



181 “Abhayam” Women Helpline

Women & Child Development Department, Home Department
Government of Gujarat



GVK Emergency Management and Research Institute

Performance Report : September-2017

“181 - Abhayam”

Monthly Performance Report – September-2017

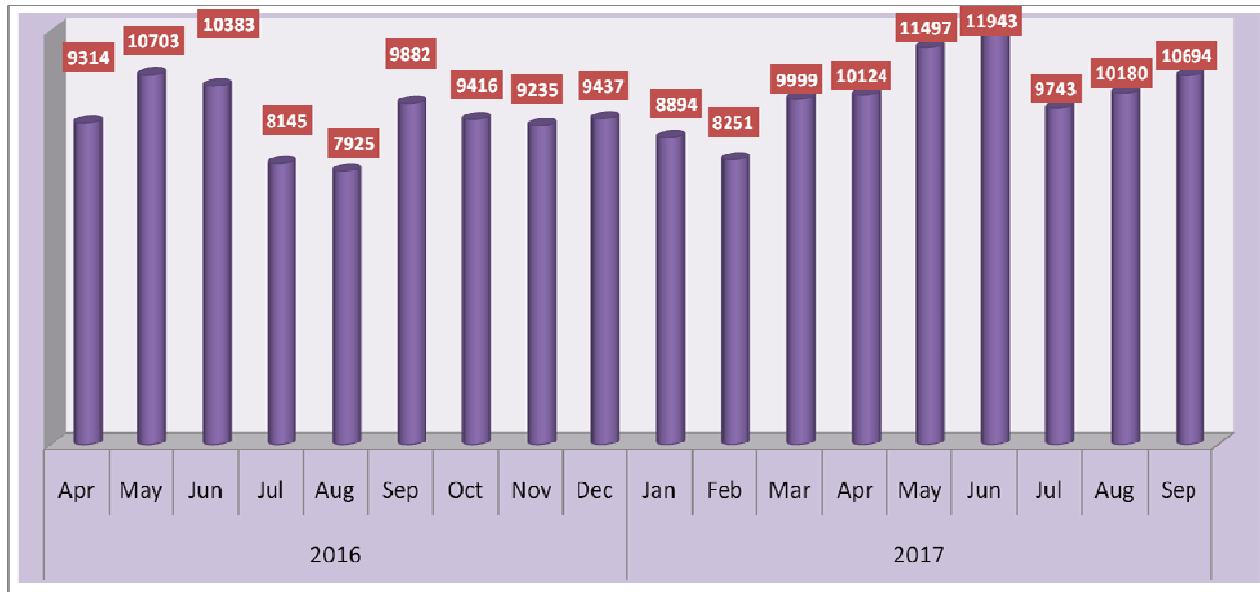
Key Indicators

- Total calls received/Day – 3701
- Response Officer Calls/Day – 356
- Dispatches/Day - 72
- Average call handling time RO – 00:07:15 Min
- Call Response Efficiency – 96.31% calls answered within 4 sec

1: Call Summary Report:

PARTICULARS	SEP'17	LAUNCH TILL SEP'17
Service Calls	10,694	2,97,654
Ineffective Calls	1,00,340	26,70,094
Total Calls	1,11,034	29,67,748
Van Dispatched	2,146	62,411

2: Month wise Call Count:



3: Major Call Type:

SR. NO.	Service Call Type	Sep'17		Since launch till Sep'17	
		CALL COUNT	%	CALL COUNT	%
1	Domestic Violence	2950	27.59%	77957	26.19%
2	Other Information	786	7.35%	15224	5.11%
3	Neighbourhood Issue	501	4.68%	11744	3.95%
4	Addictions- Alcohol/Drugs/Others	860	8.04%	14126	4.75%
5	Physical Assault	193	1.80%	9337	3.14%
6	Helpline Information	83	0.78%	4517	1.52%
7	Stalking - Telephonic	314	2.94%	8160	2.74%
8	Stalking - Physical	234	2.19%	5896	1.98%
9	Legal issues	187	1.75%	7287	2.45%
10	Stress issues	122	1.14%	5496	1.85%
11	Extramarital issue	182	1.70%	4886	1.64%
12	Homelessness	136	1.27%	4459	1.50%
13	Other relationship issues	191	1.79%	5038	1.69%
14	Escalation	490	4.58%	4745	1.59%
15	Custody Issue	78	0.73%	2613	0.88%
16	Enquiry Call	24	0.22%	5771	1.94%
17	Forced removal from residence	36	0.34%	2237	0.75%
18	Property Issues	47	0.44%	1663	0.56%
19	Death Threat	33	0.31%	1241	0.42%
20	Rest of other call Type	3247	30.36%	105257	35.36%
Grand Total		10694	100%	297654	100%

4: District Wise Calls & Van dispatches:

