

Protection from Sexual Exploitation and Abuse (PSEA)

Pakistan PSEA Network

Standard Operating Procedures for interagency Community Based Complaint Mechanisms



PSEA NETWORK

#Joint Efforts to Fight Against Sexual Exploitation and Abuse in our Communities.
Pakistan PSEA Network Awareness Campaign.



Let's Stop The Wrong



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ACRONYMS

CBCM	Community Based Complaint Mechanism
GBV	Gender Based Violence
HC	Humanitarian Coordinator
HCT	Humanitarian Country Team
IRF	Incident Reporting Format
PPN	Pakistan PSEA Network
PSEA	Protection Against Sexual Exploitation and Abuse
RC	Resident Coordinator
SEA	Sexual Exploitation and Abuse
SOPs	Standard Operating Procedures
UN	United Nations
UNCT	United Nations Country Team

1.INTRODUCTION

Prevention of Sexual Exploitation and Abuse (SEA) should be a top priority for all humanitarian organizations and agencies. SEA of beneficiaries by humanitarian workers is a serious violation of human rights and a protection failure. Humanitarian workers are obligated to uphold the highest standards of personal and professional conduct and dignity always to protect beneficiaries of assistance. It brings harm to those whom the UN and humanitarian agencies are mandated to protect and jeopardizes the reputation of these agencies and their ability to provide protection¹

The United Nations (UN), its partners and all humanitarian organizations have pledged to care for the most vulnerable in our world. However, a key challenge is SEA perpetrated by persons working for the UN and its partners. The UN and international as well as national humanitarian organizations have a zero-tolerance policy to SEA. The UN Secretary-General's Bulletin on SEA and the Inter-Agency Standing Committee Core 6 Principles on PSEA outline the Zero Tolerance policy and specify which behaviors are unacceptable. The communities with whom we work have a right to safe and accessible reporting mechanisms to complain if staff or related personnel breach this policy.

A community based approach adds efficiency to the reporting mechanism by incorporating local solutions into the overall system. A successful complaints mechanism will ensure the full participation of the community, through integrating formal and/or informal community structures. These structures are fully accessible to community members and have authority, even though not always legally mandated. Capitalizing on their access and authority will bring the added value of reducing underreporting of SEA.

The fact that Pakistan is one of the most disaster-prone countries in the world, in terms of climate change it is in the top 10 most affected countries globally, badly affected by COVID 19 and a host to 1.4 million Afghan refugees. Pakistan has a high incidence of multidimensional poverty with low human development indicators and subordinate status of women due to the patriarchal system embedded in traditional conservative, feudal and tribal influence. These risk factors necessitate the need for actors to incorporate PSEA in humanitarian response and development programming and policy. Protracted humanitarian crises may expose persons of concern to serious protection and exploitation related risks. Humanitarian agencies operating within the humanitarian sphere including refugees as well as development partners recognized the increased risk of sexual exploitation and abuse in humanitarian operations.

In 2018, at the onset of the establishment of the Pakistan PSEA Network (PPN), a mapping exercise was undertaken to assess stakeholders' capacities on PSEA. Key findings of the exercise highlighted the need to put in place joint community-based complaints mechanisms so that alleged cases can be raised, reported and responded to in accordance to their respective procedural requirements, depending upon individual organization requirements investigated; and, where necessary, referred to the relevant law enforcement authorities for prosecution where a crime is suspected. In this regard, PPN formulated Standard Operating Procedures (SOPs) on Community Based Complaints Mechanism (CBCM) and established two task forces i.e. referral pathways led by Care International and on capacity building led

¹ ST/SGB/2003/13- General application of SG's bulletin on special measures for protection from sexual exploitation and sexual abuse.

by UNHCR including training and developing training materials to enhance the capacity of PSEA focal points.

In early 2022, the PPN revisited the CBCM SOPs and updated them to suit the current context. The CBCM SOPs are at two levels, i.e. organizational and community level. As one of the main objectives of the PPN, HCT has established a CBCM reporting mechanism to enable the reception of allegations of SEA through unified complaints mechanisms and the provision of referrals between the PSEA member agencies in an effective, safe, confidential, transparent and accessible manner reducing impunity and ensuring protection of survivors and witnesses. The effectiveness of this system is at varying levels while the aim is to bring all members at the same level of effectiveness and efficiency. Complaints of SEA may be made by humanitarian personnel, government staff and host community members. The mechanism is intended to enhance capacities to fully comply with the Code of Conduct, policy, standards and regulations that guide the behavior of personnel. The inter agency CBCM SOPs do not entail developing a new mechanism but rather linking and strengthening the already existing mechanisms and referrals for follow up and provision of assistance to survivors.

2. PURPOSE

These SOPs cover roles and responsibilities on complaint handling, assistance, investigations and monitoring/reporting of SEA allegations within humanitarian and development organizations in Pakistan. The objective of these SOPs is to provide system-wide clarity on a general model of procedures, so that agencies/organizations can cooperate in establishing and maintaining country-level CBCMs for addressing SEA allegations in a safe, confidential and efficient manner.

The SOPs also guide the inter-agency CBCM with actors from multiple organizations so that these complaints are referred to proper units within each organization for follow-up. The mechanism will offer a beneficiary complainant (or even a staff complainant) an option of reporting SEA to an agency which does not itself employ the alleged perpetrator of the misconduct, reducing fear of retaliation. In addition, the joined-up referral system will also ensure that complaints are received by an appropriate agencies even when a beneficiary does not know the agency which employs the alleged perpetrator. It is important to note that these SOPs do not replace, but rather complement, the internal complaints handling procedures already in place within member organizations of PPN.

3. KEY DEFINITIONS

Sexual Exploitation: “Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another”.

Sexual Abuse: “The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Confidentiality is an ethical principle that restricts access to and dissemination of information. It helps to create an environment in which witnesses/survivors are more willing to come forward and relate their version of events; it builds trust in the humanitarian system and organizations. Maintaining confidentiality requires that humanitarian personnel protect information about allegations of sexual exploitation and abuse and agree only to share information on a strict need-to-know-basis, and when sharing information consideration should be given to the potential for future abuse and harm of all those involved, and in the

best interests of the survivor. This means that humanitarian personnel never discuss details of allegations of exploitation and abuse with family or friends, or with colleagues whose knowledge of the abuse is deemed unnecessary.

Informed Consent: The voluntary agreement of an individual who has the capacity to give consent to pursue a legal procedure or receive services. To provide informed consent, the individual must have the capacity and maturity to know about and understand the implications of the procedures to be followed, the services being offered and can give her/his consent. Parents, caregivers, or other legal guardians are typically responsible for giving consent for their child to receive humanitarian services and/or undertake the consequences of eventual legal procedures

Informed Assent: The expressed willingness to pursue legal procedures or participate in services. For younger children who are too young to give informed consent, but old enough to understand the implication of the procedures to be followed or to participate in the recommended services, the child's "informed assent" is sought. Informed assent is the expressed willingness of the child to participate in services and undertake the consequences of eventual legal procedures.

Regarding this Mechanism, a **complaint** is a concern about the behavior or conduct of a humanitarian worker, volunteer or contractor in relation to sexual exploitation and abuse. A complaint must be about an action for which the organization is responsible or is within their sphere of influence.

Complainant is the person making the complaint, including the survivor/victim of sexual exploitation and abuse.

Witness: Any person giving testimony or evidence in the investigation, including but not limited to the survivor/victim, the complainant, a beneficiary, personnel of a partner agency, the subject of the complaint or personnel of another entity.

Survivor: A person who has SEA perpetrated against him/her or an attempt to perpetrate SEA against him/her. For the purposes of these SOPs, persons who report SEA committed against themselves are treated as survivors for the purposes of security and needs assessments.

