

Effectiveness of Victim Support Services: A Study on Victim Support Center in Dhaka

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Abstract: Crime is deemed as an important strategic social problem in Bangladesh. Every day, large number of people, particularly women and children, of our country are becoming victims of various damned crimes including domestic violence, trafficking, acid burn, sexual harassment and rape. In this context, the present research focuses on the existing services and aids of victim support center in Bangladesh. This study based on in-depth interviews (12 case studies) from the victims and Key Informant Interview (5 KII) have been analyzed as enlisted in Victim Support Center (VSC) guided by Dhaka Metropolitan Police (DMP). This study used Thematic analysis and shows the effectiveness of victim support services includes victim's counseling, medical assistance, physical and financial supports. In our country the present system emphasis has been placed on the reduction of crime on offender-based strategies. Thus, contrary to the high crime rate and number of victims, very few services are available to the victims of crime and very little attention paid to victim's services. Although compulsory, the necessity of providing professional support services to the victims of crime is relatively new in Bangladesh. Victim Support Centre (VSC) is providing services and aids for the protection of the victims of crime. The victim support service will continue to fight for victim support, victims' rights, and legislation to further assist victims. Finally, this research recommends to take necessary measures for ensuring effective victim support service in Bangladesh.

Keywords: Victim, Victim Support Service, Victims' Rights, Protection

1. Introduction

The Victim Support Service is committed to enhancing the rights and needs of victim who has suffered harm from crime. The impact of crime on the people affected by it can be rooted. Victims may undergo from physical, mental and financial harm, from which some may not ever recover. Injuries may be bullyrag or deliver upon victims and threats may even be made against lives. The Crime Index (2017) shows that approximately 80 people become victim of various Crime per hour, a number of 789762 persons are become victim in 2016 [9]. According to the statistics of the Police Headquarter, the number of incidents of women oppression including those of rape, killing, abduction and sexual harassment reached 13904 in 2012, 16212 in 2013 and 21631 in 2014 [6]. Bangladesh National Women Lawyer's Association (BNWLA) has exposed on its report violence

against women in Bangladesh (2014-2015) that presents a total number of 3960 women become victim of different types of violence containing annoyance, dowry, rape, trafficking, and domestic violence which has 2725 in 2014 [5]. Victim support services can handle a victim effectively and provide support, counseling, shelter, legal aid, medical treatment and protect from other harm. Victim support services help a victim can recover his or her loss and back to the normal life like others. Victim support services and states that such services should, nearly other things, afford victims emotional, social and material support free of charge, deals efficient with victims problems, give victims the imperative information about their rights and available services, and ensure that their services are suppression. According to the Victim Support center, DMP The primary role of victim support is to weal and assist victims in the up short of the crime from which they have suffered, to advise them of the

remedial processes and to guide them through the ensuing prosecution of the person accused of the crime.

The Victim Support Service provides free, covert counseling and support services for all victims of crime. These services are provided by professional counselors and trained volunteers. Victim Support was first started in 1972 in Bristol and became a charity in 1974. It was underway because there was slight or no help on offer for victims of crime. It is discouraging to note that people from all walks of society irrespective of their age, sex, color, ethnicity, occupation, race and religion are becoming victims of such shocking social threat. Particularly, the women and children of the people are severely become victim of crime including violence, trafficking, acid burn, sexual harassment and rape, because the patriarchal attitude, religious sentiment, and traditional male leading attitude. The causes of victimization to be it violent or nonviolent, is among one of the most stressful human experiences. Therefore, ensuring quality of life for victims of crime is a key challenge facing for policy makers and mental health providers [2].

In Bangladesh, there is no distinct provision or legislature that ensures the rights of sufferers. Children as victims of crime, women as victims of misuse, sexual violence, domestic violence and rape were the only groups that received some helpfulness in the current past by the Non-Government Organization (NGO's) in the country [1]. The old-style offender-based crime protection strategy, absence of strong separate legislation and justice procedure demoralize the strong and professional victim support services in Bangladesh. The unwillingness of female victims of crime to report to the police timely are the challenges of this support services. Therefore, it is the groundbreaking initiative that Bangladesh police along with 10 NGOs set Victim Support Center (VSC) at Tejgaon Police Station in 2009. That VSC is providing effective services to the women and children victims [17]. Like many NGOs, Victim Support Service provide information, support and assistance such as psychological counseling, permitted assistance and healthcare to victims of crime, to witnesses and to families.

