<https://www.youthrightsresourcecompass.org/en/>

**Youth Rights Resource**

**COMPASS**

**Bangladesh**

**Where can I access safety and shelter?**

The Ministry of Women and Children Affairs provides a National Helpline Centre for Violence Against Women and Children. The helpline number is **109**. It is a toll free number and available 24 hours a day, seven days a week. It is a confidential services that is accessible from all parts of Bangladesh and all beneficiaries can make call from both fixed phone and mobile phone. The Helpline Centre offers legal advice, police assistance, telephone counseling, information, and referrals to other services. They can provide advice and refer you to a shelter if you seek one.

National Helpline Centre for Violence against Women and Children

Department of Women Affairs (7th Floor)

37/3 Eskaton Garden Road, Dhaka-1000

Tel:109 (24 hours)

E-mail: [109helpline@gmail.com](mailto:109helpline@gmail.com)

Website: [www.nhc.gov.bd](http://www.nhc.gov.bd)

You can seek shelter at any of the shelters below. These are some of the shelters we were able to confirm are still open during COVID-19. They do not represent an exhaustive list of all the open shelters, but may be a good place to reach out to as they could refer you to other shelters nearby in case they are full.

**Sreepur Village**

The Sreepur Village runs and funds a women and children's village in rural Bangladesh. They provide a large range of services including safety, shelter, food, adult education, comprehensive healthcare, livelihood and life skill training, child safeguarding, and social re-integration. The Sreepur Village continues to operate. Due to the pandemic, their Dhaka services are not currently operating at full capacity, with one of their night shelters for girls in Dhaka temporarily closed for the time being. However, the Dhaka office remains available to contact. Their website is: <https://www.sreepurvillage.org/pages/who-we-are>.

*Where?*

*Sreepur:*

Shishu Polli Plus,   
Tengra,   
Sreepur Gazipur,   
Bangladesh   
Telephone: +88-01709-640-800  
Email: [communication@sppbd.org](mailto:communication@sppbd.org)

*Dhaka:*

House #20 (3rd Floor)  
Road # 17,  
Nikanjia-2 Dhaka,   
Bangladesh   
Telephone: +88-02-4895-3308

Email: [communication@sppbd.org](mailto:communication@sppbd.org)

**Aparajeyo Bangladesh - Hotline for children in danger and abused children**

*Tel: 1098*

You can call the **1098** hotline if you witness any form of child abuse or a child who is in danger (or if you are a child in danger).

**Aparajeyo Bangladesh - Protection of children affected by internal migration and COVID-19 in Dhaka and Barisal Cities**

Child friendly Transit / Temporary Shelter Center for boys & girls to protect children who are living on the street against deprivation of their basic services, violence, exploitation and abuse and neglect.

*Where?*

2 Kazi Zia Uddin Road

Babu Bazar

Ward-32, Kotwali, Dhaka

**SOS Children's Villages Bangladesh**

SOS Children's Villages in Bangladesh provide alternative housing to underprivileged children. A family environment is created where the children live with a mother figure. They receive shelter, physical and emotional care, food, exercise and education. SOS Children's Villages continue to provide services during the COVID19 pandemic, but children are not allowed to leave the premises and visitor access is controlled.

*Where?*

*Dhaka*

SOS Children's Village Dhaka

1 Shamoli, Mirpur Road, Dhaka-1207

Tel: +8802-8118793, 9128581

Email: [soscvdac@sos-bangladesh.org](mailto:soscvdac@sos-bangladesh.org)

*Rajshahi*

SOS Children’s Village Rajshahi

Terokhadia, Rajshahi

Telephone: +88 0721 760079

Email: [soscvraj@sos-bangladesh.org](mailto:soscvraj@sos-bangladesh.org)

*Khulna*

SOS Children’s Village Khulna

Gollamri, Khulna

Telephone: +88 041721132

Email: [soscvkln@sos-bangladesh.org](mailto:soscvkln@sos-bangladesh.org)

*Chattogram*

SOS Children’s Village Chattogram

Block – A, Halishahar Housing Estate, Chattogram – 4216,

Bangladesh

Telephone: +88 031 716205

Email: [soscvctg@sos-bangladesh.org](mailto:soscvctg@sos-bangladesh.org)

