Important Community Messages

Gender Based Violence (GBV)

Protection from Sexual Exploitation and Abuse (PSEA)

# Gender Based Violence (GBV)

Gender-based violence is a serious violation of human rights. It causes psychological, physical, and sexual harm to a person, and it is unacceptable.

* If you feel unsafe in or around your home, if you are harmed, or if you feel threatened, intimidated, or harassed, seek 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.
* 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 the consent of the survivor.
* Do not condone silence.

Lifesaving GBV interventions are always available to ensure critical GBV response and services.

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

**UNHCR GBV Helpline:** 9821235410

**UNHCR Toll Free Number:** 1800-1035635

**UNHCR Email:** [indne@unhcr.org](mailto:indne@unhcr.org)

# Partners by location:

* **Delhi-** BOSCO Organization for Social Concern and Operation (BOSCO): +91 7568087541
* **Delhi**- Socio-Legal Information Centre (SLIC): +91 9958744688, +91 9718794687
* **Jammu-** Bal Raksha Bharat/ Save the Children India (SCI): +91 8802771788
* **Hyderabad-** Bal Raksha Bharat/ Save the Children India (SCI): +91 9652441066
* **Bangalore-** Bal Raksha Bharat/ Save the Children India (SCI): +91 7204753332
* **Jaipur-** Development and Justice Initiative (DAJI): + 91 9889607335
* **Mewat-** ActionAid Association (AA): +91 8307580853
* **Aligarh and Mathura-** ActionAid Association (AA): +91 6387852685
* **Dera Bassi**- ActionAid Association (AA): +91 7057510495
* **Pune**: Gandhi National memorial Society (GNMS) + 91 9862869618

# 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,](mailto: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](mailto: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**](mailto:indne@unhcr.org)

*Updated September 2023, UNHCR India*