Thus, contrary to the high crime rate and number of victims, very few services are available to the victims of crime and very little attention paid to victim's rights. In this context, the present research focuses the role and responsibilities of victim support center reveals the real state of victimization and service for support of those victims will help to reform new polices in future. This study is mainly concerned with female and child victim. Women and child in Bangladesh are subject to various forms of violence because of socioeconomic and class-based discrimination, coupled with gender relations. They suffer from physical, mental, emotional and financial harm. Victim support center can handle a victim effectively and provide support, counseling, shelter, legal aid, medical treatment and protect from other harm. With the help of a victim support center a victim can recover his or her loss and lead a normal life like others.

2. Objectives of the Study

The prime objective of the study is to explore the effectiveness of Victim Support Center from victim perspective in Dhaka. However, the other specific objectives of the study are as follows:

- i. To find out the existing services and aids of victim support center in Dhaka.
- ii. To identify the problems of legal aid to victim support in Dhaka.
- iii. To find out which initiatives are need to be taken in improving the victim support center in Dhaka.

3. Methodology

Descriptive type research design was used to conduct this research. This study is mainly concerned with the assistance female and child victim in Victim Support Center, DMP. The field was chosen for study because many types of female and child victim are in there and also gradually increase the female and child victim in this Support Centre. This study based on triangulation of in-depth interviews (12 case studies) from the victims who are stay to Victim Support Centre (VSC) of Dhaka Metropolitan Police (DMP). Key Informant Interview (5 KII) from the police personnel, lawyers, NGOs personnel and experienced professional who are directly related with the victims. Both case study and key informant interview was based on qualitative analysis from primary sources. The researcher has visited Victim Support Center, DMP by following in-depth interview (May-June, 2018). Besides, relevant information are also collected from the secondary sources like books, journal articles, newspaper, media, internet etc. and interpreted on descriptive method.

4. Findings of the Study

4.1. Thematic Analysis of the Case Study

The findings are presented present in thematic ways based on the information taken from the in-depth interviews from the respondents. In this part the data were analyzed thematically.

4.1.1. Victim Support Center Is a Must for Women and Child Victim of Violent Crime

Women and child are victimized by different violent crimes especially sexual abuse, physical assault, violation of conjugal rights and violation of personal rights i.e. non-payment of dowry, maintenance etc. According to this study, 4 respondents victim of dowry, 2 respondents victim of rape, 2 respondents victim of sexual assault, 2 respondents victim of physical assault and 2 respondents are missing victim.

The Women and Children Repression Control Act 2000 (Reformation/2003) related cases are received by Victim Support Centers depend on mainly police stations transferances, other hand anyone thinks themselves as victim they also come to those organizations. The following types of victim mostly seen in victim support center, in Tejgaon,

Dhaka. Such as- victim of cases (rape, abduction, trafficking), missing baby/child, repressed domestic help, disabled victim/handicraft victim, escaped victim from own resident and other victims as female or children [3].

According to the statistics of the Bangladesh Police Headquarter, the number of incidents of women oppression including rape, killing, abduction and sexual harassment were 12904 in 2011, 16212 in 2012 and 1631 in 2015 [7]. Bangladesh National Women Lawyer's Association (BNWLA) has shown on its report violence against women in Bangladesh 2014-2015 that a total number of 3296 women become victim of different types of violence including stalking, dowry, rape, trafficking, and domestic violence which was 2225 in 2012 [5].

4.1.2. Inadequate Shelter Support Is provided Towards Victim

According to the study, 9 respondents out of 12 were addressed that victim support center shelters were inadequate for victim support. VSC condition such as living place, food, treatment, counseling and problems were adequate as respondents addressed. The study shows that, almost all of the respondents were stated that, shelter support is not satisfied. Because, Victim Support Centre provided by the primary service shelter five days only.

During such shelter, victims have legal solutions and get orientation on domestic laws, women's rights, violence against women, etc. Both government and non-government organizations are providing shelter service for the victims in Bangladesh. The shelter services are temporary or short term and long term. The victim support service provides short-term shelter facilities for those who do not have appropriate shelter facilities. The center gives shelter services for maximum five days. After five days, if needed, the victims denoted to the similar NGOs like Association for Correction and Social Reclamation (ACSR). Mid-term and long term shelter services are particularly provided for children and women victims. Different NGOs are providing such services [2].

