the Nation</i>	Every year Bangladesh loses nearly 2% of GDP related to violence against women and girls

## PART TWO: PRACTICAL GUIDANCE

# Chapter 4: Start with recognizing the signs of abuse

This section provides guidance to you, as a UN staff member. What can you do if IPV affects you or someone you know through work? Start with recognizing the signs of abuse.

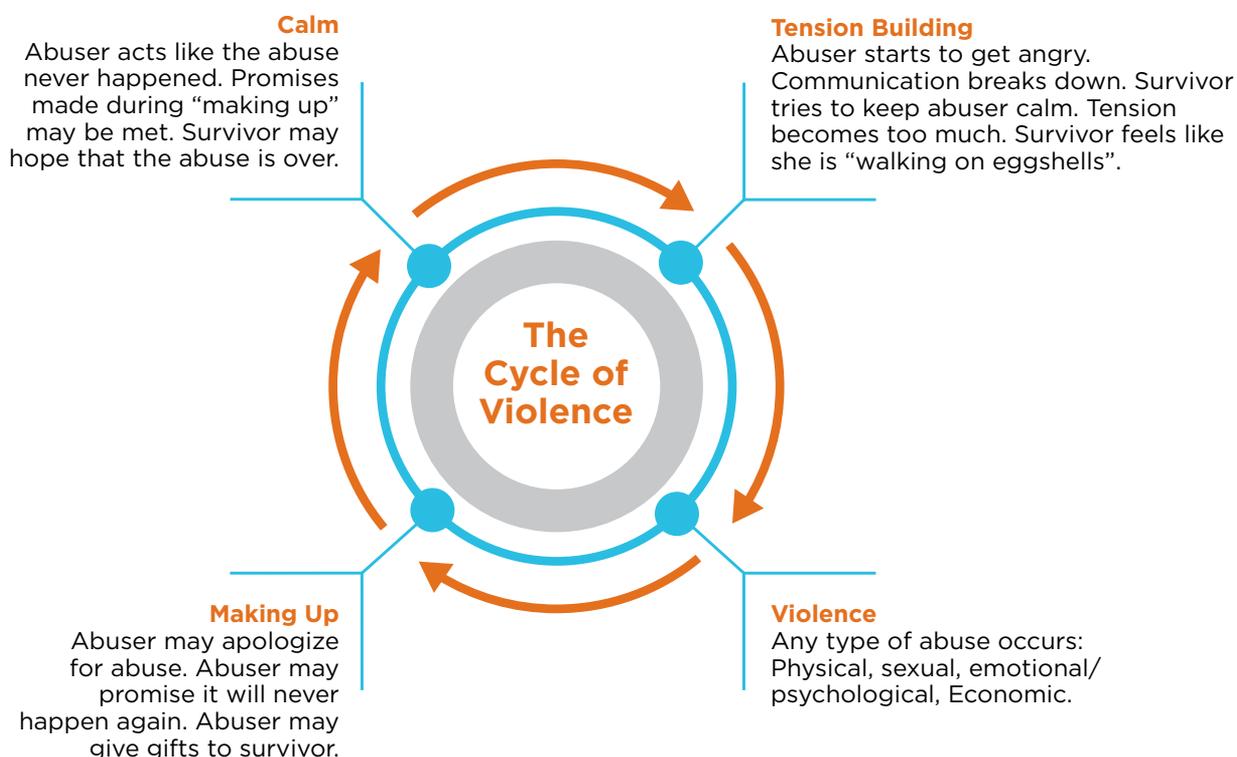
### THE CYCLE OF VIOLENCE

If you are in an abusive relationship, or you suspect that someone you know is in one, you may recognize the following pattern.

The total cycle can take anywhere from a few hours to a year or more to complete. Typically, each time the abuse occurs, it worsens and the cycle shortens. Breaking the pattern alone and without help is difficult. **An individual in this situation may need outside support from professionals working with survivors of violence.**

It can help to start defining what forms of behaviour are acceptable, even it is not possible to convey these limits to the violent partner, who may or may not respect them.

Figure 3: The cycle of violence



## IDENTIFY WHAT IS HAPPENING

The first step towards ending a violent relationship is to **identify what is happening**. This may seem logical, but it can feel overwhelmingly difficult. A survivor of IPV may have terrifying experiences. Confused thoughts and feelings may be brought on by fear and uncertainty.

Abusive relationships generally do not happen overnight. They can build gradually over time, drawing on one person's need for control and the slow breakdown of another person's sense of self.

Recognizing the early signs of IPV is not always easy. These may involve hard-to-define forms of emotional or psychological abuse, such as the occasional use of a demeaning nickname. But this kind of behaviour reflects certain feelings or attitudes. Unchecked, it may eventually escalate into more severe emotional, psychological or physical violence.

You may deny, minimize or find reasons to explain the situation, all of which are common psychological defences. Unfortunately, the abuser is probably skilled at using these same techniques to convince you that what you are going through is not abnormal or wrong.



### REMEMBER!

**YOU ARE NOT ALONE,  
IT IS NOT YOUR FAULT,  
AND HELP IS AVAILABLE.**

**YOU CAN GET THE SUPPORT YOU NEED.**

**FIND AVAILABLE RESOURCES SUCH AS ONE STOP CRISIS  
CENTERS, SHELTERS, HOSPITALS, PSYCHOSOCIAL COUNSELLING  
SERVICES, LEGAL ADVISORS AND NGOS NEAR YOU.**

**THE LIST OF SERVICES IS AVAILABLE IN CHAPTER 8.**

## ARE YOU OR SOMEONE YOU KNOW BEING ABUSED?

These questions may help you to decide:

### Box 4: Checklist for identifying whether you are being abused or not

Does your partner...	Yes	No
Call you names, yell, put you down or constantly criticize or undermine you and your abilities as a wife, partner, mother, professional or person in general?		
Behave in an overprotective way or become extremely jealous?		
Accuse you of having an affair for no reason?		
Always insist he is right, even when he is clearly wrong?		
Blame you for his own violent behaviour, saying that your behaviour or attitudes cause him to be violent?		
Make you feel like you are walking on “eggshells” so as not to make him angry?		
Externalize the causes of his behaviour by blaming his violence on stress, job related anxiety or a “bad day”?		
Threaten to commit suicide, especially as a way of keeping you from leaving?		
Threaten to hurt you, your children, family members or friends?		
Make it difficult for you to see family or friends, or “badmouth” your family or friends?		
Prevent you from going where you want to, when you want to, and with whomever you want to? Or insist on following you or coming with you?		
Humiliate or embarrass you in front of other people?		
Destroy personal property or throw things around?		
Control all of the finances, force you to account for what you spend, or take your money?		
Prevent you from getting or keeping a job?		
Use intimidation or manipulation to control you and your children?		
Threaten to expose any personal aspect of your life – such as previous relationship, your physical and mental health status?		
Prevent you from taking medications or getting medical care?		
Deny you access to food, drink or sleep?		
Hit, punch, slap, kick, shove, choke or bite – or physically harm you intentionally in any way?		
Force you to engage in sexual acts or have sex against your will?		

