

TRANSFORMING OBSTACLES INTO OPPORTUNITIES:

The response to violence against women during
the COVID pandemic in Morocco



MRA Mobilising for Rights Associates

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Responding to violence against women during the COVID-19 pandemic: participatory assessments with local public sector actors

Objectives and strategy

Objective: To conduct a comprehensive review and assessment of the State response to violence against women during the COVID-19 related restrictions and lockdowns, by collectively identifying good practices in sectoral initiatives, challenges to overcome, and areas for future improvements.

Strategy: A series of consultations were held with local and regional committees for the support of women victims of violence, as well as individual meetings with diverse local authorities from the health, law enforcement and justice systems, as well as the *Entraide nationale* (see below table for more details).

- Sector-specific meetings united representatives from one particular sector to address specific responses. Subsequent intersectoral consultations then united representatives from all of the different sectors to collectively analyze the outcomes of the different meetings.
- A series of multi-sectoral meetings was also held, during which representatives from every sector attended to discuss issues relevant to all sectors and each individual sector's response to violence against women during the COVID-19 pandemic.

Partners in the project

Four NGO partners from different regions of Morocco organized consultations with local public stakeholders. The NGOs partners are:

- Association Amal for Women and Development (El Hajeb, Middle Atlas);
- Association Tafiil Almoubadarat (Taza, Northeast);
- Association Anaouat for Women and Children (Chichaoua, Southwest);
- Association Mhashass for Human Development (Larache, Northwest).

Approach

Conceptual framework: Consultations were based on the five State obligations, under international human rights standards, to use “Due Diligence” in responding to violence against women:

1. Prevent violence
2. Protect women
3. Investigate and prosecute cases of violence
4. Punish the perpetrators of violence
5. Provide reparations to victims

Phase one: Share and analyze good practices in the public actor response during lockdown periods and other restrictions related to the COVID-19 pandemic

First, participants identified new, specific and concrete measures put in place by local authorities to respond to violence against women during COVID-19. These took into account the specificities and challenges of this period in terms of travel restrictions and health risks. This approach aimed to target effective actions - whether formal policies or informal practices - that can be considered successful.

NGO partners facilitated these discussions through a series of questions based on the “Appreciative Inquiry” and “Most Significant Change” methods.¹ These methods help shift the focus from what doesn't work to discovering and appreciating what works and how to learn from it for the future. They promote networks of conversations between all actors in a system in order to take advantage of emerging possibilities.

Phase two: Develop an action plan for a better response to violence against women generally

Based on lessons learned from the COVID-19 period, participants drew up local action plans with targeted lists of specific actions to be taken. To facilitate this planning process, NGO partners used the “Start, Stop and Continue” technique to identify actions to (a) try new, (b) to continue doing, and (c) to stop doing.

¹ Please see our Arabic language Practical Guide for more detail on these methods. https://mrawomen.ma/wp-content/uploads/doc/Livre_MRA_site.pdf

*Promoting good practices in the response to violence against women in Morocco during the Covid-19 pandemic:
Awareness-raising and advocacy*

Summary table of consultations held to assess how public actor stakeholders responded to violence against women during the COVID-19 pandemic

Activity	Place	Dates	Duration	Organizing NGOs	# of participants	Participants
Meeting with local committees supporting women victims of violence	<ul style="list-style-type: none"> • Court of Appeal of Meknes • Court of First Instance of Imentanout • Video –conference (Whatsapp) 	November / December 2020	Two and half to four hours	<ul style="list-style-type: none"> • Association Amal for Women and Development, El Hajeb • Association Anaouat for Women and Children, Chichaoua • Association Tafiil Almoubadarat, Taza 	51	<ul style="list-style-type: none"> • 3 women deputy crown prosecutors • 2 doctors • 2 law enforcement officers in charge of the Women Victims of Violence Unit • 5 gendarmerie representatives; • President of the Court Committee supporting women and children victims of violence; • 7 magistrates • 2 hospital social workers; • 4 court social workers (court of appeal) • 1 Entraide Nationale representative; • 1 social worker from a child-protection centre; • 1 social worker from the Health delegation; • 2 representatives of the Delegation of Education ; • 13 NGOs; • 1 local authority representative; • 1 lawyer.
Meeting with regional committee supporting women and children victims of violence	<ul style="list-style-type: none"> • Court of Appeal of Meknes • A hotel in Marrakech 	December 2020	Two hours to one day	<ul style="list-style-type: none"> • Association Amal for Women and Development • Association Anaouat for Women and Children 	47	<ul style="list-style-type: none"> • A Crown prosecutor; • 2 women deputy crown prosecutors of the court of first instance; • 2 deputy public prosecutors of the court of appeal (man & woman); • 2 women doctors; • 2 hospital social workers (women); • 9 law enforcement representatives; • 9 gendarmerie representatives; • 1 <i>Entraide Nationale</i> representative;

Promoting good practices in the response to violence against women in Morocco during the Covid-19 pandemic: Awareness-raising and advocacy