A wide-range of primary and secondary services will be provided to victims including emergency shelter and immediate support, health care, legal advice and support, psychological advice and counseling, training and capacity building for rehabilitation of the victim and support for re-integration into family and community. As Victim Support center received all victims, they must be preserved with fairness, respect and courtesy, in private without discrimination, regardless of circumstances, population, group, age, disability, sexual orientation and appearance. Working procedure of the Victim Support Center victims receive in by police GD, FIR or by own complains. The personnel of victim support centers patiently listen victim taking to find out their exact problem running partner NGO's and government provide legal assistant to those victim. Those victims are mentally distress, VSC help to come out from those awkward situations by counseling with the assistant of psychologist. Victims' families are get legal

advices from those governmental and non-governmental organization to face that struggle situation. Mental support also provided by all the members related to Victim Support Center. A unique way to support victim is provided within telephone or mail. They help victims by suggesting them how to face the situation or come out from that situation. After a successful support they help to return victims mainly missing babies back to their own family. They also provide all the necessary steps to protect victims from repeat victimization. It is the victim support center responsibility to protect them from further victimization. They also maintain a computer data base to understand the current situation, successful rate of services [4].

In particular, in 1985 United Nations General Assembly adopted Basic Principles of Justice for Victims of Crime and Abuse of Power, which note that: Victim should be treated with compensation and respect for their dignity [17]. Victims are entitled to the mechanisms of justice and promote redress, as provided for by national legislation, for the harm they have suffered [18].

4.1.3. Legal Aids Are Provided in Satisfactory by the Victim Support Centre

According to the study, 10 respondents out of 12 were addressed that, VSC provides legal aid, advocate, guidelines, and assistants and they advocate during her case on process. This study shows that, almost all of the respondents satisfied in the VSC legal aid support.

The victim is an important player in the whole process of criminal justice system. Therefore, much attention be given to the rights, privileges and protection of the victims. According to David Garland, it is imperative that individual victims must be kept informed; to be offered the support they need, to be consulted prior to decision making, and to be involved in the judicial process. He also argued that the victims must be protected, their voices must be heard, their memory honored, their anger expressed, their fears addressed. Bangladesh Law Commission rightly points out that our criminal justice administration will assume a new direction towards better and quicker justice once the rights of the victims are recognized by law and restitution for loss of life, limb and property are provided for in the system [18].

There is currently universal agreement that victim's involved role in criminal proceeding will surely improve the quality of justice. Only with an increased understanding of victim emotional needs, criminal justice professionals will be offering better services that essentially address victim needs and promote victim satisfaction within the justice process. International human rights law has been explicit in specifying procedural rights of the accused that are necessary ingredients for fair trial discourse. In particular, access to justice is included in the catalog of human rights as enshrined in International Covenant on Civil and Political Rights (ICCPR) 1966 [16]. The ICCPR, however, touches the basic procedural rights that are accorded to the offender alone. It does not specifically focus on the importance of the substantive and formal rights of victims in the context of

criminal proceedings. Nevertheless, over the years there has been growing recognition at the international, regional and national levels of the relevance of highlighting the role of victims in criminal litigation. In commensurate with the international standards, in many jurisdictions the victims of crime are fairly protected, assisted, restituted and compensated by appropriate laws and measures [12].

4.1.4. Inadequate Medical Assistance Are Provided to Both Women and Children Victim

According to the study, 10 respondents out of 12 were get medical treatment in the VSC. But this study show that 6 respondents out of 10 were addressed that victim support center medical services were inadequate for victim support. Victim Support Centre provides victims any types of medical assistant and services in situation. Without those they also provide psychological and mental support to those victims. Any urgent needs and services (medical aid, trauma recovery counseling, emotional support etc.) have been accumulated here in Victim Support Center for the survivors.

There are some Victim Support Center partner non-governmental organizations which provide victims any types of medical assistant and services in emergency or non-emergency situation. Without those they also provide psychological and mental support to those victims. The study shows that, 4 respondents are satisfied and 6 respondents addressed partner non-governmental organizations medical assistance was inadequate.

Victim Support Center makes arrangements for long-term medical support and rehabilitation for the orphans, homeless, abandoned, disabled, destitute and isolated orderly persons with the help of NGOs. Marie stopes, Acid Survivors Foundation, Society of the Deaf and Sign language Users, Dhaka Ahsania Misson is the non-government organization medical organization which provides victims any types of medical assistant and services in emergency or non-emergency situation. Without those they also provide psychological and mental support to those victims.

