

Report to Clifford Chance:

First Hotline for FGM Victims in the Middle East In Kurdish Northern Iraq

July 01 – December 2012



Hotline team member

1. Introduction

In July 2012, the first hotline for victims of female genital mutilation (FGM) in the Middle East was launched in the Kurdistan Region of Iraq (KRG) funded fully by the Clifford Chance Foundation. Operated by Wadi, the hotline links individuals with specially trained social workers, who can provide general information on the practice and immediately connect callers with lawyers, doctors, or psychologists, if necessary.

The hotline's social work staffs are experts in the anti-FMG movement and understand the realities of FGM at the most local level. Staff provides social, psychological, medical, and sexual counsel to women affected by FGM, as well as collects information on new cases of FGM. The hotline also serves as a point of contact for the general public seeking more information on the subject. Also through this hotline NGOs and other institutions can request seminars and FGM awareness materials managed by WADI. Later, after the project will be fully established and working successfully, the number of staff may increase.

As part of its work, Wadi operates mobile teams that provide a wide range of social and educational services throughout the KRG. Through the teams' grassroots efforts, they discovered that many women are now calling into question the so-called "tradition" of FGM and seeking more information.

A key challenge to accessing information is the high level of illiteracy in the KRG. Up to 46 percent of men in northern Iraq are illiterate. Among women, illiteracy is even more wide spread – especially in rural areas where girls are still denied an education. Many are deprived any source of credible information except through the mass media.

In recent years, however, technology has brought new means of communication to even the most remote villages. Many women now have mobile telephones, opening up access to individual counseling and networking over distances that were never before possible.

The hotline is one more important step toward eradicating FGM by providing direct access to information and legal, social, psychological, and medical counsel for victims of FGM, and serves a source of credible information for the general public. Awareness of FGM in the KRG has increased since 2007, when the Stop FGM Kurdistan campaign was launched. Today, seven villages have been declared "FGM Free Villages" as part of the campaign.

The KRG General Directorate of Follow-up on Violence against Women (DVW) is supporting and cooperating with the hotline.

2. Hotline services:

The hotline survive provided information to 374 women and girls in 6 months and mainly the people who were calling the hotline number 3030 were asking about the following points .

- If they should subject their daughters to FGM
- If their health problems are linked to FGM
- If their problems in marriage are linked to FGM
- If anything can be done to limit the pain or other long-term consequences of FGM

Callers could get additional information about how to deal with these problems and if there are any solutions to it especially problems related to Domestic Violence and family planning.

Also the hotline provided social, psychological, medical and sexual advice to FGM-affected women throughout the region.

Also the hotline was used as tools for activist people organization and government departments for getting in touch with our team members or asking WADI mobile team to visit certain area for organizing seminars and workshops.

In a conference held in the national action planning for combating violence against women on 5th Dec-2012 the hotline was introduced to the participants as a channel between them and WADI team members especially for the participants for the rural areas.



۳۰۳۰ هیّلی گهرمی هاوکاریکردنی قوربانانی
خه‌ته‌نه‌کردنی میینه که‌وته کار

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رایرسیه ک: یاسای توندوتیژی خیزانی کاربگه ری نیسه | رنخروای هاریکاری یاسایی ژنان...

Article about the Hotline in Women's News Magazine, July 2012

3. Project Implementation background:

A toll hotline located in the WADI office in Suleimaniya was set up after agreement with ASIA CELL Company which the biggest mobile Company in Iraq.

According the agreement with Asia cell they provided us with a short code 3030 and it took one month till an agreement was reached. Finally this short code was swapped with two ordinary numbers 07704879631 & 07704879832 , this mean 3 women can call 3030 at one time and when the line is busy the other number can answer , according to ASIA CELL the price of this line was 3000 \$ but they provided it to for free, therefore only monthly fees for using the line have to be paid .

Two female staff from WADI, one Project Manager and one social worker trained on telephone counselling, received calls daily from 9 am to 4 pm. Both are well familiar with the anti-FGM movement in Kurdistan and the FGM realities on the ground.



Hotline team members discussing and planning

The hotline also contacted by email: fgmhotline@yahoo.com. The address was advertised together with the number in all our publications and the Hotline leaflet as well.

