

Directory of Reintegration Services in India



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ABOUT

The service directory provides information about organisations in India which can provide reintegration services to returning survivors of trafficking.

This document is based on a services mapping conducted by the International Organization for Migration (IOM) which was funded by the UK government and led by IOM UK. Under the project 'Improving Reintegration Outcomes for Survivors of Modern Slavery', a rapid mapping of reintegration services was undertaken in India (in addition to other participating countries). The mapping was coordinated by the IOM India team under the supervision of Mr Sanjay Awasthi (Head of Office, IOM India), alongside Ms Elsa Oommen, PhD (Senior Consultant Researcher), Ms Shweta Notaney (Junior Consultant Researcher) and Ms Meher Fatima (Junior Consultant Researcher). The project team sincerely appreciates the support of the service providers who dedicated their valuable time to the mapping exercise.

Please note that while the mapping exercise was thorough and took a wide range of factors into consideration including the accessibility and sustainability of services, the availability and quality of services included in this document cannot be guaranteed. Further, several organisations included in this document may not be experienced in providing services to Indian nationals returning from overseas destinations and/or do not exclusively provide services to survivors of trafficking. However, all organisations listed are open to supporting returnee survivors if such cases are referred to them.

Who can get support?

People returning to India who have been identified as victims of trafficking or who have experienced exploitation.

What support is available?

Organisations included in this directory can offer a wide range of support, including:

- **Immediate help:** shelter, medical assistance, other necessities upon arrival
- **Social and legal support:** legal advice, social welfare, community support
- **Employment support:** education and vocational training, business development, promoting self-help groups (SHGs), micro-credits, individual enterprises, social enterprising, cash assistance, business support
- **Psychological support:** mental health support, counselling.

Who is this directory for?

For returnees

If you are a survivor of trafficking or exploitation who will return or has returned to India, you can use this directory to identify organisations who can help you. For each organisation in the directory, you can find information about what services they offer, where they are located, who they are for, and how you can contact them. You can contact the organisations before or after you arrive in India to request support. Please note that most reintegration service providers in India require formal referrals. Survivors who self-refer may not be able to receive services unless they have relevant official documentation, such as a letter from the UK National Referral Mechanism (NRM) verifying that they are a victim of trafficking.

Important Helplines: These helplines can be contacted if you are in urgent need of support:

- Childline: 1098
- National Commission for Women Helpline: (+91-7827170170)¹
- Distressed Indian Women in the UK can contact the following number provided by the Indian High Commission: +442076323091. For emergency calls during out-of-office hours: +447768765035.²

For support providers in the UK

This directory of available reintegration support in India is intended to aid UK organisations in referring returning survivors to support in their country of return. Referring survivors to support prior to their departure from the UK is a vital step in the returns process and reduces the risk of return for survivors including the risk of re-trafficking.

INTRODUCTION

Information about reintegration support in India

The Union Government in India has formulated several policies towards supporting and reintegrating victims of trafficking. The implementation of these policies is taken up in partnership with state governments, through identified NGOs in the respective states. Additionally, state departments of Women and Child Welfare have constituted welfare committees to address grievances, welfare, and other issues concerning women in distress.

Terminology

The terminology of 'Modern Slavery' is not commonly used in India. It is suggested that service providers use 'trafficking' or 'exploitation'. It should be noted that the Prevention of Trafficking Act in India has the legal definition of trafficking which is in line with the definition

¹ Helplines | National Commission for Women

² High Commission of India, London, United Kingdom: Helpline Details

provided by the UN Protocol to Prevent, Suppress and Punish Trafficking of Persons, Especially Women and Children, 2000. The definition is as follows –

“Trafficking in persons shall mean the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.”³

Referral Processes

Most of the service providers included in this directory have adopted a comprehensive approach and have extensive networks of partners, both national and international. In cases where the service providers do not offer certain services, they refer the case to other organisations, either through formal or informal referrals.⁴

Support providers in the UK should reach out to service providers listed in the directory below via phone call or email. Contacted service providers will advise whether they can support the case and/or make further referrals.

It is important to note that all the mapped service providers are open to supporting returnees from the UK, but not all have prior experience in doing so.

How to use the directory

The directory includes essential information about reintegration services in India that may be accessed by survivors or UK support providers assisting referrals for returnees. It is structured by region, starting with organisations that offer services in multiple regions.

Information in the directory includes a description of services, address of the service provider, operational schedule, contact details, associated costs, eligibility criteria and referral mechanisms of the service providers.

³ Source: Protocol to Prevent, Suppress and Punish Trafficking in Persons Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime | OHCHR

⁴ A formal referral means cases referred by government stakeholders, such as the police, Child Welfare Committees, and other government agencies. In contrast, informal referrals are those made by partner organisations, such as by NGOs.

Some services are available Nationwide



This map is for illustrative purpose only. Names and boundaries do not imply official endorsement or acceptance by the United Nations and participating organisations.

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DIRECTORY OF SERVICES

Please note that all the mapped service providers offer services without a cost to the beneficiary, except as indicated otherwise. Operating hours are according to Indian Standard Time (+5:30 hrs GMT).

Multiple regions

1. IRARA

Location of services: Nationwide

Description of services: IRARA offers the following services:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Self-employment opportunities
- Economic empowerment/ business development
- Family mediation/family support
- Mentorship/life skills/ self-actualisation
- Administrative assistance and support with obtaining necessary documentation
- Reception assistance to returning citizens
- Family reunification
- Provision for household goods to aid daily living (such as specialised gadgets for the elderly).

Address: C108, first floor, Lajpat Nagar 1, New Delhi 110024

Opening days and hours: Monday to Friday, from 9:00 AM to 6:00 PM. However, around the clock support is available in case of an emergency.

Contact details:

Website: <https://www.irara.org/>

Telephone: 011 47353830

UK: +44 (0)1433 627 247 (available around the clock)

Email: reintegration@irara.org

WhatsApp: +91 9760895742

Contact person: Mr Santosh Jha, Country Manager, IRARA India

Contact person email: santosh.jha@irara.org

Social media handle: LinkedIn

Type of organisation: NGO

Eligibility criteria: The services support Indian citizens returning from abroad (voluntary or enforced return). They may or may not be survivors of trafficking. Personal identification

documents, such as a passport or Aadhaar Card,⁵ are preferable. If an individual does not have their passport, a white passport can be used for identification purposes. Additionally, certain travel documents, like tickets and return documents from authorities who have sent them back are taken into consideration. The services can be used by:

- Indian nationals
- Individuals referred by a legally competent authority
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations or self-referrals. An individual based out of UK can contact the UK IRARA office. However, if the individual has already returned to India, contact can be established by reaching out to the IRARA representative in New Delhi. Further, if someone in need calls the organisation, they can create referral documents for the potential returnees.

IRARA has formal agreements in place with the UK Home Office for UK returnees and with Frontex for European Union returnees.

2. Caritas India

Location of services: Delhi, Gujarat, Haryana, Kerala, Punjab, Tamil Nadu, West Bengal

Description of services: Caritas India offers the following services:

- Medical assistance
- Education/vocational training
- Economic empowerment/ business development
- Social welfare
- Community support/ safe spaces
- Administrative assistance and support with obtaining necessary documentation
- Reception assistance to returning citizens, including pre-departure counselling and meet & greet services at the airport for vulnerable individuals
- Family reunification
- Repatriation.

Address: CBCI Centre, 1, Gol Dak Khana Roundabout, Ashok Place, New Delhi, Delhi - 110001

Opening days and hours: Monday to Friday, from 9:00 AM to 5:00 PM

⁵ Aadhaar means base or foundation in Hindi. The Aadhaar card is a 12-digit unique identification number issued by the Unique Identification Authority of India (UIDAI) to every resident of India. Launched in 2009, it combines biometric data (fingerprints and iris scans) with demographic information (address and date of birth) to ensure a secure and reliable identification system.