The Victims' Rights Act 2002 guarantees that if anyone suffered harm, whether physical, emotional or financial, as a result of an offence they should be treated with politeness and compassion and have their dignity and privacy respected. They should also receive help with meeting any welfare, health, counseling, medical or legal needs. Actually, the Constitution of Bangladesh does not offer any distinct rights to the patient. In fact the patient's rights are principally indirect rights [13]. Bangladesh Constitution has declared "right to life (Article 32) as a fundamental right. Indeed, in its Fundamental Principles of State Policy, the State has been obligated to ensure the basic necessities of life, including food, clothing, shelter, education and medical care and to rising of the level of nutrition and the improvement of public health'. Thus we have constitutional remedies where health is in jeopardy under Articles 15, 18 read with Articles 31, 32, 44 (Constitutional Provisions relating to fundamental rights) and 102 (Writs) as guards of citizen's health right.

4.1.5. Relevant NGOs Are Not so much Supportive in Assisting Victim of Victim Support Center

The NGOs will work in full co-operation with the VSC and be available to provide legal assistance, counseling support and rehabilitation facilities. The study shows that, most of the respondents have negative say about non-governmental support. Respondents (8) were gave negative answer about NGOs support or service like legal assistance, medical support, counseling support. The study reveals that, there is inadequate formal monitoring or supervision by NGOs.

Bangladesh Police has also signed Memorandum of Agreement (MoA) on 18 December 2008 with the 10 NGOs for ensuring integrated services to the women and children. Victim Support Centre provided by the primary services is shelter maximum five days, in special cases shelter is given for more than five days. For long term shelter victim support center handovers to partner NGOs. Counselors from partner NGOs provide essential psychological support. These are as follows:

Ain-o-Salish Kendra (ASK) is a non-governmental organization which provide legal aid and human right organization. According to the study, 3 respondents get free legal service and advice in ASK. It provides free legal services to mainly poor women, working children, workers within city. Their activities specially focus on providing legal aid to victims of arbitrary arrest and preventive detention and taking stand against unlawful evictions, extra judicial killings, torture and death in custody. The main principles are the equality, democracy and justice ensure to the victims of crime [3].

Association for Community Development is a non-governmental organization focusing on to promote human rights in general and the human rights of women and children in particular. ACD has been working with women, adolescent girls and child who are disadvantage and marginalized and violence victim whose life remain suppressed under traditional partial social system, abuse and exploitation.

Acid Survivors Foundation is the organization aim at to provide support to those unfortunate women who are the victims of acid throwing. It helps these women to get medical treatment, education and rehabilitation opportunities to a large number of survivors. Numerous sufferers are now professionally vigorous in Acid Survivors Foundation itself and beyond. Victim of an acid attack living in remote rural places now have access to psychosocial counselling by those survivor ambassador. Also shelter provided and food and clothing given by them.

Bangladesh Mohila Parishad (BMP) is a non-governmental organization. The study shows that, BMP provides 2 respondents to legal assistance and advocate them during their case on process. They also provide shelter, food, and clothing to any women victims. They organize many training program to raise awareness among commoners.

Marie Stopes is the medical organization which provides victims any types of medical assistant and services in emergency or non-emergency situation. According to the

study, 6 respondents get emergency medical assistance in this organization. Without those they also provide psychological and mental support to those victims.

Bangladesh Legal Aid and Service Trust (BLAST) is one of the principal legal services organizations in Bangladesh, which facilitate the disadvantaged women and children to access to legal aid across the field. It also provides advice, legal aid in different cases which are connected to civil, criminal, and family matters. It also focuses on constitutional rights and remedies, judicial remedies alongside alternative dispute resolution wherever suitable.

4.1.6. Lack of Necessary Policy Impeding the Effective Victim Support Service in Bangladesh

According to the study, 6 respondents recommended that legal assistance process should be quick and easier. 6 respondents were agreed that VSC all the facilities should be increased, such as- Victim Support Centre provided by the primary services are shelter, food maximum five days only. But some cases shelter is needed for more than five days. 6 respondents addressed that increase the facilities of mental health services.

Though the victims need protection, safe accommodation, support, counselling and legal assistance, the agencies of criminal justice system are also often oblivious to the plight of the victims of crime and witnesses. In absence of holistic legal as well as institutional framework, victim protection

still remains highly elusive in our criminal proceedings.

Poor institutional scheme on victim protection. Though many actors are working in victim protection, the existing legal and institutional framework on victim protection is inadequate and has not also developed in a coherent fashion. The government initiatives do not appear to be adequate, both the institutions work mostly at capital with poor facilities and equipment [14].