These are some of the common tactics used by abusers to control their partners, but are certainly not the only ones. If you answered “yes” to any or a combination of these questions, you may be experiencing intimate partner violence.

# Chapter 5: Getting help in Bangladesh

## MORE THAN ONE WAY TO GET HELP

If you or someone you know experiences intimate partner violence or any other kind of gender-based violence, there is more than one way to get help.

Health, police, legal, social services and special VAW services are available in Bangladesh, although not in every district, upazila and union. Women's organizations, including NGOs, are often much more experienced in working with women and supporting survivors of violence. A list of organizations that can provide help is found in Chapter 8.

## WHY SOME NEVER SEEK HELP

Most women who experience physical and sexual violence in Bangladesh never report this to the police, local or other authorities. Women suffer silently because they feel embarrassed, they believe no one will believe or help them, they are afraid of divorce or further beatings or even worse, or they think that what they are experiencing is simply part of life and part of marriage. Rather they are much more likely to turn to friends and family than to the authorities. Women do go to the health services, mainly to have their injuries taken care of, but seldom if ever report the cause of the injuries to the attending health workers.

As UN Staff expected to be on the side of protecting women from abuse, you may find it particularly difficult to disclose that you yourself are facing violence from your intimate partner. If you are an international staff living outside your country of origin, you may have more limited support networks and face additional barriers accessing existing services due to language and other factors. But you do not have to suffer alone.

## WHERE TO GO FOR SUPPORT

### **Relatives, friends, neighbors or colleagues:**

Identify all the possible people who might be willing and able to help you. People in your office who may be able to help, including through the provision of basic information, include peer support volunteers, an ombudsperson, staff association officers, senior managers or trusted colleagues.<sup>16</sup>

**Health Services:** Women experience a wide range of injuries as a result of the violence, which can be very serious and even life-threatening. Women who have experienced sexual violence urgently need to seek health services in order to address their needs, to prevent pregnancy (by using emergency contraceptives), to prevent HIV infection and other sexually transmitted infections, and to have forensic evidence collected. There are One Stop Crisis Centers (OSCC) at the Government operated Medical College hospitals where victims of violence can access to various services. The OSCC list is in Chapter 8.

### **Women's organizations and social services.**

Women's organizations have been at the front-line of changing laws and attitudes about IPV and providing services such as free counselling, legal advice, shelter and medical referrals from trained professionals. Please see the resources section for a sample list of services in Bangladesh.

**Counselling:** Counselling with a therapist or psychologist can help survivors of abuse, regain their self-esteem and self-confidence, clarify their options and make decisions with regard to the abusive relationship.

<sup>16</sup> Some agencies may have more specialized support, such as UNICEF's Staff Well-Being Programme (stress-counsellor@unicef.org).

**Lawyers and the police:** Any form of abuse is a crime and can be reported to the police. Dhaka Metropolitan Police and Bangladesh Police established Women Support and Investigation Division, also known as Victim Support Center, to ensure safety, security and greater support to the vulnerable group in a gender sensitized policing system. You can also consult a lawyer to understand what your legal options are in terms of stopping your abuser.

**Religious leaders:** If you follow a religion, you may consider approaching people affiliated within the religion that you trust. Where a family attends religious activity together, there may be a chance of getting help for both partners. However, this will only be successful if both partners respect religious authority, and where the religion supports and recognizes the need for interventions in IPV situations. It is always preferable that counselling and support is provided by those who support the idea that women have the fundamental right to be free from IPV and gender-based violence, and have had experience and training supporting those going through these situations.

**NGOs supporting persons with disabilities:** Women with disabilities are particularly vulnerable to sexual violence, as well as abuse from the persons who are often their primary caregivers. There are disability support groups that work on the intersectionality of women's rights and disability rights who can provide support, counselling and assistance that may be needed. They are listed in Chapter 8.

## MAKE A SAFETY PLAN

Safety planning enables you to proceed with a pre-determined course of action when you are in a life-threatening situation and minimize the harm done by your abuser by identifying people and places you may go temporarily for safety.

If you feel you are in danger, you may want to develop a plan to leave the house and take some or all of the following precautions:

- Have important phone numbers nearby (e.g., neighbours, relatives, friends, police, women's organizations and shelters)
- Think about how to get out of the house safely. Practice ways to go out during an emergency. Plan for your children accompanying you when you plan to escape

- Prepare an emergency bag that includes items you will need when you leave, such as extra clothes, important papers, money and prescription medications
- Know exactly where you will go and how to get there, even if you have to leave in the middle of the night
- It may be necessary to take extra precautions to prevent the abuser from knowing your plans in advance, or to ensure that you have the support of other people who can intervene to control the abuser's behaviour – such as supportive family members or the police
- If you decide to leave, even for a very short time, take your children with you, if that is possible and you can do so without exposing them to harm or risk of harm.

## LEGAL SOLUTIONS

- A restraining order or protection order can be issued by magistrate's courts, or Bangladesh police. The orders have condition that include prevention of contact, further violence, short-term maintenance and custody orders.
- Criminal justice system can bring criminal charges for committing a crime or injuring you, threatening to injure you or committing any other crimes such as damaging your property under the penal code of 1860(section 506).
- To dissolve a marriage permanently, divorce can be initiated. According to the Muslim Family Law Ordinance 1961, the provision of divorce can be applicable when the right to divorce has been duly delegated to wife or any of the parties wishes to dissolve the marriage otherwise than talaq. For non-muslims, a lawyer shall be consulted prior to initiate the divorce or separation.