Contact details:

Website: <https://www.caritasindia.org/>

Telephone: 91-11-2336 3390 or 2374 2339

Email: director@caritasindia.org

WhatsApp: +91 9818010252

Contact person: Father Antony Fernandes, Executive Director, Caritas India

Social media handles: Facebook, Instagram, LinkedIn, Twitter and YouTube

Type of organisation: NGO

Waiting time: Minimum 6 months

Eligibility criteria: The services support survivors of human trafficking, migrants, displaced persons, and individuals of concern. Individuals must provide proof of ID, proof of residence, and employer details to verify identity. However, people with criminal record are not eligible to access the services. The services can be used by:

- Indian nationals (with proof of residence)
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals formally identified by the host government (including the UK government).

Referral process: Access to services can be gained through referrals by other organisations or self-referrals. Caritas India has partnership and cooperation agreements with local and regional actors, as well as with host countries and countries of origin.⁶

3. Apne Aap Women Worldwide

Location of services: Bihar, Delhi, Jammu, Jharkhand, Maharashtra, Rajasthan, West Bengal⁷

Description of services: Apne Aap Women Worldwide offers the following services:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Economic empowerment/ business development
- Legal assistance
- Safety and security services
- Family mediation/family support
- Social welfare

⁶ Organisations in host countries include: Frontex (European Border and Coast Guard Agency), IRMA Plus III (Caritas Austria), Fedasil (Caritas Belgium), Dutch Council of Refugees (Netherlands), Danish Refugees Council (DRC) (Denmark).

⁷ They also work in Nepal (Biratnagar and Dharan) and Bangladesh.

- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Building resilience through martial arts, fine arts and storytelling.

Apne Aap Women Worldwide runs a programme called the '10 Assets Approach' (Asset Based Community Development) focused on creating exit strategies for girls and women who are victims of sexual exploitation.⁸

Address: Head Office: Apne Aap Women Worldwide, 3B, St. George Terrace, Hastings, Kolkata- 700022

Bihar Office: Apne Aap Women Worldwide, Jagdish Mills Compound, Dr. Ram Manohar Lohia Path, Ward No.-08, Forbesganj, Dist.- Araria, Bihar - 854318

Opening days and hours: Monday to Friday, from 9:30 AM to 5:30 PM
Saturday: Half Day

Contact details:

Website: <https://apneaap.org/>

Telephone: Mr Praveen Kumar: +91 9852312871, +91 8804406549

Email: praveen@apneaap.com, contact@apneaap.org

WhatsApp: Mr Praveen Kumar: +91 9852312871, +91 8804406549

Contact person: Mr Praveen Kumar, Project Manager, Apne Aap Women Worldwide

Contact person email: praveen@apneaap.org

Social media handles: Facebook, X, Instagram

Type of organisation: NGO

Eligibility criteria: Apne Aap Women Worldwide focuses on service provision to marginalised castes, tribes, ethnicities and religions. The service supports survivors of human trafficking (with a focus on sexual exploitation), migrants, victims of violence (including child abuse, domestic violence, and violent crimes), homeless persons and at-risk individuals vulnerable to trafficking. Survivor-witnesses receive legal support and empowerment on accessing justice. The services can be used by:

- Survivors of sexual exploitation
- Women and children only
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

⁸ The Ten Assets that can be gained by a girl over a period of three to five years are: Safe space, education, self-confidence, political power, government authorised IDs, government subsidies like low-cost food, housing, health care and loans, legal support to file police complaints and testify in court, savings and bank accounts, livelihood linkages like vocational training, markets and jobs and nine friends or membership of a self-empowerment group.

Referral process: Access to services can be gained through referrals by other organisations or self-referrals.⁹

4. Sanjog India

Location: Andhra Pradesh, Bihar, Chhattisgarh, Jharkhand, Karnataka, Maharashtra, Rajasthan, Tamil Nadu, West Bengal. However, some services are provided nationwide.¹⁰

Description of services: Sanjog offers the following services:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Economic empowerment/business development
- Legal assistance
- Safety and security services
- Family mediation/family support
- Social welfare
- Mentorship/life skills/self-actualisation
- Community support/ safe spaces, including connecting with survivor groups and providing peer support
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Home visits
- Family reunification for children
- Reception assistance to returning citizens.

Sanjog's work is centred around a shift from custodial models of rehabilitation that focus on institutionalisation to restorative approaches that focus on community-based rehabilitation. This transformation also involves moving from welfare-based strategies to rights-based frameworks, alongside trauma-informed care that aims to minimise re-traumatisation and build survivor resilience. The organisation facilitates rehabilitation and recovery services in partnership with other NGOs, CBOs and survivor collectives.

Address: 26/5A, Ballygunge Circular Road, Second Floor, Kolkata - 700019

Opening days and hours: Monday to Friday, from 10:00 AM to 6:00 PM

9 The survivor is required to fill a form, explaining their background (e.g. their caste) and the kind of exploitation they faced. Apne Aap Women Worldwide is familiar with the NRM process in the UK. Ms Ruchira, the founder, was part of the committee headed by Sir Kevin Hyland that created the National Referral Mechanism Handbook for Europe.

10 Nationwide support is provided for: Legal aid, Connecting survivors with local organisations, Preliminary mental health connect.

Contact details:

Website: www.sanjogindia.org

Email: sanjog.in@gmail.com, uma@sanjogindia.org

Contact person: Ms Uma Chatterjee, Co-Founder and CEO, Sanjog

Contact person email: uma@sanjogindia.org, sanjog.in@gmail.com

Social media handle: LinkedIn

Type of organisation: NGO

Eligibility: The services support survivors of human trafficking, victims of violence (including child abuse, domestic violence, violent crimes) and marginalised communities. Survivor-witnesses receive legal support and empowerment on accessing justice. Some personal documentation verifying nationality and education status of the survivor is required. The services can be used by:

- Indian nationals
- Individuals accredited as a trafficking survivor
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals formally identified by the host government (including the UK government) and those who self-identify as victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations or self-referrals.¹¹

5. Impulse NGO Network (INGON)

Location of services: Meghalaya, Arunachal Pradesh, Assam, Manipur, Mizoram, Nagaland, Sikkim and Tripura, West Bengal (in North Parganas)¹²

Description of services: Impulse offers the following services through various stakeholders under the Impulse Case Management Centre¹³ (a part of the Impulse Model):

- Housing/shelter/accommodation (offering safe housing and long-term recovery programs, if survivor is not able to return to their family)
- Medical assistance

11 The following information needs to be provided when contacting the organisation:

1. Form of trafficking
2. Location
3. Language preference
4. Nationality
5. Contact details
6. Health status

12 They also work in Nepal, Myanmar, Bangladesh and Thailand.

13 Access to services is facilitated through the Impulse Case Management Centre (ICMC) and its collaborative network, ensuring a survivor-centric, multi-stakeholder approach to protection, rehabilitation, and reintegration. The Impulse Case Management Centre (ICMC) is a centralised mechanism which provides an online platform for case tracking, allowing communication and coordination with partners without the need for physical travel.

- Mental health and psychosocial care/counselling (through specialised counsellors)
- Education/vocational training
- Legal assistance
- Safety and security services
- Administrative assistance and support with obtaining necessary documentation
- Reception assistance to returning citizens
- Cross-border repatriation.

It is important to note that the INGON operates in north-east India including north Bengal and neighbouring countries, using the Impulse Case Management Centre (ICMC) to provide most of these services.