*Bogura*

[insert correct address]

Tel: +880 51 60167

Email: [soscvbog@sos-banladesh.org](mailto:soscvbog@sos-banladesh.org)

*Sylhet*

SOS Children’s Village Sylhet

Dayamir, Osmaninagar, Sylhet

Mob: +8801711372527

Email: [soscvsyl@sos-bangladesh.org](mailto:soscvsyl@sos-bangladesh.org)

**JAAGO Foundation Safe Haven Project for Rohingya Children**

The aim of this project is to provide a secure and child-friendly zone for Rohingya refugee children to get relief from their sufferings by doing educational and recreational activities. The organisation provides social and emotional development activities, as well as psychological counseling.

*Where?*

Unchiprang, Putibonia, Whaikkong,

Cox’s Bazar

Tel: +88 017 6666 6654; +88 02 8836070

**Where can I access health care?**

The government has consolidated COVID19 related online resources and information on the following website: <https://corona.gov.bd/> Contact details of various telemedicine services and call centers can befound on this site:

List of contact details of telemedicine services: <https://corona.gov.bd/telemedicine> (Bengali)

List of contact details of various call centers/hotlines: <https://corona.gov.bd/call_center> (Bengali)

National government hotline (for any concerns, health-related or otherwise):

Tel: **333** (from mobile)

Tel: 09666789333 (from abroad/landline)

Department of Health call centre (for health-related concerns):

Tel: **16263**

Callers can speak to a doctor or healthcare consultant. There is a small charge for the healthcare services provided, but it is meant to be affordable for all citizens.

The Ministry of Health and Family Welfare is responsible for overseeing the healthcare system in Bangladesh. They are the Ministry primarily in charge of coordinating the state's coronavirus response and have published guidelines and advice regarding COVID19, which can be accessed through their websites coronavirus resource page. They can be contacted at:

Directorate General of Health Services (DGHS) Mohakhali, Dhaka

Tel: 8802 8816459

Fax: 8802 8813875

Email: [info@dghs.gov.bd](mailto:info@dghs.gov.bd)

Web: [www.dghs.gov.bd](http://www.dghs.gov.bd)

Coronavirus resource page:

<https://dghs.gov.bd/index.php/en/component/content/article?id=5393> (English/Bengali)

List of contact details of the Directorate Generals and various institutes/offices:

<http://attendance.dghs.gov.bd/dghseams/dghs_website/facilityHeadContactInformation.php>

The Ministry of Health and Family Welfare has a publicly accessible registry of all registered healthcare facilities in Bangladesh. The registry can be accessed at: <http://facilityregistry.dghs.gov.bd/index.php> (English)

The Directorate General of Health Services has provided 482 hospitals with mobile phones, enabling these hospitals to offer 24-hour telephone consultations. The nearest hospital offering this service and the relevant contact details can be searched and found at: <http://app.dghs.gov.bd/inst_info/mobile_search.php> (English).

To see mobile numbers of all upazila (sub-unit/sub-district) hospitals just select district name and then click on Show Mobile No.

The Ministry, together with the ICT Division of the government, has also developed a COVID19 mobile tracking app called Corona Tracer BD, which can be downloaded through their website.

For people in refugee camps in Cox's Bazar, the following NGOs provide free healthcare for coronavirus and other health-related concerns:

**HAEFA**

*Where?*

HAEFA Office Bangladesh

House 31 Road 16

Sector 13, Uttara, Dhaka 1230

Email: [healthonwheels.usa@gmail.com](mailto:healthonwheels.usa@gmail.com)

Healthcare facilities: Inside the extended Better Shelter units in the Kutupalong and Balukhali refugee camps

**Aparajeyo Bangladesh - Protection of children affected by internal migration and COVID-19 in Dhaka and Barisal Cities**

Tent-based emergency service centres to provide primary health care services and referrals, as well as advice regarding essential hygiene practices to reduce transmission of and exposure to COVID-19.