## HELP FOR CHILDREN

You children will need more care and attention than ever from you when your ability to care for them will be hindered by your partner's violence. The following suggestions may assist you in caring for your children and making decisions about your situations:

#### **Box 4:** Suggestions to assist you in caring for your children

- **Seek the help you need.** The resources page at the end of this resource book offers some starting points in Bangladesh. You or your colleagues may also know about organizations that help for children.
- **Explain to your children what is happening.** Even though your children may not have been in the room when violence occurred, they will be able to sense the atmosphere.
- Try **not to make promises that you cannot keep**, such as, “This will never happen again” or “I promise no one will ever hurt you”.
- Let them know that **it is not their role to protect you**. Tell them that it is not their job to protect anyone besides themselves in this situation.
- Teach **conflict resolution skills**. Show your children that violence is not the way to solve problems. No one deserves abuse. Encourage your children to interact with other children.
- **Respect and accept that children may have conflicting feelings about their parents.** A child may love the abusive parent, resent the woman for “being weak” or for not protecting them, or feel guilty for not protecting their mother.
- **Help children make safety plans.** Brainstorm with them about exit routes, safe places to seek shelter and emergency phone numbers.
- Give children the **opportunity to talk about their feelings** with a trustworthy, sympathetic adult such as a professional counsellor, relative or friend.
- Seek **counselling and support groups** for yourself and your children.
- If you plan on filing for a separation or divorce, **tell your children of your plans** (if it is safe to do so).
- If you leave your home, try, and **take some favorite toys and some of your children’s other treasured belongings**, but only if it is safe to do so.
- Seek **legal advice about the custody** of your children.

## DIGITAL COMMUNICATION TIPS<sup>17</sup> FOR UN STAFF AFFECTED BY DOMESTIC VIOLENCE AND OTHER FORMS OF VIOLENCE

UN staff are increasingly using digital methods to communicate during the time of COVID-19.

<b>Cell Phones</b>	Cell phone can track anyone’s exact location in real time. Call and text history can be retrieved. Consider purchasing a pay as you go phone that you keep in a safe place to allow communication.
<b>Home Computer</b>	Persons may be monitored on home computers. Consider the use of computers and how an abuser might become suspicious. Continue to use the monitored computer for normal activities, such as looking up the weather or recipes. Consider using a safer computer, like a work laptop, to research an escape plan, look for new jobs or apartments, bus tickets, or ask for help.
<b>Emails</b>	Emails are never guaranteed to be private; they can be traced even after they are deleted. Consider calling a helpline or use the email/contact online forms to ask for assistance in figuring out next steps.
<b>Internet Browsing</b>	It may not be possible to delete all the “footprints” of computers or online activities. It may be dangerous to change your computer behaviors such as suddenly deleting entire internet history if that is deemed abnormal.
<b>Instant Messaging (IM)</b>	Instant Messaging (IM) are not safe or confidential ways to talk to someone about the danger or abuse. Consider calling a hotline instead, or use safer computers or phone applications that are safeguarded that an abuser does not know about.

<sup>17</sup> For further information, see <https://www.techsafety.org/covid19>

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# Chapter 6:

## I think someone is being abused. How can I help?

### HOW CAN YOU KNOW IF SOMEONE IS BEING ABUSED?

One common myth about abused women is that they do not want to talk about their experience. In fact, many make efforts to hide the abuse because they fear being embarrassed, their partner finding out, being blamed, not being believed or being pressured to do something they are not ready or able to do.

If you are concerned about a friend or colleague, one option is to find a private space to talk, in a non-judgmental manner and without pressure, about whether or not they are in danger and need help. However, you must keep in mind you have to be very careful in approaching colleagues regarding this matter at the workplace as this is a very private, delicate matter that most people would not want to discuss with colleagues, as they may also fear that this information is shared with others at the workplace. In many cultural contexts, women may only feel comfortable being approached about this issue by another woman.

### BE PREPARED TO RESPOND SUPPORTIVELY IF SOMEONE DISCLOSES

**Educate** yourself about IPV and other forms of violence: Read this booklet, and understand what IPV is and how you can recognize it. Find out about what services are available to help survivors.

**Let go** of any expectations you have that there is a quick fix to IPV or to the obstacles a survivor faces. Understand that inaction may very well be their best safety strategy at a given time. On average, a survivor of violence will attempt to leave a relationship **six to eight times** before they are finally able to leave.

**Challenge and change** any inaccurate and biased attitudes and beliefs that you may have about survivors of IPV. They are not abused because there is something wrong with them. Instead, they have become trapped in a relationship by their partners' use of violence and coercion. The better able you are to recognize and build on the resilience, courage, resourcefulness and decision-making abilities of those who are abused, the better you will be to help them.

## Box 4: How can I help?

### If someone chooses to confide in you about their experiences of IPV:

Let her know that her feelings are normal, that it is safe to express them and that she has a right to live without violence and fear.

Validating another's experience means letting the person know that you are listening attentively, that you understand what she is saying and that you believe what she says without judgement or conditions.

### Important things that you can say:

- "It is not your fault. You are not to blame."
- "It is okay to talk."
- "Help is available" (Say this only if it is true).
- "What happened has no justification or excuse."
- "No one deserves to be hit by their partner in a relationship."
- "You are not alone. Unfortunately, many other women have faced this problem, too."
- "Your life, your health, *you* are of value."
- "Everybody deserves to feel safe at home."
- "I am worried that this may be affecting your health."<sup>18</sup>

### Important things that you should NOT say:

- "Why are you not leaving him/her?"
- "But he/she loves you anyway."
- "It will go away if you just bear it."
- "I don't think that's something I should be involved in. It is your personal matter."
- "All families have the same issue. You should deal with it."
- "You should not leave your family just like that."
- "But have you tried to change your behaviour?"
- "You have chosen a wrong partner."
- "You may misbehave too."

<sup>18</sup> [www.who.int/reproductivehealth/publications/violence/vaw-clinical-handbook/en/](http://www.who.int/reproductivehealth/publications/violence/vaw-clinical-handbook/en/)

## THINGS TO DO WHEN PROVIDING HELP

**Believe the survivor.** Tell them that you believe them. If you know their partner, remember that abusers most often behave differently in public than they do in private.

**Listen to what they tell you.** If you actively listen, ask clarifying questions and avoid making judgements, you will most likely learn directly what help is needed.

**Help them build on their strengths.** Based on the information they give you and your own observations, actively identify the ways in which they have developed coping strategies, solved problems and exhibited courage and determination, even if these efforts have not been completely successful.

**Validate their feelings.** It is common for survivors to have conflicting feelings – love and fear, guilt and anger, hope and sadness. Let them know that their feelings are normal and reasonable.

**Avoid victim-blaming.** Tell them the abuse is not their fault. Reinforce that the abuse is their partner's problem and his responsibility but refrain from bad-mouthing him.

