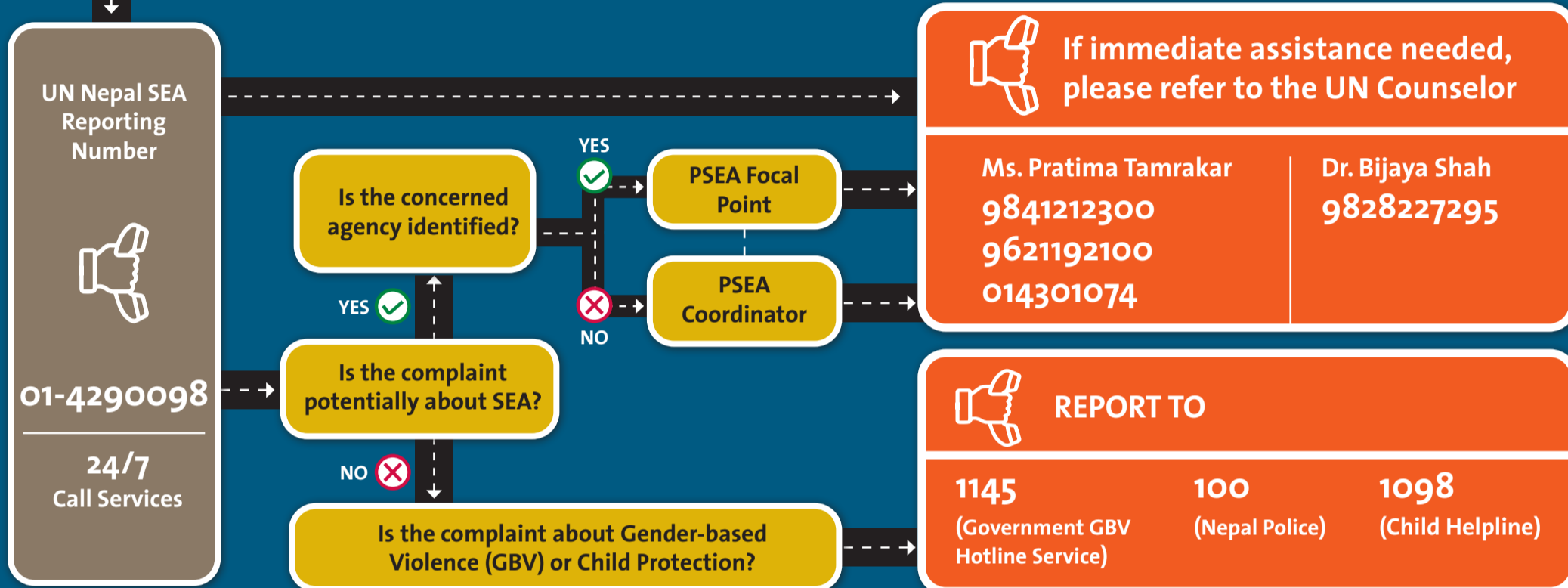


Reporting Flow Chart for SEA (Sexual Exploitation & Abuse) Hotline Operators

Complainant can be



What is the SEA reporting hotline ?

The SEA reporting hotline 01-4290098 in UN Nepal, one of the reporting avenues outlined in the UN Inter-Agency Mechanism, is set up within UNDSS to receive complaints about sexual exploitation and abuse committed by:

- UN personnel against partners or contractors,
- UN personnel or partners/contractors against the project participants or service recipients.

Role of UNDSS Emergency Communication Assistants

- Facilitate a centralised 24/7 call handling facility operating within the UN system to receive reports of SEA allegations.
- Receive incoming calls and keep a record of them.
- Immediately transfer SEA-related allegations either to the PSEA Focal Point or PSEA Coordinator (tej.dangol@un.org).
- Handle all information with the strictest confidentiality and destroy the form after allegations has been transferred.

The UNDSS provides administrative support via receiving and transferring the call, while the PSEA Coordinator and Agency PSEA Focal Points assess immediate needs of victim/survivors and manage SEA allegations according to agency protocol. Immediate actions must be taken for cases concerning SEA.

What should be reported ?

Any allegations of SEA committed by individuals associated with UN, including partners, vendors, contractors, and suppliers. This includes instances of SEA under unequal and coercive conditions, which may involve actual or threatened violence, for example:

- Rape, attempted rape
- Sex with minor
- Sexual assault
- Sexual abuse and harassment
- Exchange of money, employment, goods, food, shelter for sex or sexual favor
- Online sexual abuse or exploitation etc.



Abbreviations:

PSEA- Protection from Sexual Exploitation and Abuse