						<ul style="list-style-type: none"> • 1 social worker from a child-protection centre (woman); • 6 court social workers (women); • 2 Public Prosecution Clerks; • 1 representative of the Delegation of Education ; • 8 NGOs from Meknes; • Two women lawyers.
Meetings with the public prosecution	<ul style="list-style-type: none"> • Court of First Instance of Meknes • Court of First Instance of Larache 	January 21 st , 2021	One hour twenty minutes	<ul style="list-style-type: none"> • Association Amal for Women and Development • Association Mhashass for Human Development in Larache 	4 participants	<ul style="list-style-type: none"> • 1 Crown Prosecutor • 3 deputy crown prosecutors (man & women);
Individual meetings with law enforcement	<ul style="list-style-type: none"> • A phone call; • National Security Directorate of Larache 	January 2021	40 minutes	<ul style="list-style-type: none"> • Association Anaouat for Women and Children • Association Mhashass for Human Development in Larache 	4	<ul style="list-style-type: none"> • Representative of Women Victims of Violence Unit; • 2 law enforcement officers • Law enforcement social worker
Individual meeting with Gendarmerie	<ul style="list-style-type: none"> • Gendarmerie detachment 			<ul style="list-style-type: none"> • Association Mhashass for Human Development in Larache 	2	<ul style="list-style-type: none"> • A representative of the Support Cell for Women Victims of Violence in the Gendarmerie • Commander of the Royal Gendarmerie Company
A meeting with health department	<ul style="list-style-type: none"> • 20th of August Hospital in Azrou; • Mohammed V Hospital in Meknes; • Bait Ghlam Health Centre in Taza; • Ibn Baja Hospital in Taza • Visio-conference 	December 2020 - January 2021	One to one hour and half	<ul style="list-style-type: none"> • Association Amal for Women and Development in Hajeb • Association Tafiil Almoubadarat in Taza • Association Mhashass for Human Development in Larache 	14	<ul style="list-style-type: none"> • 8 hospital social workers working in the Women Victims of Violence Unit (women); • 1 woman doctor in charge of VAW Unit; • 2 women nurses; • 3 principal doctors in hospital (man/women);
A meeting with Women Victims of violence Unit in the court	<ul style="list-style-type: none"> • Court of First Instance in Meknes • Court of First Instance in Taza • Court of First Instance in 	November /December 2020 and January 2021	One and half hour to three hours	<ul style="list-style-type: none"> • Association Amal for Women and Development in Hajeb; • Association Tafiil Almoubadarat in Taza 	26	<ul style="list-style-type: none"> • 1 Crown prosecutor; • 4 Unit presidents in the court (man/women); • 1 hospital social worker in charge of Women Victims of Violence Unit;

	Larache			<ul style="list-style-type: none"> • Association Mhashass for Human Development in Larache 		<ul style="list-style-type: none"> • 1 social worker from the Health Delegation; • 2 Women Presidents of the Women Victims of Violence Unit from the National Security Directorate; • 1 woman social worker from the National Security Directorate; • 3 gendarmerie representatives; • 1 court social worker; • 1 representative of the Regional Directorate of National Education; • 1 Director of SAMU Social centre; • 1 Woman coordinator of the Women and Family Affairs Unit in the Religious Council • 6 NGOs.
A meeting with Entraide Nationale	<ul style="list-style-type: none"> • A phone call with Entraide Nationale in Larache 			<ul style="list-style-type: none"> • Association Mhashass for Human Development in Larache 	1	<ul style="list-style-type: none"> • 1 Woman social worker from Entraide Nationale
Total number of meetings	19 individual and group meetings			149 participants		

Evaluation of good practices in public stakeholders' response to violence against women during COVID-19 related restrictions and lockdown period

Relevant sector	Change	Objective of change	Outcome and concrete impact of the change
Health sector			
Change 1	<ul style="list-style-type: none"> A specific ward was attributed to women victims of violence in some hospitals with directional signs for easy access to social or medical assistance for women. 	<ul style="list-style-type: none"> To ensure that women victims of violence do not mingle with Covid-19 patients. 	<ul style="list-style-type: none"> Improvement in service and the manner such service is rendered (the doctor in charge of the Women Victims of Violence Unit had her own space and was only providing care for those women)
Change 2	<ul style="list-style-type: none"> Based on a circular by the ministry of health², all health services of several hospitals were given for free to women victims of violence who go through the Women Victim of Violence Unit. This Unit was provided with its own phone line. 	<ul style="list-style-type: none"> To provide abused women with free access to various health services. 	<ul style="list-style-type: none"> An increase in the number of abused women seeking health services during the period when such services were free; Several women were able to benefit from the free health service which they could not have afforded otherwise (acquirement of medical equipment for a physically abused women in the amount of 8,000 MAD).
Change 3	<ul style="list-style-type: none"> The forensic doctor in the region of Marrakech-Safi requested emergency doctors throughout the region to send him a detail analysis for each case via Whatsapp; he then prepared and sent them the medical certificate through the same application. 	<ul style="list-style-type: none"> To overcome the constraint of having only one doctor available in the whole region; To overcome the challenge of obtaining a travel permit by women or ambulances traveling to Marrakech to obtain forensic reports. 	<ul style="list-style-type: none"> Women victims of violence, especially sexual violence, easily obtained the medical certificate without having to travel to Marrakech.
Change 4	<ul style="list-style-type: none"> Upon the health delegate's decision, a psychologist was appointed in the Marrakech University Hospital during the pandemic. 	<ul style="list-style-type: none"> To be able to determine the incapacitation rate caused by psychological violence and include it in the medical certificate issued to abused women. 	<ul style="list-style-type: none"> Women were able to see a psychologist and obtain a medical certificate of psychological incapacitation without having to travel to another city.
Change 5	<ul style="list-style-type: none"> Following a decision by the emergency chief 	<ul style="list-style-type: none"> To overcome the absence of the only 	<ul style="list-style-type: none"> Any doctor present in the emergency ward is