**Take their fears seriously.** If you are concerned about their safety, express your concern without judgement by simply saying, "Your situation sounds dangerous, and I am concerned about your safety."

**Offer help.** As appropriate, offer specific forms of help and information. If they ask you to do something you are willing and able to do, do it. If you are not, say so and help them identify other ways to meet their needs. Then look for other ways that you can help.

**Support their decisions.** Remember, there are risks attached to every decision an abused individual makes. If you truly want to be helpful, be patient and respectful of their decisions.

**Keep confidentiality. Victim may reveal many sensitive issues in their relationship.** Don't disclose any information about the victim or abuser in public or with her/his colleague. That might cause threat to the victim.

## WHAT CAN UNITED NATIONS AGENCIES DO?

The policies and resources available may differ from agency to agency. Senior managers; operations staff, including those working on human resources; and staff association officers should check their organization's policies for details. Consider options in the following general areas.

**Legal support:** The office may be able to help staff with access to legal support, in the form of referral advice or access to a known lawyer that works in this area.

**Financial support:** The cost of dealing with IPV can be high for an individual. Expenses can include legal advice, counselling, a possible change in residence and so on. Flexible salary advances or local staff association loan programmes may be sources of extra funds.

**Flexible leave and flexitime arrangements:** Staff may be called suddenly to their home, court and meetings with lawyers. They may need personal time off to spend with family and friends in coping with their situation. Flexitime arrangements might suit staff members who have had to relocate and need to be home for a short time. Working out a plan with staff for flexible working arrangements or leave where there is a mutual understanding of responsibilities is very useful in these situations.

**Health and sick leave:** Staff members going through intimate partner abuse may need support with sick leave arrangements. Consider sick leave for staff members going through emotional/psychological stress in order to address mental health issues. IPV is a health and safety issue, and should be treated as such when considering leave arrangements.

**Workload:** A staff member suffering from IPV will carry a huge burden of stress, may be distracted and emotionally depressed and may not sleep or eat adequately. They will probably not be able to cope as effectively as usual in their work. This is especially true if the person becomes embroiled in a protracted legal battle or the relationship is particularly violent. The staff member may need to explore with their supervisor whether it is possible to lighten their workload or reassign them temporarily.

**Personal and office security:** If a relationship has turned unpredictable and violent for either the staff member or one of their registered dependents, it may be possible for the office to advise on personal security until the threat diminishes.

**Office security plans:** For all offices, a security plan should ensure that all staff are safe. Harassment at the office may include constant telephone calls, visits and interruptions at work as part of the abuse cycle. The office can put in place a security plan that blocks out this form of harassment.

**Counselling:** Most offices have established referral systems for basic counselling. Counselling options that focus specifically on IPV can be added, including those services that may have links to legal advice and law enforcement.

**Access to transport:** Mobility can be an important component of dealing with IPV. Survivors may need transport to seek counselling or legal support, or to move to another location temporarily or permanently. Since transportation systems can be unreliable or costly as well as time-consuming for the staff member (and organization), the office may consider offering transport when it does not affect programme activities.

**Information:** A referral list of resources for survivors of intimate partner violence can be made available and possibly posted on a staff bulletin board or in a common area. Other documents in the office, including this resource book, may also assist staff in better understanding the issue of intimate partner violence. Such resources should be part of staff orientation programmes, and publicly pointed out so that all staff are aware of them.

# Chapter 7:

## Recovery

If you are a survivor of intimate partner violence who has begun to address your situation, you are on the road to recovery.

The process of reorientation to life without abuse takes a different course for each individual. Most survivors can expect to pass through a period not only of physical changes, such as moving to a new home, but of strong psychological and emotional challenges as well. As long as they diminish over time, they are signs that healing is taking place and that you are leaving the past behind.

As you pass through this period, you can do many things to support yourself. Start or continue *counselling*, if that is appropriate, especially if

you are feeling “stuck” and unable to move on. Look for a *support group* of other people who have had similar experiences or read materials on IPV so that you can begin to understand the phenomenon and know you are not alone.

Try to maintain routines and structures in your daily life, including through regular hours for eating, sleeping and working. Set achievable personal goals and work towards them, in the process rebuilding your confidence and self-esteem. Nurture and care for yourself and give yourself time to sort through the many confusing and damaging messages your abuser may have left with you.

### CULTIVATE NEW WAYS OF THINKING:

**I AM NOT TO BLAME FOR BEING ABUSED.**

**I AM NOT THE CAUSE OF ANOTHER’S IRRITATION, ANGER OR RAGE.**

**I DESERVE A LIFE FREE FROM VIOLENCE, FEAR AND PAIN.**

**I CAN SAY NO TO WHAT I DO NOT LIKE OR WANT.**

**I DO NOT HAVE TO TAKE ABUSE.**

**I DESERVE TO BE TREATED WITH RESPECT.**

**I HAVE POWER OVER MY OWN LIFE.**

**I CAN USE MY POWER TO TAKE GOOD CARE OF MY LIFE.**

**I AM NOT ALONE.**

**I CAN ASK OTHERS FOR HELP.**

**I AM A WORTHWHILE PERSON.**

# Chapter 8: Resources

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In the event of an emergency, **UNDSS can be contacted on the following numbers 24/7:**

**UNDSS helpline: +88 01758 777 777 (24/7)**

or

**Ms Somarita Ibrahim** (UNDSS IPV Focal Point)  
Mobile: +8801714164530, Email: [somarita.ibrahim@undp.org](mailto:somarita.ibrahim@undp.org)

UN Security Advisor for Bangladesh <b>Mr. Ramesh Chandra Singh</b> Tel: +880255667788 ext. 2501 Mobile: <b>+8801713036042</b> E-mail: <a href="mailto:rameshchandra.singh@un.org">rameshchandra.singh@un.org</a>	UN Deputy Security Advisor for Bangladesh <b>Mr. Dmitry Snarskiy</b> Tel: +880255667788 ext. 2505 Mobile: <b>+8801713047509</b> E-mail: <a href="mailto:dmitry.snarskiy@undss.org">dmitry.snarskiy@undss.org</a>
Field Security Coordination Officer in Cox's Bazar <b>Mr. Vladimir Petrov</b> Tel: +88034163550 ext. 2561 Mobile: <b>+8801700703902</b> E-mail: <a href="mailto:vlad.petrov@undss.org">vlad.petrov@undss.org</a>	

