



Needs Assessment of Trafficked Victims and Service Providers

A micro study in HELP Target Areas, Andhra Pradesh



terre des hommes
stops child exploitation



Needs Assessment

Of

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Report 2016

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Field Research:

Partners NGOs of SRHR Project

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SVK – Mahaboob nagar, Taruni - Warnagal

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FOREWORD

HELP is a Non-Governmental Organization and Non-profit organization working since 1993 with various vulnerable groups such as Women and Children, especially Women in Prostitution. Since the inception I have been closely associated with the issues pertaining to victims rescued from prostitution and their children. The decadal experience on implementing projects on human trafficking enabled HELP to propose a micro study on Needs assessment of Victims of human trafficking and service providers. The present study aimed to assess the needs of the victims of Human Trafficking and needs of service providers while rendering their services during, after rescue, prosecution, protection, repatriation, and rehabilitation process in the four target areas in Andhra Pradesh where HELP is at present working. The study was designed to understand the needs of both trafficked victims and service providers. The document is divided into section for easy understanding.

Victims of human trafficking were interviewed from the target areas. Service providers from various departments such as CDPO, DCPO, SI, MO, MRO, ANM, AWW, etc who are in direct contact with the trafficked victim were interviewed.

I hope the present study will bring out better understanding of the needs of the trafficked victims and service providers. The report will enable the social workers working in the concerned area to design better strategies in meeting the needs of the respondents.

I take this opportunity to express my gratitude to Mr. **Thangaperumal Ponpandi**, Programme manager, Child trafficking & Migration in Asia, Terre des homes Netherlands for constant support and inspiration.

I am grateful to Mr. **Ezekiel Kanavalli**, programme officer, Terre des homes India office for his invaluable inputs throughout the study.

I would also like to extend my sincere appreciation to Dr. *U. Kavya Jyotsna*, consultants in creating the present document.

My humble thanks to our SRHR partner NGOs staff that assisted in data collection and providing inside inputs in making the study a success.

Mr. Ram Mohan NVS,
Secretary – HELP

Needs Assessment of Trafficked Victims and Service Providers:

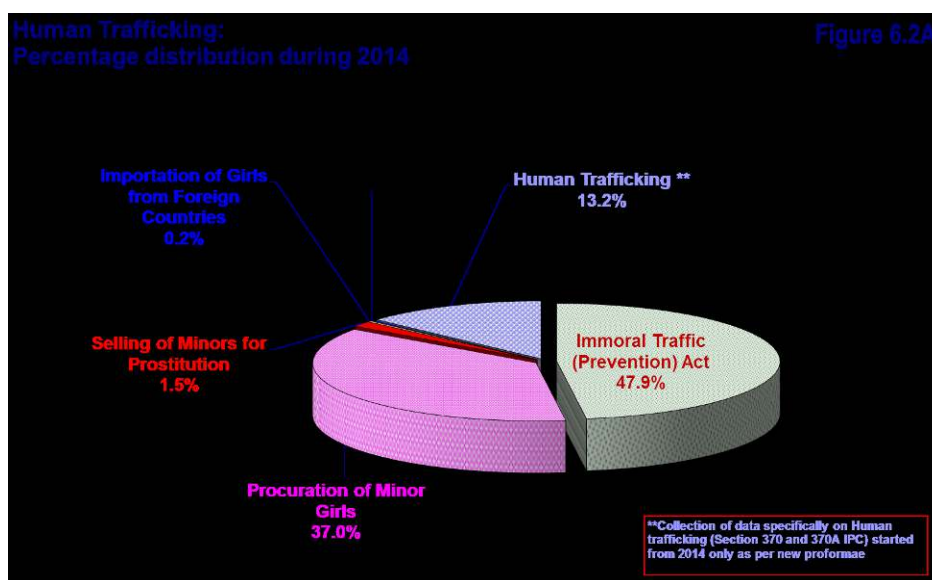
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PART: A

A.1 INTRODUCTION

Human trafficking still remains the most crucial and vital criminal offence all over the world. Though there has been some information on the magnitude, causes and effects of human trafficking, there has been little knowledge on the needs of the trafficked victims and the needs of the service providers working to meet their needs. Trafficking is a multi-dimensional problem encompassing a whole range of economical, social and cultural issues, which are varied and highly complex. Most of the victims have been trafficked with promises of jobs, better career prospects and marriage. Some are inducted forcibly through abduction. Poverty and deprivation, secondary status accorded to women in society, prejudice against the girl child, weakening of the family structure, changing public attitudes towards sex and morality, the caste structure, urbanization and migration are other factors, which have contributed to the commercial sexual exploitation of women and children. Apart from trafficking, certain traditional forms of prostitution are prevalent, e.g. Jogins, Marthammas, Dommaras, Basavis.

Trafficking and commercial sexual exploitation of women and children have resulted not only in violation of rights but also in very adverse physical, psychological and moral consequences for the victims, which are serious, life-long, and also life threatening. About 60-70% victims suffer from more than one disease including sexually transmitted diseases such as HIV/AIDS. The rescued victims are invariably penniless, physically ill and psychologically broken.



Source: Crime in India-2014

The above figure reveals the status or percentage distribution of human trafficking in India in the year 2014. It can be noticed that the persons arrested under Immoral Traffic (Prevention) Act are 47.9%, persons arrested under Procurement of Minor girls are 37% and under Human trafficking specifically are 13.2%.

United Andhra Pradesh Scenario:

The problem of trafficking of women and children has assumed alarming proportions in recent years in Andhra Pradesh and it is one of the high prone source areas in India. Trafficking is prevalent at various levels- local, inter-district, inter-state and cross-border. Commercial sexual Exploitation of women And children takes Place in various forms including brothel based prostitution, sex tourism, entertainment industry and pornography in print and electronic media. Data indicates that nearly 50% of the victims belong to Scheduled Caste and up to 30% belong to the other Backward Classes

Most of the victims from Andhra Pradesh have been trafficked with promises of work, better career prospects and marriage. Some are inducted forcibly through abduction. Poverty and deprivation, secondary status accorded to women in society, prejudice against the girl child, weakening of the family structure, changing public attitudes towards sex and morality, the caste structure, urbanization and migration are other factors which have contributed to the commercial sexual exploitation of women and children. Apart from trafficking, certain traditional forms of prostitution are prevalent, e.g. Jogins, Marthammas, Dommaras and Basavis.