There are some initiatives steps taken to ensure effective victim support, this are- Networking with government and non-government bodies and also with community groups. Legal assistance process should be quick and easier. Increase the primary services are food, shelter. Establish equal rights of women by ensuring of their direct partnership in every sector, work with sensitization issues at both grass root and national level. Campaign programs to sensitize the citizen regarding violence against women, guarantee proper scientific training of managing authority and exploring officer for enhancing their capability, provide the best facilities to disabled victims by making actual co-ordination among government and non- government organizations and setting up a broader system. The number of services should be increased and to make its service easier for victims. Bangladesh can in no way readily ignore victim compensation for want of resource allocation.

Table 1. Comparative case study of the victim support service.

Indicator	Case Study-1	Case Study-2	Case Study-3	Case Study-4	Case Study-5	Case Study-6
Age	23	13	18	55	16	5
Occupation	Garment Worker	Student	House wife	House wife	Garment Worker	N/A
Educational Level	HSC	Primary	HSC	Primary	Primary	Illiterate
Marital Status	Married	Unmarried	Married	Married	Married	Unmarried
Religion	Islam	Islam	Islam	Islam	Islam	Islam
Economic Status	Poor	Poor	Middle	Middle	Poor	N/A
Nature of Crime	Dowry	Sexual Assault	Physical Assault	Missing victim	Dowry	Missing Child
Services Provided by VSC	Medical support, Legal support	Medical support, Legal aid, Shelter, Food and Cloth	Medical support, Psychological support	Shelter, Food and Cloth, Transportation, Telecast on Electronic media and newspaper	Medical and Psychological support	Shelter, Food and Cloth, Telecast on Electronic media and newspaper
Support or service from VSC	Satisfied	Satisfied	Medium	Satisfied	Not satisfied	Medium
Challenges of services	Legal assistance process slow and delay	Inadequate shelter facilities	Less facility in mental support	Inadequate medical assistance	Inadequate shelter and medical assistance	Inadequate shelter, food facilities
Necessary Measures for Successful victim services	Increase basic needs, such as- shelter	Medical assistance should be improved	Provide effective psychological support	Increased medical facilities	Shelter and medical facilities should be increased	Shelter facilities should be increased

Table 1. Continue.

Indicator	Case Study-7	Case Study-8	Case Study-9	Case Study-10	Case Study-11	Case Study-12
Age	36	10	18	13	20	14
Occupation	Private Service	Street worker	House wife	Street worker	Garment Worker	Student
Educational Level	Graduate	Illiterate	Primary	Illiterate	Primary	Secondary
Marital Status	Married	Unmarried	Married	Unmarried	Married	Unmarried
Religion	Islam	Islam	Islam	Islam	Islam	Islam
Economic Status	Higher	Poor	Poor	Poor	Poor	Poor
Nature of Crime	Physical Assault	Rape	Dowry	Rape	Dowry	Sexual Assault
Services Provided by VLC	Medical support, Legal support,	Medical support, Legal aid,	Legal aid, Psychological	Medical support, Legal aid,	Medical, Psychological and	Shelter, Food and Cloth, Medical,

Indicator	Case Study-7	Case Study-8	Case Study-9	Case Study-10	Case Study-11	Case Study-12
	Psychological support	Psychological support, Shelter, Food and Cloth	support	Psychological support, Shelter, Food and Cloth,	Legal aid	Psychological and Legal aid.
Support or service from VSC	medium	Satisfied	Medium	Satisfied	Not Satisfied	Satisfied
Challenges of services	Legal assistance process slow and delay	Lack of doctor and counselor	Psychological support inadequate	Inadequate medical assistance	Inadequate shelter	Inadequate shelter facilities
Necessary Measures for Successful victim services	Legal assistance process should be quick and easier	Medical assistance should be improved	Provide effective mental support	Increased medical facilities	Shelter facilities should be increased	Shelter facilities should be increased

According to Table 1, the present study shows that most of respondents were teenager child aged between 10-18 years (5 child respondents). In details, 4 respondents were within 16-25 years while 2 respondents were within 30-50. All of them are from Islamic religious background (twelve respondents). Majority of their education level is primary level (five respondents) while others education level is illiterate (three respondents), secondary (one respondents), higher secondary (two respondents) and graduation level (one respondents). Most of the respondent victims professions are housewife (three respondents) and garment worker (three respondents) while street worker (two respondents), private service holder (one respondent), and students (two respondents). Moreover, most of the victims economic status is poor (eight respondents), middle class (two respondents) and higher (one respondent).