*Where?*

Address 1: Tent-based Emergency Service Hub, Gabtoli Bus Terminal: Ward-9, Darussalam, Dhaka

Address 2: Tent-based Emergency Service Hub, Sadarghat, Lolitokola Academy: Ward-37, Kotwali, Dhaka

Address 3: Tent-based Emergency Service Hub, Sayadabad Bus Terminal: Ward-48, Jatrabari, Dhaka

**What are my rights?**

*Can I still access courts if I need to?*

The Bangladesh Courts were initially shut between 26 March and early May. They have since been operating an e-justice system since May 2020 to adapt to the COVID19 pandemic, with filings and pleas being conducted via video conferencing and other digital avenues. The lower courts returned to normal proceedings in the first week of August 2020, and the High Courts have resumed in-person hearings from 12 August 2020.

*What are my rights in the criminal justice system and how have they changed?*

Your rights in the criminal justice system remain unchanged.

*What, if any, identification documents do I need to access services?*

Legal organisations such as BLAST (see below) require the child's birth certificate or the card evidencing the injections the child received after birth. If a court requires identification documents to confirm a child's age, they will request to see the child's birth certificate or "TIKA card".

Legal aid can be accessed through the following legal service organisations:

1. BLAST (Bangladesh Legal Aid and Services Trust)

*Where?*

Helpline: **01715-220220** (9am - 5pm)

Head office:

Address: BLAST,

YMCA Development Center,

1/1 Pioneer Road, Kakrail,

Dhaka-1000, Bangladesh

Tel: 0088-02-8391970-2, 8317185  
Fax: 0088-02-8391973

Other project and district offices can be found at: <https://www.blast.org.bd/contact>

Email: [mail@blast.org.bd](mailto:mail@blast.org.bd)

Web: [www.blast.org.bd](http://www.blast.org.bd)

They prioritise providing support to women, men, and children living in poverty or facing disadvantages or discrimination. They offer a helpline service through which free legal information and support can be accessed.

1. BRAC

*Where?*

Bangladesh Office (Headquarters):

Address: BRAC Centre

75 Mohakhali, Dhaka-1212  
Bangladesh

Tel: 880-2-9881265  
Email: [info@brac.net](mailto:info@brac.net)

They run over 400 legal aid clinics throughout Bangladesh.

1. Bangladesh National Helpline for violence against women and children

*Where?*

National Helpline Centre for Violence against Women and Children

Department of Women Affairs (7th Floor)

37/3 Eskaton Garden Road, Dhaka-1000

Tel: **109** (24 hours)

E-mail: 109helpline@gmail.com

Website: [www.nhc.gov.bd](http://www.nhc.gov.bd)

This is a toll free number which is available 24 hours a day, seven days a week. It is accessible from all parts of Bangladesh and all beneficiaries can make call from both fixed phone and mobile phone. It’s a confidential service that offers legal advice and police assistance.

The forms and documents necessary to apply for government legal aid can be found on the judiciary website at: <http://www.judiciary.org.bd/en/forms/legal-aid>

**Can I continue my education?**

Bangladesh imposes 12 years of compulsory education (8 years of primary school and 4 years of secondary school). There are state-funded schools that children may attend for free.

In light of the COVID19 pandemic, all educational institutions have been closed since 17 March 2020. Schools are scheduled to reopen on 31 August 2020, however, the Prime Minister has stated in April that if the situation does not improve, schools will be closed until September. As the shutdown has already been extended several times, depending on the situation, there may be more extensions.

The Ministry of Primary and Mass Education has decided not to hold the Junior School Certificate (JSC), Junior Dakhil Certificate (JDC), Primary Education Certificate (PEC), and Ebtedayee terminal examinations this year. If the Ministry's proposal is approved by the Prime Minister, this decision will be implemented and these examinations will be cancelled. The Higher Secondary School Certificate (HSC) examinations, however, will still be held (the date of these exams depending on when schools are reopened).

In the meantime, the Ministry of Education, in cooperation with various affiliate organisations, has provided online educational resources for various subjects for children and adults. Some of these affiliate organisations are: Sesame Street, Room to Read, the British Council, Teach for Bangladesh, and Google. The resources can be accessed by clicking on the logos of the organisations at the following website: <https://www.eduhub.gov.bd/>.