The studies organized by different NGOs reveal that 80 percent of the women were trafficked to Goa, 45 percent to Delhi, 28 percent to Mumbai, and 38 to Kolkata. The percentage of women trafficked by family members was 27.41, by acquaintances was 18.4 and by stranger was 9.31. the studies also state that 80 percent trafficked women are trafficked at a very young age.

Table 01: Distribution showing details of trafficked victims from 2014 to 2016
(only cases booked in the state of Andhra Pradesh under ITPA)

Year	Cases	Rescued	Minors	Traffickers	Customers
2014	254	395	35	385	341
2015	205	335	42	299	333
2016	286	300	25	282	280
TOTAL	745	1030	102	966	1234

The above table shows the details of No of cases and children & minors rescued by police and details of traffickers and customers arrested in the last 3 years. The figures show the seriousness of the problem.

Trafficking Routes: Trafficking of women and children has been reported from across all districts in Andhra Pradesh. However, areas of **Andhra Pradesh** like Chilkaluripet, Ongole, Guntur, Mangalagiri, Eluru, Guduwada, Nalajerla, Tadepalligudem, Rajamundry, Kavali, Nellore,

Sullurupeta and Naidupeta etc., In **Telangana** like Vangapadu, Vemulawada, sirisilla, nalgonda, yadagiri gutta, Ramayam peta etc.. are known to be most affected. Victims are mostly taken from Andhra Pradesh & Telangana to Mumbai and Delhi. Many of these victims are supplied to the red light areas in Delhi, Poona, Surat, Mumbai, Chamdapur, Puri and Kolkata. Trafficking across international borders also takes place from Andhra Pradesh & Telangana. Victims are sent to different Middle East countries with false promises of jobs as domestic maids and marriages while they land up in situations of slavery. Trafficking to Andhra Pradesh & Telangana has been reported for friendship clubs, massage parlours, prostitution rackets etc. Victims from the Northeast and West Bengal are being brought to Uimoted Andhra Pradesh by these organised crime syndicates.

Missing Cases in ANDHRA PRADESH

Year	No.of Cases	Missing Reported		Traced		Untraced	
		Boys	Girls	Boys	Girls	Boys	Girls
2014	1429	612	1138	429	0	0	0
2015	2132	688	1444	371	865	321	579
2016	2188	737	1451	351	786	386	667

Source: According to the State Crime Records Bureau

Within a span of two years, there was 53.11% increase in the number of women/Girls missing in Andhra Pradesh.

It is notable that the Andhra Pradesh & Telangana Government with proactive policing has been able to recover a lot of missing women and children. Compared to the national data on missing children and missing women, Andhra Pradesh has a high rate of recovery of missing cases. The data on missing persons is updated on <http://www.missingperson.ap.nic.in>

An overview of Services provided in the state:

To curb human trafficking the Government has made several initiatives such as establishment of Anti Human Trafficking Units which collects and analyses data related to human trafficking, training and sensitization of Police, Advisories issued to prioritize human trafficking in the country, training of prosecutors, judicial colloquiums, IGNOU course on Human Trafficking, Convergence in fighting against human trafficking, etc. The Ministry of Women and Child Development has also initiated certain measures such as establishment of Central and State Advisory Committees, formulate a National Plan of Action to combat Human Trafficking, set up internal task force to curb the cross border trafficking, formulate the protocols and manuals for pre-rescue, rescue and post-rescue operations. The ministry also from time to time undertook research, studies and training activities related to human trafficking. The Government in order to provide care and protection to the victims of the trafficking provided initiatives such as

- 1) Ujjawala Scheme ,
- 2) Swadar Greh
- 3) Integrated child protection scheme

The Following Illustration reveals the anti human trafficking ecology of Andhra Pradesh (AP) and Telangana vis-à-vis the state governmental and non governmental structure

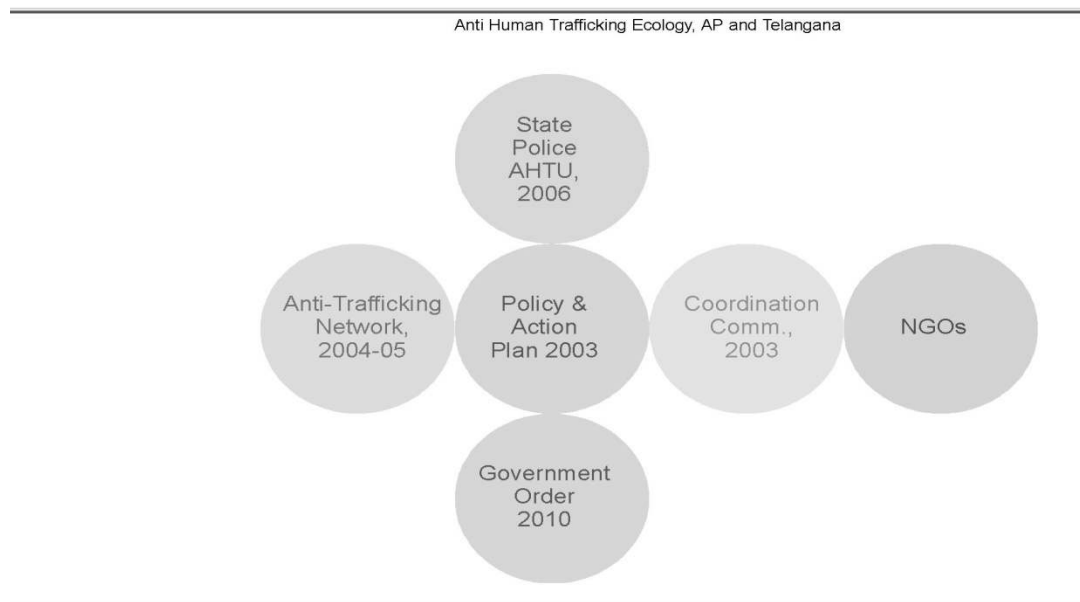


Table 02: Distribution showing various service provided in Andhra Pradesh State, 2013

Service Name	Andhra Pradesh
Special Juvenile Police Units (May 2012)	29
No of Homes under ICPS (May 2012)	102
No of Child Welfare Committees established	23
Ujjwala Scheme Projects sanctioned	17
P & R homes	11
No of Shelter Homes under Swadhar Scheme	26
No of Child Protection Units	23
No of Anti Human Trafficking Units	12

Source: As per MWCD data of 13th February 2013.