Table 1 also shows, majority of the victim of physical assault for dowry related (five respondents) while others were victim for sexual assault (two respondents), rape (two respondents), and missing victim (two respondents). In addition, this study shows most of the victim from the house and slum area. Moreover, victim in the home (6 respondents), slum area (3 respondents) and public place (2 respondents).

According to Table 1, most of the victims got medical support, legal aid, psychological support and basic needs, such as- shelter, food, clothes. Moreover, medical support got (9 respondents), legal aid (8 respondents), psychological support (6 respondents), shelter, food (12 respondents). This study shows most of the victims are satisfied in the Victim Support Center services. Majority victims are satisfied (6 respondents), medium (2 respondents) and not satisfied (4 respondents). According to Table 1, the main challenges of victim support services are less facilities in case of mental health services, inadequate medical support, inadequate shelter facilities and legal assistance process slow and delay.

4.2. Thematic Analysis of Key Informant Interview

4.2.1. Legal and Institutional Protection for Victim Support Service

According to Farida Yasmin (pseudonym), the Victim Support Centre (VSC) is providing support for the protection of the women and children victims of crime. With the collaboration of Police Reform Program (PRP) and UNDP the process of establishing victim support center, DMP started. Within a very short time site selection, infrastructural

development, agreement with the partner NGOs and training were accomplished and the first victim support center of Bangladesh was established at the compound of Tejgaon PS, DMP in 17th February 2009.

According to Nusrat Jahan (pseudonym), the Victim Support Center mission is, to provide women and children who are victims of violence, crime or a tragic event and their family members with professional, supportive and timely assistance non-discriminatory with respect to religion, race, ethnicity, economic condition, educational level etc. The vision is to uphold a strong culture of fostering human and legal rights for women and children and to ensure safety, security, greater well-being, compassionate care and unconditional support to this most vulnerable group in a gender sensitized policing system.

Farzana Haque (pseudonym) said that, Victim Support Center work in a structural framework, such as-investigation unit. This unit address the issue of violence against women where they can receive remedy or legal assistance, Dhaka Metropolitan Police introduces a separate investigation unit on 18th July 2011. This unit investigates the cases related to women and children repression lodged in 49 Police Stations of DMP. In investigation unit 08 (eight) Inspectors and 16 (Sixteen) sub-inspectors investigate the cases. Deputy Police commissioner, Additional Deputy Police commissioner and two senior Assistant Police commissioners supervise and guide the investigating officers. Victims feel comfort and happy to express their feelings and all the police officers try their best to ensure highest level of satisfaction for the repressed victim.

4.2.2. Victim Support Center Provide Effective Victim Support Services

According to Farida Yasmin, (pseudonym), a wide-range of services is provided to victims including emergency shelter and immediate support, health care, legal advice and support, psychological advice and consoling, training and capacity building for rehabilitation of victims and support for re-integration into family and community. Victim Support Center receive victims with honor and dignity, listen to the victims and find out their problems and ensure proper environment with a view to providing information to repressed women and children.

Farzana Haque (pseudonym), said that, all types of urgent needs and services (medical aid, trauma recovery counseling, emotional support etc.) have been accumulated here in VSC

for the survivors and makes arrangements for long-term rehabilitation for the orphans, homeless, abandoned, disabled, destitute and isolated orderly persons with the help of NGOs.

According to Nusrat Jahan (pseudonym), Victim Support Center provide a long-term rehabilitation for the orphans, homeless, abandoned, disabled, destitute and isolated orderly persons with the help of NGOs and disabled and semi-disabled women and children can reach the emphatic care of the trained service providers of Victim Support Center.

According to Salina Akter (pseudonym), a NGOs specialist, Non- Governmental organizations are actively working in safeguarding the victims of serious crimes. It provides free legal services to mainly poor women, working children. They provide legal assistant to poor women and advocate them during their case on process. They also provide shelter, food, and clothing to any women victims. They organize many training program to raise awareness among commoners.

Shifat khatun (pseudonym) said that, Marie stopes is the medical organization which provides victims any types of medical assistant and services in emergency or non-emergency situation. Without those they also provide psychological and mental support to those victims. NGOs can have an easy entrance in to the territory of 24-hour multi-disciplinary services provided by police.