Address: Riatsamthiah Block 4, House NO 191W/NO 13, Shillong, Meghalaya - 793 001

Opening days and hours: Monday to Saturday, from 10:00 AM to 5:30 PM

Contact details:

Website: www.impulsengonetwork.org

Telephone: 0364-2548440, +91 9774882546

Email: hkharbhihchairpersoningon@gmail.com

WhatsApp: +91 9436101108, +91 9774882546

Contact person: Ms Bariphylla Lyttan, Team Lead/Case Manager, Impulse NGO Network

Contact person email: Impulsecaseinfo.centre@gmail.com

Social media handles: Facebook, Instagram

Type of organisation: NGO

Eligibility criteria: Under the Impulse Model, the services support survivors of human trafficking, migrants, victims of violence (including child abuse, domestic violence, violent crimes), at-risk individuals, Indian citizens returning from abroad and displaced people (especially from Myanmar). However, individuals not affected by human trafficking or unsafe migration, those unwilling to provide essential information for case assessment, those seeking services for unlawful or fraudulent purposes, and those outside the organisation's mandate or jurisdiction are not eligible for these services. Survivor-witnesses receive legal support and empowerment on accessing justice. Some primary personal documentation, like residence proof, is required, but its absence will not deny the access to services. The services can be used by:

- Individuals holding some form of formal acknowledgement of the crime
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations, self-referrals or through referrals by local authorities and law enforcement agencies.¹⁴

6. Don Bosco Young at Risk Forum

Location of services: Assam, Arunachal Pradesh, Chhattisgarh, Delhi, Goa, Gujarat, Jharkhand, Karnataka, Kerala, Manipur, Mizoram, Maharashtra, Nagaland, Odisha, Sikkim, Tripura, Tamil Nadu and West Bengal

Description of services: Don Bosco offers the following services:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Economic empowerment/ business development
- Legal assistance
- Safety and security services
- Family mediation/family support
- Social welfare
- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation.

Address: Don Bosco for Migrants, Don Bosco National Forum for the Young at Risk, C 991, Sector-7, Dwarka, New Delhi - 110077

Opening days and hours: Services are offered around the clock.

Contact details:

Website: dbyarforum.org

Telephone: +91 9443394655

National helpline: +91 9642372372 (Reception is available in 11 languages).

Email: db4m@dbyarforum.org

WhatsApp: +91 9443394655

Contact person: Father Francis Bosco, Director, Don Bosco for Migrants

14 If the survivor directly contacts Impulse NGO Network, they need to provide the following:

1. Type of trafficking: Nature of exploitation (e.g., forced labor, sexual exploitation).
2. Location: Current location and where trafficking occurred.
3. Status: Immediate safety concerns and physical/emotional condition.
4. Trafficking details: How they were trafficked and any known details about traffickers.
5. Support needed: Specific help required (e.g., rescue, medical aid, shelter).
6. Identification: Availability of ID documents or if they were confiscated.

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking, migrants, victims of violence (including child abuse, domestic violence, violent crimes), and homeless persons. The primary beneficiary group includes internal migrant workers, especially those within the informal sector and engaged in manual work. Special focus remains on vulnerable social groups like Dalits, tribals and minorities. Services are not available to individuals working in the formal sector. The services can be used by:

- Indian nationals, though non-Indians may be considered on a case-by-case basis
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations, self-referrals, or through referrals by family/close friends.

7. Shakti Vahini

Location of services: Assam, Delhi, Haryana, Jharkhand, Uttar Pradesh, West Bengal

Description of services: Shakti Vahini offers the following services:

- Housing/shelter/accommodation (provides referrals to government-run shelter homes)
- Medical assistance
- Mental health and psychosocial care/counselling
- Legal assistance
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Government compensation as applicable under the law
- Reception assistance to returning citizens
- Family reunification.

Address: Plot No. 31, Pocket 2, Third Floor, Jasola Vihar, Near Jasola Sports Club, New Delhi- 110025

Opening days and hours: Services are offered around the clock, with Shakti Vahini's Trafficking in Persons (TIP) Response Centre available at all hours to respond to the calls of the law enforcement officials and assist the families of victims.

Contact details:

Website: www.shaktivahini.org

Telephone: +91 9582909025

Helplines: +91 9582909025, +91 9899710847

Email: shaktivahini@yahoo.co.in

WhatsApp: +91 9582909025

Contact person: Mr Nishi Kant, Executive Director, Shakti Vahini

Contact person email: nishisv@gmail.com

Social media handles: Facebook, Instagram, LinkedIn

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking (with a focus on commercial sexual exploitation and labour exploitation), victims of violence (including child abuse, domestic violence, and violent crimes) and survivors of child marriage. Survivor-witnesses receive legal support and empowerment to seek justice. Personal identification and documentation are essential. The services can be used by:

- Individuals seeking support within India, regardless of their citizenship¹⁵
- Individuals with a proof of nationality
- Individuals accredited as a trafficking survivor
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: A survivor can gain access to the services by directly contacting the organisation on their helpline numbers.¹⁶

8. Prayas Juvenile Aid Centre (JAC)

Location of services: Andaman & Nicobar Islands, Assam, Arunachal Pradesh, Bihar, Dadra & Nagar Haveli, Daman & Diu, Delhi, Goa, Gujarat, Haryana, Jammu & Kashmir, Jharkhand, Rajasthan, Uttar Pradesh.

Description of services: Prayas offers the following services:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training

¹⁵ Shakti Vahini has previously provided support with repatriating survivors of other nationalities (Bangladesh, Nepal and a few countries in Africa).

¹⁶ If the survivor directly contacts Shakti Vahini, they need to provide the following:

1. Current location and area
2. Form of trafficking
3. Details of the survivor (photo, name, age)
4. FIR copy- if the case has already been reported to the law enforcement agencies.

If a law enforcement agency contacts Shakti Vahini, they need to provide the following:

1. Copy of FIR
2. Current location, Area, State
3. Form of Trafficking
4. Details of the victim (Photo, Name, Age).

- Accessing employment
- Economic empowerment/ business development
- Free legal assistance
- Safety and security services
- Family mediation/family support
- Social welfare (e.g., linking beneficiaries to government schemes)
- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Support for legal proceedings and victim testimony
- Administrative assistance and support with obtaining necessary documentation
- Reception assistance for victims (Intra-country and international)
- Access to victim compensation
- Cross-border repatriation
- Prayas has two verticals - Prayas Institute of Juvenile Justice (focusing on child protection and safeguarding) and Prayas Institute of Economic Empowerment (focusing on skilling, livelihood, and empowerment).

Address: 59, Tughlakabad Institutional Area, Mehrauli Badarpur Road, Near Batra Hospital, New Delhi, 110062

Opening days and hours: Monday to Friday (full days), Saturday (half-days)

Services are available round the clock for shelter homes and rescue operations.

Contact details:

Website: www.prayaschildren.org

Telephone: +91-11-29955505

Email: prayas@prayaschildren.org, induranisingh@prayaschildren.org

WhatsApp: +91 7726011003

Contact person(s): Mr Amod Kumar Kanth, Founder & Mentor, Prayas JAC Society

Ms Indu Rani Singh, Executive Director, Prayas JAC Society

Email: Kanth_amod@rediffmail.com, induranisingh@prayaschildren.org

Social media handles: Facebook, Instagram, LinkedIn

Type of organisation: NGO

Eligibility criteria: The services support children, youth & women affected by different forms of violence and abuse, tribal groups, inter-state survivors of trafficking, victims of child abuse, child labour and child marriage and those affected by disasters. Services can be accessed by Indian nationals as well as non-nationals but documents identifying nationality of survivors are required. However, people with a criminal record are not eligible for these services. The services can be used by:

- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals formally identified by the host government (including UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: People can gain access through referrals by other partner organisations,¹⁷ self-referrals, or referrals by local authorities.

North

9. STOP Trafficking and Oppression of Children and Women

Location of services: Delhi

Description of services: STOP offers the following services:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training, including skills-based training
- Accessing employment
- Economic empowerment/business development
- Legal assistance
- Safety and security services
- Family mediation/family support
- Social welfare
- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Reception assistance to returning citizens
- Cross-border repatriation (includes coordinating with embassies to get necessary documents).