² Ministry of Health's circular # 74, of September 21st, 2020, on the budget allocation for abused women.

	physician, the only person eligible to issue medical certificates, an on-call system was established and available at all times. The on-call doctor was given the authority to issue medical certificates.	doctor eligible to issue medical certificates, due to his/her duties in the Covid-19 ward; • Allowing women to obtain medical certificate at any time they may access the hospital.	eligible to provide women with medical certificates, thus reducing the amount and number of times women have to spend in the hospital awaiting for the medical certificate.
Change 6	• With the initiative of Taza hospital social workers, an awareness video on violence against women during the pandemic was created for the Tazi community.	• To draw the community's attention to the increase of violence against women during lockdown, urging them thereby to report any witnessed violence.	•
Change 7	• Following the Ministry of Health's decision, an electronic platform was created for women to report violence. The platform contains also a special application for social workers. • www.stopviolence.santé.gov.ma	• To allow women to call the social worker working in the Violence against Women Unit without having to travel to the hospital; • To report complaints about the way services were provided to women within the hospital.	• It made it easy for women and associations to coordinate over the phone with the social worker, thus, overcoming the challenge of the unavailability of the social worker; • Many women benefited from the free services when they contacted the social worker first.
Change 8	• Providing the Unit of Women Victims of Violence with its own telephone number.	• To ensure that women can directly contact the Unit without having to personally go there; • To enable the Unit to consistently contact social workers and coordinate women referrals for form completion.	• Contact between members of the Unit themselves, the Unit and the abused women, and the Unit and social workers became easier and faster.
Change 9	• Based on a decree by the Ministry of Economy, Finance and Administration Reform ³ , an on-call section was established, on a voluntary basis, by social workers in some hospitals; • Social workers coordinated with Courthouse security guards in some hospitals to refer and guide women to their section.	• To ensure the smooth functionality of the facility, especially after the administrative time was applied in public institutions; • To ensure that Courthouse security guards play a more effective role in separating women victims of violence from Covid-19 patients; • To ensure that women know of the	• Women social workers received women victims of violence even during national or religious holidays and weekends; • Better coordination between Courthouse security guards and social workers within the hospital.

³ Ministry of Economy, Finance and Administration Reform's publication # 1/2020, of March 16th, 2020, on an administrative sustainable plan to face the Covid-19 pandemic.

		existence of the on-call section and of the consistent availability of social workers.	
Judiciary and Public Prosecution			
Change 1	<ul style="list-style-type: none"> By decision of the public prosecutors, and based on the circular of the Presidency of the Public Prosecution, dated March 16th, 2020, a list containing the prosecution office's telephone and fax numbers, and E-mail addresses were posted on the courts' doors, newspapers and social media networks, and sent to relevant NGOs. 	<ul style="list-style-type: none"> To facilitate the process of reporting violence, and in the meantime, respecting lockdown procedures and travel constraints; To overcome court closures during lockdown. 	<ul style="list-style-type: none"> Women continued to report violence. The number of reports via electronic means or telephone increased significantly; Services provided to women victims of violence continued without any interruption. Reception of, and response to, complaints were faster.
Change 2	<ul style="list-style-type: none"> Following the directions of the Presidency of the Public Prosecution, an electronic platform was created for all courts of appeal⁴ to receive complaints made by women victims of violence. 	<ul style="list-style-type: none"> To establish an electronic mechanism for women to submit their complaints remotely; To enable women to follow up with their complaints. 	<ul style="list-style-type: none"> An increase in the number of complaints was reported, especially those submitted via electronic means; NGOs were able to coordinate, over the telephone, with women on how to submit their complaints.
Change 3	<ul style="list-style-type: none"> Upon instructions by the Public Prosecution, contact between the public prosecution office and judicial law enforcement was direct and via telephone. 	<ul style="list-style-type: none"> To facilitate and accelerate the procedures for law enforcement intervention and mobility to the place where violence is reported, thus, overcoming the complex written procedure. 	<ul style="list-style-type: none"> Cases of violence against women were handled rapidly by the public prosecution (sometimes just half an hour between the call reporting violence and the call by the Public Prosecutor asking law enforcement to intervene); Overcoming any delay in domestic violence case processing due to long and complex administrative procedures.
Change 4	<ul style="list-style-type: none"> Some women social workers started to meet the abused women at the courts' doors and used their personal phones to communicate with those women and NGOs. They also used their personal phones to coordinate with the public prosecution and the judicial law enforcement. 	<ul style="list-style-type: none"> To avoid receiving women in enclosed places and to overcome the inaccessibility of the court by women due to pandemic-related restrictions; To enable women to communicate with a social worker without entering the court building; To ensure immediate intervention 	<ul style="list-style-type: none"> Some cases were processed while women are still with social workers due to the latter having direct contact with the public prosecutor who instructed the judicial police straightaway; Working outside on-duty hours; Providing assistance for women during weekends; Establishment of good and open relationships