4.2.3. Major Challenges of Victim Support Center for Victim Service

The need to provide appropriate timely and professional support to victims of crime is a significant problem. In Bangladesh, there is no legal foundation and national policy that ensures victims' rights, particularly women and children have no access to appropriate support and treatment by the justice system. The traditional offender-based justice system are liable not to emergence of victim support in well-established manner [11].

According to Forida Yasmin (pseudonym), although we have many successes in safeguarding and protecting legal rights of victims, still we have to face many challenges. It is not possible for police to face challenges solely but by the integrated service comprising doctors, social workers and policy makers, these challenges can be reduced. The challenges are less facilities in case of mental health services, no separate rules for including the activities of VSC in Dhaka Metropolitan Ordinance and less number of female police in police department.

According to Nusrat Jahan (pseudonym), Shortage of skilled work force is another big challenge for victim support center. There is severe scarcity of skilled workers such as social worker, expert counselor, and charismatic motivator and so on in the field of victim support.

Farzana Haque (pseudonym) said that, the shelter services are of two types, temporary or short-term and mid-term & long-term. The VSC provides short-term shelter facilities for those who do not have proper shelter facilities. The center gives shelter services for maximum five days. After five

days, if needed, the victims referred to the allied NGOs the victim has no right to withdraw a case at investigation stage. Victim Support Center challenges of handling disabled (dumb, deaf etc.) victims. Many children cannot provide their family address properly. It also hinders to communicate with their legal guardians.

According to Salina Akter (pseudonym), there is no separate rule for victim rights and service in Bangladesh. The criminal justice system in Bangladesh is based on the adversarial model. It predominantly focuses on the rights of the offender and is often blamed for its inertia and insensitivity towards victim protection [13]. The victims feel powerless and vulnerable, some even feel twice victimized, first by the accused, and then by the justice sector officials who often overlook their concerns and needs. In particular, insensitive questioning by the police, inadequate provision of information, delays, or unexplained decisions by prosecutors to discontinue cases entail further suffering to the victims.

According to Shifat Khatun (pseudonym), financial scarcity is a big challenge in this sector particularly for the NGOs. Most NGOs in Bangladesh are providing victim support with foreign aid and grants. In the absence of national policy, government has no headache to inspire and motivate the NGOs to facilitate victim support programmed.

4.2.4. Initiatives and Assistance for Successful Victim Support Services

In modern time most of the well-established countries make victims' rights and services as their basic human rights. But in Bangladesh this mentality has not yet been established. According to Forida Yasmin, Victim Support Center play important role violence against women and children but this support center is not sufficient for the victims support. In USA and others first world countries every Thana includes a victim support center. And to afford emotional support, crisis-counseling, legal assistance, necessary referrals, medical services (emergency/long-term) in addition to supporting victims and witnesses throughout the criminal justice process, So establish many victim support center in our country.

According to Nusrat Jahan (pseudonym), to ensure victim support service to present some suggestion and recommendation as- establish equal rights of women by ensuring of their direct partnership in every sector, ensure proper scientific training of supervising authority and investigating officer for enhancing their capability and planning for the set-up of social and economic safety-net for victims. To increase public knowledge of victimization and its impact and to promote networks for community preventions and intervention and less number of female police in police department, so increase the female police member.

Shifat Khatun (pseudonym) said that, the support or counseling process should extend beyond the victim to his other close family or friends who may be suffering from secondary victimization. At the very least, victims could be supplied with information brochures to give to family and

friends, outlining the normal phases of trauma (with a focus on secondary victimization), and directing them to support structures.

According to Salina Akter (pseudonym), it is expected that government of Bangladesh will make a national policy for providing support services to the victims and will enact a law for providing monetary compensation to the victims, and NGOs and private initiatives or community initiatives should be strengthened which will ultimately reduce the rate of victim in Bangladesh.

5. Discussion of the Study

Women and children are victimized by various types of offences like domestic violence, early forced marriage, physical torture, sexual harassment etc. The present study shows that most of respondents were teenager child aged between 10-18 years (5 child respondents). The case study reveals that they were 4 respondents victim of dowry, 2 respondents victim of rape, 2 respondent's victim of sexual assault, 2 respondent's victim of physical assault. These case study shows that most of the women and child were victim of violent crime.

