



# MEMO ON PLAN OF ACTION OF DOMESTIC VIOLENCE VICTIMS



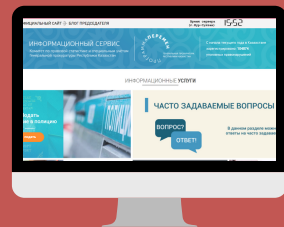
- In the context of a state of emergency and quarantine in the country, women may face abuse in the family.
- According to the UN, after the introduction of quarantine measures in many states in connection with the coronavirus pandemic, there was observed an outbreak of domestic violence.
- If violence has occurred in your family, the following steps should be taken:

## STEP

# 1



Police



Online statement

# 102

[qamqor.gov.kz](http://qamqor.gov.kz)

- Contact the police immediately by phone 102 with an oral statement of violence or through the [qamqor.gov.kz](http://qamqor.gov.kz) portal (online statement), which must be registered.
- You have the right to demand that police officers go to the scene of domestic violence to take action against the offender.

## STEP

# 2



Ambulance

# 103

- In case of having injuries, call an ambulance by phone 103 and get a referral from a police officer for a forensic examination.

## STEP

# 3



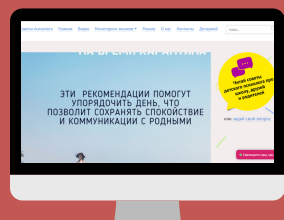
Toll-free hotline

# 150



WhatsApp

# +77081060810



Ask a question online

[www.telefon150.kz](http://www.telefon150.kz)



Anonymous

- Contact the toll-free number 150 or +77081060810 (WhatsApp), website [www.telefon150.kz](http://www.telefon150.kz), the National helpline for children, youth and people in violence situations, that works around the clock.
- There you will be provided with psychological and legal assistance, contacts of district inspectors, crisis centers and other necessary organizations. Anonymity and confidentiality is guaranteed.

## STEP

# 4



Crisis centers

- Crisis centers for victims of domestic violence operate in all regions.
- In case of a threat to your life and health, you can contact these centers for shelter.

## STEP

# 5



Commissions for women, family and demographic policy

- Each region has commissions for women, family and demographic policy, where they can advise you and provide necessary support.
- The contact numbers of organizations to address for issues on domestic violence are attached.

## CONTACTS OF ORGANIZATIONS TO ADDRESS ON ISSUES OF DOMESTIC VIOLENCE

| Regions           | Women's protection Unit of the Police department  | Crisis centers   | Regional commissions for women. Family and demographic policy under local Akims   |
|-------------------|---|--|---|
| 1 Nur-Sultan city | 8 (7172) 71 60 63<br>8 777 990 40 04<br>gulmira_1802@mail.ru  | Crisis Center «Umit» -<br>8 (7172) 49 06 45<br>8 (7172) 49 78 89<br>8701 109 00 08<br>centr_07_2013@mail.ru<br><br>Crisis Center «Qorgau-Astana»<br>8 (7172) 30 60 73<br>8 (7172) 63 01 46<br>8 702 892 87 77<br>Korgau_astana@mail.ru   | 8 (7172) 55 64 59<br>8 775 724 63 77<br>m.bolebaeva@astana.kz                     |
| 2 Almaty city     | 8 (7272) 54 40 42<br>8 (7272) 54 45 99<br>8 702 999 38 78<br>a.abylkasymova@mvd.gov.kz  | Crisis Center for victims of domestic violence<br>8 (7272) 43 22 21<br>8 777 225 53 26<br>kzsoyuz@gmail.com<br><br>Crisis Center «ARASHA»<br>8 (7273) 17 57 17<br>8 777 35902 77<br>muskembaeva@mail.ru<br><br>Crisis Center «Rodnik»<br>8 707 111 23 60<br>rodnik27@yandex.kz | 8 (7272) 72 02 79<br>8 701 777 35 20<br>n.togizbayeva@a-a.kz<br>inspakima@mail.ru |
| 3 Shymkent city   | 8 (7252) 35-43-77<br>8 (7252) 98-60-27<br>8 (7252) 98-58-08<br>8 778 370 95 18<br>(Abay district)<br>8 702 510 40 50<br>(Al-Farabi district)<br>8 702 772 80 50<br>(Enbekshy district)<br>8 778 827 37 92<br>(Karatau district) | Crisis Center «Samgau Senim»<br>8 778 900 94 14<br>8 776 137 87 37<br>cr_center88@mail.ru  | 8 (7252) 24 71 09<br>8 775 627 66 27<br>a.sarseeva@shymkent.gov.kz                |