⁴ Presidency of Public Prosecution's circular # 20S/PPP of April 30th, 2020.

		<p>and circumvent the procedures that requires the physical presence of the abused woman;</p> <ul style="list-style-type: none"> • To maintain continuous contact with NGOs. 	<p>between all stakeholders, overcoming thereby the complex administrative procedures.</p>
Change 5	<ul style="list-style-type: none"> • Based on a decision by deputy public prosecutors, some were only charged with complaints by women victims of violence, which they received also through WhatsApp. 	<ul style="list-style-type: none"> • To provide women with continuous access to public prosecution office. 	<ul style="list-style-type: none"> • The public prosecution was able to issue order to judicial police faster (ex. Public prosecution received a complaint via WhatsApp, two days later the perpetrator was arrested). • Special sections started to be created; • Deputy public prosecutors become more aware and experienced in cases of violence against women.
Change 6	<ul style="list-style-type: none"> • Some courts decided to post on their websites NGOs phone numbers and applications for women to use for violence reporting (National Union for Moroccan Women for instance) 	<ul style="list-style-type: none"> • To receive the complaint and locate the complainer through this application; • To enable court clerks to review the complaints submitted by women through those applications or websites. 	<ul style="list-style-type: none"> • The public prosecution is able (i) to intervene faster and (ii) to outreach to women in remote areas (Ex. The Public Prosecution in Marrakech was able to order law enforcement officers to arrest a perpetrator in Imintanout in the same day the complaint was received.)
Change 7	<ul style="list-style-type: none"> • Courts were equipped with electronic devices (computers, cameras, etc.) 	<ul style="list-style-type: none"> • To implement the decision regarding the computerization and organization of online hearings. 	<ul style="list-style-type: none"> • Cases of violence against women were heard online, especially those relating to in-the-act felonies (ex. the case of the rapist who was arrested and sentenced during lockdown.)
Change 8	<ul style="list-style-type: none"> • Courthouse security guards helped guide women to the relevant section and inform them as advised. 	<ul style="list-style-type: none"> • To inform women of the possibility of communicating with the public prosecution, social workers and justice division on the phone; • To orient women to submit their complaints through the electronic platform. 	<ul style="list-style-type: none"> • Courthouse security guards became role-players; they started guiding the abused women to the right division rather than just organizing the facility users; • Courthouse security guards started to help women submit their complaints on the electronic platform.
Security sector			
Change 1	<ul style="list-style-type: none"> • Following instructions by the National Security Directorate, law enforcement officers started to immediately process complaints made by women victims of violence (escorting them to a 	<ul style="list-style-type: none"> • To overcome the accumulation of complaints; • To manage complaints on an emergency basis; 	<ul style="list-style-type: none"> • Some complaints were processed, and the necessary procedures thereto were taken, in a fast and urgent manner; • Police were reported in some cases to have

