

Data Management System and Crisis Management Analysis Report

01 May 2020 to 28 February 2022

1. Introduction

Dastak's Crisis Management Center served as the first line of contact for all new arrivals, managed the daily running and decision making in the shelter, provided legal assistance and advice as well as maintaining all resident data.

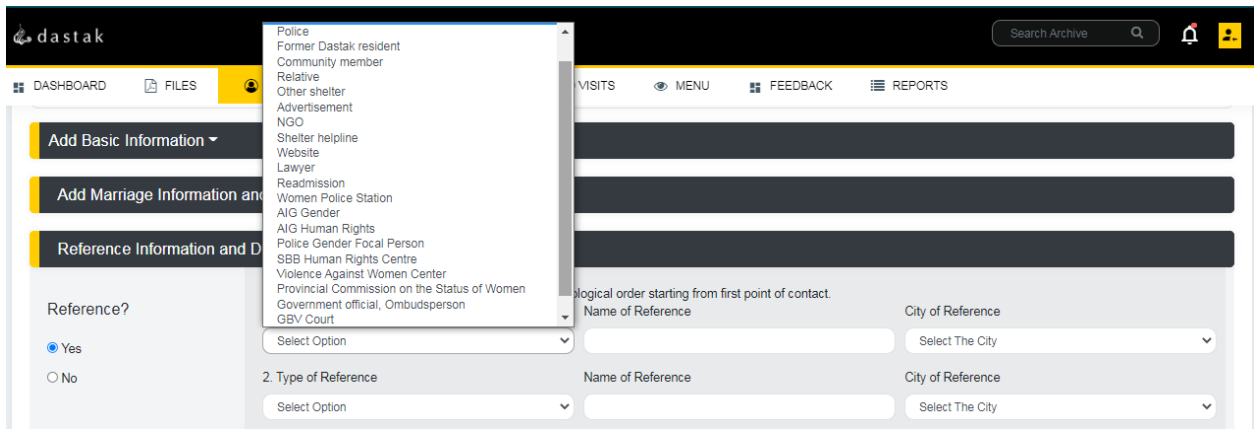
During the project period, one of Dastak's primary goals was to improve service delivery through a coordinated and collective response and bringing crisis management and shelter practices in line with the human rights based approach. In this regard, various practices were changed, certain operations streamlined and improved and new systems put in place to improve data management systems and active engagement with state run services. This report outlines a detailed analysis of the interventions made during the period, drawing from the data recorded in a customized shelter database. The learnings from analysis of the practices and interventions also led to improvement in interagency relations and internal practices.

2. Data Management: Important Developments

To improve evidence-based decision-making and standardizing data storage, Dastak had started the digitization process through a customized prototype database at the outset of the project. At that time, the design of the system was for collection and documentation of information from shelters. This design was slightly modified to include data on intervention made with cooperation of other actors in the Protection System. While the original goal was creating an online platform for sharing knowledge and experiences on the performance of the various sections of the Protection System, since the protection system at the state level remained only partially activated during the project period, the project remained focused on building coordination between service providers to fill gaps and demonstrating good practices at Dastak's shelter for future advocacy. The Punjab Women Protection Authority is an autonomous body has its own law but it remained under the overall umbrella of the Punjab Social Welfare Department. During the project period, various women protection programs under SWD including the Human Rights Crisis Center and Darul Aman were to be transferred to the authority but due to bureaucratic and legislative delays the transition remained incomplete.

During the project period, a regular analysis of crisis management center's efficiency and effectiveness were conducted and appropriate remedial actions taken to improve service delivery as described below.

- WPS added to reference list: The admission form in the database includes a section on reference which records the source which informed the woman about Dastak or referred her here. The list included various organizations and departments which commonly refer cases such as police, Darul Aman, lawyers, other NGOs etc. During the project period, it was decided that the reference list should include specific options related to the women protection system so that a data centric analysis can be conducted.