Victim: Also intended to reflect a person who has SEA perpetrated against him/her, used interchangeably with "survivor". These SOPs use the term "survivor" for consistency. However, as much literature on assistance provision that was sourced for these SOPs uses the "victim" terminology, the SOPs will follow in kind when discussing victim assistance. Neither designation is in any way meant to imply a lack of strength, resilience, or capacity to survive.

Whistle-blower: whistle-blower is a type of complainant, not the survivor, who is a humanitarian aid worker making a report of SEA. Organizational whistleblowing policies encourage staff to report concerns or suspicions of misconduct by colleagues by offering protection from retaliation for reporting, and clarify the rules and procedures for reporting and addressing such cases. Therefore, the definition, scope, and protection measures may differ between organizations. CBCM principles (e.g. confidentiality) apply to whistle-blowers as they would to any complainant, and internal agency policies shall protect whistle-blowers on SEA from retaliation, so long as the report is made in good faith and in compliance with internal agency policies.

Outside source of information: For this mechanism, outside source can be considered a community member, partner organization, authorities, concerned individual or any external entity that provides

information on a prohibited behavior of a staff member. This would also include anonymous sources of information

Subject of the complaint /alleged perpetrator: The person(s) alleged to have sexually exploited or abused the survivor/victim. This can be a person, group, or institution that directly inflicts or otherwise supports violence or other abuse inflicted on another against his/her will.

Inclusion of Refugees in Mechanism: Since the organizations in PPN network are mostly working with host, inclusion of “Refugees” under the scope of mechanism is equally important.

Refugee: A refugee is someone who has been forced to flee his or her country because of persecution, war or violence. A refugee has a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership in a particular social group. Most likely, they cannot return home or are afraid to do so. War and ethnic, tribal and religious violence are leading causes of refugees fleeing their countries.

Staff: of an organization is any person who works for or represents that organization, whether or not s/he is compensated monetarily and regardless of the type or duration of their contract.

Implementing Partners: Entities or organizations that operate at country level, in accordance with established UN, IO or NGO procedures, to provide services and deliver humanitarian assistance. Staff of, and all those employed by, an implementing partner are “humanitarian aid workers” for the purposes of these SOPs.

Humanitarian Aid Worker: All persons involved in providing protection and/or assistance to affected populations and who have a contractual relationship with the participating organization/partners, including incentive workers from target communities. It refers to all staff of humanitarian agencies and organizations, including UN agencies, IGOs, NGOs, implementing partners, and relevant CBOs including paid staff, volunteers, contractors and anyone performing a task on behalf of any humanitarian agency or organization, regardless of type and duration of their contract.

Code of Conduct: A set of standards of behavior that staff of an organization are obliged to adhere to.

4. THE CORE PRINCIPLES OF PSEA

All entities will institutionalize and promote within their organization the following 6 Core Standards adopted by the Inter-Agency Standing Committee (IASC/2002) and outlined in the UN Secretary General’s Bulletin Special measures for the protection from sexual exploitation and abuse (ST/SGB/2003/13) and UN Statement of Commitment for UN and Non-UN Personnel (2006):

1. Sexual exploitation and abuse constitute acts of gross misconduct and are therefore grounds for disciplinary measures, including termination of employment
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defense
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries
4. Any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use

of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work

5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
6. Humanitarian workers are obliged to create and maintain an environment that prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have responsibilities to support and develop systems that maintain this environment.

7. GUIDING PRINCIPLES FOR THE CBCM

All CBCM actors agree to cooperate and assist each other to the fullest extent in preventing and responding to SEA while adhering to following key principles:

Promote cooperation and assistance between organizations in preventing and responding to SEA.

Equal and active participation of the affected populations: All CBCM actors commit to promote inclusive, equal and active participation of the affected populations during all stages of the programme cycle including when conducting assessments, planning, implementation, monitoring, and evaluation of programmes through systematic use of participatory methodologies. Actors shall also make deliberate effort to promote participation of marginalized groups such as women, children, the elderly, religious and ethnic minorities.

Integration and mainstreaming of PSEA: All CBCM actors shall promote institutionalize integration and mainstreaming of PSEA during all stages of the policy and programme cycle in order to strengthen prevention and response systems.

Accountability on PSEA: All CBCM actors have an obligation to account for organizational and personal behavior and accept responsibility for their conduct in a transparent manner. Members of the CBCM shall devise and implement measures to strengthen PSEA accountability for individuals, leadership and for the entire organization.

Non Discrimination: All actors shall ensure that that assistance to victims is provided in a non-discriminatory manner.

Survivor-Centered Approach: Humanitarian organizations have committed to actively prevent and respond to SEA and to ensure that all responses are developed in a manner that balances respect for due process with a survivor-centered approach in which the survivor's wishes, safety, and well-being remain a priority in all matters and procedures. Furthermore, all actions taken should be guided by respect for choices, rights and dignity of the survivor.

Confidentiality: All actors in the CBCM shall maintain high levels of confidentiality as it is directly linked with the safety of survivors. All SEA-related information must be kept confidential, identities must be protected, and the personal information on survivors should be collected and shared only with the informed consent of the person concerned. Data protection must be ensured.

Complainants will be made aware of confidentiality procedures, including the persons that will be involved in the case processing, and shall give their explicit informed consent to proceed with recording the

complaint. Where the survivor gives such consent, only pertinent and relevant information shall be shared with others for the purpose of helping the survivor, such as referring for services, or for investigation.

Transparency: The functioning of the CBCM shall remain transparent to the community in which it operates. This shall be ensured through full participation of the community in the CBCM process. Members of the affected community will be informed on how to raise complaints and allegations. This will be in a format that is accessible to all, regardless of age, literacy, language spoken or disability.

Organizations receiving internal SEA complaints shall be encouraged to share anonymized complaints with the PSEA Coordinator for data tracking, holistic monitoring of SEA cases in Pakistan to inform programming to mitigate SEA. This shall be done through the common reporting platform that has been created by the PSEA network.

Mandatory Reporting and Consent: Reporting of SEA is mandatory for all aid/development workers, however, there shall be effort to balance respect for survivors' rights while communicating the limits of confidentiality when it comes to mandatory reporting requirements.

Accessibility: The mechanism will be accessible to all potential complainants and efforts will be made by members of the CBCM to make the complaint channels accessible to the largest possible number of people. The PSEA Network through its member agencies will identify and implement complaint channels that are both culturally and context-appropriate, based on continued consultations with the affected communities.

Anonymous reports shall be treated with the same seriousness as other cases. This is a strategy for overcoming stigmatization and fear of retaliation.

Partnership: Actors participating in the PSEA Network agree to cooperate and support each other in the best possible way in preventing and responding to SEA. Organizations and the PSEA Network will receive complaints in good faith and respond in a timely manner. Similarly, the participation of the survivor in determining assistance/recovery interventions is essential to maintain his/her best interests and responsible case management.

Safety and Well-Being: The safety of the survivor will be a primary consideration at all times during reporting, investigation, and thereafter. All actions taken under these SOPs will consider potential dangers and risks to all parties, incorporate ways to prevent injury and harm, address potential retaliation to survivors/complainants, and offer a safe space for reporting. It is essential that a risk assessment be conducted for each survivor, and that a security/protection plan be developed if necessary, based on individualized needs.

Don No Harm: The members of the CBCM commit to strive and adhere to the "do no further harm" principle when implementing the CBCM.

Special Considerations regarding Children: All the above principles apply to children, including the right to participate in decisions that will affect them. If a decision is taken on behalf of a child, the best interests of the child shall be the overriding guide.