The above Table shows various services provided by the Government of Andhra Pradesh. Though many services were provided for the Trafficked victims, there still seem to be needs that are unmet such as gaining trust, respect and dignity after repatriation and rehabilitation.

The same phenomenon prevails in India where there are numerous services provided to the trafficked victims but there services are more or less integrated with other services and are not specifically related to Human Trafficking. However, the studies were limited by partial

understanding of the problem, statistics or data available on victims of trafficking, crime reporting, limited understanding of laws and legal procedures, accessibility and availability of the service providers. Scant attempts were made to study needs of the victims of trafficking and service providers. The few researches that are available on needs of the victims of trafficking focused on categorizing the needs into international and domestic. The needs thus categorized were broadly analyzed and were never interpreted from the victim's perspective. Assessment of needs based on rights perspective was a new approach HELP wishes to study.

Literature Review:

Knowledge of and responses to human trafficking are continually developing, as a result new policies and practices are being defined and refined on an ongoing basis. As such there are no comprehensive, long term evaluations that can base a comparative analysis of a good practice. International guidance suggest services for all forms of exploitation to victims of human trafficking such as

- Safe and secure shelter, housing, physical care
- Mental health care
- Legal and immigration advocacy
- Job and life skills training

It is crucial to note that the agencies are required to provide victims needs which are complex and challenging. The long term and short term needs of the victims should be considered and addressed. This review identifies key needs and reviews what is known about best practices internationally. However, the reviews collected are collected from currently existing literature and there is need for in-depth research in order to identify and address the gaps in the services provided to the victims of human trafficking. HELP organization focused on the needs of the victims of human trafficking and the services available to meet these needs; hence a minor study was conducted to assess the victim's needs and needs of the service providers.

Trafficking Victims Needs:

Lisa Bjerkan (2005), discussed the need for strong cooperation between emergency shelters and law enforcement officials to ensure the needs of the victims of human trafficking are being met quickly and appropriately.

Elaine Pearson (2001) addressed the need for providing a short term shelter to victims of trafficking as an essential starting point to encourage higher rates of victims testifying.

Hagar Shelter (2005) in the Annual report discussed how the agency has linked employment generation opportunities for trafficked victims with sustainability efforts.

ABC Nepal (2004) collected 12 case studies of trafficked victims and reveal that problems arise when care and support is automatically equated with return to the family or community particularly for women or girls coming from dysfunctional family environments.

Asia Foundation and Population Council (2001), reported that women and children trafficked into commercial sex industry who contract HIV/AIDS are vulnerable to social ostracism.

Service Provider's Needs:

Ruslana Bezpalkha (2003) discussed issues such as lack of capacity, limited staff, with heavy workloads and long working hours, lack of professional experience and training among staff can lead to "burn-out". The service providers become physically, emotionally and mentally exhausted in their work.

Brigette De Lay (Not Dated) has noted, shelter staff may be susceptible to the negative myths and stereotypes, particularly women and girls who return home after trafficking.

Caliber Associates Inc, (2003) findings from needs assessment study reveals-

- Majority of the service providers are working with 20 or more trafficked victims
- Eighty percent of the trafficked victims were classified as sex trafficked victims, 68 percent were classified as labour trafficked victims.
- Services provided tended to exceed 12 months, and organizations found that they were often meeting some needs but not others.

The present literature review assessed the publications that addressed the issues of how countries identified the needs of the trafficked victims and service providers. By providing references to works on the needs, this review also seeks to provide a foundation for a comprehensive approach to understanding the needs of the victims of trafficking and service providers.

STATEMENT OF THE PROBLEM

The clandestine nature of the crime results in inability of the victim to report the crime, there is also difficulty in acquiring data and statistics on human trafficking as they are largely based on media reports or anecdotes.

Legal measures: There are many legal provisions that cater to prevent the human trafficking in India such as UNTOC- trafficking protocol; immoral trafficking prevention Act, 1956; Protection of children from sexual offences Act, 2012; Child Labour (prohibition & Regulation) Act,1986; Juvenile justice (Care & Protection) Act, 2000; Emigration Act, 1983, etc. Most of these laws are old and are recently amended based on the needs of the present society. Some laws and criminal procedure code are enacted to protect the trafficked victims. However, the trafficked victims themselves are unaware of these laws or legal safeguards and the lacunae in the existing laws prevent the law practitioners from bringing justice to the victims. There is considerable lack of clarity and understanding regarding the implementation of laws among

certain law practitioners. The court also had to reframe certain guidelines such as in the case Bachpan bachao Andolan Vs Union of India to combat human trafficking.

Anti human trafficking bill: An initiative was taken up by the Ministry of Women and Child Development, Govt. of India in 2015 to come up with a specific legislation against human trafficking and constituted a committee in September 2015 involving civil society representative and a few experts. After 7 months the committee came up with a draft of the Bill in May 2016. The bill's content and quality was shocking poor; exhibiting ignorance of the situation in human trafficking. Repeated efforts were made to bring out quality resulting in many drafts of the bill. The current draft (Which could be 15th in number) was not presented in the winter session of the parliament in 2016 as per plan. Making a few minor amendments in the existing laws against the different destination crimes of human trafficking was an urgent need of the hour. If the 2016 season dominated by a series of defective Drafts was over then it was time to focus at least on the urgently required minor amendments and provide the much needed protection to the vulnerable sections of the society against trafficking.

Interview the Victim: A police officer without the knowledge of human nature and socialization and training in sensitized issues and cannot estimate the victim's state of mind. Hence, the victim cannot provide information on what is immediately required such as food, water, a cell phone, psychological support, legal aid etc. the prosecutors who devote time to interview the victim to take or construct impressive case history; if he does not have proper training will not understand the victims needs. The prosecutor will also be in turmoil to understand the victim's perceptions and reactions to court procedure. The prosecutor may not be able to prepare the victim to face the stern procedures of the court. Without clarity, the prosecutor is unable to argue his case successfully.

Stay Home/ Swadhar/Ujjawala scheme: Rehabilitation is an important measure for the Government in human trafficking. However, the state stay homes while providing shelter and food for the trafficked victims does not take into consideration other requirements such as creating employment opportunities, safety from traffickers, as per the needs of the victim. There is a question that needs to be answered – why does most of the trafficked victims do not prefer to stay in the State Stay Home.