Address: STOP Trafficking and Oppression of Children and Women C-568, J.V.T.S. Garden, Ground Floor, Road No. 5, Chhatarpur Extension, New Delhi-110074

Opening days and hours: Monday to Friday, from 11:00 AM to 6:00 PM

Contact details:

Website: www.stopglobalmovement.com

Telephone: +91 9773500135

Email: stopglobalmovement@gmail.com

WhatsApp: +91 9810135207, +91 9811691205

Contact person: Ms Smritikana Ghosh Paul, Senior Programme Manager, STOP

¹⁷ Prayas is part of Just Rights for Children (JRC) which is a network of more than 250 civil society organisations working to end violence against children, specifically trafficking, rape and sexual abuse. The organisation is also a part of the SDG 8.7 Alliance (global partnership fostering multi-stakeholder collaboration to support governments in achieving target 8.7 of Agenda 2030), International Labour Organization (ILO) and Voluntary Action Network India (VANI). Further, it has consultative status with ECOSOC (Economic and Social Council of United Nations).

Contact person email: stopglobalmovement@gmail.com

Social media handles: Facebook, Instagram

Type of organisation: STOP is a global movement under the aegis of Ramola Bhar Charitable (RBC) Trust.

Eligibility criteria: The services support survivors of human trafficking, migrants, victims of violence (including child abuse, domestic violence, and violent crimes) and at-risk individuals vulnerable to trafficking. However, people with substance abuse issues or criminal record are not eligible for these services. Survivor-witnesses receive legal support and empowerment on accessing justice. Primary personal identification/documentation, like passport or flight tickets, is essential to maintain the case file. The service can be used by:

- Individuals referred by a legally competent authority, with clear guidelines on the support required
- Individuals accredited as a trafficking survivor
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals. However, short term residential provision is available only to girls and women
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: People can gain access to the services through referrals by other organisations. In the past, STOP has received referrals from the British High Commission to assist Indian survivor returnees.¹⁸

10. Guria Swayam Sevi Sansthan (Guria India)

Location of services: Uttar Pradesh

Description of services: Guria India offers the following services:

- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Economic empowerment/ business development
- Legal assistance
- Safety and security services
- Family mediation/family support
- Social welfare
- Assistance to victim's children

¹⁸ The following information needs to be provided when contacting the organisation:

1. Forms of trafficking 2. Perpetrator's information 3. Location of the survivor 4. Contact details.

- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces including peer-led support networks
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Family reunification for children.

Address: Guria India, S-8/395, Khajuri Colony, Varanasi, Uttar Pradesh – 221002

Opening days and hours: Monday to Saturday, from 10:00 AM to 6:00 PM. However, around the clock support is available in case of an emergency.

Contact details:

Website: <https://guriaindia.org/>

Telephone: +91-542-2504253

Email: director@guriaindia.org

WhatsApp: +91 9616334433, +91 7705804465, +91 7705804469

Contact person: Mr Ajeet Singh, Founder and Director, Guria India

Contact person email: director@guriaindia.org

Social media handles: Facebook

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking, at-risk women and children in red-light districts, and at-risk families in vulnerable source villages. It also extends support to the members of racial minorities (marginalised & excluded castes), religious minorities, and ethnic minorities (Bedia community). Survivor-witnesses receive protection in the form of relocation or fortification of houses, case management and livelihood support. The services can be used by:

- Individuals accredited as a trafficking survivor
- Survivors of sex trafficking and sexual exploitation
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations, self-referrals, or referrals by family/close friends, government officials, courts and volunteers. They have collaborations with a vast network.¹⁹

¹⁹ The NGO has been involved in various human rights initiatives, including the UN Economic and Social Council Report on Human Rights Defenders (2006), Asian Human Rights Commission Urgent Appeals (Hong Kong), and FRONTLINE (Ireland). Additionally, it has worked with numerous organisations such as the National Human Rights Commission for Women, National Commission for Protection of Child Rights, and the Ministry of Women & Child Development, contributing to training, rescue operations, and legal reforms.

11. Manav Seva Sansthan SEVA

Location of services: Uttar Pradesh (Gorakhpur)

Description of services: Manav Seva Sansthan offers the following services:

- Housing/shelter/accommodation (provides referrals for government-run shelter homes for short-term stay)
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Legal assistance (e.g., legal aid for international migrants, compensation/insurance assistance to individuals or family of migrants, etc.)
- Safety and security services (e.g., guidance on safe migration practices)
- Social welfare (e.g., assistance with government schemes for migrant workers)
- Assistance to victim's children
- Community support/ safe spaces
- Administrative support services (e.g., assistance with employment contracts, visas, and passports, stranded nationals provided with liaison services, etc)
- Repatriation assistance for returning Indian citizens (available nationwide)
- Pre-departure Orientation Training (PDOT) and Migrant Resource Centres in Gorakhpur

Address: Lig 1 198 Vikas Nagar colony, FCI turn, Bargdwa, Gorakhpur, Uttar Pradesh

Opening days and hours: Services are offered around the clock

Contact details:

Website: <https://www.manavsevaindia.org/>

Telephone/ WhatsApp: +91 9838070412

Email: info@manavsevaindia.org

Contact person: Mr Rajesh Mani, Director, Manav Seva Sansthan

Contact person email: director.seva@manavsevaindia.org, sevaes@gmail.com

Social media handles: Facebook, X, Instagram, LinkedIn, YouTube

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking, bonded Indian labourers and migrants, aspirant migrants and their family members. However, non-citizens, non-vulnerable individuals, those not directly involved in the migration process and people outside the service regions are not eligible for these services.²⁰ National identification is required. However, for individuals who lack national identification, the organisation can still

²⁰ Services are geographically focused, such as the Migrant Resource Centre in Eastern Uttar Pradesh and the Lifeguard Centre at the Indo-Nepal border. Individuals who are not in these regions may not have direct access to these centres unless their cases involve cross-border issues that can be addressed through remote support or referrals.

assist in coordinating with local authorities, embassies, or consulates.²¹ The services can be used by:

- Indian and Nepalese nationals
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals formally identified by host government (including UK government) as victims/survivors of trafficking and individuals who self-identify as victims/survivors of trafficking (contingent upon verification).

Referral process: Access to services can be gained through referrals by law enforcement agencies, consulates, embassies, migration-relevant agencies, NGOs and other partner organisations.

East

12. Sanlaap

Location of services: West Bengal

Description of services: Sanlaap offers the following services:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment, with a focus on corporate job placements
- Economic empowerment/ business development
- Legal assistance
- Safety and security services
- Family mediation/family support
- Social welfare
- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Reception assistance to returning citizens
- Cross-border repatriation.

Address: Sanlaap, 38 B, Mahanirban Road, Kolkata 700029, West Bengal, India

Opening days and hours: Head Office: Monday to Saturday, from 10:00 AM to 6:00 PM.

²¹ Essential Information required from the survivors:

1. Type of Trafficking (Form)
2. Location
3. Circumstances of Trafficking
4. Assistance required.

Field: Monday to Saturday from 10:00 AM to 6:00 PM. However, around the clock support is provided at Child Care Institutes (CCI) and in emergency cases.

Contact details:

Website: www.sanlaap.org

Telephone: +91 9831167772

Email: pinaki.sinha@sanlaapindia.org

WhatsApp: +91 9831167772

Contact Person: Mr Pinaki Ranjan Sinha, Executive Director, Sanlaap

Contact Person email: pinaki.sinha@sanlaapindia.org

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking (with a focus on sex trafficking) and victims of violence (including child abuse, domestic violence, and violent crimes). Survivor-witnesses receive legal support and empowerment on accessing justice. The services can be used by:

- Survivors of commercial sexual exploitation
- Women and girls only
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations, self-referrals, or referrals by local youth and community members.