6. ROLES AND RESPONSIBILITIES

The following will be the roles and responsibilities of various structures within the CBCM for the Pakistan PSEA Network:

6.1 UN RESIDENT COORDINATOR, UNCT AND HCT

The UN Resident/Humanitarian Coordinator (RC/HC) shall be responsible for providing overall leadership on PSEA. The RC/HC shall ensure that PSEA is a standing agenda in UNCT and HCT meetings. The UNCT and HCT shall provide policy direction and oversight to the PSEA Network. The Resident Coordinator, UNCT and HCT shall also be accountable for providing leadership to ensure there are functional systems for provision of assistance to survivors of SEA. The UNCT/HCT shall receive regular updates on progress registered by the PSEA network and any issues requiring intervention of the leadership.

6.2 HEADS OF ORGANIZATIONS

Heads of Organizations are accountable to ensure that their organizations have put in place appropriate systems for prevention, reporting, survivor assistance, as well as prompt and safe investigations of all credible allegations of SEA. Heads of Organizations shall ensure that their agency is an active member of the PSEA Network. They shall designate and maintain PSEA Focal Persons at a sufficient grade and ensure that they receive the necessary support to execute their role.

The Heads of Organizations and all Senior Managers shall communicate PSEA to their personnel at least once a year emphasizing the importance of complying with SEA prohibitions and reporting of incidents. The heads of organizations shall also ensure that their agency has appropriate policies in place including the code of conduct which is signed by all personnel and posted in prominent places within their offices.

6.3 PSEA FOCAL PERSONS

The PSEA Focal Persons shall be responsible for raising awareness on PSEA within their respective organizations. They shall be responsible for receiving and referring cases of SEA in line with the SOP and the policies within their organization. They shall provide technical advice to their senior management on PSEA issues. They shall also ensure that they actively participate in the PSEA Network. The PSEA Focal Persons shall also be responsible for training staff within their organizations on what constitutes SEA, where and how to report SEA, and what to expect after reporting. They will support their organizations to build PSEA systems for prevention, reporting, provision of assistance to survivors and investigations.

6.4 PSEA COORDINATOR

The PSEA Coordinator shall be responsible for overall coordination of PSEA across the PPN including UN agencies and I/NGOs. The PSEA Coordinator shall ensure proper coordination of the PSEA network, organize regular coordination meetings for the PSEA Network, engage Heads of Organizations to designate and maintain PSEA Focal Persons to actively participate in the PSEA Network to ensure effective implementation of the CBCM. The PSEA Coordinator shall be responsible for receiving anonymized data about PSEA cases from agencies to ensure analysis of trends. The Coordinator shall also appraise and advise the UNCT/HCT on all relevant developments relating to PSEA in Pakistan.

6.5 CLUSTER/WORKING GROUP COORDINATORS

Cluster/working group Coordinators will be responsible for coordinating and referring all SEA related cases to the PSEA Coordinator in line with the provisions stipulated in the SOPs for the CBCM. In case of non-SEA related complaints that are received through the CBCM, they shall be referred to relevant Cluster/working group Coordinators for further referral and action.

7. WORKFLOW FOR RECEIVING AND REFERRING COMPLAINTS

7.0 PROCEDURE FOR COMPLAINTS

7.1 Receiving complaints from the affected population through the CBCM

The PSEA Network will not establish separate channels for receiving SEA complaints. Instead, it will receive SEA and process complaints through multiple sources/channels deployed by member organizations to ensure that all survivors and witnesses have access to complaint channels even if they do not know the identity of the organization that employs the alleged perpetrator. The complaint received should be responded to within 24 hours.

Where mapping shows that complaints mechanisms face several barriers, the network will focus on enhancing capacities of the member organizations to establish or strengthen complaints mechanisms within their areas of operation. The PSEA Network and member organizations will also ensure that staff understand the referral steps laid out in these SOPs.

Staff charged with responsibility for intake of complaints shall respect the rights, wishes, choices, and dignity of complainants. They shall ensure that they create a conducive environment which is empowering and respectful and provide adequate information to the complainant about the existing reporting mechanisms. Those responsible for intake of complaints shall also explain to complainants what they should expect after making a complaint to enable them to make informed decisions.

Staff responsible for intake of complaints shall not be responsible for determining whether the complaint received is true or not to warrant an investigation. Their responsibility shall be to collect relevant information from the complainants, ensure that they are referred to access immediate assistance, refer to an appropriate agency employing the alleged perpetrator for investigation and follow up in accordance with provisions stipulated in the SOP. The in-taker of complaints shall adhere to high levels of strict confidentiality and protect names and identities of all parties involved to mitigate possible retaliation. If the complainant is different from the survivor, the in-taker of complaints shall not release identities of the survivor to the alleged offender without the survivor's consent. The PSEA Network will not have access to such information except the anonymous data.

7.2. Receiving complaints from humanitarian workers

The zero-tolerance policy for SEA which stems from the *Secretary General's Bulletin on PSEA* and the Inter-agency Standing Committee Six Core Principles of PSEA and the related organizational policies compel staff and implementing partners to promptly report all concerns or credible suspicions of SEA by fellow workers using established reporting mechanisms, regardless of whether the alleged perpetrator is from the same or a different agency. All staff and related personnel are expected to report allegations and credible suspicions of SEA in good faith and must be assured by their respective organizations that no action will be taken against them even if the outcome of the investigation process proves the allegation to be unfounded. However, staff and related personnel must also be advised that deliberate and willful

reporting of false or malicious information with the primary intention of damaging reputation of another staff member shall be treated as misconduct and will be dealt with in accordance with the organization's policies and procedures.

A humanitarian/ development worker shall also be free to use any of the reporting channels which have been made available to the affected population. However, the primary point of contact for reporting allegations should be through the established reporting channels within his or her agency. This shall apply regardless of whether the allegation is against a fellow staff from within the same agency or staff from different agency. If the alleged perpetrator is employed by another agency, the designated SEA investigation unit of the reporting staff member's agency will refer the complaint to an appropriate agency. In such cases, the agency employing the one who has reported the allegation shall share the anonymized information with the PSEA Coordinator to ensure tracking of cases and analysis of trends of SEA in Pakistan.

However, if a staff member of an agency has credible concerns that the primary reporting mechanism with his or her agency is compromised, if there are credible fears that reporting through his or her agency is likely to result into retaliation from management or any influential figures within the organization, the staff member may report the allegation through a Focal Person of another agency. Alternatively, this can also be reported through the PSEA Coordinator. However, the entire process shall be in line with the principles of confidentiality and informed consent.

7.3. Processing complaints for immediate assistance

The PSEA Network shall work closely with the GBV and Child Protection sub-cluster/working groups and all relevant organizations to ensure that survivors of SEA access appropriate GBV and child protection services. When an agency receives an allegation of abuse and/or exploitation, the organization shall immediately contact the relevant GBV Case Management Focal Point at district level in line with the GBV referral guidelines. If there is no appropriate GBV Focal Point in the location where the incident has taken place, in case the GBV referral system within the location will compromise safety of the survivor, the PSEA Coordinator or the relevant Focal Point will refer the case to the GBV Focal Point in the nearest geographical area. This shall be done after getting consent from the survivor.

After referring the survivor to access GBV services, the GBV focal point shall provide a written verification to the PSEA Coordinator documenting services which have been received. Regarding service referral name, location, type of care provider, will be provided under the condition that the survivor has provided documented consent to share this information with the PSEA Network. The complaint will be noted in a template provided in annex 2 and 2.1.