Health: The victim after being rescued is taken to the hospital for medical checkup. The victim has to undergo a thorough medical examination, which might be different for the victim to bear. The victim is not prepared prior to medical examination, leading to further stress and confusion on the victim's part. The victim might feel shame and guilt for being physically violated by the traffickers and be reminded of the incidents during medical examination. Anonymity of the victim's identity in most cases is a difficult task to be maintained.

Psycho social(Mental Health) support:

The above said needs are mostly not addressed in an intrinsic way by the government or any other voluntary agencies. The goal is to explore the current needs of the victims of human trafficking and improving the services of the extremely vulnerable population.

To summarize, the needs from the victim's side such as during emergency- safety needs, housing, food, clothing, translation if in a different country, long term needs such as advocacy, legal assistance, translation, permanent placement, mental health counseling, education, life skills, child care etc are to identifies from the victim's point of view. The needs from service provider's side such as lack of knowledge and understanding, availability of services and appropriateness of the existing services, and access to these services should be identified from the service provider's view point.

PART: B

OBJECTIVES

1. The **aim** of this research is to assess the needs of trafficking survivors and service providers. It seeks to make a comprehensive assessment across the pre- and post-rescue, protection, prosecution, repatriation and rehabilitation stages in the chosen target areas- districts Anantapur and Kadapa in AP, and Mahabubnagar and Warangal in Telangana. These districts have been chosen because HELP has been working here on issues of sex workers, trafficking survivors, and women and children since 1993 extensively in these four districts.
2. Another **purpose** of this study was to identify the barriers that exist between the services of the service providers and the needs of the survivors. However, as the researchers have indicated, this identification can only be done after ascertaining the needs of the survivors and those of the service providers.
3. Exploring the basic services needed by the survivors, the barriers to them getting access to such services, and, based on these, forwarding recommendations to the government for betterment of the roles and functions of service providers – have been classified together by the researchers as the overall '**purpose**' of the study.
4. The basic '**objectives**' of this research work, as the researchers specify, include – a) an ascertainment of the basic needs of the survivors, primarily in a post-rescue stage, b) exploring the rights based services provided to the survivors and the roles played by the governmental and NGO-based service providers in this context; c) identification of the challenges and barriers in the existing government services and, after such identification of challenges and barriers, an exploration of strategies that can be taken to overcome

the same; and, d) a forwarding of recommendations to the Government on improvement of the roles of the service providers.

METHODOLOGY

Primary Data:

- The method involved interviewing survivors and service providers from the target areas. Service providers included officials and post-bearers from various departments.
- In terms of data-sampling, study selected a convenience sample of 30 female trafficked survivors and thirty service providers from the target areas. A focus group discussion with 15 survivors was done to ascertain the qualitative aspects.
- Primary data from the service providers' side was collected by interviewing officials – the majority of whom were aged between 30 and 35 years. Such service providing officials included multiple Sarpanches, VRO, MRO, MO, ANM officials, ASHA workers, multiple SI-s, Constables, DCPOs and SDPOs from multiple police stations within the target area.
- Other office-bearers from the side of service providers who were interviewed include members of Juvenile Justice Boards and Child Welfare Committees. One DWO, one 'Senior Assistant' of unspecified post and one Homemaker were also interviewed to comprehend realities through primary data from the service providers' side.

Secondary Data:

- Three years of data (2014-16) on children and minors rescued collected from ICDS, Vishakhapatnam were used. Data from the criminal justice system on the number of traffickers and customers arrested in those three years were also used. These data were analyzed and presented by the researchers to underscore the state of trafficking that prevails in Vishakhapatnam.
- While presenting and analyzing such data, taking the years 2014 and 2015 as the year for analysis, the author provides a numerical details on the cases registered, number of survivors involved and rate of increase in such cases from 2014 to 2015 – under different sections (Sections 5, 6, 7 and 8) of the ITPA.
- Alongside, the researcher also used similar data on cases under those specific sections of the IPC that deal with various types of Kidnapping and Abduction such as, Kidnapping and Abduction for Murder, for Ransom, for forced marriages and for other Reasons. The research also uses secondary numerical data on crimes registered as Attempted Rapes and Dowry Deaths under the IPC. Incorporation of these last two items adds a unique dimension to the research.
- Researchers have also presented secondary data (through Caliber Associates, 2003), that reveals how most service providers work with 20 or more survivors, that 80% of the trafficked survivors can be classified as sex trafficked survivors, 68% as labour trafficked survivors, that

services provided tended to exceed 12 months, and, that it was found that organizations were often meeting some needs but not all.

- Further secondary research enabled the researchers cull out trafficking data from the AP Crime Records Bureau and from the state website on missing persons.
- Such and more secondary data have been extensively used to construct the overall analytical bulwark of the research work.

Methodology:

- The methods used are mostly qualitative, though quantitative measures have also been undertaken, making the overall work a ‘mixed methodology’ based one.
- The overall methodology has been informed by a five phase approach to the post-rescue services available to trafficking survivors – ‘prosecution’, ‘prevention’, ‘rescue’, ‘rehabilitation’ and ‘protection’
- Demand and supply factors, economic injustice and poverty, social inequality, regional gender preference, social imbalance and corruption have been identified by the researchers, at the outset, to be some of the leading causes of trafficking. This has also informed the basic analytical outlay of the research-methodology.

LIMITATIONS OF THE STUDY

The present study was conducted to assess the needs of the service providers and the trafficked victims. However, due to scarcity of data available regarding the needs of service providers and trafficked victims, few citations from other studies were mentioned. The data was collected objectively and analyzed. The difficulties faced by the field investigators are such as non availability of the service providers at the time of data collection.

PART: C

FINDINGS/RESULTS

Barriers in Access (from the Survivors’ Perspective):

- The primary barriers in access to services include: the toxic atmosphere of immense fear, intimidation and resultant trauma that surrounds the exploitative scenario vis-à-vis trafficking, lack of understanding of rights as a survivor, loyalty to trafficker, fear of being perceived as criminals, fear of deportation and general distrust towards law enforcement and immigration officials.

