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 from the contact below.
* You should not feel ashamed to seek help and you have the right to get help. You do not have to manage this on your own and remember it is not your fault.
* If you or someone in your family are feeling threatened or in danger, call /helpline numbers.
* During times of crisis, some families use negative coping mechanisms such as child marriage or other harmful practices. These are not solutions.
* 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:

If someone experiences gender-based violence and asks for help, you can be a source of support.

* Listen to the survivor, respect privacy, provide information on support services and helplines.
* Assist survivors to access available services for health, security, legal and psycho-social support from service providers in your respective area.
* Do not blame or judge the survivor.
* Remember it’s not the survivor’s fault.
* Do not discuss incident publicly.
* Do not report incident without consent of the survivor.
* Do not condone silence.
* Protect and say no to harmful practices, eg child/ forced marriage.

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

# Partners by location:

* **Delhi-** **BOSCO** Organization for Social Concern and Operation: +91 9354938981; 9354938954
* **Delhi**- Socio-Legal Information Centre **(SLIC**): +91 9718794687, 9958744688
* **Jammu- Action Aid:** +91 -9103722188, 7006927307, Landline: 0191-4012370
* **Hyderabad-** **MARI**: +91 8985191120, **Helpline number:**9100319411
* **Bangalore- ADRA**: +91 6360854701, 6360854701
* **Jaipur-** Development and Justice Initiative **(DAJI**): + 91 6375907837
* **Mewat-** **ActionAid**: +91 8307580853, +91 9817406082
* **Aligarh and Mathura-** ActionAid Association: +91 6387852685
* **Dera Bassi**- **ActionAid Association**: +91-9816297780
* **Pune**: Gandhi National memorial Society (**GNMS**) + 91 9862869618, +91 9420335166, Landline: 02029997644

# Protection from Sexual Exploitation and Abuse (PSEA)

* All kinds of humanitarian aid, services 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 letter box in front of UNHCR offices.

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