	hospital, moving to the scene...etc.)	<ul style="list-style-type: none"> • To provide immediate care to women, such as accompanying them to health services and providing shelter to those in need of one. 	moved to the place of abuse soon after it was reported, and they listened and accompanied women to hospitals or provided them with shelter when needed;
Change 2	<ul style="list-style-type: none"> • Weekly orientation meetings were organized for law enforcement officers, as ordered by some Chief Law Enforcement officials of some regions. 	<ul style="list-style-type: none"> • To guide and orient law enforcement officers to how to handle cases of violence against women; • To monitor the way law enforcement officers treated women victims of violence. 	<ul style="list-style-type: none"> • Work became more organized and everyone was involved in following up with the way women victims of violence were treated; • Law enforcement officers now receive frequent instructions on how to manage cases of violence, and their work is now monitored; • In some cases, law enforcement officers were reported to intervene within an hour of receiving the complaint.
Change 3	<ul style="list-style-type: none"> • Abused women were able to report violence on the UNFM's 'Koulna Mâak' platform. 	<ul style="list-style-type: none"> • To enable women submit their complaints during lockdown. 	<ul style="list-style-type: none"> • Many complaints were received. Intervention was quick and immediate.
Change 4	<ul style="list-style-type: none"> • In some critical cases, complaints were processed based on verbal instructions received from the public prosecutor via WhatsApp or Fax. 	<ul style="list-style-type: none"> • To accelerate procedures and overcome the pandemic-related travel restrictions, especially travel from one administration to another. 	<ul style="list-style-type: none"> • Procedures in some cases were taken and completed rapidly.
Change 5	<ul style="list-style-type: none"> • The gendarmerie in Marrakech started to remove perpetrators from the conjugal home and place the men in shelter houses made for homeless people, instead of looking for shelters for the abused women. 	<ul style="list-style-type: none"> • To ensure more protection for women and to safeguard them against homelessness. 	<ul style="list-style-type: none"> • A huge decrease in the number of expelled women was reported.
Change 6	<ul style="list-style-type: none"> • Patrol officers in charge of maintaining lockdown orders were relied upon for immediate intervention against any reported domestic violence, especially when their intervention was directly sought by the abused women. 	<ul style="list-style-type: none"> • To make use of the presence of some local authorities to deter perpetrators, including the <i>Caid</i> who is respected in the community. 	<ul style="list-style-type: none"> • The number of women who sought the help of this authority (<i>Caid</i>) has increased; • Perpetrators gave verbal pledges to stop violence, knowing that their commitment to such pledge will be observed.
Change 7	<ul style="list-style-type: none"> • Upon order of the head of the judicial police of the city of Chichaoua, a space was allocated for women victims of violence inside the police station during Covid-19. 	<ul style="list-style-type: none"> • To provide good working conditions for police officers working in the women victims of violence Unit during the pandemic; • To create an atmosphere where women can talk free from any 	

		psychological discomfort and without being exposed to other users.	
	<ul style="list-style-type: none"> • Law enforcement in the city of Chichaoua approached the abused women and listened to their complaints inside shelter centers. 	<ul style="list-style-type: none"> • To exempt abused women from travelling to the police station, thus, making the violence reporting procedures less agonizing. 	
• Intersectoral coordination / relations between stakeholders			
Women Victims of Violence Units	<ul style="list-style-type: none"> • With the agreement of all members of those units, modern technology was adopted for their work. 	<ul style="list-style-type: none"> • To facilitate communication amidst pandemic-related travel constraints; • To ensure the good performance and improvement of those units, regardless of their location. 	<ul style="list-style-type: none"> • Daily communication between all members in a given Unit was facilitated; • Intervention in some cases was immediate and rapid; • Public stakeholders and NGOs adopted a more participatory approach when working on cases of women victims of violence; • Cases were followed up online and any action related thereto was taken instantly.
Coordination	<ul style="list-style-type: none"> • The gendarmerie coordinated with the <i>Moqadem</i>⁵ to provide women victims of violence with the government financial support during the pandemic. 	<ul style="list-style-type: none"> • To ensure, based on the <i>Moqadem</i> knowledge of the local community, that perpetrators are not the ones obtaining the government financial support. 	<ul style="list-style-type: none"> •
	<ul style="list-style-type: none"> • There was an effective coordination between Women Victims of Violence Units and women's NGOs in several regions; 	<ul style="list-style-type: none"> • To provide women with shelter; • To help women report violence through available electronic applications and help them follow up their complaints; • To provide women victims of violence with the phone numbers of different public stakeholders; • To outreach women victims of violence in different areas using NGOs' applications. 	<ul style="list-style-type: none"> • Strong trust between public stakeholders and local NGOs was built; • It became easier for NGOs to engage with local and regional committees supporting women victims of violence.
	<ul style="list-style-type: none"> • Based on an initiative by the emergency doctor 	<ul style="list-style-type: none"> • To avoid sending women back to the 	<ul style="list-style-type: none"> • 20 women were provided with shelter during