Needs:

Most Urgent Needs	Short Term Needs	Long Term Needs
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Safety, housing, food/clothing and legal guardianship. Another identified urgent need is that of translation services at destination sites, victim compensation etc	Legal assistance, medical care, mental health/counseling, substance abuse treatment and transportation.	Life skills, education, financial assistance/management, job training/employment, child care and reunification/repatriation
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Routes, Hubs and Destinations:

- Major trafficking routes, hubs and destinations could be understood through the interviews with survivors. Primary source regions for trafficking in Andhra Pradesh include Chilakaluripet, Ongole, Guntur, Mangalagiri, Eluru, Gudiwada, Nalajerla, Tadepalligudem, Rajahmundry, Kavali, Nellore, Sullurupeta and Naidupeta. Red light areas in Delhi, Pune, Surat, Mumbai and Kolkata nationally and the Middle Eastern countries internationally could be identified as prominent destination sites. Friendship clubs, massage parlors, prostitution rackets within Andhra could also be identified as hotbeds of trafficking.

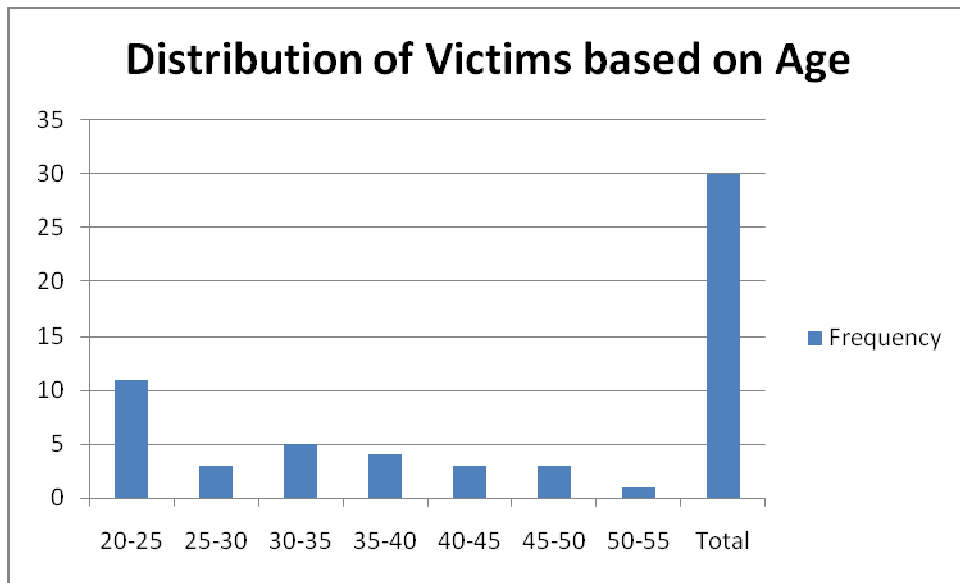
key findings/ RESULTS : The key findings from the needs assessment are presented in this part. It is important to note that the findings are based on the interviews conducted with the victims of human trafficking and service providers. Information is gathered from 30 victims and 30 service providers through schedules and from 15 victims through focus group discussion. Although every effort was made to reach the representative sample of service providers working with victims of trafficking such as type of agency, type of victim served, geography etc, generalization of the findings has limitations. The results however, identify priority issues and pressing needs for both victims and service providers of human trafficking.

VICTIMS

Demographics: Trafficked victims from 4 districts i.e; Ananthapur, Kadapa, Mahabubnagar and Warangal.

Sex: All the trafficked victims were females.

Table 03: Distribution showing the Victims based on Age



Age: The Age distribution of the trafficked victims were as follows: 20-25- 36.7 %, 25-30 age group- 10%, 30-35 were 16.7%, 35-40 were 13.3%, 40-45 were 10%, 45-50 were 10%, 50-55 were 3.3%.

Majority (40%) of the victims were unmarried, 26.7 percent victims were married, 13.3 percent were married but separated from their spouse, 10 percent victims each were divorced and single with children.

Majority (16.7%) of the victims have one child, victims with two children (6.7%), victims with three, four and five children were 10 percent each. Victims with more than 5 children were 6.7 percent.

Victims coming from urban area were 76.7 percent, and victims from rural areas were 23.3 percent. The education of the victim enables the researcher to understand the knowledge levels and ability to recognize services. Majority (56.7%) of the respondents were illiterates, 10 percent were literate, 6.7 percent victims studied till 5th standard, 10 percent studied till 7th standard, 13.3 percent studied till 10th standard, only 3.3 percent studied above 10th standard and below 12th standard.

Majority (43.3%) of the victims belong to Christianity religion, victims belonging to Hindu religion were 40 percent, and 16.7 percent victims belong to Muslim or Islam religion. Majority (36.7%) belongs to Scheduled caste community, 13.3 percent belong to scheduled tribe community and 40 percent belong to backward caste community and 10 percent belong to OC community.

The victims trafficked below one year were 56.7 percent, trafficked for one year were 10 percent, for two years (13.3%), for three years (10%), for 5 years (6.7%), and more than 5 years (3.3%).

The victims rescued by the police were 63.3 percent and rescued by NGOs were 36.7 percent. The victims rescued more than once were 70 percent, twice were 16.7 percent, thrice were 10 percent and more than three times were 3.3 percent.

Knowledge about victims' rights and state's duty to protect shows that the victims not possessing such knowledge was 76.7 percent and victims knowing their rights and state duty to protect was 23.3 percent.

The victims (13.3%) expressed that confidentiality was maintained while rescue and court process, however, 86.7 percent did not express confidence. Victims stating that their identity was revealed during hospital check up were 83.3 percent and victims stating that their identity was not revealed were 16.7 percent.

The opinion of the victims regarding services provided at the hospital stating satisfactory were 53.3 percent, and 46.7 percent stated the services were not satisfactory or insufficient.

When asked whether the victim was consulted during the reintegration process majority (56.7 %) of the respondents stated that they were not consulted and 43.3 percent stated that they were consulted. Majority (63.3%) of the respondents stated that their basic needs were not immediately met upon request, and 36.7 percent stated that their basic needs were met immediately upon request. Majority (60%) of the respondents stated that they were taken to state home after rescue and 40 percent stated that they were taken before the committee.

When asked whether the victims found difficulty in trusting the committee members, the victims expressed (73.3%) that they found it difficult to trust the committee members. 26.7 percent did not find any difficulty in trusting the committee. Victims (60%) did not find the facilities in the shelter home to their satisfaction. However, 40 percent stated that they were satisfied with the state home facilities. The victims stayed at the state home for less than 6 months were 46.7 percent and between 6 months to one year were 30 percent and more than one year was 23.3 percent. No of victims sharing the state home premises listed as less than 5 members were 6.7 percent, less than 10 members were 60 percent and less than 15 members were 33.3 percent.