All survivors of SEA shall be entitled to a needs assessment. The needs assessment shall be conducted by a GBV or child protection Focal Points to determine the immediate needs of the survivor including medical, psychosocial, safety, legal, and security. The assessment and provision of victim assistance shall begin immediately and will not wait for the outcome investigations process. Complainants who are not survivors may also require an assessment of their needs which may include safety and security. Assistance to survivors shall be provided in line with the victims' assistance mechanism established by the United Nations Comprehensive Strategy on Assistance and Support to Victims of Sexual Exploitation and Abuse by United Nations Staff and Related Personnel. The relevant Focal Point shall ensure that adequate information is provided to the victim about his or her rights and the kind of assistance they may access.

7.4. Processing SEA allegations for referral

The interagency CBCM and referral mechanism may provide “one-stop-shop” for complainants involving easy access to affected populations to file complaints without being burdened to determine the agency of the perpetrator, find relevant complaint mechanisms while reducing travel costs, language barriers and potential stigmatization. Safe, confidential, and efficient inter-agency CBCM and referrals shall be established and strengthened through commonly agreed protocol and the inter-agency referral pathways:

- The interagency PSEA case referrals shall be made between the PSEA Focal Points of the entity receiving the complaint and the entity concerned through most effective and efficient communication channels including in person, in writing, email providing all relevant/available information available using the standardized referral Form (annex 3).
- The entity receiving the complaint is not responsible for investigating the allegation but shall ensure the safety of persons involved (survivor, witnesses, alleged perpetrator, and other individuals who could potentially be affected). Attention shall be paid to preservation of evidence and timely access to necessary services in respect of confidentiality and consent.
- The entity receiving the complaint shall engage with the complainant in order to obtain their informed consent. Areas of consent to discuss with the complainant include consent to participate in the investigation process. A complainant can neither be obliged to participate in investigation nor receive services. However, the agency concerned must be informed of the allegation of SEA committed by its personnel.
- The PSEA Focal Point of the agency concerned shall acknowledge receipt of a complaint and report to the referring agency and confirm that the matter is being addressed. The entity must report the PSEA case with non-identifying information as part of the monthly reporting procedure.
- Investigation and victim assistance will be undertaken as per the internal mechanisms of respective organizations, agencies, programs and funds. In case of interagency/ organizational cases, coordination with other entities may be undertaken under the oversight of the Resident/Humanitarian Coordinator.

7.4.1 Referring cases where the identity of the alleged perpetrator is known

If the employer of the alleged perpetrator is known, the in-taker of the complaint will directly forward complaints to the unit responsible for receiving and processing SEA complaints within the agency employing the alleged perpetrator. This shall be done even if the identity of the alleged perpetrator is unknown. The complaint referred shall include all relevant information that could assist the agency to identify the staff member. However, it should be noted that the in-taker of complaints shall not be responsible for dismissing allegations or conducting preliminary investigations. In addition, the in-taker shall not prevent referral of the complaint to the relevant agency. In order to facilitate the referral process within the network, the SOP shall include contact information of units responsible for receiving SEA allegations within the member organizations of the PSEA Network.

7.4.2 Referring cases where the identity of the alleged survivor is unknown

In case the identity of the survivor is unknown, the allegation will still be referred to an appropriate unit of the concerned organization to determine if an investigation could be initiated in line with its investigation policies. The organization may also figure out if there is sufficient or corroborating evidence.

7.4.3 Referring cases where the identity of the survivor is known but the offender is unknown

If the complainant/ survivor is known but the identity of the alleged offender or the agency employing the perpetrator is not known, then the PSEA Coordinator or PSEA Focal Point will interview the survivor in order to get more details about the allegation. However, this shall be done while prioritizing the best interests of the survivor. Interviewing the survivor shall also be minimized to avoid subjecting the survivor to trauma.

7.4.4 Referring cases involving implementing partners of a UN agency

When the organization is an implementing partner of a UN agency, the UN agency must ensure that the allegation is responded to fully and effectively. The in-taker shall refer the complaint to the implementing partner without disclosing the identity of the complainant while also notifying the partner UN agency. This will enable the UN agency to work with the partner to figure out what kind of support is needed. When the organization is partnering with several UN agencies, this notification will be made to the UN agency that is most relevant to the alleged SEA incident context. The standard shall apply when an allegation involves an implementing partner of another NGO.

The maximum time for processing a complaint before referral to the concerned agency will be as soon as possible not later than 48 hours from the time the complaint is received. The concerned agency shall be required to send a standard notification within two working days to the in-taker of the complaint acknowledging receipt of the complaint.

7.5 Referral to the concerned agency for follow up

Once a SEA complaint has been referred to an agency, the PSEA Coordinator will only monitor progress and provide technical guidance if needed. Undertaking an investigation and effecting disciplinary actions shall be the primary responsibility of the organization that employs the alleged perpetrator. This will be done in line with internal responsibility, internal policies and procedures of that agency. The PSEA Network shall not be responsible for investigating cases. Members of the PSEA Network shall commit to take appropriate actions on all cases received

8. VICTIM ASSISTANCE

The assistance to the victims and support begins as soon as information indicating that an individual may be a victim of sexual exploitation or abuse is received in any way or form. It does not require the receipt of a credible allegation of sexual exploitation or abuse. Under the guiding principles of 'Provision of Assistance to victims of Sexual Exploitation and Abuse (2019)', assistance and support for victims of SEA should be provided in a holistic, integrated manner with the support of a designated case manager where feasible and/or service provider with the necessary expertise and capacity. Assistance is provided on a case-by-case basis, in accordance with the needs of the victim. The victim assistance and referral system allow affected communities and/or individuals to report concerns in a safe, effective, and culturally-appropriate manner. PSEA is an important aspect of preventing GBV and therefore the PSEA network will work closely with in-country GBV and Child protection coordination mechanisms to ensure that SEA survivors have access to services. In designing the referral system, it is important for all participating organizations to consult the communities through a proper gender analysis to identify their needs, concerns, access issues and reporting information. Their views and opinions must be incorporated in the design. The victim assistance will include the following key areas of support.

8.1 Health/medical response:

At a minimum, health care must include: Examination and treatment of injuries, prevention of disease and/or unwanted pregnancy, collection of minimum forensic evidence, medical documentation, and follow up care. In cases of sexual abuse, this includes informing victims about the importance of seeking medical care within 72 hours and providing the necessary referral to services, including HIV post-exposure treatment, post exposure prophylaxis (PEP), and reproductive and sexual health care as needed and desired. Medical care should be provided by the designated United Nations system organization or relevant partner.

8.2. Psychosocial response:

Counsel and support are needed to assist with psychological recovery and healing from trauma, including feelings of blame, guilt, shame, and fear that are among the effects of sexual abuse focused on Mental Health and Psychosocial Support (MHPSS) interventions and facilitating referrals to more specialized mental health care, as needed. Psychosocial support also includes case management and advocacy to assist survivors' in accessing needed services, as well as support and assistance with social reintegration.

8.3. Legal Aid

Legal actors can include protection officers, lawyers and police. These actors will be engaged right from the start when setting up the referral system with conducted training with them and communicating clear roles and responsibilities.

- Legal actors will clearly and honestly inform the victim of the procedures, limitations, pros, and cons of all existing legal options. This includes:
 - o Information about existing security measures that can prevent further harm by the alleged perpetrator
 - o Information about procedures, policies, laws, timelines, and any inadequacies or problems in national justice solutions.

8.4. Protection

Depending on the nature of the case the survivor may need to be moved to a safer location social welfare department and officers can help in providing refuge or assistance through safe homes or Dar ul Aman², crisis centers or women and child safe spaces.

8.5. Education, livelihood support and basic material assistance: based on the needs, victims of SEA may be provided with food, clothing, shelter, school reintegration (in case of children) and livelihood support.