- Historical data uploaded:** In January 2020, Dastak uploaded all historical data of residents in the database. Approximately more than 5000 paper files had been stored in the Dastak storage, divided according to year and arranged in order of reference numbers. Each single file was entered in the database, thereby unifying all data related to each resident, including her children and readmissions. The complete data was uploaded by January 2022 and by the end of February, a total of 5,290 files of women along with 2,600 children had been uploaded in the database.
- Feedback data updated:** In 2020, Dastak initiated formally collecting written feedback from all residents at the time of departure. Feedback questions were MCQ types asking the resident to rate various facilities on a simple scale. This included medical and psychological facilities, food, staff attitude etc. The written form was then uploaded in the database along with any suggestions for improvement or complaints. Earlier the feedback received was displayed as cumulative pie charts for each question, showing the percentage of women who chose to rate the specific facility as excellent, good, average or poor. During the project period the graphs were changed to monthly figures so that progression can be studied over time. If the rating of a certain facility appears to consistently fall over a few months, it would be a good indication for an intervention by senior management. The screenshot below shows how the feedback data is presented in the database:

Feedback

OVERALL EXPERIENCE						
	Apr-2022	Mar-2022	Feb-2022	Jan-2022	Dec-2021	Nov-2021
Excellent	1	3	2	5	1	6
Good	0	4	1	4	1	1
Average	0	0	0	0	0	0
Poor	0	0	0	0	0	0

SECURITY ARRANGEMENTS						
	Apr-2022	Mar-2022	Feb-2022	Jan-2022	Dec-2021	Nov-2021
Excellent	1	4	2	5	1	5
Good	0	3	1	4	1	2
Average	0	0	0	0	0	0
Poor	0	0	0	0	0	0

PROVISION OF FOOD						
	Apr-2022	Mar-2022	Feb-2022	Jan-2022	Dec-2021	Nov-2021
Excellent	0	3	2	5	1	5
Good	1	4	1	4	1	2
Average	0	0	0	0	0	0
Poor	0	0	0	0	0	0

PROVISION OF CLOTHING AND ACCESSORIES						
	Apr-2022	Mar-2022	Feb-2022	Jan-2022	Dec-2021	Nov-2021
Excellent	0	2	1	5	1	1
Good	1	5	2	4	1	6
Average	0	0	0	0	0	0
Poor	0	0	0	0	0	0

- DMS at Darul Aman Lahore: After a series of deliberations and discussions with the SWD Punjab and local government shelter Darul Amans, Dastak introduced a similar database for government shelters in Punjab. The format and indicators were mainly the same with minor alterations to better suit the capacity and needs of Darul Amans. The database was piloted at the Lahore Darul Aman in January 2021 as well as a week-long computer training course for staff. Darul Aman staff continued to upload data till the end of February and there were continuing discussions on upscaling the database and introducing it to all 36 Darul Amans of Punjab.
- Education added to interventions: The database is an evolving software with features updated and improved to increase efficiency and accuracy of data. The section on interventions had tabs related to supplementary services offered to residents. These included police intervention, assistance with resident's documents, referral, mediation etc. More recently, Dastak introduced informal adult literacy program in addition to the schooling for children. In order to keep a record of how many women took part in it, a new tab was added in the interventions. The screenshot below shows the various options in the drop down list of services related to education offered at Dastak:

The screenshot displays a software interface for recording an intervention. At the top, a dark header bar contains the word "Education" with a downward arrow. Below this, the form is organized into sections:

- Nature of intervention:** A light blue bar with the text "Education".
- Detail of intervention:** A dropdown menu is open, showing a list of options:
 - Select Option
 - Select Option
 - Enrolled in Adult Literacy Program at Dastak
 - Assisted with admission at external institute
 - Provided with educational material (books, stationary)
 - Tuition/exam/admission fee paid
 - Online course/exam
 - Pick/drop provided regularly
 - Select Option
- Additional detail of intervention:** A large, empty text input area.
- Additional detail of Complications:** A large, empty text input area.
- Outcome:** A label at the bottom left of the form.

- Dashboard updated: Previously the dashboard displayed six month data in tables for some key indicators. The interface was upgraded and yearly data was displayed as graphs. The screenshots below show the current dashboard:



3. Improved Shelter Practices in Line with Human Rights Approach

- Legal Aid: Under this project, Dastak extended its project to provision of legal aid to non-residents who did not wish to avail shelter services but sought legal help and process their cases through Dastak.
- Adult literacy program: Informal schooling for children of residents had been offered at Dastak but a need was felt for a specialized education program for residents themselves who sought to continue their studies or learn new skills. Dastak started an adult literacy program whereby the school teacher designated one hour each day after children's schooling to assist residents with their exam preparation, basic literacy or computer skill training. The program was started in September 2021 and had enrolled nine women till February 2022.
- Forms updated: As part of Dastak's Operations Manual, various standardized forms have been in use for record keeping and data management. These include admission and departure forms, multiple consent forms, grocery and pantry management forms, evaluation and feedback forms etc. During the project period, all previous forms were updated and new forms were introduced to record all relevant data and build institutional memory and bring the shelter's processes in line with the human rights based approach. For example among the many consent forms designed, one was for conducting interviews of residents for case studies. The form included the methodology and purpose of the case study, the rights of the resident to withdraw from the interview at any time or refuse to answer any question and a statement which said that the resident had read the consent form, was above 18 years of age, and had consented for the anonymous interview to be conducted. Such standardized forms reinforced the residents of their agency and free will to choose as well as improving the staff's professionalism and documentation practices.