Table 04: Distribution showing victims details based on rate of services at shelter home

Rate Services of shelter home					
Item	Not at all satisfied	Slightly satisfied	Moderately satisfied	Very satisfied	Extremely satisfied
Food	4	6	15	2	3
Medical/Health services	11	12	3	2	2
Counselling	8	9	7	3	3
Sanitary napkins	15	8	7	0	0
Recreational facilities such as TV, indoor games	5	5	5	5	5
Behaviour of co-inmates	12	12	2	2	2
Care of small children of inmates	10	8	5	5	2
infrastructure	21	3	3	2	1

The above table shows the services rated by the victims with regard to levels of satisfaction.

Table 05: Distribution showing the needs of the trafficked Victims

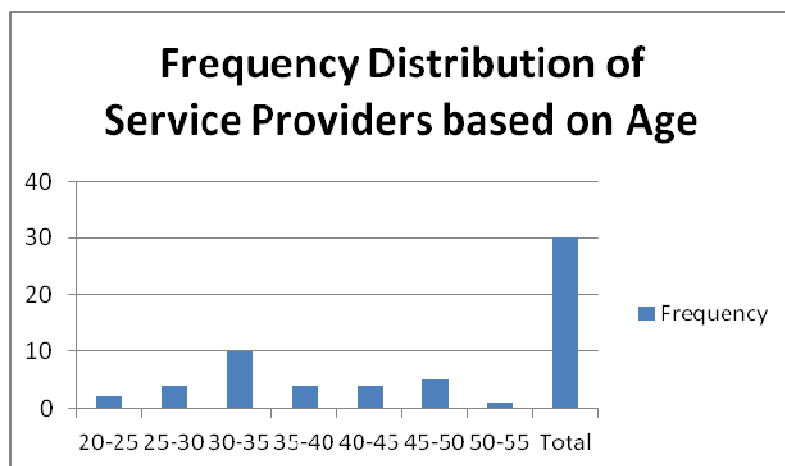
Needs of Trafficked Victims		
Needs	Adults	Children
Emergency		
Safety	12	30
Housing	20	30
Food/Clothing	21	30
Translation (Outer state)	5	30
Legal guardianship	3	30
Short long term		
Transitional housing	5	30
Long term housing	22	30
Permanent placement	11	30
Legal Assistance	25	30
Advocacy	28	30
Medical care	25	30
Medical health/counselling	30	30
Substance abuse treatment	18	30
Transportation	7	30
Lifeskills	6	30
Education	15	30
Financial assistance/management	24	30
Tracking victim compensation	13	30
job training/employment	27	30
Child care	18	30

The above table shows the needs of the trafficked victims. All the victims felt that the needs should be met for children.

SERVICE PROVIDERS

Demographics: Service providers from 4 districts i.e; Ananthapur, Kadapa, Mahabubnagar, and Warangal.

Table 06: Distribution of Service providers showing their Age



A majority (33.33%) of the respondents belonged to the age group 30-35 years and respondents belonging to the age groups 25-30, 35-40 and 40-45 years are 13.33 percent each; respondents belonging to the age group 45-50 years are 16.66 percent.

Table 07: Distribution of Service providers participated in the Study

Sl.no	Category of Respondents	No of responses				Grand Total
		Mahaboobnagar	Warangal	Kadapa	Anantapur	
1	AWW	2	1	1	1	5
2	Sarpanch	1	1	0	1	3
3	VRO	1	1	1	1	4
4	MRO		1			1
5	MO	1				1
6	ANM	2			1	3
7	ASHA		1	1		2
8	SI	1	1			2
9	Constable				1	1
10	DCPO		1		1	2
11	CDPO	1		1		2
12	JJB, Member			1		1

13	CWC, Member			1		1
14	Housewife			1		1
15	DWO		1			1
16	Sr. Assistant			1		1
Total		9	8	7	6	30

The respondents as service providers were in various departments and capacities such as Anganwadi worker (AWW), Sarpanch, Village Revenue officer, Mandal Revenue Officer, Medical Officer, Auxiliary Nurse Midwifery, ASHA Worker, Sub-inspector of police, Police Constable, District Child Protection Officer, Child Development Project Officer, Juvenile Justice Board member, Child Welfare Committee member, District Welfare Officer, Senior Assistant etc. The sample was collected from the following district –Mahaboobnagar (9), Warangal (6), Kadapa (7), Anantapur (6).

Table 08: Distribution of Service Providers based on their service (in Years)

No of years of Service	Frequency	Percentage
<1 (in Years)	2	6.66
2	5	16.66
3	5	16.66
4	1	3.33
5	1	3.33
6	1	3.33
8	4	13.33
9	3	10.05
10	4	13.33
17	1	3.33
26	2	6.66
30	1	3.33
Total	30	100

The above table depicts that the respondents with less than one year service experience were 6.66 percent; respondents with more than 2 years and less than 6 years work experience were 39.98 percent; respondents with more than 6 years and less than 10 years service were 39.99 percent and respondents with more than 10 years work experience were 13.32 percent.

Knowledge about Human Trafficking:

When asked whether the respondent could identify the trafficked victim as client, 36.7 percent replied that they could not identify and 63.3 percent replied that cannot identify the victim as a trafficked person. Many respondents indicated that they learned to identify through cases that come to them during the course of investigation, and some from citizens as their work line will not allow them to be in interaction with the victims.

The service providers gained knowledge about trafficked victims through Legislation or Acts (16.7%), Books (13.3%), Media (10%), Own experience (3.3%), Classroom (10%), Newspaper (10%), All the mentioned sources (33.3%) and one respondent did not respond.

When asked whether the respondent attended any training or workshop on trafficking, 20 percent replied that they attended classes on human trafficking and 80 percent did not attend any training or workshop. Only 6.7 percent responded that they received formal training on human trafficking and 93.3 percent did not receive any formal training.

With regard to familiarity towards Anti- Human Trafficking Act and G.O, 43.3 percent respondents replied that they were not familiar with the Act and G.O; remaining 36.7 percent stated that they were somewhat familiar with the Act and 20 percent respondents were very familiar with the Act and G.O.