## RADIO ROOM

Dhaka radio room	+8801758777777 (only for emergency), +8801713257666 <a href="mailto:radio room.bgd@undp.org">radio room.bgd@undp.org</a>
Cox's Bazar radio room	+8801701208999 (only for emergency), +8801730320975 <a href="mailto:radio roomcoxsbazar.bgd@undp.org">radio roomcoxsbazar.bgd@undp.org</a>
Chattogram radio room	+8801730330622 <a href="mailto:md.bhuiyan@undp.org">md.bhuiyan@undp.org</a>
Khulna radio room	+880175551174 <a href="mailto:syed.islam@undp.org">syed.islam@undp.org</a>
Rangamati radio room	+8801730330621 <a href="mailto:partha.chakma@undp.org">partha.chakma@undp.org</a>
Rangpur radio room	+8801730330620 <a href="mailto:md.islam1@undp.org">md.islam1@undp.org</a>
Sylhet radio room	+8801730330625 <a href="mailto:mohammed.latif@undp.org">mohammed.latif@undp.org</a>

## OTHER USEFUL NUMBERS:

- **UN Physicians**

- ◆ Dr. Sharif Kaukab(male), Mobile:+ 88 01713032083;  
Email: [sharif.kaukab@undp.org](mailto:sharif.kaukab@undp.org) , [unclinic.dhaka@undp.org](mailto:unclinic.dhaka@undp.org)
- ◆ Dr. Rehana Begum(female), Mobile: +88 01733 718265,  
Email: [unclinic.dhaka@undp.org](mailto:unclinic.dhaka@undp.org)
- ◆ Ms. Asmani Khatun(UN Nurse), Mobile: +880-1927769899,  
Email: [asmani.khatun@undp.org](mailto:asmani.khatun@undp.org)

- **UN Post-exposure prophylaxis (PEP) Kit** custodians, if necessary -

- ◆ Ms. Tanni Tarique, Mobile: + 88 01730358635,  
Email: [tanni.tarique@undp.org](mailto:tanni.tarique@undp.org) (UNDSS, Dhaka)
- ◆ Mr. Ullaching Marma, Mobile: +88 01730336026,  
Email: [ullaching.marma@undp.org](mailto:ullaching.marma@undp.org) (UNDSS, Cox's Bazar)
- ◆ Mr. Partha Chakma, Mobile: +88 01820355234,  
Email: [partha.chakma@undp.org](mailto:partha.chakma@undp.org) (UNDSS, CHT)

\*\* Security Focal Point of each agency can be contacted for the name of the PEP kit Custodians of each agency.

- **Counselling and Stress Management and Referral Support for UN Staff:**

- ◆ Ms. Sabiha Jahan, Email : [sabihajahan@yahoo.com](mailto:sabihajahan@yahoo.com), Mobile: +88 0-1911007215
- ◆ Mr. Md. Amir Hussain, Email: [saju1704@yahoo.com](mailto:saju1704@yahoo.com), Mobile: +880 01819467397
- ◆ Ms. Mita Rani Roy, Email : [rcmita@yahoo.com](mailto:rcmita@yahoo.com), Mobile: +88 0-1717075097

- **UNDSS Critical Incident Stress Management Unit (CISMU) in New York:**

- ◆ Moussa Ba, Head of CISMU Unit, Email: [ba2@un.org](mailto:ba2@un.org) , Office: +1(917)3674089
- ◆ Mayotte Farquhar, Assistant of CISMU Unit, Email: [mcfarqhar@un.org](mailto:mcfarqhar@un.org),  
Office: +1(917)3675894
- ◆ Madhubhashini Kalhari Hewage, Regional Stress Counsellor,  
Email: [hewagem@un.org](mailto:hewagem@un.org) , Office: +1(212)9636432

## Helplines

**HELPLINES and CRISIS CENTERS** to get help/advise for a victim of **VIOLENCE AGAINST WOMEN & CHILDREN**

### HELPLINES

TYPE OF HELPLINE	CONTACT NUMBER	ORGANIZATION PROVIDING SERVICES	WHAT INFORMATION / SERVICES
Violence against women/ prevention of child marriage	109	National Helpline Center for Violence against Women and Children, Ministry of Women and Children Affairs (MoWCA)	Multi sectoral referral, Psychosocial support
Helpline for Children	1098	Ministry of Social Welfare	Multi sectoral referral, Psychosocial support
Victim Support Center	01755556644, 01755556645, 01733219005	Women Support and Investigation Division, Dhaka Metropolitan Police	Multi sectoral referral, Psychosocial support
Violence against women (Acid attack)	01713010461	Acid Survivors Foundation	Medical, Legal, Prevention, Reintegration and Rehabilitation
Legal aid and human rights	01724415677; 01730450756; 01714025067; 01756185717 (9am - 5pm)	Ain o Salish Kendra (ASK)	Legal assistance, litigation and referral; services, emergency shelter and mental healthcare
Legal aid and human rights	0175220220	Bangladesh Legal Aid and Services Trust (BLAST)	Legal assistance, litigation and referral; services, emergency shelter and mental healthcare

## OSCC (One Stop Crisis Centre) at Government operated Medical College Hospitals

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Dhaka 01713423490; 01713366638; 019664690 and 0431-2176145;

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Rajshahi 01713366637; 01791695005; 0721-812394

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Chittagong 01713366635; 031-2854073

---

Sylhet 0821-714133

---

Rangpur 0521-55310

---

Barisal NA

---

Khulna 041-2850097

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Faridpur 01755584573; 0631-67223;

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### For access to:

- Various services to the women and children victims of violence in one place.
  - Referral mechanism with duty-bearing agencies for the women and children victims of violence.
  - Health care, police assistance, DNA test, social services, legal assistance, psychological counseling and shelter service etc.
- 

## One Stop Crisis Centre from BLAST

AREA	LOCATION	PHONE	EMAIL
Mohakhali, Karail	House No. Kha/102, Karail, Dhaka-1213	01796625879	jannat@blast.org.bd
Vashantek, Mirpur	Nagor Chairman Goli, Vashantek, Mirpur, Dhaka-1206	01682930908	nafija@blast.org.bd

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### For access to:

- Online legal counselling and litigation.
  - Referral mechanism with other agencies for the women and children of domestic violence to shelter homes.
-

