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5 - My rights to support and assistance

I am a victim of crime; who do I contact for support and assistance?

You can apply to the General Directorate of Social Assistance and Child Protection (DGASPC – *Direcția generală de asistență socială și protecția copilului*) under whose jurisdiction you have domicile or residence (i.e. where you currently live), and directly to a private or public social service provider, in which case the provider is required to inform the relevant General Directorate in writing.

You may contact various institutions, according to the category that your case comes under:

National Agency for Equal Opportunities between Women and Men (ANES – *Agenția Națională pentru Egalitatea între Femei și Bărbați*)

It offers various types of services, such as:

- free and anonymous helpline for victims of domestic violence - 24/7 Call Centre - 0800 500 333
- specialised social services at the Emergency Reception Centres for Victims of Domestic Violence
- advice, information and guidance for victims of domestic violence.

Contact:

Address: 5 Intrarea Camil Petrescu, Sector 1, Bucharest

Telephone: +40 21 313 0059

Email: secretariat@anes.gov.ro

Website:

<https://anes.gov.ro>

<https://anes.gov.ro/informatii-utile-pentru-victime/>

National Agency against Human Trafficking (ANITP – *Agenția Națională împotriva Traficului de Persoane*) within the Ministry of Internal Affairs.

The network of courts of appeal includes 15 regional centres. Each centre is attached to a court of appeal.

They offer various types of services, including:

- A citizen helpline that is available around the clock for information and notification of any potential cases of human trafficking: HelpLine 0800 800 678 (national toll-free number) or +40 21 313 3100 (for calls from abroad). Working hours: Mon to Fri, between 08:00-16:00
- informing the relevant authorities about any potential cases of human trafficking
- providing assistance to victims through the 15 regional centres.

Contact:

Address: Str. Ion Câmpineanu 20, 5th floor, Sector 1, Bucharest

Tel.: +40 21 311 89 82 / 021 313 31 00

Fax: +40 21 319 01 83

Email: anitp@mai.gov.ro

Website: <https://anitp.mai.gov.ro/english/>

National Employment Agency (ANOFM – *Agenția Națională pentru Ocuparea Forței de Muncă*) within the Ministry of Labour and Social Justice

ANOFM provides professional employment and training services through its territorial structures for registered persons seeking employment, including those who were victims of crimes, particularly to victims of trafficking in persons.

Contact:

Str. Avelanșei 20-22, Sector 4, Bucharest, postcode: 040305

Tel.: +40 21 303 98 31

Fax: +40 21 303 98 38

Email: anofm@anofm.ro

Website: <https://www.anofm.ro>

General Inspectorate of Romanian Police (IGPR – *Inspectoratul General al Poliției Române*)

It has territorial structures exclusive to the border counties that can provide support at ANITP's request to help victims take part in specific stages of a criminal trial.

The police can inform you of your rights as a victim.

IGPR's specialised structures can also provide physical protection during a trial.

National Authority for the Protection of Children's Rights and Adoption (ANPDCA – *Autoritatea Națională pentru Protecția Drepturilor Copilului și Adopție*) within the Ministry of Labour and Social Justice

ANPDCA is the institution responsible for monitoring the application and enforcement of regulations to protect children's and adoptive rights, as well as coordinating work carried out by public or private providers in this field.

The child protection system is decentralised, as the DGASPCs or General Directorates for Social Work and Child Protection (*Direcțiile Generale de Asistență Socială și Protecția Copilului*) report to the county councils or to the local municipalities within Bucharest.

DGASPCs provide various services, such as: evaluating cases of violence against children and providing/facilitating plan-based response services, complex evaluation for children with disabilities, complex evaluation for other persons with disabilities, the non-emergency social care ambulance, the social care helpline, social services for preventing domestic violence and human trafficking, specialised social services across a range of institutions.

Contact: <http://www.copii.ro>

Non-Governmental Organisations (NGOs)

In the field of human trafficking, accessible by clicking on:

- [Asociația de Dezvoltare a Practicilor Alternative pentru Reintegrare și Educație](#) – ADPARE (Association for the Development of Alternative Practices for Reintegration and Education), Bucharest
- [Fundatia Ușa deschisă](#) – Open Door Foundation, Bucharest
- [Asociația Generație Tânără România](#) – (Association of the Younger Generation), Timișoara
- [People to People Foundation](#) – Oradea: (email: office@people2people.ro)
- [Micu Bogdan Foundation](#) – Brașov: (email: office@fundatiamicubogdan.ro)

In the field of prevention and countering domestic violence, accessible by clicking on:

- [TRANSCENA Association](#)
- [ANAIS Association](#)
- [PRETUIESTE VIATA \(Value Life Foundation\)](#)
- [SENSIBLU Foundation](#)
- [Network for preventing and combating violence against women](#)
- [Rețeaua "Rupem tăcerea despre violența sexuală" \(Breaking the silence on sexual violence\)](#)
- [NECUVINTE \(No Words Association against domestic violence\)](#)
- ["Touched" Association Romania](#)

In the field of protection of children's rights:

Save the Children (*Salvați copiii*)

Address: Intr. Ștefan Furtună 3, Sector 1, Bucharest, postcode: 010899, Romania

Tel.: +40 21 316 61 76

<https://www.salvaticopiii.ro/>;

Social Alternatives (Alternative Sociale)

Șoseaua Nicolina 24, Bl. 949, parter, postcode 700722, Iași

Telephone: +40 332 407 178

<https://www.alternativesociale.ro/>

Victim support hotline

People who have suffered injuries as a result of crime can also contact the police by dialling the single national emergency number - 112.

Free and anonymous helpline for victims of domestic violence - 24/7 call centre - 0800 500 333.

Telverde of the National Agency Against Trafficking in Persons: 0800 800 678 - national toll-free number and 0040213133100 - for calls from abroad. Working hours: Mon to Fri, between 08:00-16:00

Child helpline: 116111 (freephone number). Working hours: Mon to Sun: 08.00 - 00.00.

Is victim support free?

Pursuant to applicable Romanian law, the victims of crime are entitled to protection and assistance free of charge.

What types of support can I receive from state services or authorities?

See the replies above.

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