



## DILAASA

Crisis Intervention Department for Women

K.B. Bhabha Municipal Hospital

Department No. 101, Gynaec. OPD  
K.B. Bhabha Municipal Hospital  
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9:00 a.m. to 4:00 p.m. Monday to Friday  
9:00 a.m. to 12:00 noon Saturday

### ABOUT US

Dilaasa was established in the year 2001 as a joint initiative between Municipal Corporation of Greater Mumbai and Centre for Enquiry into Health and Allied Themes (CEHAT).

Municipal Corporation of Greater Mumbai's K.B. Bhabha Hospital, Bandra is a 436-bedded, well equipped peripheral hospital in the western suburbs of Mumbai with all major clinical departments.

CEHAT is the research centre of Anusandhan Trust. It is involved in promoting and supporting socially relevant research, training, service and advocacy on health and related issues.

Dilaasa is a hospital-based crisis centre responding to domestic and sexual violence against women and children.

The rationale for establishing a crisis centre in a hospital is that a large number of women in the reproductive age group access health services for themselves and for their children, thereby offering wider scope to reach out to women at an early stage of violence.

Women are actively screened for domestic violence based on health complaints such as attempted suicide, assault and are referred for counselling services, allowing for early identification of abuse. The location also enables follow-up as hospitals are considered a safe space.

Survivors of sexual violence have an invariable contact with hospitals due to the medico-legal procedures undertaken in these settings. Such a contact is enhanced because of the presence of the Dilaasa crisis centre as it offers immediate support to women and children facing sexual violence.

Dilaasa is an evidence-based model for the health sector.

- The leading international medical journal, The Lancet, published a country case study on Dilaasa as an integrated health sector model for responding to VAW in a series on health systems response to violence against women.
- Dilaasa has continued to influence setting up of healthcare based models in states such as Madhya Pradesh, Delhi, Karnataka, Goa, Gujarat and Meghalaya.
- Dilaasa Crisis Centre has been replicated in 11 peripheral hospitals in the city of Mumbai under the National Urban Health Mission in 2016.

With over a decade of existence, Dilaasa crisis centre has provided support to approximately 4000 survivors of domestic and sexual violence. Services include providing counselling at the psychosocial and legal level. These survivors are referred from the health system (doctors, nurses and support staff), from the community, ex-clients, IEC material and other such sources.

The key healthcare providers associated with the work of Dilaasa urged the team to collaborate and expand the comprehensive response to other hospitals receiving survivors of sexual violence. Since 2008, women and children reporting sexual violence to Bhabha Hospital, Bandra, Rajawadi Hospital, Ghatkopar and R. N. Cooper Hospital, Vile Parle, are assisted through our intervention at the hospital level for medical care, evidence collection and legal help and at the individual level through psychosocial support. We have reached out to around 800 survivors.

### OBJECTIVES

- To provide psychological and social support to women coming to the crisis centre
- To promote a gender sensitive and comprehensive healthcare response to sexual violence
- To train healthcare providers to support survivors of violence
- To network with other organisations working on women's issues for mutual support and sharing

### TRAINING AND CAPACITY BUILDING

Through the Dilaasa initiative, a team of more than 50 health professionals have been equipped as trainers. They are responsible for building capacities of other health professionals from their own hospitals as well as represent Dilaasa work at state and national fora. Dilaasa, besides being a crisis centre, is also a national resource centre providing assistance to different states to set up similar initiatives in the health sector.

Ongoing trainings are a part of Dilaasa activities as several new health professionals enter the health system or get transferred making orientation of new providers critical. The training methodology is participatory and includes topics such as understanding VAW as a public health issue, developing screening skills of the hospital staff to recognize signs of domestic and sexual violence and provide first line psychological support.

### THE TEAM

#### MCGM

Dr. Pradeep Jadhav	Chief Medical Superintendent, Peripheral Hospitals, HOD (SHCS) & Medical Superintendent I/C K. B. Bhabha Hospital, Bandra, Mumbai
Dr. Anisa Sayed	Medical officer K. B. Bhabha Hospital, Bandra, Mumbai
Chitra Joshi	Dilaasa in-charge
Mrudula Sawant	Counsellor
Sanjana Chikhalkar	Counsellor

### COUNSELLING



At Dilaasa, a gender-sensitive, empowering approach to counselling is used. We believe in validating the survivor's experiences and story, thereby providing emotional support and plan for future safety – physical and emotional.



The crisis centre is also equipped with legal aid services such as giving information about Indian Acts for women, about court procedures, preparing the client to face court proceedings. Legal advice is also provided to doctors appearing in courts as expert witnesses in cases of sexual violence against women and children.



Where safety is a concern, temporary shelter for upto 72 hours is provided by the hospital through admission under medical observation. There is also provision for further referral to shelter homes in Mumbai.



The centre has a strong network with various organisations in Mumbai for mutual support and referral.

In 2006, the centre was integrated as a department of the hospital. CEHAT continues to provide technical support in the form of monitoring the quality of counselling, assisting with training and orientation workshops.

For further information visit [www.cehat.org](http://www.cehat.org)

### PUBLICATIONS

- Guidelines
- Posters
- Pamphlets
- Articles



Aarshi Chandrasekhar  
Sujata Ayarkar  
Nilam Khare  
Vandana Brahmata