Additional mission:

In 2012 besides of the FGM hotline WADI continued with the Field work for combating FGM with support from Hivos , Dutch NGO in this field work four female-led awareness teams paid 229 continuous visits to the areas, cities, towns, and villages in Garmiyan, Raniya, Qaladze and Suleimaniyah regions. They held meetings with women and offered various classes. In total 3086 women and girls participated in these meetings and were educated about the harms of FGM. They focused on the new Law No. 8 against FGM and domestic violence and explained its implications.

The teams presented the FGM awareness film and engaged in subsequent discussions. They supported women and girls and provided social, legal and psychological aid and knowledge. Additionally, they collected data to assess the respective situation on the ground 125 women were questioned during 60 regular visits.



FGM awareness in schools

In the districts of Garmiyan, Suleimaniyah ,Raniya and Qaladze, **2197 women and girls benefitted from 78 public information and discussion events** , sometimes with an external legal or medical expert. The topics ranged from healthcare and women's health, child raising and pregnancy, to legal awareness, the contents of the new law, women's rights, and related issues. Please refer to for a list.

In all these field visits and public information and discussion events the FGM Hotline was introduced to people and they were informed that they can contact number 3030 for any further information's for this reason 4000 simple leaflet was prepared and printed and it was distributed in the meetings.



ژماره تەلەفۆنی (٣٠٣٠) ناسیا سیل

هێلی گەرمی "قوربانیانی خەتەنەکردنی مێیینە"

هێلی گەرمی تەرخانکراو بۆ وەرگرتنی پەیوەندی
 رۆژانه له کاتژمێر (٩) بەیانی تا (٤) پاش نیوەڕۆ
 بۆ پەیوەندی کردن: ٣٠٣٠ (fgmhotline@yahoo.com)

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CHANCE

چالاکێیه کانی هێلی گەرمی قوربانیانی خەتەنەکردنی مێیینە بریتین له :

١. وەرگرتنی پەیوەندی بۆ پێدانی رێنۆمایی و زانیاری دەرونی و کۆمه‌لایهتی بۆ ئەو ژن و کچانهی که رویه‌روی خەتەنەکردن یۆنەتەدوو پرسیاریان ههیه له‌سه‌ر چۆنییه‌تی مامه‌لکردن له‌گه‌ڵ ئەم خه‌ڵه‌ته‌دا.
٢. وەرگرتنی پەیوەندی له‌و کەسانه‌ی که پێویستیان به‌ هاوکاری و رێنۆمایی هه‌یه‌و نایانه‌ویت پێناسیان ناشکرا بێت.
٣. وەرگرتنی پەیوەندی هه‌واڵدان(اخبار) له‌سه‌ر خه‌ته‌نه‌کردنی مێیینه ، هه‌ر کەس و لایه‌نێک که بیه‌وێت له‌ رێگه‌ی ئێمه‌وه به‌ریوبه‌رایه‌تی یه‌دواداچونی تۆندوتیژی و بۆلیس له‌ خه‌لته‌ی نوێی نه‌تجامدانی خه‌ته‌نه‌کردنی کچان ، یان رێگرتن له‌ نه‌تجامدانی ناگادار بکاته‌وه .
٤. وەرگرتنی پەیوەندی هه‌ر کەس و لایه‌نێک پێویستی به‌ زانیاری و سه‌رچاوه هه‌بێت له‌سه‌ر خه‌ته‌نه‌کردنی مێیینه له‌ کوردوستان یان داواکاری پێشگه‌ش بکات بۆ نه‌تجامدانی سیمینار و به‌رنامه له‌سه‌ر ئەم بابته .
٥. هه‌ر یاریکی دیکه که خزمه‌ت به‌ رێگرتن بکات له‌ نه‌تجامدانی خه‌ته‌نه‌کردنی مێیینه و رویه‌روبوونه‌وی بکات .

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Leaflet advertising the hotline in Kurdish 2012

Results:

In the last previous months 374 women and girls contacted the hotline short code 3030 , and they were provided with required information and consultations , some of the cases were advised to visit doctors and other were directed to legal counselling for that purpose Women's legal assistance organization supported the cases ., the women who contacted the Hotline were not only victims of FGM , but also cases which related to all type of Domestic Violence .

Prepared by : Suaad A.Sharef & Tara Ali Aref

Hotline team members

December 14th 2012