

“Women at the Centre”: Azerbaijan's National 860 Helpline for Gender-Based Violence Survivors

Gender Equality · Good practice · Azerbaijan

Quality score: 41/100

Evidence strength: Moderate

Summary

Since December 2020, Azerbaijan's 860 helpline has offered free counselling and legal referrals to gender-based-violence survivors, logging 1,100+ calls by mid-2024 — modest given roughly 1 in 3 women report partner violence and only two shelters nationwide.

Key dimensions

Dimension	Score
Transferability / replicability	2/3
Impact on gender equality	0/1
Effectiveness	0/1
Efficiency	0/1
Evaluated outcomes	0/1
Sustainability	0/1
Achievement / evidence	1/1
Gender-mainstreaming embedding	1/1
Curator validation	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-11

State Committee for Family, Women and Children Affairs of Azerbaijan, with UNFPA Azerbaijan (EU4GenderEquality programme) — accessed 2026-07-11

UNFPA — ‘Hope dies last’: UNFPA helpline empowers GBV survivors in Azerbaijan — accessed 2026-07-11

State Committee for Family, Women and Children Affairs — hotline launch — accessed 2026-07-11

Eurasianet — Azerbaijan's domestic abuse victims have nowhere to flee — accessed 2026-07-11

UNFPA EECA — UNFPA closes in-country presence in Azerbaijan — accessed 2026-07-11

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