8.6. Child Protection: PPN recognizes that children including adolescent girls and boys are more vulnerable to sexual exploitation and abuse due to several factors that include age, gender and the fact that they depend on others for their survival in their daily lives. When handling cases of sexual exploitation and abuse that involve children as victims, all members of the CBCM shall adopt child-sensitive approaches. They shall take into account the vulnerabilities and capacities of the child as provided for in the Convention on the Rights of the Child. They will also take into account the principles of non-discrimination, best interest of the child, the right to life and survival of the child.

² Women Shelter Homes

The informed consent shall also consider the evolving capacity of the child, involvement of parents of the child as well as legal guardians, except under circumstances where informing the parents or legal guardians will compromise the security and safety of the child and cause further harm or victimization.

When handling cases of children, depending on his or her evolving capacity, the child shall be informed of the process and what to expect. Members of PPN shall also ensure that only qualified professionals with expertise in handling cases of children will be allowed to interview or interact with the child survivors. Support and assistance to children who are survivors of SEA shall be provided to children's families or caregivers when determined to be in the best interests of the child. In such cases, the provision of food to host families, and provision of clothing and hygiene kits to victims may also be included.

9. INVESTIGATIONS

- The investigation, follow-up and potential disciplinary action is the responsibility of the organization that employs the alleged perpetrator. Investigations shall be based on the internal procedures of that organization. The PSEA Network Coordinator and the PSEA Focal Points do not investigate complaints.
- In cases where an organization lacks the capacity to investigate an SEA complaint internally, and/or does not have a partnership agreement with a UN agency who can support an investigation, the PSEA Network Coordinator will assist the organization in identifying appropriate resources to undertake the investigation from within the PSEA Network or from other accredited resources in the country or from the region.
- Investigations of complaints of SEA should be undertaken exclusively by trained professionals of the concerned agency/organizations or by the established Investigative body affiliated with the concerned agency/organizations, that are charged with this responsibility and who have the necessary skills and competence to undertake such investigations appropriately.
- Each entity is responsible to ensure adherence to its own internal investigation policies and procedures, in order to coordinate, manage, assess, investigate and respond to complaints of sexual exploitation and abuse.
- Following the outcome of an investigation, the Concerned Entity has the obligation to carry out relevant administrative and disciplinary measures in line with its own policy and procedures, with the urgency, seriousness and fullness required by this SEA Reporting Mechanism SOPs.
- All Entities must always prioritize the protection of the survivor, his/her family members, witnesses and any other individuals who might be affected by an allegation or complaint

10. PROVISION OF FEEDBACK TO SURVIVORS AND COMPLAINANTS

Provision of feedback to survivors and complainants including to individuals and communities is of high importance to build relationships of trust, transparency and confidence in the system. Specific follow-up on individual complaints should be communicated to all involved parties with clear respect for confidentiality, based on an incident reported and on a case by case basis. It is confidential and detailed, and it addresses the personal concerns of each party involved. Feedback to communities is mostly periodic, based on aggregate complaints and their influence on the system. A major element of feedback is communication on what is being done so that violation/breach does not happen again in the future.

The common online reporting mechanism developed on SEA, aligned with the guidance note of 2020, includes monitoring of reported cases and complainant's referral to services while adhering to the principles of confidentiality and do no harm.

11. PROTECTION OF WITNESSES, SURVIVORS, COMPLAINANTS & WHISTLEBLOWERS

All personnel are obliged and mandated to report to their agency/organization when they become aware of any concern or complaint of sexual exploitation or abuse by a co-worker. Therefore, all participating entities will make every effort to put in place prevention measures and support processes to protect anyone who raises a complaint of SEA while respecting the privacy, confidentiality and rights of all those involved in a complaint or allegation of SEA. These will include complainant, the survivor, the whistleblowers, the witnesses and the subject of a complaint. Counseling to survivors remains crucial to reduce the risk of under-reporting and effectively contribute to the fight against impunity.

The complainant should be reassured that information will be shared strictly on a need to know basis, through the reporting mechanisms, and with full consideration of the wishes and best interest of the survivor, while ensuring safe access to applicable criminal procedures. In line with the principle of confidentiality, the identity of the complaint/alleged perpetrator must be protected, out of considerations of due process, potential retaliation, and presumption of innocence. Under no circumstances the name of the survivor or complainant be released to the subject of the complaint/alleged perpetrator.

12. INFORMATION SHARING AND DATA MANAGEMENT

12.1. General principles and guidance on sharing information on PSEA

The following principles shall guide information sharing on PSEA.

- Ensure adherence to the principle of “**Do no harm**” that may cause damage or suffering either to the alleged victim or any other third party involved including whistleblower, service provider, subject of complaint or the community when sharing information on PSEA.
- Ensure ‘**Confidentiality**’ for security purposes by not disclosing survivor-specific information that can lead to identification of the survivor e.g., name, initials etc. Stakeholders will implement appropriate procedures to maintain confidentiality of the data such as the use of passwords to protect electronic files and lockers for paper files.
- Ensure principle of “**Zero tolerance to sexual exploitation and abuse**” and share in time information for prompt and effective investigation and assistance to victims.
- Adhere to ‘**Survivor centered approach**’ in information sharing by ensuring protection of the rights and wellbeing of the survivor, respecting their choice and the obligation for mandatory reporting of SEA cases.

12.2. Operational Level PSEA reporting and information sharing

The SEA cases will be reported using two key forms: The Incident Report Form (IRF) and early Reporting on Sexual Exploitation and Abuse with the Senior Most UN Official in-Country annex 2 and 2.1). These will be duly filled by the respective focal points receiving and processing complaints.

Both forms must be filled and seen only by the focal points filing the complaint and the heads of organizations and the PSEA Coordinator, no other staff or any other person should access these highly confidential documents.

12.2.1 Data collection and management Protocols for IA PSEA monthly reporting mechanism

In April 2021, the PSEA network initiated a mandatory monthly reporting system that aimed to enhance accountability and compliance to PSEA commitments. The monthly reporting indicators and format was developed in consultation with core members of the PSEA network, in line with global standards and guidance note of 2021. The monthly reporting mechanism was upgraded to an online mechanism in July 2021. The following key protocols are agreed by the HCT;

- The information is collected on a monthly basis through the IPs or directly by the agencies through CBCM and shared on an online monthly PSEA system.
- It is the responsibility of the agencies to establish safe, secure and confidential CBCM on PSEA and inform communities on the available reporting mechanism.
- The PSEA Network members are responsible to protect any data related to an individual who can be identified from that data and other information that can be identifiable with the survivor or complainant.
- The PSEA coordinator and all focal points will ensure that all data is safe and secure and will implement appropriate procedures to maintain confidentiality of the data. At the network level;
 - a. FAO as co-chair and information management secretariat will be custodian of the monthly reports.
 - b. The online data will be secured through restricted access and password (only available with FAO)
 - c. UNFPA as co-chair will provide backup support to FAO on the data management on need basis.
 - d. The data will be shared on a need to know basis with relevant actors only and with the permission of the concerned agency.
- The monthly data will be used mainly for the following purposes;
 - a. To monitor the PSEA cases at the country level
 - b. To carry out periodic trend analysis that should help identify strong and weak areas and design targeted strategic response actions including prevention, reporting, capacity development , reviewing PSEA related guidelines or any other action.
 - c. This will also contribute to improved advocacy efforts, increased leverage for fundraising and resource mobilization, and improved monitoring.