## POLICE PROTECTION & LEGAL AID

### Government Helpline

TYPE OF HELPLINE	CONTACT NUMBER	ORGANIZATION PROVIDING SERVICES	WHAT INFORMATION/ SERVICES
National Emergency Service	999	Government of Bangladesh	Medical and legal support
Legal Services	16430	Legal Aid of Law Ministry	Legal advice and assistance
Bangladesh Police Help Desk	100	Bangladesh Police	

### Nearby Police Station

Police stations in Dhaka -24/7	Police Stations - Rest of Bangladesh - 24/7
<p><b>Control Room, Dhaka Metropolitan Police</b> Abdul Gani Road, Dhaka. Tel + 8802-9551188, + 8802-9514400 Mobile: + 880-1713398311; +880-1817602050</p> <p><b>DC, Diplomatic Security Division, Gulshan, Dhaka</b> Mobile: +880-1713373220</p> <p><b>OC, Gulshan Police Station, Gulshan, Dhaka</b> Mobile: +880-1713373171</p> <p><b>OC, Banani Police Station, Banani, Dhaka</b> Mobile: +880-1769058053</p> <p><b>OC, Badda Police Station, Badda, Dhaka</b> Mobile: +880-173373173</p> <p><b>OC, Mirpur Police Station, Mirpur, Dhaka</b> Mobile: +880-173373189</p> <p><b>OC, Pallabi Police Station, Pallabi, Dhaka</b> Mobile: +880-173373190</p> <p><b>OC, Sher-e-Bangla Nagar Police Station, Dhaka</b> Mobile: +880-173398335</p>	<p><b>Control Room, Chittagong Metropolitan Police</b> Mobile: +880-1733219119</p> <p><b>Control Room, Khulna Metropolitan Police</b> Mobile: +8801713373275; +880-1558328300</p> <p><b>Control Room, Rajshahi Metropolitan Police</b> Mobile: +880-1714763990; +8801713373298</p> <p><b>Control Room, Barishal Metropolitan Police</b> Mobile: +880-1558489110; +8801713374525</p> <p><b>Control Room, Sylhet Metropolitan Police</b> Mobile: +880-1713374375</p> <p><b>Police Control Room, Mymensingh District</b> Mobile: +8801769691409; +880-1990834011</p> <p><b>Police Control Room, Cox's Bazar District</b> Mobile: +880-1727666666</p> <p><b>OC, Cox's Bazar Sadar Police Station</b> Mobile: +880-1713373663</p> <p><b>Police Control Room, Rangamati District</b> Mobile: +880-1769058226</p> <p><b>Police Control Room, Rajshahi District</b> Mobile: +8801769690516; +880-1718785529</p> <p><b>Police Control Room, Rangpur District</b> Mobile: +880-1917333222; +8801769695400</p>

## PSYCHOSOCIAL & MENTAL HEALTHCARE SERVICES

### MoWCA

TIME	CONTACT NUMBERS & EMAIL ADDRESSES	
From 9 am to 12 pm	01780839944 <a href="mailto:beautyparvin49@gmail.com">beautyparvin49@gmail.com</a> 01676095159 <a href="mailto:mgaffar66@gmail.com">mgaffar66@gmail.com</a>	01913566477 <a href="mailto:saidul.psy@gmail.com">saidul.psy@gmail.com</a> 01777337089 <a href="mailto:monira_rumi@yahoo.com">monira_rumi@yahoo.com</a>
From 12 pm to 3 pm	01715297944 <a href="mailto:ijnipa@gmail.com">ijnipa@gmail.com</a> 01723545731 <a href="mailto:jui.88du@gmail.com">jui.88du@gmail.com</a>	01919137331 <a href="mailto:sys.du2012@gmail.com">sys.du2012@gmail.com</a> 01847461888 <a href="mailto:psychecare2020@gmail.com">psychecare2020@gmail.com</a>
From 3 pm to 6 pm	01727209070 <a href="mailto:isratsharmin@yahoo.com">isratsharmin@yahoo.com</a> 01675620992 <a href="mailto:tahmina_santa@yahoo.com">tahmina_santa@yahoo.com</a>	01515621317 <a href="mailto:fasrabony@gmail.com">fasrabony@gmail.com</a> 01847461880 <a href="mailto:sahaa102@gmail.com">sahaa102@gmail.com</a>
From 6 pm to 9 pm	01914317856 <a href="mailto:a.nafisa001@yahoo.com">a.nafisa001@yahoo.com</a> 01761362020 <a href="mailto:droyclipsydu@gmail.com">droyclipsydu@gmail.com</a>	01766356094 <a href="mailto:sumonakabir77@gmail.com">sumonakabir77@gmail.com</a> 01673719894 <a href="mailto:hridoypsybest@gmail.com">hridoypsybest@gmail.com</a>

### Other Organizations

TYPE OF HELPLINE	CONTACT NUMBER	ORGANIZATION PROVIDING SERVICES	WHAT INFORMATION/ SERVICES
Health Services	16263	Ministry of Health and Family Welfare	Emergency medical assistance
Mental Healthcare Service	+88028321825; 01715287844; +8801713177175 (Weekdays, 9 am-5 pm)	National Trauma Counseling Center	Psychosocial support
Mental Healthcare Service	01709817179 (8am-12 am)	Moner Jotno Mobile-E (BRAC-Kaan Pete Roi-PHWC in collaboration with Sajida Foundation)	Psychosocial tele-counseling support in response to COVID-19
Mental Healthcare Service	0177 9554391-2; 0168 8709965-6; 0198 5375286; 0185 2035634; 0151 7969150 (3 pm-9 pm, Normal charge applicable)	Kaan Pete Roi, Dhaka	Psychosocial support
Mental Healthcare Service	08000888000 (11 am-7 pm)	Square Toiletries Limited Care Zone, Dhaka	Psychosocial support

