

Important Community Messages
Gender Based Violence (GBV)
Protection from Sexual Exploitation and Abuse (PSEA)

1. Gender Based Violence (GBV)

Gender-based violence causes psychological, physical and sexual harm to a person, and it is unacceptable.

- During the ongoing COVID-19 pandemic, you might have more work and pressure on your shoulders. Remember that it is ok to feel overwhelmed, stressed or scared.
- If you feel unsafe in or around your home, if you are harmed, or if you feel threatened, intimidated or harassed, seek remote confidential support available from the contact below.
- You should not feel ashamed to seek help. You have the right to get help. You do not have to manage this on your own. Remember it is not your fault.
- If you or someone in your family are feeling threatened or in danger, call police/helpline numbers. They are available to protect you, even during a pandemic.
- Survivors and the community can also do something about it. Silence is not the answer. Everyone in the community has a responsibility to create a safe and supportive environment to live in and prevent sexual and gender-based violence.

How to support survivors:

- Listen to the survivor and respect privacy.
- Assist survivors to access services for health, security, legal and psycho-social support from service providers.
- Do not blame or judge the survivor.
- Do not discuss incident publicly.
- Do not report incident without consent.
- Do not condone silence.

Please Note: Refugee and Asylum Seekers will be able to report GBV incidents and receive appropriate multi-sectoral assistance anytime, even during the COVID19 pandemic.

Lifesaving GBV interventions would continue to ensure critical GBV response and services are always available for those who are in need.

You could contact UNHCR and partners for further information through the channels below.

UNHCR GBV Helpline: 9821235410, UNHCR Toll Free: 1800-1035635; email: indne@unhcr.org

Delhi: (BOSCO) 9871062351 and (SLIC) 9599561930

Jammu (SCI): 8802771788

Hyderabad (SCI): 9177731123 and 9100319411, email: rrhelpdesk@savethechildren.in

Jaipur (DAJ): 06375907837

Mewat, Aligarh, Mathura (Action –Aid): 7838355763, 6387852685

Pune (GNMS): 020 26699460, email gnmspune@gmail.com

2. Protection from Sexual Exploitation and Abuse (PSEA)

- All kinds of humanitarian aid are free. No sexual or other favour can be requested, in exchange of humanitarian assistance.
- The United Nations and the humanitarian community have a policy of zero tolerance of sexual exploitation and abuse.
- UNHCR has a zero-tolerance policy for sexual exploitation and abuse by UNHCR staff member, partner staff member and/or a contractor (i.e. anyone with contractual link to UNHCR).
- All UNHCR and partner services (including UNHCR’s Documentation, Registration, Refugee Status Determination, Resettlement and any other assistance) are free of charge.
- Anyone having concerns or suspicions about a possible case of Sexual Exploitation and Abuse by a UNHCR staff member, partner staff member or a contractor should report such concerns directly to the **UNHCR’s Inspector General’s Office (IGO) at the Headquarters**, at email: inspector@unhcr.org, the website: <https://www.unhcr.org/igo-complaints.html>, by fax at +41 22 739 7380, or by post: UNHCR, 94 Rue de Montbrillant, 1202 Geneva, Switzerland. The IGO keeps the information it receives confidential.
- The IGO keeps the information it receives confidential. Reporting will not prevent access to any assistance or services.
- If you experience any form of sexual exploitation and abuse, you have the right to access protection, medical, psychosocial and other support.
- You may reach out to the **Focal Person for Protection from Sexual Exploitation and Abuse (PSEA)** at UNHCR India. You can send an email to indne@unhcr.org, submit a letter at the Red Box in front of UNHCR office, and/or call on GBV Helpline: 9821235410.

Important:

The services and assistance provided by UNHCR and its partners are free of cost.
No sexual or other favour can be requested in exchange of services and assistance.
UNHCR and its partners have a policy of zero tolerance against Sexual Exploitation and Abuse.

If you have any questions about the information shared in this community message,
you can contact **UNHCR GBV Helpline: 9821235410** or by email: indne@unhcr.org

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