

# Hotline does little to accelerate complaint processing

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Its taken three months for the integrated call center, Jakarta Siaga 112, to officially receive reports of violence against women and children, and it appears the hotline is doing little to cut red tape in the processing of complaints.

The call center has been operating since October 2016 and is integrated with the Jakarta Police, Public Order Agency (Satpol PP), ambulance, fire and rescue agency and transportation agency.

These institutions will be notified when a person makes a phone call to the number and the related

units will respond.

Jakarta Siaga 112 officials will then fill in an online form accessible to institutions related to the case or assistance needed by the caller.

However, the call center only officially received complaints of abuse against woman and children in December last year.

Even though the movement seemed to make headway then, it was not effective as it ought to be.

The women and children protection unit head, Adj. Comr. Endang Sri Lestari, said complaints could not be directly connected to the unit. "It is still integrated to the police emergency number, 110, that handles all types of cases and

it takes time to reach us," Endang told *The Jakarta Post* recently.

She added that usually officers, who received the complaints, needed to check in with the police's criminal unit first before being referred to her unit.

When a complaint is received, the unit will contact village supervisory non-commissioned military officers to check the crime scene and police officers from the women and children protection unit will then pick up the victims to be questioned.

Endang said abuse victims were taken to hospital first by ambulance, and the hospital would contact her unit if they were abused.

"It will be helpful if the call

center can directly connect to us so we can take action as soon as possible," she said.

The city administration is aiming to provide a 24-hour emergency service for cases of violence against woman and children that can be followed up with one call.

Emergency call centers, which is based at the agency in Jakarta, still retain the numbers of various emergency services.

For example, residents can call 118 for an ambulance, 113 for firefighters and 110 for the police

Data from the Jakarta Disaster Mitigation Agency (BPBD Jakarta), which manages the call center, showed that there were 19 complaints of violence against

women and children, eight of which were received from March to October.

BPBD Jakarta's Center for Data and Information of Disaster head, M. Ridwan, said all complaints would be treated confidentially.

"Even the caller can give their initial only [for the form] as the abuse might be a sensitive matter," Ridwan told the *Post*.

He added that BPBD Jakarta would keep informing people about the call center via social media, banners and stickers that are distributed at subdistrict offices. The city's Family Planning, Women's and Community Agency reported that cases of violence against women and chil-

dren declined to 1,217 last year from the 1,618 recorded in 2016.

The agency's acting head, Angliana Dianawati, said it would be easier for residents to lodge a complaint via phone because of the integrated system that the call center offered.

"This is a move that the administration has taken in its fight against violence," Angliana added.

Even though the number of callers are considered low, Angliana said it might also be caused by the sensitivity of the case, especially sexual abuse.

"It requires trust to tell a stranger about abuse. Hence, we need to keep disseminating information about this."