- Reference booklet: During a needs assessment of the crisis center, a gap was identified related to post-departure resettlement of shelter residents. Residents often sought referrals or advice on resettlement. Previously the crisis center used its vast network to connect the resident with appropriate organizations or persons. However, there was a need for a unified directory for Punjab which included all relevant information for outgoing residents. Consequently, a Gender-Based Violence GBV Resource Directory was created to be distributed among residents at departure. The directory was designed as a pamphlet and also uploaded on Dastak's website. It includes brief TORs and contact details of organisations in Punjab which can provide assistance to women survivors of GBV. This directory was also shared with general public during the awareness campaign conducted under this project.
- Rights and responsibilities document: At the time of departure, women were interviewed and information noted in forms by the crisis manager. Once the case was assessed and admission granted, the resident was verbally informed of the shelter's rules and her rights as Dastak's resident. During this project period, resident's rights and shelter rules were written in a document and in addition to verbal communication, a written copy was shared with her during admission. The poster on the rights of residents was also designed and displayed inside the shelter common area and was also provided to government shelters for display.
- COVID protocols: During the COVID-19 pandemic, emergency measures had to be put in place to ensure the safety and health of the residents and staff. Since the residents lived in a communal space with no alternative living arrangements, it was Dastak's utmost priority that there was no COVID outbreak inside the shelter. Consequently, emergency protocols were put in place including a complete ceasure of outside visits or meetings with loved ones. All new admissions were isolated in a separate room for one week. Temperature checks of the staff upon entry were made mandatory and hand sanitizers were installed all across the office. During the entire pandemic, not a single resident caught the virus. Furthermore, Dastak started a systematic campaign to get the residents vaccinated against COVID-19. After gaining written consent of interested residents, Dastak arranged for them to receive the government mandated vaccine.

4. Engagement with WPS Systems Interventions

Case studies: Dastak provided services to survivors of violence throughout the course the project and it focused on active engagement of WPS elements as identified at the beginning of the project as part of the relief process. The crisis management support was in the form of direct services as well provision of referrals to survivors. The following three case studies are based on interviews with women at Dastak and which demonstrate how interagency coordination, availability of online information allows for better outcomes for the survivor in terms of her safety and resolution of crisis:

Case Study One:

The following case study is of a survivor of domestic violence and abuse from her family and her husband. After her escape from home, she found online information about government's human rights crisis center in Lahore. As a result of Dastak's regular

networking with private and public shelters, the crisis center immediately referred her case to Dastak. The legal team at Dastak successfully got her separation decreed from court.

"Women can do anything that men can do. Today in Pakistan women are traffic wardens and police officers. They create life, they are strong. They should be allowed to express themselves and live their life freely." A spoke passionately about what women's rights meant to her during an interview at Dastak. The strength she displayed had defined her life story; one full of neglect, abuse and violence.

A was born with various genetic conditions which required frequent treatment and doctor's visits. Her parents taunted her throughout her life over her conditions, claiming that she was defective, that her treatments cost them everything. Her mother even went so far as to tell her she wished A had died at birth. A experienced severe physical and emotional abuse from her father as well because he felt she was rebellious. A had always been different than her sister, who was her father's favorite. A was opposed to marriage and wanted to study. While her family did not support her, she managed to get an MPhil degree in political science with the financial assistance of her uncle. She was the most educated member of her family and it was a constant source of psychological abuse as her parents blamed her supposed attitudinal problems on her education.

When her sister got married, A was forced to get married as well to a stranger. To escape this fate and her family's constant abuse, A decided to escape from home and marry a man she had met at her university. She lived with that man for almost four years but the abuse and neglect never stopped. Her new husband turned out to be an unemployed drug addict who abused her physically and sexually to forcibly take her earnings for drug use. A paid for his treatment and after he repeatedly got thrown into prison for drug abuse, A fought his cases, met him regularly in prison and eventually helped get him released. However, he accused her of extra-marital affairs and psychologically manipulated her into staying with him by claiming that he would die if she left since she even bathed and clothed him. A had a daughter from this marriage who was also solely A's responsibility. Since A had left home, she had seized all contact with her family so she had no support through this difficult period.