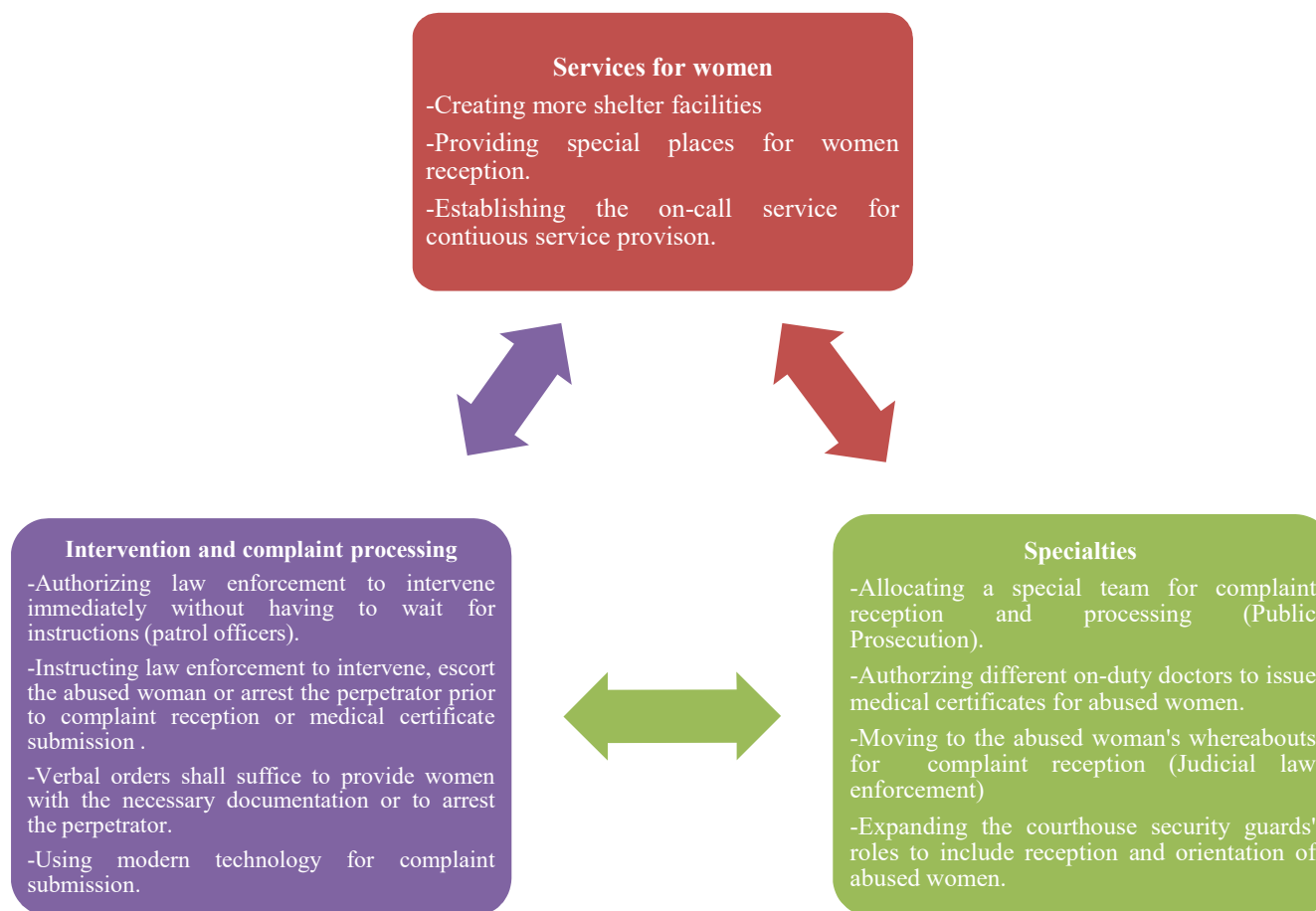
⁵ An authority agent in charge of a community within a given neighbourhood.

Shelter	in the hospital of Marrakech, the hospital coordinated with Entraide Nationale to provide shelter for women victims of violence.	matrimonial home; • To allocate, and make available for NGOs, some public facilities to serve as shelters for women victims of violence.	lockdown, thanks to cooperation with <i>Moqadem</i> .
	• Upon decision by Entraide Nationale institutions, a public space was made available to NGOs to receive and shelter women victims of violence.	• To overcome the shortage in shelter centers and to house as many abused women as possible.	• In one of the cities, 15 women with their children were provided with shelter.