TYPE OF HELPLINE	CONTACT NUMBER	ORGANIZATION PROVIDING SERVICES	WHAT INFORMATION/ SERVICES
Mental Healthcare Service	0961 2600600 (8 am-8 pm)	“Dosh-Unisher Mor” CWFD Concerned Women for family development, Dhaka	Psychosocial support
Mental Healthcare Service	7899; 27899 (chargeable)	Mind tale Synesis IT, Dhaka	Psychosocial support
Mental Healthcare	01776632344	Moner Bondhu	Psychosocial support for trauma, depressions with therapy
Mental Healthcare	SRHR Helpline:- +88 01714048418, Legal Helpline:- +88 01771 444666	Bandhu Social Welfare Society (In collaboration with Ministry of Social Welfare)	Psychosocial support as well as guideline for SRHR and legal aspects
Mental Healthcare Service	01811458541, 01811458542 (9 am-5 pm; From Sunday-Thursday)	Red Crescent Psycho-social Helpline, BDRCS	Psychosocial support (Currently focusing on COVID 19)
Mental Healthcare Support	+88058151114; 01782618661 01634850162 01778945440 01737456129, 01742113121 (10:00am to 6:00 pm)	MONOJOTNO Centre (A specialized Initiative Health Sector of Dhaka Ahsania Mission) Outdoor basis Counseling services	Psychosocial support
Mental Healthcare Support	01880 – 081111 (24/7 Helpline)	Friendship Bangladesh	Advices on primary healthcare, SGBV and psychosocial support
Mental Healthcare Support	01819231117; 01911321608	Heal Bangladesh	Psychosocial support
Mental Healthcare Support	01996381513	Freedom Within	Psychosocial support
Mental Healthcare Support	01776375945; 01924764580; 01763438148	LifeSpring	Psychosocial support
Mental Healthcare Support	01622929397, 01752-074497 (10 am to 6 pm)	Healing Heart Counseling Center	Psychosocial support
Mental Healthcare Support	01777772764; +880248810520-1	Psychological Health and Wellness Clinic (PHWC)	Psychosocial support
Health Services	08 000 222 333	Marie Stopes BD	Emergency medical support and links up with OCC

## LEGAL & RAPID RESPONSE SERVICES

### BLAST

TYPE OF HELPLINE	CONTACT NUMBER	ORGANIZATION PROVIDING SERVICES	WHAT INFORMATION/ SERVICES
Legal Services	01715 220 220	Bangladesh Legal Aid and Service Trust(BLAST)	Legal aid support and counselling services

### WE CAN

TYPE OF HELPLINE	CONTACT NUMBER	ORGANIZATION PROVIDING SERVICES	WHAT INFORMATION/ SERVICES
Legal aid and Counselling	01717 582261 01715 230204 01794626647	Amrai Pari Paribarik Nirjaton Protirodh Jot (WE CAN )	Support on domestic violence and legal counselling

### BNWLA

TYPE OF HELPLINE	CONTACT NUMBER	ORGANIZATION PROVIDING SERVICES	WHAT INFORMATION/ SERVICES
Legal aid and Counselling	01711800401, 01711800406, 01711800405, 01711800408	Bangladesh National Woman Lawyers' Association (BNWLA)	Legal assistance, litigation and referral; services, emergency shelter and mental healthcare

### Ain o Salish Kendra (ASK)

SERVICES	LOCATION	ADDRESS	REMARKS
Legal aid, legal advice, mediation, litigation, shelter, rapid response, counselling, investigation, Public Interest Litigation-PIL	Dhaka	2/16, Block-B, Lalmatia, Dhaka, Bangladesh, Telephone: 880-2-8100192, 8100195, 8100197, Mobile: 01724415677; 01714025069; Fax: 880-2-8100187, Email: <a href="mailto:ask@citechco.net">ask@citechco.net</a> , Web: <a href="http://www.askbd.org">www.askbd.org</a>	From ASK head office covering Dhaka district and all over the country in severe Human Rights Violation cases.
Legal advice, mediation, litigation and rapid response	Chattogram	Organization for Women's Development in Bangladesh (OWDEB) Salam Building (1st floor), Abdus Sobhan R/A, Shaheed Para, Chandgaon, Chattagram, Bangladesh. Phone: 01830737400(Program organizer) 01711171060(ED)	Covering the district area

SERVICES	LOCATION	ADDRESS	REMARKS
Psychosocial counseling, referral linkage, legal aid, overall GBV case management, safe space and shelter, health	Cox's bazar	Md. Jasim Uddin Project Coordinator, Mobile: 01813708314, ASTHA Project, Young Power in Social Action (YPSA), Old Saimon Road, Baharchara, Cox's Bazar Bimal Chandra DeySarker, Chief Executive, Mukti Cox's Bazar Sarada Bhaban, Goldighirpar, Cox's Bazar, Bangladesh, T&T: + (880) 34162558, Mobile: + (880)1716056146, mukticox@yahoo.com	Through ASTHA project, YPSA and Mukti (in host community and camp, covering 3 Upazila and 20 Union)
Legal advice, mediation, litigation and rapid response	Barishal	Association of Voluntary Action for Society (AVAS) AVAS bhabon (besides of Amir kuthir lane), Alakenda road, Barishal, Bangladesh. phone- 01719574672(po) 01711884551(ED)	Covering the district area
Psychosocial counseling, referral linkage, legal aid, overall GBV case management	Bogura	Maklesur Rahman Pintoo, Project Coordinator, Mobile: 01713484681, ASTHA Project, Gana Unnayan Kendra (GUK), Bangla Lane Road, Saujgari, Bogura	Through ASTHA project, GUK (covering 3 Upazila and 21 Union)
Psychosocial counseling, referral linkage, legal aid, overall GBV case management	Jamalpur	Sabina Yasmin, Project Coordinator, Mobile: 01771787171, ASTHA Project, Sabalamby Unnayan Samity (SUS), Yasin Cottage, 3 <sup>rd</sup> Floor, Central Bus Terminal (Tangail Bus Stand), Jamalpur	Through ASTHA project, SUS (covering 3 Upazilas and 31 Unions)
Legal advice, mediation, litigation and rapid response	Hobigonj	Association for Socio- Economic Development (ASED) Hobigonj, Bangladesh Srabon Villa (3rd & 4th floor)house-5485/3, Rajnagar R/A (Kaborstan road) phone- 01792893451 (po) 01711975443(ED)	Covering the district
Psychosocial counseling, referral linkage, legal aid, overall GBV case management	Potuakhali	Mst. Hasina Parvin Project Coordinator, Mobile: 01756882820, ASTHA Project, Shushilan, House-916/1, NazatBhabon, Town Kalikapur, Chourasta (opposite of ToleGhar), Patuakhali	Through ASTHA project, Shushilan (covering 3 Upazila and 23 Union)
Legal advice, mediation, litigation and rapid response	Rajshahi	PARIBARTAN 60/7 Laxmipur, Rajshahi Director- Rashed Ripon Cell- 01711391634 (ED) PO- Soma, Cell- 01722405080	Covering the district area