The causes of victimization are most of the victims economic status is poor (8 respondents out of 12 respondents). These case study shows majority of their education level is primary level (five respondents) while others education level is illiterate (three respondents), secondary (one respondent), higher secondary (two respondents) and graduation level (one respondent). Besides, majority of the respondents' educational qualification were primary (5 respondents) and illiterate (3 respondents). Most of the respondent victims professions are housewife (three respondents) and garment worker (three respondents) while street worker (two respondents), private service holder (one respondent), and student (two respondents). From this study, the root causes of victimization are dowry, lack of education, lack of economic independence and income. The prime financial cause of family violence is poverty.

A wide-range of primary and secondary services will be provided to victims including emergency shelter and immediate support, health care, legal advice and support, psychological advice and counseling, training and capacity building for rehabilitation of the victim and support for re-integration into family and community [15]. According to the study, most of the victims got medical support, legal aid, psychological support and basic needs, such as- shelter, food, clothes. Moreover, medical support got (10 respondents), legal aid (8 respondents), psychological support (6 respondents), shelter, food (12 respondents). This study show that 10 respondents out of 12 were gets medical treatment in the VSC. This study shows majority respondents addressed that victim support center medical services were inadequate for victim support. According to the study, 9 respondents out of 12 were addressed that victim support center shelters were inadequate for victim support. Numbers of shelter home/safe home are extremely limited compared to the number of

victims. However, it is essential that the victims, particularly women and children, find shelter in shelter homes in the face of threats of the offenders. In some cases, the offender forced the victims to leave area. The victims become very helpless. The Victim Support Center provides short-term shelter facilities for those who do not have proper shelter facilities. The center gives shelter services for maximum five days. After five days, if needed, the victims referred to the allied NGOs. The non-governmental organizations serving women and children victim by providing legal assistance, counseling support and rehabilitation facilities. This study shows that, most of the respondents have negative say about non-governmental support. Respondents (8) were gave negative answer about NGOs support or service like legal assistance, medical support, counseling support. The study reveals that, there is inadequate formal monitoring or supervision by NGOs.

From the key informant interview, this study shows that, according to the expert, the main challenges of victim support organizations are: no separate rules for including the activities of VSC in Dhaka Metropolitan Ordinance, less number of female police in police department, limitations in executing law and obscurity in clarification of some laws on related issues, Challenges of handling disabled victims, lengthiness in criminal justice process creates sense of insecurity and depression in the mind of victims. It reduces victims' physical and mental working capability as a result it hampers their rehabilitation process, less facilities in case of mental health services and many children cannot provide their family address properly. It also hinders to communicate with their legal guardians. The traditional offender-based justice system are liable not to emergence of victim support in well-established manner. The need to provide appropriate timely and professional support to victims of crime is a significant problem.

According to the key informant interview, the experts are given some future plans which are ensure the effective victim service in Bangladesh, these are- networking with government and non-government bodies and also with community groups, research and publication on different violence against victims, sensitization events both grassroots and national level, campaign programs to sensitize the citizen regarding violence against women, campaign programs to sensitize the citizen regarding violence against women, ensure proper scientific training of supervising authority and investigating officer for enhancing their capability, provide the best services to disabled victims by making effective co-ordination among government and non- government bodies and setting up a broader network and make the service more people-oriented by taking various plans on the basis of direct communication with people of diverse professions.

6. Conclusion

Bangladesh like many others countries is facing a number of challenges in dealing with victims of crimes particularly in relation to impoverished women and children. This study

provides the significant role to explore and understand the existing services and aids of victim support center and to identify the problems and barriers and highlights the importance of the victim support service. The need to provide appropriate timely and professional support to victims of crime is a significant problem not only in Bangladesh but also in many countries throughout the world. In Bangladesh, the services for the victims of crime are welfare based and limited in scope. It is evident from above discussion that although there are different types of services for the victims in Bangladesh, those are insufficient, incomplete and ineffective. The traditional offender-based crime protection strategy, absence of strong separate legislation and justice procedure undermine the strong and professional victim support services in Bangladesh. As well as the unwillingness of female victims of crime to report to the police timely are the challenges of this support services. Facts presented above indicate that victimization is increasing alarmingly in Bangladesh associated with increasing number of crime and other like events. Thus, effective victim support system in Bangladesh is essential by all considerations. Victim support system need to respond to the victims whether the victim reported it or not. Finally, comprehensive adequate planning must be taken though involving both governments and non-governments in national arena. It is expected that government of Bangladesh will make a national policy for providing support services to the victims and will enact a law for providing monetary compensation to the victims. To ensure victim rights and increase the facilities of victim support center it should be take necessary steps in national and local level.

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