13. Jabala Action Research Organisation

Location of services: West Bengal

Description of services: Jabala offers the following services:

- Housing/shelter/accommodation
 - Shelter home for women above 18 years of age
 - Referral to Child Welfare Committee (CWC)
- Medical assistance
- Mental health and psychosocial care/counselling (e.g., trauma management sessions)
- Education/vocational training
- Readmission of the survivor
- Capacity building training and digital learning
- Sensitization of schoolteachers and community members
- Economic empowerment/ business development
- Legal assistance
- Family mediation/family support (including counselling of parents, family members and part of the neighbouring community)

- Social welfare
- Mentorship/life skills/ self-actualisation (e.g., forming peer group of survivors)
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Family reunification.

Address: Jabala Action Research Organisation, 14A Jamir Lane, Kolkata – 700019

Opening days and hours: Services are offered around the clock.

Contact details:

Website: <https://www.jabala.org>

Telephone: 033 2460 2229

Email: jabalaactionresearch@yahoo.com

WhatsApp: +91 9830014643

Contact person: Ms. Baitali Ganguly, Founder Director, Jabala

Contact person email: jabalaactionresearch@yahoo.com

Social media handles: Facebook, Instagram, X, LinkedIn

Type of organisation: NGO

Eligibility: The services support survivors of human trafficking (with a focus on sex trafficking and labour trafficking), migrants, victims of violence (including child abuse, domestic violence, violent crimes) and at-risk individuals vulnerable to trafficking. However, people with substance abuse issues or criminal record are not eligible for these services. Survivor-witnesses receive legal support and empowerment to seek justice. Some primary personal documentation to identify age, residential address and citizenship of the survivor is essential. A residential certificate issued by the local Panchayat or family photo/photo of parent(s) is also valid. The services can be used by:

- Individuals with a proof of nationality
- Women and girls
- Individuals formally identified by the host government (including UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations, self-referrals, or through referrals by government stakeholders like police officers, CWCs, Panchayat members and local health workers.²²

22 The survivor needs to provide the following when contacting the organisation:

1. What kind of abuse/sexual violence the survivor had to experience.
2. Information about family structure and family members.
3. Permanent residential address.
4. Journey and incidents the survivor experienced after being trafficked.
5. Medical assistance required.
6. Medico-legal support required.
7. Any support person required with strong articulation skills.
8. Name of the trafficker (if known to her).

14. Adithi

Location of Services: Bihar, Jharkhand and Purvanchal (Uttar Pradesh)

Description of Services: Adithi offers the following services:

- Housing/shelter/accommodation (Provides referrals for government-run shelter homes in the selected areas).²³
- Medical assistance (need-based)
- Mental health and psychosocial care/counselling
- Education/vocational training
- Economic empowerment/ business development
- Free Legal assistance
- Safety and security services (care-plans developed for survivors)
- Family mediation/family support
- Social welfare (linking survivors from the operational region to government livelihood support)
- Assistance to survivors' families (particularly for families of children rescued from bonded labour)
- Administrative assistance and support with obtaining necessary documentation.

Address: Head Office, Mr Deepak Kumar, Saubhagya Sharma Path, Rukunpura, Patna-800014

Opening days and hours: Monday to Saturday, from 09:00 AM to 05:00 PM

Contact details:

Website: <https://adithi.org/>

Telephone: +91 8252254574, +91 9334750500

Email: adithipatna@gmail.com

WhatsApp: +91 9334750500

Contact person: Ms Asita Maldahiyar, Executive Secretary, Adithi

Contact person email: adithipatna@gmail.com

Social media handle: LinkedIn

Type of Organisation: NGO

Eligibility criteria: The service support survivors of human trafficking (with a focus on bonded labour), children in need of care and protection, migrants and victims of violence (including child abuse, domestic violence, and violent crimes). Personal identification and documentation, such as passport, release document (for survivors of bonded labour), personal ID indicating nationality, or any form of identification that verifies the individual's identity is essential. The services can be used by:

- Indian nationals (preferably from the organisation's operational area)
- Individuals holding some form of formal acknowledgement of the crime
- Both adults and children

²³ For survivors of bonded labour, shelter homes provided under Bihar government's scheme Saksham (meaning 'Self-sufficient' in Hindi)

- All genders including male, female, transgender and non-binary individuals
- Individuals formally identified by the UK government and those who self-identify as victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals from local authorities such as police, courts, Child Welfare Committees (CWCs), collectives/groups supported by the organisation and government agencies (district as well as state) and partner organisations.²⁴

15. Barasat Unnayan Prostuti (BUP)

Location of services: West Bengal North 24 Parganas

Description of services: BUP offers the following services:

- Housing/shelter/accommodation (provides referrals for government-run shelter homes)
- Medical assistance (through government and private medical channels)
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Economic empowerment/ entrepreneurship support
- Legal assistance (e.g., for victim compensation, legal proceedings, persecution of the perpetrator, etc.)
- Family mediation/family support
- Assistance to victim's children
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Family reunification
- Reception assistance available for survivors at Netaji Subhas International Airport, Kolkata.

Address: Basundhara, Noapara (post office), Barasat (police station), North24s Parganas, Kolkata- 700125

Opening days and hours: Monday to Friday, from 10:00 AM to 6:00 PM

24 Survivors should provide following information when contacting the organization:

1. Type of Trafficking
2. Location of Trafficking
3. Current Situation
4. Duration of Exploitation (if possible)
5. Information on Perpetrators
6. Legal and Identification Documents
7. Medical and Psychological Needs
8. Existing Support Networks
9. Language and Communication Preferences
10. Potential Threats or Risks (to survivors or their families).

Contact details:**Website:** www.bupkolkata.org**Telephone:** 033-25421334**Email:** reachbup@yahoo.co.in, reachbup93@gmail.com**WhatsApp:** +91 94338 09012**Contact person:** Mr Ranjit Kumar Dutta, Secretary, BUP**Contact person email:** reachbup@yahoo.co.in**Social media handles:** X, Facebook**Type of organisation:** NGO

Eligibility criteria: The services support survivors of human trafficking (with a focus on commercial sexual exploitation), victims of violence (including child abuse, domestic violence, violent crimes), migrants and survivors of child marriage. However, people with a criminal record are not eligible to access the services. Some primary personal documentation, like passport and Aadhaar, is required, but its absence will not result in refusal. Services can be used by:

- Indian nationals
- Individuals referred by a legally competent authority
- Individuals accredited as a trafficking survivor
- Survivors of commercial sexual exploitation
- Both adults and children (10 to 24 years)
- Only females
- Individuals formally identified by host government (including UK government) as victims/survivors of trafficking and Individuals who self-identify as victims/survivors of trafficking, contingent upon verification.

Referral process: Access to services can be gained through referrals by police departments, panchayats, BDO (Block development) offices, ICDS (Integrated Child Development Services) department or self-referrals (contingent upon verification).²⁵

West

16. Kshamata

Location of services: Maharashtra (Mumbai and Thane)

Description of services: Kshamata offers the following services:

- Housing/shelter/accommodation
 - Runs the Kshamata Residential Program for survivors in the age group of 18-26.
 - Provides referrals to government-run shelter homes for survivors in the age group of 14-18.

²⁵ When contacting the organisation, information like time and place of trafficking, police confirmation and FIR details is required.

- Mental health, psychosocial care/trauma counselling and physical well-being
- Education/career guidance/vocational training
- Accessing employment and handholding
- Economic empowerment/ business development
- Mentorship/life skills/ self-actualisation
- Legal aid (for legal proceedings, accessing entitlements or compensation)
- Administrative assistance and support with obtaining necessary documentation.

Address: 16/204 Gulmohar, Vasant Vihar, Thane West, Maharashtra – 400610 (This is the registered address not a project site or residential address)

Opening days and hours: Monday to Saturday, from 10:30 AM to 6:30 PM. However, around the clock support is available in Kshamata Residential Program.