SERVICES	LOCATION	ADDRESS	REMARKS
Legal advice, mediation, litigation and rapid response	Satkhira	SoDESH Roycharon Road, Aamtolir mor, kotia, Satkhira, Bangladesh. phone: 01735128708 (po) 01711663801(ED)	Covering the district area
Legal advice, mediation, litigation and rapid response	Tangail	Rural Poor Development Organization (RPDO) House-13, Block-E, East Adalat para, Green Road, Tangail. Bangladesh. Phone: 01712229704(ED); 01728011663 (po)	Covering the district area

## WOMEN'S RIGHTS, DISABILITY RIGHTS & HUMAN RIGHTS

<p><b>Access Bangladesh Foundation</b> Type: Disability Rights Organization Website: <a href="http://www.accessbangladesh.org/">http://www.accessbangladesh.org/</a> Email: <a href="mailto:info@accessbangladesh.org">info@accessbangladesh.org</a></p>	<p><b>Alliance of Urban DPOs in Chittagong AUDC</b> Type: Disability Rights Organization Website: <a href="http://www.audc.webs.com">http://www.audc.webs.com</a> Email: <a href="mailto:Dpo_alliance_ctg@yahoo.com">Dpo_alliance_ctg@yahoo.com</a> Facebook: <a href="https://www.facebook.com/pg/AllianceOfUrbanDposInChittagong/about/">https://www.facebook.com/pg/AllianceOfUrbanDposInChittagong/about/</a></p>
<p><b>Bangladesh Legal Aid and Services Trust (BLAST)</b> Type: Human Rights Organization Website: <a href="http://www.blast.org.bd/index/">http://www.blast.org.bd/index/</a> Email: <a href="mailto:mail@blast.org.bd">mail@blast.org.bd</a></p>	<p><b>Bangladesh National Federation of the Deaf</b> Type: Disability Rights Organization Website: No Website Email: <a href="mailto:bnfdbangladesh@yahoo.com">bnfdbangladesh@yahoo.com</a></p>
<p><b>Bangladesh Protibandhi Kallyan Somity (BPKS)</b> Type: Disability Rights Organization Website: <a href="http://bpkssbd.org/index.php">http://bpkssbd.org/index.php</a> Email: <a href="mailto:admin@bpkssbd.org">admin@bpkssbd.org</a> Facebook: <a href="https://www.facebook.com/bpkssbd">https://www.facebook.com/bpkssbd</a> Twitter: <a href="https://twitter.com/BPKSBD">@BPKSBD</a></p>	<p><b>Bangladesh Visually Impaired People's Society (BVIPS)</b> Type: Disability Rights Organization Website: <a href="http://www.bvips.org/">http://www.bvips.org/</a> Organization Head or Director: Najma Ara Begum Poppy, General Secretary Email: <a href="mailto:nabpoppy@gmail.com">nabpoppy@gmail.com</a> Mailing Address: House # 806 (3rd floor), Road#03, Baitul Aman Housing Society, Adabor, Dhaka-1207 Facebook: <a href="https://www.facebook.com/bvips.bd/">https://www.facebook.com/bvips.bd/</a></p>
<p><b>BRAC</b> Type: Human Rights Organization Website: <a href="http://www.brac.net/">http://www.brac.net/</a> Email: <a href="mailto:info@brac.net">info@brac.net</a> Facebook: <a href="https://www.facebook.com/BRACWorld/">https://www.facebook.com/BRACWorld/</a> Twitter: <a href="https://twitter.com/bracworld">@BRACworld</a></p>	<p><b>Centre for Services and Information on Disability (CSID)</b> Type: Disability Rights Organization Website: <a href="http://www.csid-bd.com/">http://www.csid-bd.com/</a> Email: <a href="mailto:csid@bdmail.net">csid@bdmail.net</a></p>

<p><b>CSF Global – Bangladesh</b>                  Type: Disability Rights Organization                  Website: <a href="http://csf-global.org/">http://csf-global.org/</a>                  Email: <a href="mailto:INFO@CSF-GLOBAL.ORG">INFO@CSF-GLOBAL.ORG</a>                  Facebook: <a href="https://www.facebook.com/csfglobal">https://www.facebook.com/csfglobal</a>                  Twitter: <a href="https://twitter.com/CsfGlobal">@CsfGlobal</a></p>	<p><b>Dishary Protibondhi Sangstha</b>                  Type: Disability Rights Organization                  Website: <a href="http://www.disabilityrightsfund.org/grantees/dishary-protibondhi-sangstha/">www.disabilityrightsfund.org/grantees/dishary-protibondhi-sangstha/</a></p>
<p><b>Naree Shongothok: Bangladeshi Women Organizing for Social Change</b>                  Type: Women with Disabilities Rights Organization                  Website: No Website                  Email: <a href="mailto:Shahana.hanif@gmail.com">Shahana.hanif@gmail.com</a></p>	<p><b>National Forum of Organizations Working with the Disabled, Bangladesh</b>                  Type: Disability Rights Organization                  Website: <a href="http://csf-global.org/what-we-do/sector-development/national-forum-of-organizations-working-with-disabled/">http://csf-global.org/what-we-do/sector-development/national-forum-of-organizations-working-with-disabled/</a>                  Email: <a href="mailto:info@csf-global.org">info@csf-global.org</a></p>
<p><b>Participatory Human Rights Advancement Society</b>                  Type: Human Rights Organization                  Website: <a href="http://www.phrasbd.page4.me">http://www.phrasbd.page4.me</a>                  Email: <a href="mailto:Info.phras@gmail.com">Info.phras@gmail.com</a>                  Facebook: <a href="https://www.facebook.com/phrasbd">https://www.facebook.com/phrasbd</a></p>	<p><b>Women with Disabilities Development Foundation (WDDF)</b>                  Type: Women with Disabilities Organization                  Website: <a href="http://wddfdb.org/">http://wddfdb.org/</a>                  Organization Head or Director: Ashrafun Nahar Misti, Executive Director                  Email: <a href="mailto:wddf.08@gmail.com">wddf.08@gmail.com</a>, <a href="mailto:wddfdb@gmail.com">wddfdb@gmail.com</a>                  Mailing Address: Road # 10, House #712/1, Adabor, 1st floor, Mohammadpur, Dha ka-1207 Bangladesh                  Facebook: <a href="https://www.facebook.com/Women-with-Disabilities-Development-Foundation-WDDF-1430230267225219/">https://www.facebook.com/Women-with-Disabilities-Development-Foundation-WDDF-1430230267225219/</a>                  Twitter: <a href="https://twitter.com/wddfdb">https://twitter.com/wddfdb</a></p>

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VIOLENCE  
AGAINST  
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