After four years of marriage, A decided to escape and went to her friend's home with her daughter. Her friend and her brother decided to help and mediate with her family to let her back home. However, when they met, A's brother beat her and her family refused to support her. Her mother called her husband and told him that he should've killed A while he had the chance. Upon hearing all this, A decided that she could not count on her family and had to make alternate arrangements. She looked on the internet and found information on the [Shaheed Benazir Bhutto Human Rights Crisis Center](#), a government run crisis center for women in Punjab. They referred her to Dastak for shelter. In January 2021, A called Dastak crisis center helpline and after speaking to the crisis manager, decided to move to Dastak.

A was initially had apprehensions about the shelter and believed that shelters engage in trafficking of women. She was afraid for her three year old daughter who was particularly vulnerable. On A's behalf, Dastak filed a *khula* case which was eventually decreed. During her stay, A's ex-husband visited and demanded that she give up her daughter but A refused. When she contacted her mother again to request them to let

her come home, her mother said that she would allow A to return if she gave up her daughter and allowed her mother to get A married again. On seeing her vulnerability and desperation, her friend's brother offered to marry her and support her after her divorce. A's divorce was to be finalized by end of the July and she hoped to stay at Dastak until her *Idat*¹ was completed. During her stay A participated in various recreational and well-being sessions like Yoga, phototherapy etc. She recalled her life before she came to Dastak and remembered that she used to constantly worry about food and how she'll be able to feed herself and her daughter. Many days she went hungry because she had no money to afford food. She was grateful that at Dastak, she did not have to worry about these things and she was at peace. She still felt that she was constantly in a confused mental state where it was hard for her to believe what had happened to her. She had been depressed her whole life but only now was she able to get regular therapy with Dastak's resident psychologist. A was thankful for the peace and was willing to continue the fight for her rights so that daughter could live the life that was denied to her.

Case Study Two:

This case study tells the story of a child who was forced into prostitution by her own family and relatives. After years of abuse, she managed to escape and reach the government run shelter for women Darul Aman Lahore. After eventually transferring Dastak, the legal team was able to file a criminal case on her behalf and involve the Punjab Government's women protection system to oversee her case and ensure speedy justice.

K was born in Lahore in 1999, the fourth child among seven siblings. Her parents did not have the means to provide her with a proper education and decided to send her to an aunt's house in Lahore when she was 10 years old. K was promised that her parents would visit her regularly and that the aunt and uncle would care for her like their own children. The circumstances turned out to be quite different. Initially K recalled that her aunt would treat her like house help and make her do chores around the house. She never went to school, even though her aunt's two children did. They had everything K was promised but was not allowed access to. Eventually the uncle began molesting K. When she complained to her aunt, she physically beat her and abused her, claiming that she was lying. K was a child who did not know any better and felt helpless and alone.

When she was 12, her aunt took her to a hotel in Lahore, claiming that they were going to a wedding. When they got there, her aunt took her a room where there were a man and a woman present. After talking for an hour, the aunt left her with them and said she'll return in a few hours. Once the aunt left, the man and woman drugged her and raped her. This is was the beginning of K's long and tortuous journey into forced prostitution. Over the course of the next decade, K's aunt kept taking her to various clients, even arranging extended trips to Dubai. K had complained to her parents repeatedly but they initially dismissed her, claiming that she was a child and did not know any better, and later claiming that it was her own fault. It was afterwards that K discovered her parents had been taking a share of the earnings from her aunt every month. Many times K tried to escape with the help of sympathetic clients or colleagues.

¹ The period a woman must observe after divorce or death of husband, during which she may not marry another man.

Once she managed to escape to Faisalabad to live with a friend. However, her aunt had a case registered against the friend and she had to spend time in prison in Lahore.

In June 2021, K finally decided to escape. She hired a private lawyer to arrange for a divorce. During her time in captivity, K's aunt had married her to a stranger whom she never met. It was an arrangement to secure K's custody and maintain control over her. The lawyer filed for her divorce and suggested that she stay at Darul Aman Lahore in the meanwhile. On 28th June, K shifted to Darul Aman but found circumstances far from ideal. K was repeatedly forced to meet her abusers who came to visit her and threaten her at the shelter. When a friend visited, she informed K that she had paid Rs.5000 to the Darul Aman staff for that meeting, something completely against the rules. She also described incidents of abuse inside the shelter, even an occasion where a girl with mental health issues was beaten by residents on request of the shelter staff. By the end of July, K heard that staff from Dastak shelter were visiting the Darul Aman. On inquiring from other residents and her lawyer about Dastak, she decided to move. Thus K came to Dastak in early August and remains here till the writing of this case study.