Contact details:

Website: www.kshamata.org

Telephone: +91 9819754450

Email: response@kshamata.org

WhatsApp: +91 9819754450

Contact person: Bharathy Tahiliani, Managing Trustee, Kshamata

Contact person email: bharathy@kshamata.org

Social media handles: Facebook, Instagram, LinkedIn

Type of Organisation: NGO

Waiting time: The waiting period can extend from a couple of weeks to a couple of months, depending on the time taken to fill the Assessment Form.²⁶

Eligibility criteria: The services support survivors of human trafficking, victims of gender-based violence (except cases of domestic violence) and homeless persons. However, people with substance abuse issues or criminal record are not eligible for these services. Some primary personal documentation, such as birth certification, passport, PAN card²⁷ or school leaving certificate is essential. The services can be used by:

- Indian nationals
- Individuals accredited as a trafficking survivor. A court order, victim statement, or legal documents are valid
- Individuals referred by a legally competent authority
- Only women
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking
- Individuals who clear the assessment form.

²⁶ The assessment form tries to gauge if Kshamata has the capacity to provide necessary support to the survivor.

²⁷ The Permanent Account Number (PAN) is a 10-digit unique identification number issued to all taxpayers in India. It is an electronic system that consolidates all tax-related information for an individual or company under a single PAN.

Referral process: Access to services can be gained through referrals by other organisations or self-referrals. However, the survivors will have to fill the assessment form.

17. Snehalaya

Location of services: Maharashtra (Pune and Ahmednagar)

Description of services: Snehalaya offers the following services:

- Housing/accommodation/shelter
- Medical assistance
- Mental health and psychosocial care/counselling
- Education (On-site English medium schools available)
- Vocational training
- Accessing employment (SHGs for sustainable income for women)
- Economic empowerment/business development
- Free legal assistance (pro bono lawyers available)
- Family mediation/family support
- Social welfare
- Assistance to victim's children
- Skill development
- Community support/safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Family reunification.

Address: Snehalaya, 239 F Block, MIDC, Ahmednagar, Maharashtra - 414111

Opening days and hours: Services are offered around the clock.

Contact details:

Website: www.snehalaya.org

Telephone: +91 9011026485

Helpline for women: +91 9011363600 (available around the clock)

Email: info@snehalaya.org

WhatsApp: +91 9011020178

Contact person: Mr Pravin Mutyal, Director, Snehalaya

Contact person email: pravin@snehalaya.org

Social media handles: X, X(UK), Instagram, Instagram (UK), LinkedIn, YouTube, Facebook, Facebook (UK)

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking and their children, migrants, victims of violence (including child abuse, domestic violence, violent crimes), people living with HIV/AIDS, homeless people and those vulnerable to trafficking. Survivor-

witnesses receive legal support and empowerment on accessing justice. The services can be used by:

- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by government agencies, partner/non-partner organisations and self-referrals (however, it will be preferred if a referral letter is provided).

18. Project Rescue

Location of services: Maharashtra (Pune) and Karnataka (Bengaluru)

Description of services: Project Rescue offers the following services:

- Housing/shelter/accommodation
- Runs private rented facilities
- Provides referrals to government-run shelter homes
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Free Legal assistance through lawyers or law firms (for court proceedings, First Information Report [FIR]²⁸ filing, victim preparation)
- Safety and security services (e.g. security monitoring of residential facilities)
- Assistance to survivor's children (services related to adoption also available)
- Skill development
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Vehicular assistance (conditional upon availability of transport medium) for moving survivors to other places.

Address: GPO Box – 77, Pune H.O. – 1, Pune - 411001

Opening days and hours: Monday to Saturday, from 09:00 AM to 10:00 PM

Contact details:

Website: www.puneprojectrescue.org

Telephone: +91 9823021156

²⁸ The first complaint the police receives about an offense that is punishable by law is referred to as a First Information Report or FIR. It is formal written document that outlines the commission of a cognizable offence.

Email: projectrescuesa@hotmail.com

WhatsApp: +91-9823021156, + 91-9823058244

Contact person: Dr Mathew K Daniel, Executive Director, Project Rescue

Contact person email: mathewsuhasini@gmail.com

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking (with a focus on commercial sexual exploitation) and at-risk individuals vulnerable to trafficking. For survivors of other types of trafficking, referrals can be provided. Survivor-witnesses receive legal support and empowerment to seek justice. Single parents (women), pregnant women and those with disabilities can also access these services. Some primary personal documentation, like personal ID, passport or referral letter, is essential. Services can be used by:

- Indian nationals
- Survivors of commercial sexual exploitation
- Both adults and children
- Only women and men
- Individuals formally identified by host government (including UK government) as victims/survivors of trafficking and those who self-identify as victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by local court, law enforcement authority, partner NGO/donor, IOM-UK (in this directory's context) or self-referrals.²⁹

19. Rescue Foundation

Location of services: Delhi and Maharashtra (Mumbai, Boisar, Pune)

Description of services: Rescue Foundation offers the following services:

- Housing/shelter/accommodation
 - Runs 4 protective homes
- Medical assistance, including referrals to government hospitals for pregnant women and those infected with STIs or HIV.
- Mental health and psychosocial care/counselling
- Education/vocational training. Support for extra-curricular activities, like sports, dance and theatre
- Accessing employment
- Economic empowerment/ business development

²⁹ The following information need to be shared when contacting the organisation:

1. State or City of origin
2. Current city and location
3. Trafficking form
4. Present health condition.

- Legal assistance
- Safety and security services
- Family mediation/family support
- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Administrative assistance and support with obtaining necessary documentation
- Cross-border repatriation.

Address: Rescue Foundation, Plot No. 39 Asha House, Fatima Road, Kandivali West, Mumbai 400067, Maharashtra, India

Opening days and hours: Monday to Saturday, from 10:00 AM to 6:00 PM

Contact details:

Website: <https://rescuefoundation.net>

Telephone: Ms Triveni Acharya: +91 9820210705

Email: admin@rescuefoundation.net, Trveniacharya@rescuefoundation.net

WhatsApp: Ms Triveni Acharya: +91 9820210705

Contact person: Ms Triveni Acharya, President and Co-Founder, Rescue Foundation

Contact person email: Trveniacharya@rescuefoundation.net

Social media handles: Facebook, Instagram

Cost: The NGO does not have the capacity to pay for airfare during cross-border repatriation.

Type of organisation: NGO

Eligibility criteria: Rescue Foundation supports survivors of human trafficking, victims of violence (including child abuse, domestic violence, and violent crimes), survivors of sexual abuse and children in need of care and protection (including missing and runaway children). Survivor-witnesses receive legal support and empowerment to seek justice. The services can be used by:

- Individuals referred by local authorities such as police, courts, Child Welfare Committees and government agencies with clear indication that they are victims of trafficking, sexual abuse, child sexual abuse or children in need of care and protection
- Women and girls only.

Referral process: Access to services can be gained through an order issued from local authorities such as police, courts, Child Welfare Committees (CWCs) and government agencies, indicating that the individual is a victim of trafficking or a child in need of care and protection.

20. Prerana

Location of services: Maharashtra (Kamathipura, Falkland Road and Turbhe Store in Navi Mumbai)

Description of services: Prerana offers the following services:

- Night care centre for children
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Economic empowerment/ business development
- Legal assistance
- Safety and security services
- Family mediation/family support (drop-in facilities for children available)
- Social welfare
- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation.

Address: 414, Bhaveshwar Arcade Annexe, LBS Marg, Opposite Shreyas Cinema, Ghatkopar West, Mumbai - 400086

Opening days and hours: Monday to Saturday, from 10:00 AM to 6:00 PM. However, the Night Care Centre is operational throughout the week.