When asked to rate the seriousness of trafficking in their work area, 33.3 percent stated that trafficking was a somewhat serious problem in their area, slightly a problem (30%), not a problem (16.7%), moderately a problem (13.3%), and 6.7 percent stated that trafficking was a very serious problem.

Respondents were asked about the number of trafficked victims served through the agency, 3.3 percent served from one to five victims in their service. Respondents offering services to 6-10 victims were 10 percent, services to 11-15 victims were 10 percent, and services to 16-20 victims were 3.3 percent. However, majority (73.3%) of the respondents did not respond to the question as they were either not rendering services or not in the purview of providing services to the trafficked victims.

Table 09: Distribution of Service Providers stating the percentage of victims served

Percentage of your clients	Frequency					Grand Total
	10%	20%	30%	50%	60%	
Women	4	0	0	0	0	4
Girls	2	2	2	1	1	8
Total	6	2	2	2	1	13

With regard to keeping track of the cases, the respondents were asked to describe what percentage of victims did they serve; six respondents replied 10 percent of both women and girls, two replied 20 percent, 2 replied 30 percent, two replied 50 percent and one answered 60 percent. It is interesting to note that the service providers did not keep any records for serving trafficked victim.

Majority (76.7 %) of the respondents did not provide any reply when as how many victims did they serve in the last 5 years. However, respondents who served 10-15 victims were 13.3 percent, 15-20 victims were 6.7 percent and 20-25 victims were 3.3 percent.

Majority (16.7 %) of the service providers served the victims belonging to the Scheduled caste community, and 6.7 percent served victims belonging to Scheduled Tribe community and 3.33 percent served victims below poverty line.

Majority of the respondents stated that the victims come from Christian background, 6.7 percent from Muslim religion and 3.3 percent from Hindu community.

The respondents stated that the Agency or department in which they work provides services to adolescent girls (3.33%), bonded laborers (3.33%), Dowry victims (3.33%), Harassed victims (3.33%), Beggars (3.33%), all types (6.7%) and those who did not respond were 76.7%.

The service providers expressed knowledge of agencies or departments providing services to the Victims in their local area. Majority (16.7 % per NGO) stated that they know RAIDS and Taruni NGOs provide services to victims and 6.7 percent each stated that CWC and WCD departments were providing services to the victims. However, it was stated that ICDS and SVK NGO providing services to victims were 3.3 percent. A large number of respondents (36.7%) did not respond to the question.

When asked whether human trafficking is increasing or decreasing; the respondents (50%) stated that the human trafficking was increasing and 50 percent of the respondents stated that human trafficking was decreasing.

When asked about the number of person directly or indirectly or voluntarily working for the victims, majority of the respondents (80%) did not reply, however, 6.7 percent stated that ICDS and Police each provide direct services to the victims. The respondents (3.3% per department) stated that WCD and Revenue department also provide services directly or indirectly.

Table 10: Distribution of Service providers describing the needs of the trafficked victims

Services trafficked Victims need	Frequency
Counseling	3
Food	1
Education	2
Protection	2
Respect & Dignity	1
Accommodation	2
Economic Support	2
Shelter	2
Medical treatment	3
Basic needs	2
No response	10
Total	30

The above table 10 shows that the respondents recognize the various needs of the trafficked victims such as counseling (3 no's), food (1), education (2), protection (2), respect & dignity (1), accommodation (2), economic support (2), shelter (2), medical treatment (3), basic needs (2) and no response (10).

The respondents (3.33 % per agency) referred the trafficked victims to Agencies such as CWC, WCD, Sakhi, Taruni, RAIDS. The respondents (6.7 %) referred the trafficked victims to Government hospital and Children Homes. However, 70 percent of the respondents did not respond to the question as they did not have knowledge on the agencies serving in their local area.

As per the length of services provided to the trafficked victim, the respondents stated that they served victims for one year (3.33%), three years (6.7%), and 8 years (3.3%). Majority (86.7%) of the respondents did not reply to the question.

The opinion of the respondents regarding the adequacy of the services provided to the trafficked victims as per their needs show that 66.7 percent did not respond. However, 16.7 percent stated that the needs were more than adequately met and 16.7 percent stated that some needs were met.

Regarding the knowledge on protocols and procedure to be followed as to how to serve the trafficked victims, 3.33 percent respondents expressed knowledge about ICPS and 108 services, and rest (93.4%) did not respond.

When asked whether the procedures were useful, the respondents (20%) replied that they were useful. The remaining (80%) did not have knowledge on procedures.

Regarding the data collected to track the services provided by the agency the respondents (20%) stated that they have tracking system, however, 10 percent stated that they did not have any tracking system. The rest (70%) did not respond.

The respondents stated that while the trafficked victims were provided with services they experience decreased gender discrimination (6.7%), inferiority feeling was reduced (3.3%), protection feeling (3.3%), and protection from prostitution (16.7%) and 70 percent did not have any opinion.

Table 11: Distribution showing Critical barriers faced while providing services to the victims

Critical barriers faced while providing services	Frequency
Lack of adequate services	8
Problem in identifying victims	15
Lack of adequate training	9
lack of adequate funding	11
Language concerns	3
Safety concerns	11
Lack of formal rules/regulations	3
Lack of needed services	9
Lack of in house procedures	2
Lack of knowledge about victims' rights	12
Coordination with local agencies	5
Coordination with Govt. agencies	7
Coordination with inter state agencies	1
Service providers who feel lack of support and isolation	5
others	0
All the above	1

The above table shows the various critical barriers that were faced by the service providers while providing services to the trafficked victims. The following are the critical barriers- lack of adequate services (8 no's), Problem in identifying victims (15), Lack of adequate training (9), lack of adequate funding (11), language concerns (3), safety concerns (11), lack of formal rules and regulations (3), lack of needed services (9), lack of in-house procedures (2), lack of

knowledge about victim’s rights (12), coordination with local and govt. agencies (12), and lack of support and isolation (5).

Table 12: Distribution showing reason for not seeking services

Reasons for not seeking services by the trafficked victims	Frequency
Lack of trust in the system	11
Fear of setback in family status/legal status	9
Fear of retaliation to self and/or family	8
Lack of knowledge about available services	8
Language differences	2
Lack of knowledge about victims’ rights	12
Feelings of shame or embarrassment	9
Not able to identify self as a victim	16
Lack of social support	6
other	1
All	7

The above table shows that the respondents described reasons for not seeking services provided by the govt. or NGOs by the trafficked victims. The reasons are inability to identify self as a victim (16), lack of knowledge about available services (12), lack of trust in the system (11), fear of setback in the family status or legal status (9), feelings of shame and embarrassment (9), fear of retaliation (8), and lack of knowledge about the services (8).