12.3. PSEA Information sharing with the Humanitarian Coordinator/Resident Coordinator

As provided for in the Terms of References of the Humanitarian Country Team, the Management and Accountability Framework of the UN Development and Resident Coordinator System and the UN Protocol on the Provision of Assistance to Victims of Sexual Exploitation, the UN Resident Coordinator as the most senior UN official in the country has a system wide responsibility on SEA, including the coordination of assistance provided to victims. S/he provides an annual report on the PSEA situation in the country to the United Nations Secretary General. All Agencies and organizations shall notify the RC/HC in real time of any SEA allegations received. SEA information shared with the RC shall be confidential and unidentifiable and shall include elements as mentioned in annex 2.1 Once investigation is completed, Agencies shall inform

the RC of the outcome of the investigation. RC/HC may consult on a regular basis with the Head of the Agency concerned on ongoing victim assistance and status of investigation.

12.4. Information sharing with the media

- Media requesting for information on PSEA will be handled on a case-by-case basis and in a transparent manner taking into consideration the confidentiality and do no harm principles.
- Media requests for consolidated information on PSEA should be made in writing and directed to the Humanitarian/Resident Coordinator. On instruction of the UN Resident/Humanitarian Coordinator, the PSEA Coordinator may call for an adhoc meeting of the PSEA network/Task Force to consider the request and advise accordingly. The Resident Coordinator may also call for HCT or UNCT meeting to discuss such media requests.
- The Resident coordinator may initiate engagement with the media to inform, enlighten or clarify public opinion on matters relating to sexual exploitation and abuse in the country.
- Where the media request concerning PSEA in a specific entity is directed to the entity concerned, the management of that entity shall decide whether and the nature of information to share with the media. Entities may seek advice from the RC/HC or PSEA coordinators.
- If the alleged survivor / perpetrator talks to the media, they will not have waived their rights to confidentiality for the parts of the story that they decide to keep confidential unless where they make a false statement that harms the reputation of any entity or persons implicated either in the facts or in the management of the case. The entity/person concerned has the right, through their management, to clarify their information.

13. MONITORING THE CBCM

The objective of systematic monitoring and evaluation of the PSEA Network's complaint procedures and practices is to:

- Assessing whether the CBCM is working and properly adapted to the local context
- Draw lessons from implementation of the CBCM to ensure adjustments and continuous improvement.

Monitoring and evaluation data will come from consultations with communities e.g. satisfaction surveys, Knowledge, Attitudes, Practices (KAP) surveys, etc., and statistical analysis of complaints referred through the PSEA Network. Monitored data shall include information that can be used to measure the effectiveness of the PSEA Network's practices, including but not limited to the frequency of reporting over time and in relation to awareness raising activities, the assistance being provided to survivors, and whether the PSEA Network is maintaining the time frames included in these SOPs.

The PSEA Coordinator/s will build relationships and advocate for increased information sharing from organizations' units responsible for internally handling SEA to the PSEA Network so that the Network can build a complete understanding of SEA trends.³ All data on complaints received should be compiled in line

³ The *Global SOPs* (Section 4.3.3) encourage but do not require agency HQs to share anonymous case status updates with a PSEA Network.

with the indicators provided in online PSEA reporting format or provided in annex 2.1 while anonymous early incident data will be shared RC/HC using the same format.

The PSEA Network recognizes that without consistent and comprehensive data it is simply not possible to gain a full picture of the prevalence of SEA, establish a baseline from which to measure the impact of different types of interventions, nor effectively identify trends and focus areas for PSEA interventions.

The PSEA network shall also conduct a comprehensive review after 3 years of implementation of the CBCM to take stock of the good practices, lessons and challenges to inform adjustments. The UN Resident Coordinator and UNCT/HCT may commission this comprehensive review.

ANNEXES

Annex 1: Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel

We, UN and non-UN entities in Pakistan, re-affirm our determination to prevent future acts of sexual exploitation and abuse by our personnel [2].

We note the issuance of this Statement at the High-level Conference on Eliminating Sexual Exploitation and Abuse by UN and NGO Personnel on 4 December 2006 in New York, USA and welcome future endorsement of this Statement by others.

We recall the six core principles [3] relating to sexual exploitation and abuse adopted by the Inter-Agency Standing Committee and note that these principles have been incorporated into organization-specific codes of conduct, rules and regulations and are thereby binding on personnel. In particular, they are binding on United Nations staff and related personnel and outlined in the Secretary-General's Bulletin Special measures for protection from sexual exploitation and sexual abuse (ST/SGB/2003/13).

We recall that these standards were promulgated to further protect the most vulnerable populations, especially women, girls and boys, and recognize that in countries where we operate, conditions such as poverty, weak rule of law and displacement and the destruction of community structures due to conflict, increase the vulnerability of communities to sexual exploitation and abuse, including human trafficking, by our personnel and others.

We further recall that creating and maintaining a living and working environment that prevents sexual exploitation and abuse is both an individual and organizational responsibility. We note that the management culture of an organization, the equal representation of women and men at all levels of the organization and the adequacy of the living and working environment all contribute to the prevention of sexual exploitation and abuse.

We underline the importance of preventing sexual exploitation and abuse and stress the need for swift, decisive action when such acts do occur. We note the specific duties of managers and commanders in this regard, outlined for the United Nations in section 4 of the Bulletin.

We recognize that significant progress has been made to-date to eliminate sexual exploitation and abuse by our personnel, and note that we are at different stages of implementing the IASC six core principles on sexual exploitation and abuse.

We re-affirm our goal of achieving full implementation of these principles as a matter of urgency and commit to:

1. Develop organization-specific strategies to prevent and respond to sexual exploitation and abuse. These would include time-bound, measurable indicators of progress to enable our organizations and others to monitor our performance.

2. Incorporate our standards on sexual exploitation and abuse in induction materials and training courses for our personnel.
3. Prevent perpetrators of sexual exploitation and abuse from being (re-)hired or (re-)deployed. This could include use of background and criminal reference checks.
4. Ensure that complaint mechanisms for reporting sexual exploitation and abuse are accessible and that focal points for receiving complaints understand how to discharge their duties.
5. Take appropriate action to the best of our abilities to protect persons from retaliation where allegations of sexual exploitation and abuse are reported involving our personnel.
6. Investigate allegations of sexual exploitation and abuse in a timely and professional manner. This includes the use of appropriate interviewing practice with complainants and witnesses, particularly with children
7. Take swift and appropriate action against our personnel who commit sexual exploitation and abuse. This may include administrative or disciplinary action, and/or referral to the relevant authorities for appropriate action, including criminal prosecution.
8. Provide basic emergency assistance to complainants of sexual exploitation and abuse.
9. Regularly inform our personnel and communities on measures taken to prevent and respond to sexual exploitation and abuse. Such information will be developed and disseminated in-country in cooperation with other relevant agencies and will include details on complaints mechanisms, the status and outcome of investigations in general terms, feedback on actions taken against perpetrators and follow-up measures taken as well as assistance available to complainants and victims.
10. Engage the support of communities and governments to prevent and respond to sexual exploitation and abuse by our personnel.

List of Endorsing Entities

United Nations Entities

- 1
- 2
- 3
- 4
- 5
- 6

7

8

9

10

Non-United Nations Entities

1

2

3

4

5

6

7

8

9

10

Status as of April, 2022

[2] "Our personnel" includes: United Nations staff and related personnel such as United Nations Volunteers, personnel or employees of non-United Nations entities or individuals who have entered into a cooperative arrangement with the United Nations (including interns, international and local consultants as well as individual and corporate contractors), experts on mission including United Nations police officers, members of national formed police units, corrections officers and military observers, as well as military members of national contingents serving in United Nations peacekeeping missions); personnel as defined by international organizations and their membership bodies; and personnel of non-governmental organizations.

The 6 core principles

1. Sexual exploitation and abuse by humanitarian workers constitute acts of gross misconduct and are therefore grounds for termination of employment.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defence.
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
4. Any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
5. Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
6. Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment."