Contact details:

Website: <http://preranaantitrafficking.org/>

<https://www.fighttrafficking.org/>

Telephone: +91 98205 73495, +91 88508 20587

Email: kashina@preranaantitrafficking.org, contactprerana@gmail.com

WhatsApp: +91 9820573495

Contact person: Ms Kashina Kareem, Assistant Director, Prerana

Contact person email: kashina@preranaantitrafficking.org

Social media: LinkedIn, Facebook, Instagram, YouTube and X

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking and their children, victims of violence (including child abuse, domestic violence, violent crimes) and those vulnerable to trafficking. The Night Care Centre is only available for children (boys below 14 years of age). Some primary personal documentation is required, but its absence will not deny the access to services. The services can be used by:

- Survivors of commercial sexual exploitation
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals can access these services (only applicable for day-care services)
- Individuals formally identified by the host government, those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking

Referral process: Access to services can be gained through referrals by other organisations, self-referrals, or referrals by the government, like the Department of Women and Child Development.

South

21. Prajwala, an anti-trafficking organisation

Location of services: Hyderabad

Description of services: Prajwala offers the following services:

- Housing/shelter/accommodation
 - Runs three shelter homes independently with private funds
 - Supports the government to manage the government-run protective home on a co-management model
- Recovery of belongings from the traffickers
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training, including government accredited industrial training in bookbinding, dress making, welding and carpentry
- Accessing employment
- Economic empowerment/ business development
- Legal assistance
- Safety and security services
- Family mediation/family support
- Social welfare
- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Marriage of survivors
- Cremation services.

Address: Survey No. 64/2, 65/3, Basavaguda Road, Mankhal (village & Post Office), Maheshwaram, Ranga Reddy, Telangana - 501359

Opening days and hours: Services are offered around the clock.

Contact details:**Website:** www.prajwalaindia.com**Telephone:** +91 8414237304**Email:** praj_2010@yahoo.com**Contact person:** Sunitha Krishnan, Founder & Chief Functionary, Prajwala**Contact person email:** sunitha_2002@yahoo.com**Type of organisation:** NGO

Eligibility criteria: The services support survivors of human trafficking (with a focus on sex trafficking and sexual abuse), child victims of sexual abuse, and vulnerable women (including single women and widows at risk of sex trafficking, particularly in areas with high rates of commercial sexual exploitation). However, people with a criminal record are not eligible for these services. Survivor-witnesses receive legal support and empowerment to seek justice. Individuals must provide the necessary documentation, including an FIR, court referral order, or CWC (Child Welfare Centre) order. The services can be used by:

- Individuals referred by a legally competent authority
- Individuals accredited as a trafficking survivor and holding some form of legal acknowledgement of the crime
- Survivors of sex trafficking and sexual abuse
- Women and children only
- Individuals formally identified by the host government.

Referral process: Access to services can be gained through referrals by relevant authorities or self-referrals. However, referrals must come through a legally competent authority.

22. National Workers Welfare Trust (NWWT)

Location of services: Andhra Pradesh, Telangana**Description of services:** NWWT offers the following services:

- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Economic empowerment/ business development
- Legal assistance
- Family mediation/family support
- Social welfare
- Assistance to victim's children
- Mentorship/life skills/ self-actualisation
- Community support/ safe spaces
- Support for survivors assisting in criminal proceedings
- Need based limited housing/shelter/accommodation services
- Airside access and reception assistance is provided to returning citizens via referrals or through collaboration with partner organisations.

Address: National Workers Welfare Trust, B. 5, Paigha Apartments, SP Road, Secunderabad, Andhra Pradesh - 500003

Opening days and hours: Monday to Friday, from 9:00 AM to 5:00 PM. Saturday: Half Day

Contact details:

Website: <https://nationalworkersmovement.wordpress.com/>

Telephone: +91 9441675817 and +91 9502355792

Email: nwwt2016@gmail.com

WhatsApp: +91 9441675817

Contact person: Sister Lissy Joseph, Chairperson, NWWT

Contact person email: nwwt2016@gmail.com

Social media handles: Facebook, YouTube

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking, migrants, workers in the informal sector, victims of violence (including child abuse, domestic violence, and violent crimes), and homeless persons. Survivor-witnesses receive legal support and empowerment to seek justice. Some primary personal documentation, such as Passport and Aadhaar card is required to access the service. The services can be used by:

- Residents of Telangana and Andhra Pradesh. Individuals from other states can be assisted through the organisation's network
- Both adults and children
- All genders, including male, female, transgender, and non-binary individuals
- Individuals who self-identify as victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations, self-referrals, or through referrals by family and third parties (such as government agencies).

23. Society for Help Entire Lower & Rural People – HELP

Location of services: Andhra Pradesh (Krishna, Guntur, Prakasam and Anantapuram Districts)

Description of services: HELP offers the following services:

- Housing/shelter/accommodation (provides referrals to government-run shelter homes)
- Mental health and psychosocial care/counselling
- Economic empowerment/ business development
- Legal assistance
- Assistance to victims' children
- Support for survivors assisting in criminal proceedings
- Administrative assistance and support with obtaining necessary documentation
- Support to access victim compensation and social entitlements

- Facilitating access to victim compensation schemes
- Transportation services for return journey within the country
- Reception assistance to returning citizens.

Address: HELP, 36-71-1061 (8-217-18 Old), Rajeev Nagar, Ongole, Andhra Pradesh, – 523 002

Opening days and hours: Monday to Saturday from 9:00 AM to 6:00 PM (closed on public holidays). However, around the clock support is provided in case of emergency situations.

Contact details:

Website: <https://helpap.org/>

Telephone: +91 9949723666

Email: helpap@gmail.com

WhatsApp: +91 9949723666

Contact person: Mr N.V.S. Ram Mohan, Secretary & Chief functionary, HELP

Social media handles: Facebook, LinkedIn, X, Instagram

Cost: HELP will not be able to assist if services are sought in a personal capacity (outside its support system) by the survivor.

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking (with a focus on commercial sexual exploitation). However, people with substance abuse issues or criminal record are not eligible for these services. Survivor-witnesses receive legal support and empowerment to seek justice. Some primary personal documentation such as residence proof, FIR (in case of prosecution) and identity proofs are required. The services can be used by:

- Indian nationals from Andhra Pradesh (with proof of residence)
- Survivors of commercial sexual exploitation
- Women and girls only
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referrals process: Access to services can be gained through referrals by other organisations or police departments.³⁰

³⁰ The following information needs to be provided when contacting the organisation:

1. Personal Identification Details: Name, age, gender, current location, contact information (if safe to share).
2. Details About the Trafficking Situation: Form of trafficking, location of trafficking, duration of exploitation, location of exploitation.
3. Exploitative situation details: Nature of exploitation, conditions of exploitation.
4. Current status: Current location, current safety level, health and well-being, physical and mental health condition.
5. Details About Perpetrators: Information about traffickers, description of traffickers, method of control.
6. Legal or Support Needs: Immediate help needed, type of assistance needed, documents or evidence.
7. Consent and Preferences: Consent for action, privacy and confidentiality preferences.

24. Aid et Action India

Location of services: Based in the State of Odisha (with a focus on Bhubaneswar, Balangir, Bargarh, Nuapada, Kalahandi, Rayagada, Nabarangpur and Subarnapur). The organisation also operates in Bhopal, Chennai, Gurugram, Guwahati, Hyderabad and Patna.

Description of services: Aid et Action offers the following services:

- Education/vocational training
- Accessing employment
- Economic empowerment/ business development
- Assistance to victim's children
- Community support/ safe spaces, including building survivor collectives
- Administrative assistance and support with obtaining necessary documentation
- Referral support for government welfare schemes
- Government compensation as applicable under the law
- Survivor groups/collectives
- Family reunification for children
- Government-supported rehabilitation.