When K first arrived, she was apprehensive and confused, still rattled from her journey and what she had been through. She had never known a safe environment or encountered persons willing to help her without expectations of returns. The staff at Dastak informed her of her rights and told her that she had access to a psychologist whenever she felt the need to talk. K eventually opened up and narrated her story to the Crisis Center staff and started regular therapy. After deliberations and discussions, K decided to pursue a legal case against her abusers. Dastak's legal team prepared her case. Dastak contacted the AIG at the Gender Protection Unit of Police to inform them of the case and ensure their assistance and oversight. FIRs were registered against the aunt, uncle and their accomplices in the relevant police station for trafficking, rape, forced prostitution, offence against minor etc.

Case Study three:

This case study outlines the story of a Christian woman who suffered abuse along with her children as well as discrimination on the basis of her religion. Dastak involved the Punjab Government's Child Protection and Welfare Bureau to take care of her children while her case was under process at Dastak.

H arrived at Dastak in August 2020 along with her two month old daughter. Around ten years ago, H had converted to Islam from Christianity because she wished to marry a Muslim man. This decision meant that her family severed all ties with her. Without any formal education or family support, H found herself to be extremely vulnerable to abuse. Her husband turned out to be an abusive alcoholic who forced her to work and took her earnings to fuel his drug and alcohol habit. H arrived at Dastak and sought shelter and legal assistance for divorce.

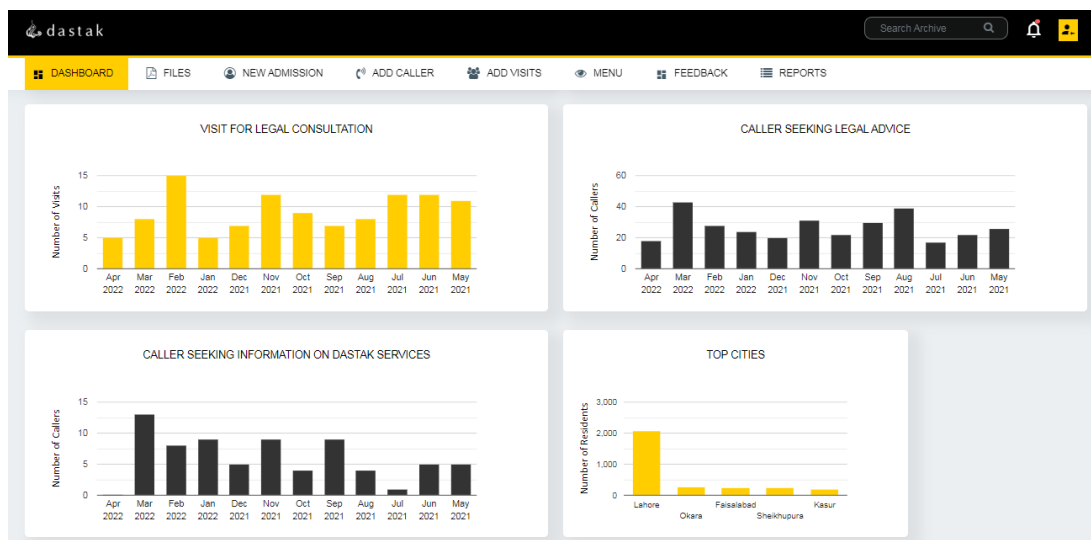
A month after her arrival, her husband came to the shelter gate and left her six children there. After consultation with Dastak's team, H decided to keep five of her children with her at the shelter, including the 2 month old daughter she arrived with, and send her two older sons to the Punjab government's Child Protection and Welfare Bureau (CPWB) because they were exceeded the 10 years age limit for accompanying male children. Accordingly, Dastak's legal team contacted CPB's helpline 1121, and explained the case to them. CPWB proceeded to send a rescue van to the Dastak office on 1 September 2020. Their rescue officer took the facts of the case and the

details of the children before taking them away. H remained in constant contact with them during her time at Dastak.