Annex 2: Incident Reporting Format

Personal Information Important Gathering information at the time of reporting is a crucial element of the process. The report should be objective and precise, focusing on the facts and relevant information that will help when it is time to act.

When a child discloses maltreatment or abuse, make sure to ask the questions needed to have a clear understanding of what the child is saying and to ensure the security and welfare of the child. DO NOT SEARCH FURTHER.

- Inform the person that all information given in the complaint will remain confidential.
- Be receptive to the complainant and listen to what he or she has to say.
- Write a clear record of what is said by the complainant in his own words. Take the time to cross-check with the complainant that you understand everything before writing.
- Allow the complainant to read what you have written. If the complainant is illiterate, read out the text to ensure that what you have written is what he or she meant. Ask the person if he or she is satisfied with what you have written. If they are not, correct the text with them.

Information from the complainant:

Name: _____	Date of complaint receipt: _____
Telephone: _____	Address _____
Date of incident (when) _____	
Full name of the victim (Who): _____	Age of the victim: _____
Where? _____	
How? _____	
What? _____	

Information about the accused: (please encrypt the name of the accused)

Name of accused: _____
Position held by the accused: _____
Organization for which the accused work(s): _____
Relationship to the victim: _____
Current residence of the accused (if known): _____
Gender: Physical description of the accused: _____

Specifically, for complaints of sexual exploitation and abuse

Has the victim been informed of the available medical care? ☐ Yes ☐ No

If yes, has the victim sought medical treatment after the incident? ☐ Yes ☐ No

If yes, who provided treatment? _____

If no, refer the complainant to the nearest medical care, and follow up that he or she receives the available services.

Has the victim contacted the police? ☐ Yes ☐ No

If yes, what has been done? _____

If no, did the victim require the assistance of the police, and if not, why? _____

Has the victim contacted legal services? ☐ Yes ☐ No

Full name of the PSEA Focal Point: _____

Organization/Agency: _____

Gender: ☐ Female ☐ Male

Annex 2.1: Early Incident Reporting on Sexual Exploitation and Abuse with the Senior Most UN Official in-Country

This report is for informational purposes for the senior most UN official in-country⁴. It contains information on SEA allegations that may involve UN staff and related personnel⁵ where there is sufficient information to identify an act of SEA against an identifiable perpetrator or identifiable victim. It should be noted that the allegation may not yet have been verified or investigated and may have been reported by a third-party. This information should be shared with the senior most UN official in-country, usually the Resident and Humanitarian Coordinator (RC/HC).

Individual providing the report & contact details	
Agency	
Date information shared with Senior Official	Date:

Allegation

Date of the first report to UN entity	Date:
Date of alleged incident	Date:
Allegation referred to the relevant investigative mechanism	Yes/No Date:
If yes, is an investigation ongoing	Yes/No

Victim #1

Gender	Female / Male / Other / Unknown
Age category	Adult / Child under 18 / Unknown
Nature of the allegation	
Victims' assistance provided	Yes/No
Brief description of assistance (medical, legal, security measures, etc.)	

Note. For additional victims, add as necessary.

⁴ Senior most UN official in-country includes Resident and Humanitarian Coordinator (RC/HC), Special Representatives of the Secretary General (SRSG) and Heads of Mission (HOM).

⁵ UN staff and related personnel includes United Nations staff members, interns, national officers, consultants, individual consultants/contractors, United Nations volunteers, experts on mission and contingent members.

Alleged Perpetrator #1

Gender	
General category of alleged perpetrator	

Note. For additional alleged perpetrators, add as necessary.

Any related actions taken in response to the allegation, or issues of concern that require RC/HC engagement

Comment:

Whether press coverage is likely (Yes / No)

Comment:

Annex 3: (Inter-Organizational Complaints) Referral Form

This form should be used when referring a complaint of SEA from one organization to another. The form remains valid, even if not all information can be presented. It is up to the investigating body to figure out the details, and not the PSEA Focal Point who receives the complaint. It should NOT be used for referring a victim to a GBV service-provider. Information in this form is confidential. All forms must be password protected.

Name of Complainant: _____ Address: _____	
Age: _____ Sex: _____	
How does complainant prefer to be contacted (give details): _____	
Name of victim (if not complainant): _____ ID number: _____	
Age: _____ Sex: _____	
Address/contact details: _____	
Name(s) and address of parent/guardian, if under 18: _____ _____	
How does victim prefer to be contacted (give details): _____	
Has the victim given consent to the completion of this form and referral?	
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	
Date of incident(s): _____	
Time of incident(s): _____ Location of incident(s): _____	
Brief description of incident(s) in the words of the victim/complainant (attach additional page if necessary): _____ _____	
Name of accused person(s): Position/Job title of person(s): _____	
Organization accused person(s) works for: _____	
Address or location where accused person(s) works: _____	
ORGANIZATION RECEIVING COMPLAINT Name of PSEA Focal Point: _____	
Name of person completing form: _____ Position/Job title: _____	
REFERRAL TO ORGANIZATION OF CONCERN PSEA FOCAL POINT	
Name of organization/name of person (PSEA Focal Point) report forwarded to: _____	

Name and position of person report forwarded to (if different from above):

Date of referral: _____

ACKNOWLEDGMENT OF RECEIPT

Name:

Organization:

Position/Job title:

Signature:

Date received:

Annex 3.1: National legislations, support services and Helplines

We may consider using national and provincial helpline for referrals

National level

- Ministry of Human Rights helpline is here to help you Dial 1099 (toll free) and & 03339085709.
- The caller can access from all over Pakistan to get free legal advice, counselling, legal assistance and referral services for redressal of their grievances.
- Madadgar National helpline 1098 is a private free legal helpline established by a group of lawyers for children and women suffering from violence, abuse and exploitation.
- Rozan Helpline: 0304-111-1741
- Cyber Harassment Helpline: 0800-39393
- Sahil: 0800-13518
- Child Protection & Welfare Bureau: 1121
- Pakistan Legal & support Network: 0800-46723
- Digital Rights Foundation: 0800-39393

Provincial GBV helplines include;

1. Khyber Pakhtunkhwa:

- Bolo Helpline: 0800-22227
- Download mobile app: KP Women Safety
- PDMA Helpline: 1700

2. Balochistan:

- Women Development Department; 1089

3. Sindh:

- General Police's Complaint Cell helpline 9110,
- Human Rights Department helpline 0800-00011,
- Sindh Legal Aid Advisory Call Centre helpline 080070806)

4. Punjab:

- Punjab Police alert: 15
- Punjab Women's Helpline: 1043
- Download mobile app: Punjab Police-Women Safety App

Important Shelter Homes

i. Women Crisis Centers

There are 26 Shaheed Benazir Bhutto Women Crisis Centers across the country, under Women Development Departments, that provides shelter and legal advice for 24 hours, after which the case is referred to Darul Aman.

ii. Dar Ul Amans

There are 35 Darul Amans in Punjab (see attached list), 8 in Khyber Pakhtoonkhwa, 1 in Balochistan (Quetta), 4 functional Darul Amans in Sindh (one each in Karachi, Hyderabad, Larkana and Sukkar). (This does not include the Darul Amans in pipeline. 2 shelter homes are recently constructed in Malir and Krango for street children in Karachi.

iii. Private Shelter Homes

In terms of private shelter homes, Panah (Karachi), Dastak (Lahore), Edhi Shelter Homes (18 Edhi homes across the country)

PSEA related Legislations and Instruments (summary of legislation governing welfare and protection of children and women)

The Government of Pakistan has undertaken commitments at various national and international forums to guarantee women's rights, especially CEDAW and CRC.

