

## DHWANI - VOICE FOR CHANGE - NATIONAL DOMESTIC VIOLENCE HOTLINE

Dhwani is a 24\*7 hotline that PCVC started in 2001 to offer crisis intervention and emotional support to women and queer survivors of domestic violence. The hotline operates in the following languages:

English தமிழ் हिन्दी ಕನ್ನಡ  
മലയാളം తెలుగు

Dhwani follows up with every client to work with them until the problem has been resolved.

PCVC's partners also offer other forms of support like healthcare, education for children, legal support and employment.

### WHO CAN CALL DHWANI?

Anyone who needs support with cases of domestic violence or gender-based violence can call Dhwani.



The client

A friend  
A relative  
A neighbour  
An employer  
A bystander

We also receive calls and referrals from former clients, individuals who are aware of our services, other women's rights and queer rights organisations and the police.

If you are an LGBTQIA+ person, Dhwani can Support with



Addressing gender-based abuse  
Affirming right to live with your partner  
Leaving forced marriages or violent homes  
Assistance with coming out to family

## WHAT HAPPENS WHEN YOU CALL DHWANI?

The crisis responders at Dhwani offer domestic-violence-informed emotional support and crisis intervention; and are trained to handle high-risk cases, and prepare clients for seeking legal and police assistance.



**On the first call**, the crisis responder will determine the level of risk you're at and create a safety plan for you.

**They will follow up** and keep in touch with you using your preferred mode of communication.



The crisis responder will **educate you on the options available** to you, and discuss their **potential consequences** to support you in making an informed choice.

**A support system is also identified** once you make an informed decision and the plan is set in motion.



In some cases, based on the client's wishes, they may call the spouse and family and offer counselling through the hotline.

### CONFIDENTIALITY IS A PRIORITY

When you call Dhwani, you can choose to remain anonymous. Any details you share will be kept confidential. Support numbers are collected and contacted only with your permission. The only time confidentiality may be broken is in high-risk situations where the counsellor may call the police if they sense immediate danger.

If you are a well-wisher, we will persuade you to put the client directly in touch with us. Sometimes, even though you may act with good intentions, you could put the client in more danger. To avoid this, Dhwani educates well-wishers on domestic violence informed approaches and the importance of the client's involvement in the process and their informed consent.



## WHAT TRAINING DO THE CRISIS RESPONDERS GO THROUGH?

Dhwani's crisis responders are trained to offer domestic-violence- and trauma-informed interventions.



Lending emotional support and laying out the possible ways in which you can handle the situation as well as their consequences.



Preparing you for police visits and handling high risk situations involving physical violence or self-harm.



Providing support to children who are silent survivors of domestic violence.



The International Foundation for Crime Prevention and Victim Care (PCVC) is a non-profit organisation, based in Chennai, that works across Tamil Nadu, offering emergency and long-term rehabilitative support for women and queer individuals.

info@pcvconline.org  
www.pcvconline.org



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**TOLL FREE NUMBER: 18001027282**  
**LANDLINE NUMBER: 044 - 43111143**



**WHATSAPP: 9840888882**



**EMAIL: DVSUPPORT@PCVCONLINE.ORG**



**WEBSITE CHAT: WWW.PCVCONLINE.ORG**



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