When the Dastak lawyers filed for divorce and the notice reached her husband, he arrived at the shelter and started creating a disturbance at the gate by threatening and abusing her loudly. The Crisis Management staff immediately called the local police station, requesting them to send personnel, who arrived half an hour later and made him leave the area.

Eventually H decided to leave the shelter in order to take care of her children. She was able to make phone calls to her acquaintances and make alternative living arrangements. When she went to CPWB to collect her children, she was informed that the children will only be released after receiving assurance from the organization that referred them. Hence, Dastak’s lawyer visited the Bureau and her children were recovered on the same day.

Her divorce case had to be withdrawn from the family court when she departed since Dastak could not establish contact with her despite repeated attempts.



5. Statistical Analysis of Services and Intervention: May 2020 to February 2022

The following are figures from the database on services provided by Dastak to its residents in the project reporting period. An infographic with further insights and indicators is also attached.

Quick Overview	
Indicator	Figure
Total admissions (including 21 readmissions)	152
Total children (including 17 readmissions)	124
Free legal aid for shelter residents	81

Free legal to non-residents	54
Family mediation service	25
Psycho social counselling sessions	131
Medical assistance (Nov 2022 – Feb 2022)	90
Providing special assistance (interventions) in navigating the legal and administrative forums	68 (190 interventions)
Helpline calls responded: Legal advice	387
Helpline calls responded: Provided information about Dastak and its services (Jan 21 – Feb 22)	81
Children who received informal education	73
Women attending Adult Literacy Classes	

Reason of admission at Dastak: During the course of the project, shelter was provided to a total population of 238 women and children. At the time of admission, the crisis manager noted the resident's primary reasons for seeking admission at Dastak which was recorded in the database. The following table shows a breakdown of the reasons and the corresponding figure for the project period:

Reason of admission	Figure
Children under threat of abuse	10
Children abused	2
Serious threats	88
Forced marriage	13
Early marriage	1
Violence and harassment	93
Lack of family/social support	80
Mental health condition	0
Victim of trafficking	0
Missing person ²	0
Under-trial	0
Escape from honor crimes	2
Vani ³	0
Sawara/compensation	3
Karo-Kari ⁴	1
Watta Satta/exchange marriage	5
Deprivation from inheriting property	3
Marriage with Quran	0
Marriage of choice ⁵	5
Divorce/Khula	29
Child custody	0
To complete ldat ⁶	4

² Any resident in search of her family

³ A custom in which women, mostly underage, are given in marriage to resolve disputes among families

⁴ Premeditated honor killing in which the woman and her partner are murdered if they are thought to have brought dishonor on their family by exercising their choice.

⁵ Women facing persecution and harassment from family for a marriage of choice

⁶ A period of 90 days after court decrees divorce or application for divorce is submitted in Union Council, during which time the woman cannot get remarried.

Other	5
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Services to resident women included:

1. **Legal Aid:** A total of 81 cases were filed by Dastak on behalf of its residents. The following table shows a breakdown of the nature of cases filed by Dastak. On occasion, multiple cases were filed for the same resident.

Nature of legal concern	Figure
Child custody	9
Harassment	1
Khula ⁷	44
Divorce	4
Maintenance of wife and child	5
Personal belongings	1
None	3
Criminal case	10
Other	4

2. **Interventions:** Dastak also undertook various judicial and non-judicial interventions for 68 residents which include any contact with police, referrals, search for family etc. The table below shows a breakdown of all 190 interventions made during the project period, comprehensively recorded in the database. Efforts were made to provide multi-sectoral response to the survivor and record the interventions to demonstrate coordination across sectors in critical for an effective WPS.

Interventions	Figure
Assistance with documents	37
Registering FIR	4
Contact with Police	44
Search for family	1
Mediation	25
Legal advice	4
Contact with external lawyer	37
Referral	26
Emergency Intervention	11
Medico-legal examination and report	1

- ⊕ **Assistance with documents** includes contact with Union Council for retrieval of divorce certificates or to obtain a copy of the nikkahnama. Other options include relevant court documents, provision of Dastak residence certificate, contact with Board of Education for exam results etc. and with NADRA for identity documents.
- ⊕ **Contact with police** refers to all incidents where the crisis manager either visits the police station or staff from concerned police station visit Dastak. This includes

⁷ Khula is a woman's right of separation from her husband while divorce is a right of the husband which can be given to the wife during nikkah.

cases where additional security is requested for the resident or she is nominated in a case and her statement is required. Police is also contacted by the crisis manager in cases where a copy of an FIR is required in which the resident or her partners are named.