National PSEA related laws and amendments include, the Acid Control & Acid Crime Prevention Act 2011, Prevention of Anti-Women Practices Act 2011, Criminal Law (Amendment, pertaining to Offence of Rape) Act 2016, Anti Rape (investigation & trial) Act, 2021, Criminal Law (Amendment pertaining to Offences in the name of Honour) Act, 2016, Prevention of Electronic Crime Act 2016, National Commission on Status of Women Act 2012, protection of Women Against Harassment at Workplace Act 2010 & Hindu Marriage Act 2017,

Provincial legislations and policies mainly include provincial gender Policy Frameworks, Provincial Commissions of Status of Women Acts, Prohibition of Early Marriages Act, Prohibition of Domestic Violence Acts & Provincial Anti-Harassment Act at Workplace Acts, Persons with Disabilities Acts etc. Sindh Child Marriage Restraint Act 2013 is the only law that defines child as male or female under 18 years of age.

Annex 4: List of SEA Focal points

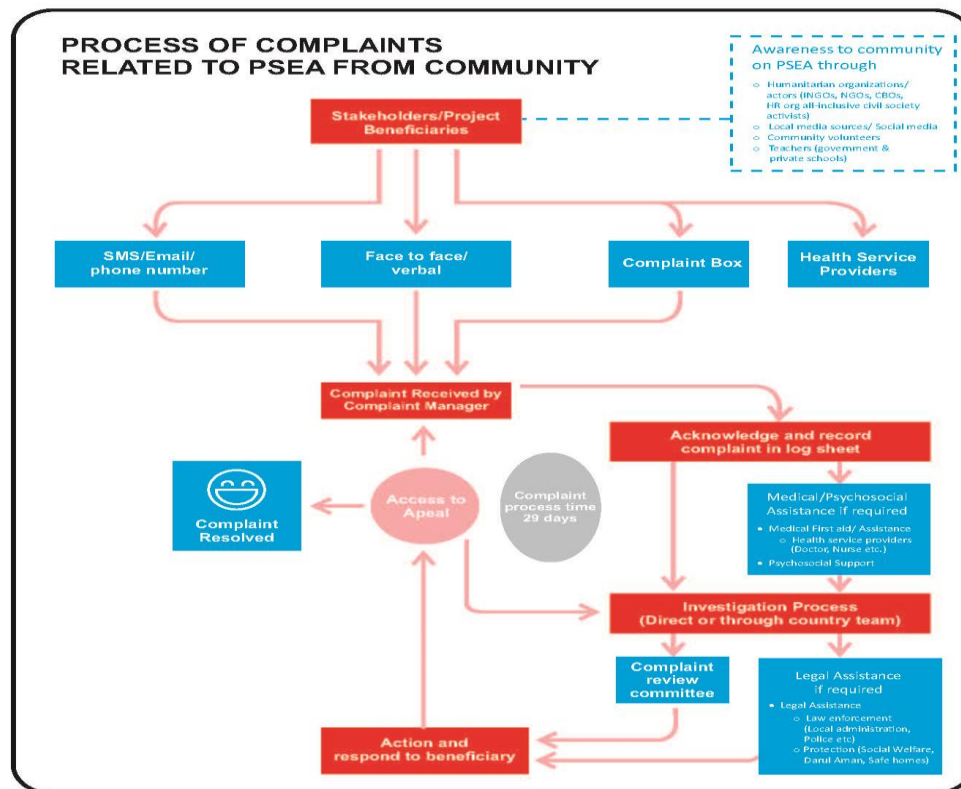
UN Agencies in Pakistan (being updated for I/NGOs)

Updated June, 2021

UN Agency	UNCT Member	HCT Member	PSEA Focal Point	PSEA Focal Point Contact	Responsibility	Country Representative	Country Rep Contact
FAO	Yes	Yes	Farrukh Tairov	Farrukh.Toirov@fao.org	Added responsibility	Florence	Florence.Rolle@fao.org
FAO	Yes	Yes	Maria Khan	Maria.Khan@fao.org	Added responsibility	Florence	Florence.Rolle@fao.org
IFAD							
ILO							
IOM	Yes	No	Raid Ramahi	rramahi@iom.int	Added responsibility	Mio Sato	MSATO@iom.int
OCHA	Yes	Yes	Fatima Iqbal	iqbalf@un.org	Added responsibility	Michel Saad	michel.saad@un.org
UN Women	Yes	Yes	Yasmin Jaswal	yasmin.jaswal@unwomen.org	Added responsibility	Sharmeela Rassool	sharmeela.rassool@unwomen.org
UNAIDS							
UNDP							
UNDSS	Yes	Yes	Javeria Farooqi	javeria.farooqi@un.org	Added responsibility	Catherine Mackenzie	catherine.mackenzie@un.org
UNESCO	Yes	No	Alima Bibi	a.bibi@unesco.org	Added responsibility	Patricia McPhillips	p.mcphillips@unesco.org
UNFPA	Yes	Yes	Feruza Fazilova	fazilova@unfpa.org	Added responsibility	Bakhtior Kadirov	bakhtior@unfpa.org
UNFPA	Yes	Yes	Mahjabeen Qazi	mqazi@unfpa.org	Added responsibility	Bakhtior Kadirov	bakhtior@unfpa.org
UN-HABITAT							

UNHCR	Yes	Yes	Mushayyadah Gul	gulmu@unhcr.org	Added responsibility	Noriko Yoshida	yoshida@unhcr.org
UNIC							
UNICEF	Yes	Yes	Christopher Mhone	cmhone@unicef.org	Full time responsibility	Aida Girma	agirma@unicef.org
UNIDO							
UNMOGIP							
UNODC	Yes	No	Shahida Gillani	shahida.gillani@un.org	Added responsibility	Jeremy Milsom	jeremy.milsom@un.org
UNODC	Yes	No	Rashda S. Niazi	rashda.niazi@un.org	Added responsibility	Jeremy Milsom	jeremy.milsom@un.org
UNOPS	Yes	No	Arooj Zahra	aroojz@unops.org	Part-time responsibility	Marysia ZAPASNIK	marysiaz@unops.org
WFP	Yes		Shaheen Ashraf	shaheen.ashraf@wfp.org	Added responsibility	Mr. Christopher Kaye	chris.kaye@wfp.org
WFP	Yes		Kanwal Aftab	kanwal.fatima@wfp.org	Added responsibility	Mr. Christopher Kaye	chris.kaye@wfp.org
WHO	Yes	Yes	Masooma Butt	buttma@who.int	Added responsibility	Dr Palitha Mahipala	mahipalap@who.int

Annex 5: Flow chart for CBCM



Annex 6: List of Reference Documents

- Secretary General Bulletin ST/SGB/2003/13: <https://undocs.org/en/ST/SGB/2003/13>
- United Nations Protocol on the Provision of assistance to victims of Sexual Exploitation and Abuse;
https://www.un.org/en/pdfs/UN%20Victim%20Assistance%20Protocol_English_Final.pdf
- Guideline Interagency Community Based Complaint Mechanisms Protection Against Sexual Exploitation and Abuse. 2016
[best_practice_guide_inter_agency_community_based_complaint_mechanisms_1.pdf](https://interagencystandingcommittee.org/best_practice_guide_inter_agency_community_based_complaint_mechanisms_1.pdf)
(interagencystandingcommittee.org)
- Standard Operating Procedures on Protection against Sexual Exploitation and Abuse 2016;
[global_standard_operating_procedures_on_inter_agency_cooperation_in_cbcms.pdf](https://interagencystandingcommittee.org/global_standard_operating_procedures_on_inter_agency_cooperation_in_cbcms.pdf)
(interagencystandingcommittee.org)
- [Statement of Commitment for Eliminating Sexual Exploitation and Abuse by UN and Non-UN personnel. statement of commitment](#)