BARRIERS AND CHALLENGES (From the Service Providers’ Perspective):

The respondent’s responses of the study towards human trafficking services were that they require improvement and development in acquiring knowledge. Frustration was observed among the victims regarding the obstacles in the system that prevent access to care and support for victims.

Improvement in awareness-raising among the police and other agencies providing services is crucial and significant. It is noted that crucial gaps remain in knowledge related to human trafficking among police, health providers and other agencies.

It would appear that training is also required for those who provide support services regarding identification of victims of human trafficking.

Disclosure of the victim's identity while providing health services makes the victim potentially vulnerable.

Respondents identified key barriers to their ability to provide services to trafficking victims. Each of these barriers is described in more detail below:

- **Lack of Adequate Resources:** Need housing/shelter, staff, transportation for victims, contacts in home countries, and infrastructures designed for this population
- **Lack of Adequate Funding:** Need source of funding, especially pre & post rescue period.
- **Lack of Adequate Training:** Need training at all levels; need training on confidentiality issues, how to gain victim trust, outreach methods, how to network and collaborate, cultural/religious competency, identification of victims, how to deal with medical/mental issues, how to service transient populations, and how to manage insufficient number of staff.
- **Ineffective Coordination With other Agencies:** Need to share information; poor reporting and prosecution; delays in documentation; no specialized unit/agency.
- **Ineffective Coordination With Local Agencies:** Ineffective communication at the State level; ineffective collaboration with local police.
- **Language Concerns:** Not able to readily provide interpreters for all languages/ vernacular
- **Safety Concerns:** Safety for victims and staff from abusers
- **Lack of Knowledge of Victims' Rights:** Lack of knowledge/understanding of TVPA; lack of knowledge of trafficking issue in general; poorly educated general public
- **Lack of Formal Rules and Regulations:** Inadequate or frustrating rules; need for legislative advocacy; inadequate victim assistance laws; too strict eligibility requirements.
- **Victims' Legal Status:** Status renders victim ineligible for social services funding; pre-certification period issues; prior criminal histories
- **Feelings of No Support and Isolation:** Do not know which service providers understand this issue or who works with victims of trafficking; do not know how to collaborate
- **Lack of In-house Procedures:** Do not have effective protocols; no or inadequate data management systems

RECOMMENDATIONS

1. Organize a platform for joint regional strategy by NGOs or Civil Society Organizations to combat human trafficking.
2. **Raise Awareness and Understanding of the Definition of Trafficking in Persons for Service Providers and the General Public**
3. Develop new legal and institutional frameworks to promote regional cooperation within the government mechanism.

4. **Focus Efforts to Develop More Housing and Shelter Resources for Trafficking Victims**
5. **Initiate the Case Management System for providing services to the victims**
6. Conduct more in-depth research into the specific areas related to victims of human trafficking.
7. Develop a State/district level Trafficking Victim Service Provider Referral List
8. Encourage inter regional exchange visits.
9. **Training for Local Law Enforcement agencies and service providers on How Best to Serve victims of trafficking**
10. Provide attention to the problem of reintegrating victims with HIV/AIDS needs with special attention.
11. To reconstitute & strengthen District level Anti Trafficking committees under the chairman ship of Dist Collector and strictly implement GO Ms.No: 1/2003.
12. To ensure that District level coordination committees formed under ICPS is working effectively for addressing the needs of trafficked victims. .
13. Education and outreach:
 - a. Raise awareness and understanding of the definition of trafficking.
 - b. Improve the trafficked victim's understanding for the legal process and criminal justice procedures.
 - c. Develop outreach material for victims in colloquial language, material that are easy to understand and do not require much reading.
14. Trainings:
 - a. Provide training to legal, law enforcement professionals, and Police to ensure sensitivity while dealing with trafficked victims.
 - b. Provide training in developing protocols to assist providers in identifying the trafficked victims.
 - c. Develop skill based training for livelihood after rescue.
 - d. Provide training to civil servants to make government schemes more gender sensitive.

Focus Group Discussion with Victims of human trafficking

A focused group discussion was conducted to ascertain the needs of the trafficked victims (11 no.s) in Anantapur District. A facilitator moderated the discussion with the help of the guide prepared by the consultant. Introductory questions were asked regarding the participants name and how they came into contact with the Agency (HELP) and what were their impressions about the services received. Most respondents replied that they were first in contact with Police, Child Welfare Committee, Doctors and Court. Majority of the respondents felt that they felt nothing, however on probing they revealed that they were either in panic state or in a shy situation.

The rest of the discussion focused on the needs, referrals, satisfaction or improvement of services, rights, basic needs, and advice to other victims. Majority (90%) of the respondents stated that they did not know where to go to seek information regarding services offered for victims of human trafficking. Respondents stated that they were referred by police or court to the facilities. They opined that meetings should be organized among victims and vulnerable communities to create awareness on available services in the area. Respondents stated that they received counseling and vocational training services while they stayed in the State home. Respondents also revealed that in the state home they did not receive any information on victim's rights or services they are eligible for in a way they could understand. The comfort levels while talking to the police or government officials were meager however; the respondents expressed comfort while communicating with the NGO personnel. The eagerness to return to the parents of safety of a family was curbed by the committee member's decision to restrain them to the state home. The respondents stated that the police provided them with food, water and clothes however not all police men or women were considerate and they expressed anger towards the victims. The victims ascertained that they require the basic needs for their children such as employment, free education, ration & housing etc which are not provided by the government. The victims identified their social needs as individual identity, respect, dignity and self worth, recognition in the society. Their economical needs cater to financial support and employment opportunities, skill development trainings and livelihood support for the victims. Health needs cater to free medical checkups and immunization to children. The respondents stated that they would refer the victims to HELP NGO for services, as they do not have faith in any other service provider; they opine that the other service providers might or might not provide the same set of services with similar commitment. They suggested that the service providers should respect and understand their feelings and emotions. When all the children are provided with free education and shelter, this will ensure employment opportunities and reveal the burden on the family. The financial problem in a family forces the women and girls to earn which results in vulnerable situations.

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