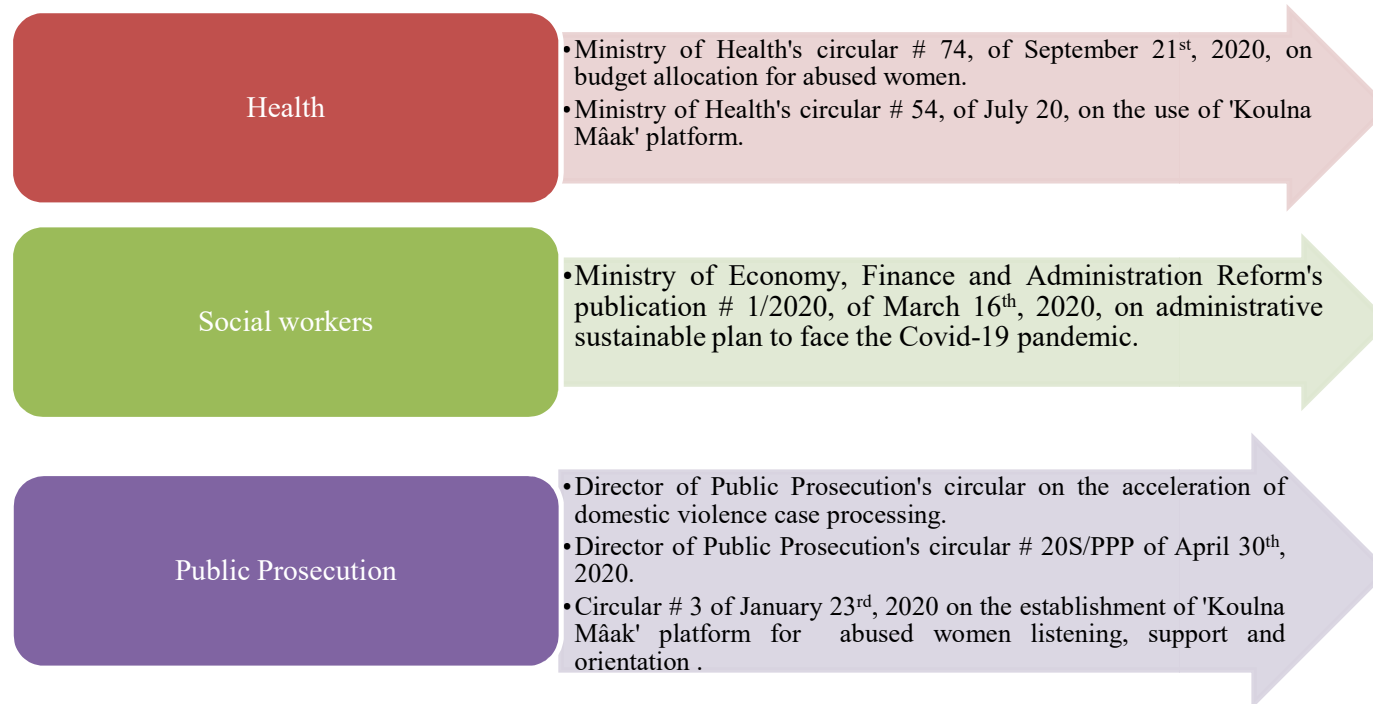
Changes at the level of relationships



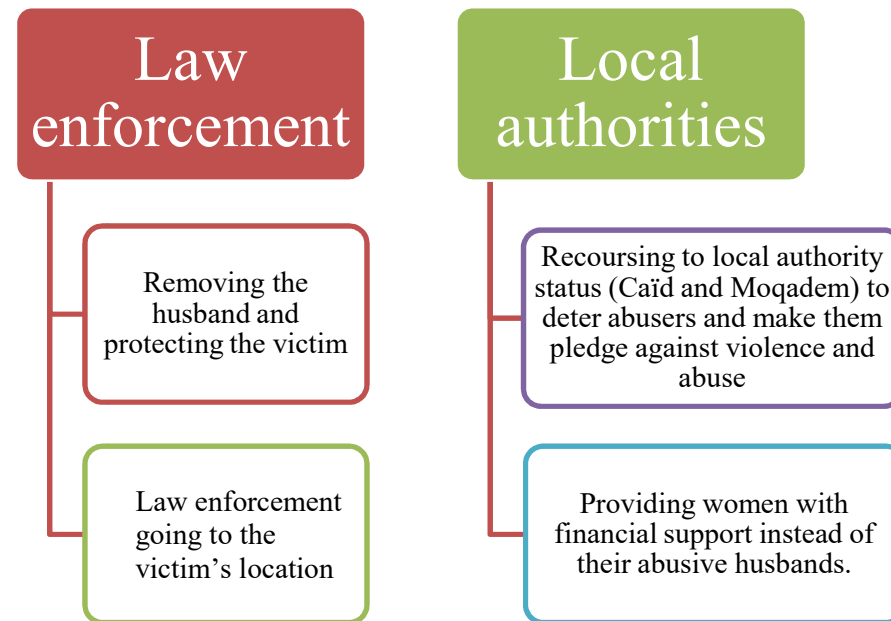
Changes at the level of structures



Changes at the level of legislation



Changes at the level of practices



Action plans for an improved response to violence against women based on lessons learned during COVID-19

Relevant sector	To Continue	To Stop	To start/try new
Health sector			
Health Unit's personnel and services	<ul style="list-style-type: none"> To keep the psychologist in the University Hospital of Marrakech, so that women can obtain medical certificates of psychological incapacitation without having to travel long distance for the obtainment thereof. 		<ul style="list-style-type: none"> To allocate medical personnel to the Unit. The Unit will then consist of social workers, multi-specialty medical team including a psychologist. The Unit will be solely concerned with abused women and children.
	<ul style="list-style-type: none"> To encourage hospital emergency doctors to elaborate, in the absence of a forensic doctor, an accurate analysis of each case and to send it to the forensic doctor closest to the area, through any possible means of communication, for the latter to send a medical certificate through the same means without having to be personally present (unfortunately, this possibility stopped after lockdown). 		
Free services	<ul style="list-style-type: none"> To maintain all health services free of charge, including surgery required because of the abuse. 		
Opening up to collaboration with other public authorities	<ul style="list-style-type: none"> To continue coordination with other stakeholders as during the pandemic, while endeavoring to overcome the internal administrative constraints. 		
Reception facilities for women	<ul style="list-style-type: none"> To maintain the facilities allocated for abused women reception, and to place directions for easy access to them. 		