- ⊕ In '**search for family**' comprises of various course of action which include publishing an announcement for family in local newspapers, approaching the Child Protection Bureau in case of a minor, concerned police station or NGOs contacted for information etc.
 - ⊕ **Mediation Services:** Mediation with family entailed providing a platform for both parties to discuss their dispute which Dastak's crisis management team mediates and if an agreement is reached it is put writing and against which parties can be questioned in court if the dispute persists in violation of what was agreed. While mediation agreements are not legally binding, they hold strong persuasive value in court in favor of the aggrieved party and often as deterrents for future transgressions. The crisis manager contacts relevant parties in the dispute on the request of the resident, the mediation occurs in the presence of all concerned parties and if the terms are agreed upon, an agreement is signed, a copy of which is shared with the parties. During the project period, 25 cases of mediation were completed; nine with husband and 16 with parents. Of the 25, 16 were considered successful because an agreement was reached and the resident did not return to the shelter or contact Dastak again. In the remaining nine cases, the mediation either failed because the concerned parties could not reach an agreement or after an initial settlement, the terms were violated and the resident returned to Dastak for further assistance.
 - ⊕ The intervention '**Contact with external lawyer**' involved requesting or providing legal documents and information related to a resident's case if it was being managed by an external lawyer and not Dastak's legal team. The crisis manager maintained all record of the resident's legal cases in her file regardless of whether they were filed by Dastak or by a private lawyer.
 - ⊕ **Referral or resettlement** included measures on behalf of Dastak to use its vast network to provide economic, social or financial opportunities for the resident. This intervention included referral for medical treatment, vocational training, child support, further education etc.
 - ⊕ **Emergency interventions** include a range of where women need to rescued or transported safely to another place or where the women need urgent medical intervention i.e. calling an ambulance or mobile paramedics.
3. **Psycho-social counseling:** To strengthen the mental health and decision-making power of the residents, Dastak organized psycho-social counseling to them through visiting psychologists who conducted individual and group therapy sessions. Group therapy also involved using art, for example digital photography, as a tool for recovery. A total of 784 individual sessions were conducted with incoming population at the shelter during the 22 months of the project which meant an average of 8-10 sessions per week. In addition, group therapy was also organized once a month.
4. **Informal Schooling for Children and Adult Literacy for Women:** Dastak provides informal schooling to children aged 3 and older. Out of the 124 children who lived

at the shelter during the project period, 73 attended the informal school where children were engaged in activity based learning, given training on good behaviors as well provided healthy snacks including milk and fruits. Informal school data recorded in the database revealed 17 children transitioned from zero literacy to basic literacy at Dastak's school.

During the project period, two siblings arrived from a rural area. They were 3 and 4 years old respectively. Without active guidance and nurturing from their aggrieved mother, the two children were experiencing behavioral problems and other shelter residents were regularly complaining about them. The siblings spent a total of eight months at the shelter school, attending classes every day during the week. The school teacher, residents and their mother noticed a significant improvement in their behavior, their spoken language skills and etiquette. Their mother also appreciated the change and appreciated the school and the teacher for her efforts.

Dastak also added adult literacy classes for women under the project and 9 women till the end of the project duration has a participated in this program.

5. **Medical Assistance:** Medical assistance comprised of providing first aid facility inside the shelter, regular health checkups as well as emergency response in case of any urgent health concerns. 90 women received medical assistance during the project. Dastak also formed an arrangement with a private gynecologist under the project who provides free checkups to Dastak's residents.

Services open to all women

1. **Legal aid to non-residents:** Under the current project, Dastak expanded its legal aid services to include non-resident women who were only looking to receive legal advice and assistance from Dastak. Majority of these women called Dastak on its helpline and after an initial discussion were asked to visit the center along with relevant documents to discuss the case. The crisis manager proceeded to file cases on their behalf in relevant courts.

The crisis manager proceeded to file cases on their behalf in relevant courts. During the project period, Dastak filed 54 cases for non-residents. The breakdown of the nature of legal concerns is shown in the table below. Of the 54 cases filed, 20 had been completed till the end of the project period. Of the 20, nine had been decreed, nine had been disposed, and two were withdrawn by the resident.