*JAAGO Foundation Schools*

JAAGO Foundation has 11 schools across Bangladesh: 8 are digital schools and 3 are traditional schools. In the digital schools, remote-access enabled interactive classrooms allow children in remote, rural areas to be educated by Dhaka-based teachers. As an affiliate organisation of the Ministry of Education, some of their digital resources can be found at <https://www.eduhub.gov.bd/all-partners/JAAGOFoundationc71ce64> . The foundation's physical schools are not currently open but children are being educated telephonically and online. The contact details of JAAGO Foundation's schools are set out below:

|  |  |
| --- | --- |
| JAAGO Foundation Dinajpur School | Address: Shundorban, Post:Ramduberhat,P.S:Dinajpur Shador, Dinajpur  Plus code: QP4H+V2 Sundarban, Bangladesh  Tel: 01755-692232 +8801766666654  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Rangpur School | Address: Ramkrisnopur, Post: Mirbagh, P:S: Kaunia, District: Rangpur, Bangladesh  Plus code: Q96F+F6 Kursha, Bangladesh  Tel: 01755-692232  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Gaibhanda School | Address: Holding #244, Road:1/5, Purba Para, (Purba kamornoy), Gaibandha , Bangladesh  Plus code: 8GHR+HJ Gaibandha, Bangladesh  Tel: 01755-692219  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Rajshahi School | Address: Holding no # 51, New Koloni Sopura, Boalia ,Rajshahi , Bangladesh  Plus code: 9JJ7+C2 Rajshahi, Bangladesh  Tel: 01755-692217  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Habiganj School | Address: Surma Tea Estate(Sador),Upozilla: Madhabpur, District: Habiganj, Bangladesh  Plus code: 49MW+JR Surma Bagan, Bangladesh  Tel: 01755-692228  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Banani School | Address: Holding# 289 Block-B Korail-1(South Unite), Banani, Dhaka 1219, Bangladesh  Plus code: QCP7+M2 Dhaka, Bangladesh  Tel: 01755-692211  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Rayer Bazar School | Address: 86/1B Sadek Khan Rd, Mohammadpur, Rayerbazer, Dhaka 1207, Bangladesh  Plus code: P9W6+QW Dhaka, Bangladesh  Tel: 01755-692205  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Madaripur School | Address: Ukilpara Rd, Madaripur 7900, Bangladesh  Plus code: 5696+WX Madaripur, Bangladesh  Tel: 01755-692224  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Lakshmipur School | Address: Char Alaxander - Ramgati Rd, Ramgati, Bangladesh  Plus code: H2M2+Q2 Ramgati, Bangladesh  Tel: +8801830863655  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Chittagong School | Address: Lane:10, (Manik Commissioner”s Bagan bari), Moti Jhorna, Lalkhan bazer, Khulshi, Chittagong  Plus code: 8RW7+X8 Chattogram, Bangladesh  Tel: 01670-381532  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Bandarban School | Address: Datvangha para, Kanapara Road, Meghla, Bangladesh  Plus code: 55QV+8V Bandarban, Bangladesh  Tel: 01755-692224  Website: <https://jaago.com.bd/our-schools/> |
| JAAGO Foundation Teknaf School | Address: Khunkar Para, Beach Road,Post: Teknaf, Cox's bazar-4760, Bangladesh  Plus code: V73H+2F Teknaf, Bangladesh  Tel: 01844-185442, 01634-721725  Website: <https://jaago.com.bd/our-schools/> |

**Where can I seek emergency services, food and other resources?**

*Are there any benefits or public services I have access to during this time of crisis?*

1. Bangladesh Government Helpline 333
   1. Tel: **333**
   2. Website: <http://333.gov.bd/333website/>

The Bangladesh government launched the 333 helpline to provide information on its services and take complaints on social problems. It is a single voice access point for all Government Information & Grievance Redressal.

The helpline can be accessed from any mobile phone or land line. The helpline can be used to:

• Get information on the procedure of getting Government Services

• Get contact information of Public Representatives and Government Staff

• Complain and get remedy from various Social Problems like early marriage, dowry, drugs dealing, gambling, environment pollution, food adulteration, eve teasing etc

• Get information about Tourist Spots & different Districts

• Get important Islamic Masala-masail

• Get e-Tin information & solution of all e-Tin related problem

• Get weather information

• Check authenticity of medicines

It can also be used to get medical help, as well as help such as relief packages for underprivileged people from the upazila nirbahi officer (UNO) of the local upazila (sub-district).