District	Service Calls		Van Dispatches	
	Sep'17	Cumulative since Launch	Sep'17	Cumulative since Launch
Ahmedabad	1512	43018	284	8072
Amreli	190	4895	46	1033
Anand	334	9183	71	2114
Aravalli	128	3369	34	899
Banas Kantha	180	4626	37	1000
Bharuch	251	6779	55	1527
Bhavnagar	440	11613	100	2688
Botad	108	3739	25	1065
Chhota udepur	122	3502	27	817
Dahod	179	4311	49	996
Devbhumi-Dwarka	105	2593	26	673
Gandhinagar	157	5257	38	1039
Gir Somnath	140	4853	30	1092
Jamnagar	264	7795	67	2103
Junagadh	284	9099	69	2251
Kheda	182	6426	41	1438
Kutch	376	11195	70	2498
Mahesana	251	6505	53	1155
Mahisagar	136	3687	37	983
Morbi	176	4936	38	1184
Narmada	76	2094	26	632
Navsari	228	5517	48	1434
Panch Mahals	322	9640	58	1958
Patan	162	4097	35	881
Porbandar	96	3446	22	1042
Rajkot	597	22329	172	5399
Sabarkantha	207	6092	43	1512
Surat	789	25455	199	5701
Surendranagar	162	6221	36	1310
Tapi	101	2558	22	734
The Dangs	26	589	5	186
Vadodara	1093	28157	253	6044
Valsad	130	3995	30	951
Others	1190	20083	0	0
Total	10694	297654	2146	62411

5- Agency wise Telephonic Referral form 181 Women Helpline

Telephonic Referral from 181 Women Helpline		
Name of Case Referred Agency	Sep'17	Since launch to Sep'17
WHL	2147	62384
Police station based Support Centers Gujarat	2	1356
Police	19	1028
Kanuni Salah Kendra	1	534
Police Control Room (PCR Van)	11	404
Nari Adalat	0	41
Child Protection Officer	0	2
Family Counseling Center	0	2
Mahila Police Station	0	2
Child Welfare Officers	0	1
Ashray Gruh	0	1
Old Age Home	0	1
Grand Total	2180	65756

6: Agency wise cases Handover by WHL Rescue van:

No of Cases handed over to concern Agencies		
Name of Agency	Sep'17	Since launch to Sep'17
Police Station	352	12433
Relatives Home	79	2495
Nari Saurakhan Gruh (Ashray Gruh)	24	983
NGO/ Social Worker	11	631
Police Station Based Support Centers	17	519
Mahila Police Station	26	475
Hospital	5	333
WHL Rescue Van	14	329
Police Control Room (PCR Van)	7	119
Family Counseling Center	4	108
108 Ambulance	3	70
Protection Officer	0	22
Children Home/Observation Home	1	21
Old Age Home	0	19
Swadhar Shelter Home	0	17
MPWWC / DV Service Provider	0	17
Mentally-Ill People Organization	0	16
Nari Adalat	0	14
Mental Hospital	0	14
Child Help Line	1	14
Child Protection Officer	0	12
Kanuni Salah Kendra	0	11
Mahila Ayog	0	7
District Child Protection Unit	0	4
Orphan Home (Anath Ashram)	0	4
Social Defense Officer (SDO)	0	2
Child Marriage Protection Officer	0	2
Dowry Prohibition Officer	0	1
Service Provider (NGO)-Domestic Violence act 2005	0	1
Grand Total	544	18693

7. Case closure Report:

Case Closing Report		
Closing remarks	Sep'17	Since launch to Sep'17
Closed - at scene resolution	1420	38151
Closed - Rescue	544	18592
Victim Refused Services	114	4062
Victim Rescued by Other Agency	30	1020
WID not found	37	473
Hoax Call	1	73
Test	0	7
WHL/Agency Busy	0	4
Grand Total	2146	62382

8. WID Case: Police Action

WID Handover to Police - Apr'16 to Sep'17		Type of Action - Apr'16 to Sep'17		
Agency	No. of Beneficiaries	Type of Action	No. of Beneficiaries	%
Police Station	6745	Application	4331	59.79%
Mahila Police Station	437	NC	2555	35.27%
Police Control Room	62	FIR	358	4.94%
Grand Total	7244	Grand Total	7244	100.00%

WID Handover to Police - Sep'17		Type of Action - Sep'17		
Agency	No. of Beneficiaries	Type of Action	No. of Beneficiaries	%
Police Station	352	Application	289	75.06%
Mahila Police Station	26	NC	85	22.08%
Police Control Room	7	FIR	11	2.86%
Grand Total	385	Grand Total	385	100.00%

8. WHL: District wise Demo Count

District	Demo Count
Ahmedabad	108
Amreli	50
Anand	43
Aravalli	47
Banas Kantha	56
Bharuch	108
Bhavnagar	126
Botad	59
Chhota udepur	106
Dahod	81
Devbhumi-Dwarka	96
Gandhinagar	67
Gir Somnath	74
Jamnagar	35
Junagadh	122
Kheda	83
Kutch	130
Mahesana	40
Mahisagar	55
Morbi	51
Narmada	90
Navsari	111
Panch Mahals	96
Patan	74
Porbandar	68
Rajkot	123
Sabarkantha	29
Surat	266
Surendranagar	58
Tapi	52
The Dangs	42
Vadodara	273
Valsad	127
Grand Total	2946

GVK Emergency Management and Research Institute, Gujarat

*Gujarat - Emergency Management Centre,
Naroda – Kathwada Road, Naroda, Ahmedabad – 382345, Gujarat.
Phone No – 079 -23814896 www.emri.in*