Nature of legal concern – Non residents	Figure
Dowry	2
Maintenance	17
Khula	12
Criminal	4
Harassment	1
Property	1

Guardianship	1
Custody	11
Recovery	1

- Helpline:** Helpline services were offered for legal advice and general information five days a week from 9 am to 5 pm. However, maximum efforts were made to also address call being received outside of these timings. During the reporting period a total of 462 calls were received out of which 387 sought legal advice whereas 81 call were inquiries about Dastak's services.

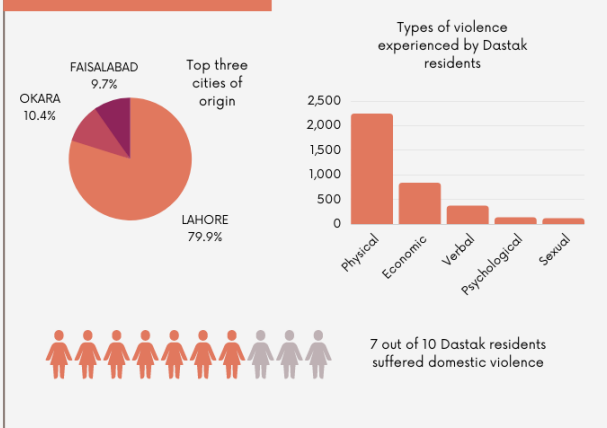
DASTAK RESIDENT DATA

THE FOLLOWING INFOGRAPHIC SHOWS VARIOUS DATA INSIGHTS RETRIEVED FROM DASTAK DATABASE

TOTAL FIGURES

5,290 WOMEN AND 2,600 CHILDREN HAVE SOUGHT SHELTER AT DASTAK SINCE 1991

DEMOGRAPHICS



READMISSIONS

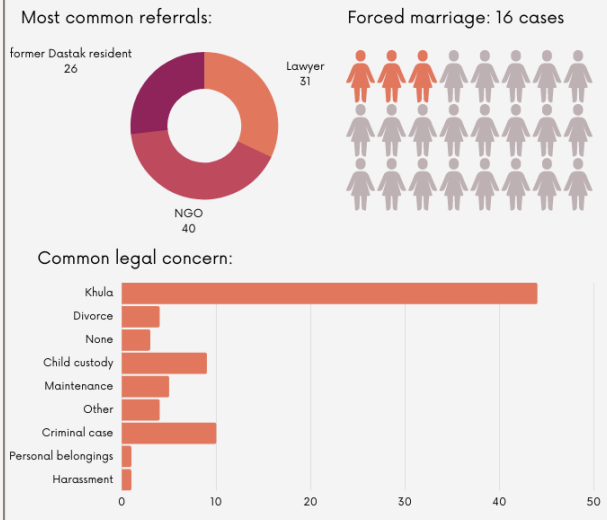
1,240 women returned to Dastak after initial admissions

AVERAGE LENGTH OF STAY

On average, women stayed at Dastak for 33 days

MAY 2020-FEB 2022

Total admissions during project period: 152

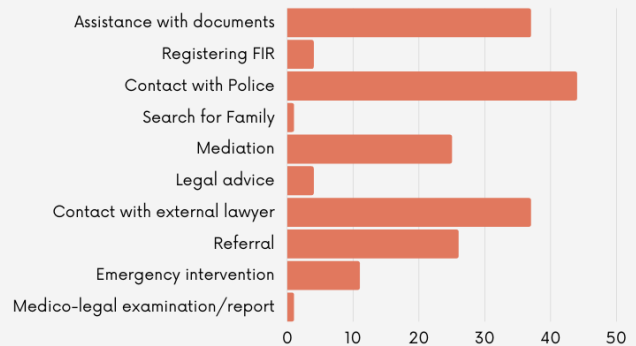


MAY 2020-FEB 2022

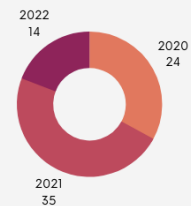
Insights

- Dastak provided residence to 124 children who accompanied residents
- More than 90 women were given medical assistance
- 784 Psycho-social counselling sessions were provided
- 81 free legal cases were registered for Dastak residents

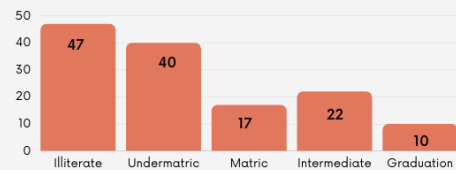
Interventions for residents:



Children enrolled in Dastak's informal school:



Residents education level:



Of the 152 admissions, 21 women (~14%) returned to Dastak for readmission