Address: Head Office: Aide et Action (India), AA Block, New No. 2 (Old No. 42), 1st Floor, 3rd Main Road, Anna Nagar, Chennai, Tamil Nadu - 600040.

Project Office: Migration Information and Resource Centre (MRC), Aide et Action India, HIG 119, Dharma Vihar, Khandagiri, Bhubaneswar.

Opening days and hours: Monday to Friday, from 10:00 AM to 6:00 PM

Contact details:

Website: <https://aea-southasia.org/>

Telephone: Mr Umi Daniel: +91 9937019196 Mr Jyoti Prakash: +91 9437359481

Email: info.india@action-education.org

WhatsApp: Mr Umi Daniel: +91 9937019196 Mr Jyoti Prakash: +91 9437359481

Contact person:

Mr Umi Daniel, Director, Migration Education, Aid et Action India

Mr Jyoti Prakash Brahma, Sr Programme Manager, Migration Education, Aid et Action India

Contact person email: Umi.daniel@aide-et-action.org Jyoti.prakash@aide-et-action.org

Social media handle: Facebook

Type of organisation: NGO

Eligibility criteria: The service supports survivors of human trafficking (with a focus on bonded labour), internal migrants in distress and victims of violence (including child abuse, domestic violence, violent crimes). However, people with substance abuse issues or criminal record are not eligible for these services. Some primary personal documentation, such as Aadhar Card, is essential. For survivors of bonded labour, a release document from the government can also work. The services can be used by:

- Both adults and children
- Male, female and transgender individuals
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations or self-referrals.³¹

25. Vidyaranya

Location of services: Karnataka (Mandur, in rural Bangalore)

Description of Services: Vidyaranya offers the following services:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Accessing employment
- Legal assistance (including connecting survivors with lawyers)
- Mentorship/life skills/ self-actualisation
- Administrative assistance and support with obtaining necessary documentation
- Family reunification
- Repatriation.

Cost: The organisation referring the survivor might have to pay for some need-based assistance.

Address: Registered address: #129, Lalitha Bhavan, Mandur, Virgonagar (Via), Bangalore East, Bangalore, Karnataka-560049.

Corporate address: Royal Park Apartments, 3rd Floor, Unit No.15, Municipal No.34 Park Road, Tasker Town, Next to Hotel Ramada, Bangalore, Karnataka-560051.

Opening days and hours: Monday to Saturday, from 10:00 AM to 6:00 PM. However, around the clock support is available in Shelter homes/Rehabilitation centres.

³¹ If the survivor directly contacts Aid et Action, they need to provide the following:

1. Name (or an alias if they feel unsafe sharing their real name initially).
2. Current location (specific address, city, or general area).
3. Immediate needs (e.g., medical care, shelter, food, transportation).
4. Contact information (a safe phone number, email, or alternate way to reach them)
5. Nature of control (e.g., physical violence, threats, emotional manipulation, confiscated documents)
6. Trusted contacts (if any, such as friends or family they trust).

Contact details:

Website: <https://www.vidyaranya.org/>

Telephone: +91 80 22862622

Email: info@vidyaranya.org

Contact person: Ms Varsha Verma, Manager/Resource Mobiliser, Vidyaranya

Contact person email: varshaverma@vidyaranya.org

Social media handle: Facebook

Type of organisation: NGO

Eligibility criteria: The services support survivors of human trafficking, migrants, victims of violence (including child abuse, domestic violence, violent crimes), people with disabilities, widows and homeless persons. However, people with substance abuse issues or criminal record are not eligible for these services. Survivor-witnesses receive legal support and empowerment to seek justice. Some primary personal documentation is required, but its absence will not deny the access to services. The services can be used by:

- Individuals holding some form of formal acknowledgement of the crime
- Women and girls only
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations or self-referrals.

26. People's Action for Rural Awakening (PARA)

Location of services: Andhra Pradesh (Dr.B.R. Ambedkar Konaseema, Alamuru, Atreyapuram, Kothapet and Ravulapalem Districts)

Description of services: PARA offers the following services:

- Temporary housing/shelter/accommodation
- Referral for long-term accommodation
- Educational facilities for children
- Limited legal assistance
- Social welfare
- Assistance to victim's children
- Community support/ safe spaces.

Address: People's Action for Rural Awakening (PARA), 8-315 Kothapetta Road, Ravulapalem, Dr.B.R. Ambedkar Konaseema District, Andhra Pradesh - 533238

Opening days and hours: Monday to Sunday, from 9:00 AM to 6:00 PM

Contact details:**Website:** www.paraindia.org**Telephone:** +91 8855255010, +91 7675980142

Father Thomas: +91 9490188935

Email: paradirector86@gmail.com**WhatsApp:** +91 9490188935**Contact person:** Father Thomas Pallithanam, Executive Director, PARA**Contact person email:** thomaspallithanam@gmail.com**Social media handle:** Facebook**Type of organisation:** NGO

Eligibility criteria: The services support survivors of human trafficking, migrants and victims of violence (including child abuse, domestic violence, and violent crimes). However, people with substance abuse issues or criminal record are not eligible for these services. The services can be used by:

- Residents of Andhra Pradesh (in the districts specified above). Individuals from other locations can be assisted through the organisation's network
- Both children and adults (till the age of 45)
- All genders, including male, female, transgender, and non-binary individuals
- Individuals who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by partner organisations, or referrals by the community. However, PARA will not refuse the survivors directly contacting them, and wherever applicable, will refer them to appropriate organisations/district authorities for assistance.

27. Bhumika Women's Collective

Location of services: Andhra Pradesh, Telangana

Description of services: Bhumika Women's Collective offers the following services, mainly through referrals:

- Housing/shelter/accommodation
- Medical assistance
- Mental health and psychosocial care/counselling
- Education/vocational training
- Legal assistance
- Assistance to victim's children
- Support for survivors assisting in criminal proceedings
- Monetary assistance
- Cross-border repatriation.

Address: Bhumika Women's Collective HIG, Block-8, Flat-1, Baghlingampalli, Hyderabad-500044

Opening days and hours: Monday to Saturday, from 10:00 AM to 5:30 PM, with a day off on second Saturdays of each month. However, around the clock support is available via helpline number.

Contact details:

Website: www.bhumikawomenscollective.com

Telephone: 040-27660173

National helpline: 18004252908

Email: bhumikahyd@gmail.com

WhatsApp: +91 9492362908

Contact person: Ms K Satyavati, Chief Functionary and Founder, Bhumika Women's Collective

Contact person's email: satyavatikondaveeti@gmail.com

Social media handles: Facebook, Instagram

Type of organisation: NGO

Eligibility criteria: The services support survivors of gender-based violence (including human trafficking, child abuse, domestic violence, violent crimes). Personal identification and documentation are necessary to access the services. The services can be used by:

- Indian citizens
- Trans-women, women and children. However, some services, such as psychosocial support, can be accessed by all
- Individuals formally identified by the host government (including the UK government), those who self-identify as victims/survivors of trafficking and those who are presumed victims/survivors of trafficking.

Referral process: Access to services can be gained through referrals by other organisations, or self-referrals by calling toll-free helpline to inform about the required service.

End Notes

The International Organization for Migration (IOM) is part of the United Nations system and is the leading intergovernmental organisation in the field of migration. It provides support and humanitarian assistance to migrants across the world, including refugees and internally displaced people, and is guided by the principle that humane and orderly migration benefits migrants and society.

This directory of services was produced as part of a project funded by the UK government which aims to improve reintegration outcomes for survivors of trafficking and modern slavery in the UK. The project focuses on survivors who are returning from the UK to five countries: Albania, Brazil, China, India and Pakistan. A mapping of available services for returning survivors was conducted for each of these countries. Please note that the resulting directories are not exhaustive and that the availability and quality of services cannot be guaranteed. The services are not officially endorsed by IOM. Service directories and potential future updates are available from the [IOM UK website](#).

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