|   |                        |  |   |  |
|---|------------------------|--|---|--|
| 4 | Akmola region          | 8(7162) 72 18 22<br>8 701 427 42 27<br>uobdvdakm@mail.ru           | Crisis Center «Umit»<br>(Borabay district)<br>8 (716 36) 2 17 77<br>8 775 958 97 09<br>ghn_omit@mail.ru                           | 8 (7162) 72 28 79<br>8 777 079 37 93<br>Akmola_ank@mail.ru           |
|   |                        |  | Crisis Center «Omir»<br>(Stepnogorsk city)<br>8 (71645) 6 14 20<br>8 708 994 83 74<br>4-9-49@mail.ru                              |  |
|   |                        |  | Crisis Center «Komek»<br>(Tselinograd district)<br>8-7172-306073<br>8 702 882 97 77<br>Korgau_astana@mail.ru                      |  |
| 5 | Aktobe region          | 8 (7132) 72 97 21<br>8 775 880 75 02<br>a.kasangalieva@mvd.gov.kz  | Crisis Center «Malika»<br>8 707 986 34 60<br>8 707 986 34 60<br>eco_82@mail.ru  | 8 (7132) 56 46 86<br>8 708 709 19 65<br>khon-khanum@mail.ru          |
|   |                        |  | Crisis Center for victims of domestic violence<br>8 705 835 12 30<br>tzzk.2018@mail.ru  |  |
| 6 | Almaty region          | 8 (7282) 60 75 41<br>8 771 861 74 18<br>uob-dvd@mail.ru            | Crisis Center for victims of domestic violence<br>8 (7282) 41 18 34<br>8 771 771 99 91<br>gbntaldyk@mail.ru                       | 8 (7282) 24 69 38<br>8 777 269 00 30<br>evita_21@mail.ru             |
|   |                        |  | Crisis Center «Taldykorgan regional center for support of women»<br>8 (7282) 24 46 31<br>8 777 358 57 53<br>womencenter@mail.ru   |  |
| 7 | Atyrau region          | 8 (7122) 98 21 07<br>8 701 396 82 88<br>bibu.tulegenova@mvd.gov.kz | Crisis Center for victims of domestic violence<br>8 (7122) 46 60 60<br>8 701 280 07 21<br>krcenter12@mail.ru                      | 8 (7122) 77 74 63<br>8 701 474 65 65<br>Z.Zhalmurzina@atyrau.gov.kz  |
| 8 | East-Kazakhstan region | 8 (7232) 77 44 76<br>8 705 193 46 42<br>g.kalizhanova@mvd.gov.kz   | Crisis Center SF “Zhanuya ortalgy”<br>8 (7222) 56 64 53<br>8 747 429 23 44<br>ofcentrsemi@mail.ru                                 | 8 (7232) 71 32 84<br>8 701 383 83 33<br>a.zhumabaeva@akimvko.gov.kz  |
|   |                        |  | Crisis Center «Ulba»<br>8 (7232) 77 19 22<br>8 705 312 85 36<br>sentr_ulba@mail.ru  |  |
| 9 | West-Kazakhstan region | 8 (7112) 98 43 31<br>8 701 243 50 29<br>sh.kapaeva@mvd.gov.kz      | Crisis Center for victims of domestic violence<br>8 (7112) 28 56 00<br>8 705 656 64 07<br>8 702 835 99 39<br>krizcentre13@mail.ru | 8 (7112) 24 10 83<br>8 701 332 98 43<br>altyndzhumagazieva@gmail.com |



|    |                         |  |  |  |
|----|-------------------------|--|--|--|
| 10 | Zhambyl region          | 8 (7262) 57 60 59<br>8 776 676 15 76<br>mara_7601@mail.ru                | Crisis Center for victims of domestic violence<br>8 (7262) 45 59 57<br>45 67 83<br>8 701 519 44 88<br>kc2014_taraz@mail.ru         | 8 (7262) 43 36 95<br>8 747 717 17 35<br>z.turgynova@zhambyl.gov.kz<br>sonaro109@mail.ru              |
| 11 | Karaganda region        | 8 (7212) 41 53 57<br>8 700 313 26 00<br>satpaeva-alpysbaeva@mvd.gov.kz   | TCrisis Center for victims of domestic violence (Temirtau city)<br>8 (7212) 90 00 95<br>8 705 826 85 69<br>moidom_06022004@mail.ru | 8 (7212) 50 15 24<br>8 700 411 12 53<br>bekimova@krg.gov.kz  |
| 12 | Kostanay region         | 8 (7142) 55 81 29<br>8 777 441 03 17<br>zh.kabenova@mvd.gov.kz           | Crisis Center «Catalyst for progress»<br>8 777 997 89 11   | 8 (7142) 57 50 38<br>8 777 194 90 70<br>a.klyshbekova@kostanay.gov.kz                                |
| 13 | Kyzylorda region        | 8 (7242) 26 28 90<br>8 771 511 20 18<br>Sima1982@mail.ru                 | Crisis Center «Qamqorlyq»<br>8 (7242) 30 25 40<br>8 777 340 87 34<br>zhandos2@mail.ru  | 8 (7242) 40 01 91 (BH.7026)<br>8 705 950 77 37<br>umbetova123@gmail.com                              |
| 14 | Mangystau region        | 8 (7292) 47 47 50<br>8 702 309 67 82<br>Kamila.kg.1990@mail.ru           | Crisis Center for victims of domestic violence<br>8 (7292) 60 55 35<br>8 778 559 64 63<br>dbnaktau@mail.ru                         | 8 (7292) 43 14 72<br>8 (7292) 43 14 74<br>8 775 670 45 71<br>s.akniet71@mail.ru<br>19asvet@gmail.com |
| 15 | Pavlodar region         | 8 (7182) 37 81 07<br>37 81 17<br>8 705 312 77 78<br>b.kamzina@mvd.gov.kz | Crisis Center for victims of domestic violence<br>8 (7182) 54 36 47<br>54 03 03<br>8 777 673 31 47<br>centr_zhenshin@mail.ru       | 8 (7182) 66 38 43<br>8 701 368 36 83<br>zhomartov.daurenbek@pavlodar.gov.kz                          |
| 16 | North-Kazakhstan region | 8 (7152) 61 25 30<br>8 777 084 03 35<br>k.kanafin@mvd.gov.kz             | Crisis Center Center for support of women<br>8 (7152) 52 98 86<br>8 777 278 52 72<br>alinaorlova@rambler.ru                        | 8 (7152) 50 22 09<br>8 705 295 87 02<br>zhanna_kzo9@mail.ru  |
| 17 | Turkestan region        | 8 702 900 65 64<br>zh.kalabaeva@mvd.gov.kz                               | Crisis Center «Komek»<br>8 775 465 43 18<br>okp-uko@mail.ru  | 8 702 210 23 50<br>g.boranbaeva@ontustik.gov.kz<br>kz276@mail.ru                                     |