Justice sector			
Electronic platforms		<ul style="list-style-type: none"> Some personnel reported that women are having difficulties manipulating online reporting websites due to logistical issues, not to mention that most abused women are from rural areas, thus, illiterate with no telephones. 	<ul style="list-style-type: none"> To create a joint platform between the court and law enforcement. The latter will directly, via electronic means, refer the complaint to the court of jurisdiction for better time management (immediate complaint processing by the competent court).
Working mechanisms and restructuring of the Public Prosecution	<ul style="list-style-type: none"> To maintain and improve the established working mechanisms. The purpose therefore is to increase efficiency (phones, fax, e-mails, etc.), communicate with other public stakeholders, and transmit the necessary instructions. 		<ul style="list-style-type: none"> To create an electronic complaint processing system, in the sense that instructions are received through an electronic platform for immediate action to be taken by law enforcement or health personnel, avoiding thereby the traditional print and mail method.
			<ul style="list-style-type: none"> To extend the powers of deputy public prosecutors to be able to examine and process abused women's complaints, instead of entrusting them only with receiving complaints and orienting victims accordingly.
Issuing instructions	<ul style="list-style-type: none"> To continue giving instructions to judicial law enforcement officers to intervene and take immediate action straight after they become aware of the abuse (rather than waiting for the victim's statement and medical certificate). 		<ul style="list-style-type: none"> Psychological violence needs to be taken more seriously. Health services should be instructed to include psychological incapacitation degree in the medical certificate issued to abuse women.
Case processing by courts (public prosecution and judiciary)	<ul style="list-style-type: none"> To continue processing domestic violence cases with the same velocity as during lockdown (it only took half an hour for a case to be processed during lockdown). 		
	<ul style="list-style-type: none"> To maintain the use of electronic equipments used in courts during 		

	lockdown, to process certain cases remotely.		
Means to access documentation		<ul style="list-style-type: none"> • The computerization of courts has confused women in terms of following up with their cases. Most of them find it difficult to obtain copies of judgments from the 'mahakim' platform (court platform). 	
Law enforcement sector			
Law enforcement arrival at the scene	<ul style="list-style-type: none"> • To continue with law enforcement's fast arrival at the scene based on a verbal order only. 		
Case processing	<ul style="list-style-type: none"> • To continue case processing in the same fast manner as during lockdown, i.e. not more than half an hour in some cases. 		<ul style="list-style-type: none"> • To provide suitable places for reception of women rather than receiving them in archive offices, for instance.
Removing the perpetrator instead of the victim	<ul style="list-style-type: none"> • To maintain the efforts extended to remove the perpetrator from the conjugal home instead of finding a victim a shelter (unfortunately such efforts have stopped after lockdown). Sometimes the victim is taken back to the house where the perpetrator is. 		
All Intersectoral coordination / relations between stakeholders			
Local committees			<ul style="list-style-type: none"> • To form local committees of security and health personnel, NGOs and local authority agents, such as the <i>Caid</i>, <i>Moqadem</i>, <i>Pasha</i>, etc.), to follow abused women at home.
Social workers	<ul style="list-style-type: none"> • To maintain the on-call service established by social workers to ensure smooth functionality of the facility (including during state/ religious holidays and weekends), especially after the administrative working hours were 		

	introduced.		
Shelter centers	<ul style="list-style-type: none"> To maintain the public facilities allocated, and made available for NGOs, as shelter houses. 		<ul style="list-style-type: none"> To provide social care institutions, shelter centers in particular, with the necessary financial and human resources.
Coordination	<ul style="list-style-type: none"> To continue coordination between shelter centers and law enforcement so that the latter takes the abused women's statements within the centre (such practice has stopped). 		<ul style="list-style-type: none"> To enhance partnership between Women Victims of Violence Units and NGOs to create a database, collect information on how domestic violence cases were processed by various services, and capitalize on the good practices.
	<ul style="list-style-type: none"> To continue the massive coordination and actual involvement of NGOs and some local authorities, particularly in rural areas, with local and regional committees' work, to facilitate access to services for abused women. 		<ul style="list-style-type: none"> To coordinate with local NGOs to create a local violence reporting application for women to report violence and follow up their complaints. NGOs will guide them through the process.
'Koulna Mâak' platform	<ul style="list-style-type: none"> To continue using the call-free phone number by some NGOs and other organisms to outreach women victims of violence. 	<ul style="list-style-type: none"> Some public prosecution clerks think that the 'Koulna Mâak' platform should no longer be used. Complaints submitted through the platform go through the same process as the ones submitted in person. However, it was noticed that some women submit their complaints online, and then try to submit it in person, which makes it difficult for clerks to determine if it is the same complaint or a new one. Sometimes the same complaint is processed twice; Citizen are confused as to the exact use of this platform (after 	<ul style="list-style-type: none">

		one complaint was received through this platform, law enforcement officers arrived at the scene and found out that the complainer was reporting a problem of electricity and water but not domestic abuse.)	
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