



Vietnam Anti-TIP Hotline News



News Letter for Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Vol.1



Topic

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- Kick-off Meeting in Hanoi
- Site survey for Anti-TIP Hotline equipment

A kick-off meeting was jointly held by the Ministry of Labor, Invalids and Social Affairs (MOLISA) and JICA on 14th December 2018. This meeting, co-chaired by Ms. Nguyen Thi Ha (Vice-minister of MOLISA) and Mr. Kobayashi (Senior representative of JICA Vietnam Office), was attended by 84 persons

The Project starts!

Trafficking in persons (hereinafter referred to as “TIP”) has become a serious issue in Vietnam because of the widening economic gap between urban and rural areas since the introduction of a market economy and the economic development that followed, as well as increased domestic and international movement of people. During 2006-2015, the number of arrests for TIP was 1,253 and the number of criminals was 3,510. The number of TIP victims in Vietnam during 2006–2015 was 3,186 (920 men and 2,266 women), and majority is women amounting from 200-300 in a year.

Detail information of these TIP cases (i.e. forced labour, prostitution, organ trade etc. and domestic or international) is not

publicized. It is said that the causes of TIP include the lack of job opportunities in Vietnam, deceitful recruitment for overseas job opportunities, fraud in international marriage in neighbouring countries with disproportional gender balance in population (mainly China), violence against and exploitation of women due to gender inequality, expanding economic gap between ethnic majority (86% of population) and minority, uneven location of education and training opportunities, abduction of young women sophisticatedly using SNS.

In these circumstances, Japan International Cooperation Agency (JICA) started its support for the “Project for Strengthening the Operation of Hotline for Counselling and Supporting Trafficked Survivors” (hereinafter referred to as “the Project”) in November 2018 following its phase 1 project from 2012-2016.

Outline of the Project

Overall Goal

Appropriate referral of TIP survivors and risk individuals is promoted at the regional level.

Project Purpose

Anti-TIP Hotline operation is strengthened at the regional level.

Output

1. Referral / information sharing systems are strengthened through cooperation between relevant agencies at the central and provincial levels.
2. Anti-TIP Hotline in regional call centers in Hanoi (Northern provinces), An Giang (Southern provinces) and Da Nang (Central provinces) is operationalized.
3. Public awareness of Anti-TIP Hotline is raised nationwide.

Outline of the Project

The Project supports Anti-TIP Hotline set-up by previous Phase 1 to be able to provide continuous service from three Regional Call Centers in Hanoi, Da Nang and An Giang to the survivors and potential victims of TIP in the country for three years from November 2018 to November 2021.

Present situation

There would be many survivors/potential survivors who are not benefitted from hotline.

Insufficient protection of survivors due to the intermittent protection services due to the insufficient coordination/collaboration among concerned ministries/departments.

Services of Connecting Unit are available only in the locating provinces except for Operation Centre in Hanoi.

Central region has Regional Call Center in Danang, but it has only functioned as Child-Helpline with the limited experiences and hotline infrastructure in TIP.

Public Relations have not been sufficient.

At the completion of Phase 2 (Nov.2020)

Strengthening effective collaborative structure for “nation-wide social safety net” that no survivors/potential survivors left behind.

Regional Call Centers become able to trace the survivors through strengthened cooperation among concerned ministries/departments after referral.=improvement of protections of survivors/potential survivors.

Three Regional Call Centers respond the calls from whole country.

DOLISA Focal Point play a central role in conducting referral service in all 63 provinces/municipalities

Regional Call Centres are equipped with enough hotline infrastructure and quality service are provided by counsellors

Anti-TIP Hotline becomes publicly known across the country through nation-wide PR activities.

Kick-off / JCC meeting held in Hanoi!

A kick-off / Joint Coordination Committee (JCC) meeting was jointly held by the Ministry of Labor, Invalids and Social Affairs (MOLISA) and JICA on 14th December 2018 in Hanoi Club.

This meeting, co-chaired by Ms. Nguyen Thi Ha (Vice-minister of MOLISA) and Mr. Kobayashi (Senior representative of JICA Vietnam Office), was attended by 84 persons including the representatives from JICA headquarter, Ministry of Public Security (MoPS), Border Guard Command of the Ministry of National Defense (MND-BGC), Vietnamese Women's Union (VWU) as well as other relevant institutions such as Department of Labor, Invalids and Social Affairs (DOLISA) from An Giang, Da Nang and Ha Giang and International organizations as well as the press.

JICA has been implementing regional anti-trafficking projects in the Mekong Sub-region (Vietnam, Thailand and Myanmar) for the last decade.

This Anti-TIP Hotline project is expected to facilitate in the formation of National Referral Mechanism for trafficked survivors in Vietnam



Mr. Nam (Director General of DCA) interviewed by Vietnamese TV stations (photographed by JICA project team)



Speech delivered by Vice-minister of MOLISA (Ms. Nguyen Thi Ha) (Source: Vietnam Agency News (photographed by Mr. Anh Tuan)

Site survey for Anti-TIP Hotline equipment

The Project plans to install equipment for Anti-TIP Hotline, and to upgrade the existing system in the Regional Call Centers in Hanoi, Da Nang and An Giang. The Anti-TIP Hotline is the system so that the counselors of the Regional Call Centers organize and analyze the problems and takes appropriate measures to the cases when the persons facing human trafficking contact to the Hotline in Regional Call Center. This time the Project team conducted the site survey in the Call Centers as following schedules.

Da Nang (26th -27th November 2018)

An Giang (3rd – 5th December 2018)

Through the site surveys, the Project team found that both Call Centers are looking forward to receiving equipment, and the center's staff were so cooperative for the site surveys. Thanks to the heartfelt cooperation, the Project team collected the information on the current situation of the existing equipment and system so smoothly. And the Project team strongly felt "we have to upgrade the system as soon as possible". Now the Project team is summarizing the results of the site surveys.



Photo in front of Da Nang Call Center



Ms. Iwashina (Chief Advisor) interviewed by Vietnamese TV stations (photographed by JICA project team)

Further Activities

In the Project, the counselors of the Anti-TIP Hotline respond inquiries from the users for consultation on the phone. In order to deliver appropriate information and actions, it is important to provide referral to other agencies. For this reason, cooperation within MOLISA and with other ministries is essential. As a next step, the Project team will hold a representative meeting of Inter-Agency Working Team (IAWT).

Activities in January

- Draft and complete the specifications and quantity of the hotline equipment to be procured, start to develop bidding document
- Develop recommendations for Joint Plan
- Preparation for the Baseline survey etc.

This newsletter lists the progress of the project, the surrounding information, and the views of JICA experts. It is not an official view of JICA and counterparts.

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Project for Strengthening the Operation of Hotline for Counseling and Supporting Trafficked Survivors

Masako IWASHINA	Chief advisor
Atsushi SANO	Project coordinator
Takayuki KURITA	IT / Procurement of equipment