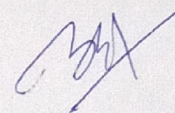


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REPORTING SEA

1. BARRIERS TO REPORTING

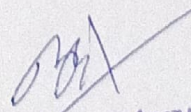
- I. When complainant is the survivor, some of the factors are:
 - a. Social Barriers like pressure from a leader in the community or stigmatization.
 - b. Fears of retaliation or of losing services
 - c. Safety concerns
 - d. Issues related to the complaint mechanism (i.e. lack of trust, lack of awareness, accessibility concerns, lack of follow-up)
 - e. Lack of awareness of what can constitute SEA
- II. When complainant is not the survivor, some of the factors are:
 - a. Doubts about the occurrence of the event
 - b. Fear of retaliation
 - c. Lack of knowledge on SEA (i.e. rights)
- III. Go through some barriers to complaining if they have not been identified by participants, such as:
 - Lack of trust that the allegation will be taken seriously
 - Fear of reprisal and no protection
 - Respect for/fear of senior officer/expat
 - Little confidence in reporting mechanisms because beneficiaries perceive no action will be taken
 - Fear that aid/source of income will be taken away
 - Fear of losing life, job, status, prospects
 - Cultural issues and norms – SEA seen as acceptable practice
 - Not culturally appropriate to challenge those in authority
 - Reporting may render one “unmarriageable”
 - Few channels for reporting
 - Concern that boxes are not secure
 - Beneficiaries are benefiting from the transaction, so they may not want to complain
 - Beneficiaries may not desire punishments as proposed by NGOs – may wish to shop for alternative
 - Fear of being accused of making a false accusation if they have no tangible proof
 - No one has heard outcomes of investigations
 - Fear of getting it wrong
 - Community leaders act as gatekeepers to engaging with aid organizations
- IV. **Barriers for Children:**
 - They will not be believed
 - They will be killed or hurt if they tell
 - They will be taken away from families
 - They will not be able to explain/articulate
 - Their families will be hurt
 - Abuse is normal and it happens to everyone


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- The abuser will be sent to prison, fired, or killed
- They are bad and it is their fault
- Abuse is their fault because they do not practice religion enough
- Will not receive presents, money, food

2. PSEA Complaint Handling Procedure:

- I. **Reporting** : It is the responsibility of the staff member to report a concern/complaint via the following process:
 - a. The first point of contact should be the designated PSEA Focal Point.
 - b. It is suggested that the complaint should be recorded or should be written using a standard complaint intake form (Annex A – Sexual Exploitation and Abuse intake form), which should be signed and dated. **SURE** must ensure that the individual who makes a complaint is informed of the **SURE**'s policy on confidentiality. **SURE** may wish to obtain a written consent from the complainant for the information to be made available to others within the complaint management system.
 - c. Once a complaint or report is made, the PSEA focal point who receives the information should immediately report it to Organization's designated **PSEA Coordinator** at organization and/or the most senior member of staff of the organization.
 - d. If the complaint involves staff of other organization or non-staff personnel, such agencies must be informed of the complaint via established inter-agency mechanisms.
 - e. Where the complaint involves personnel of more than one agency, consideration must be given to conducting a joint investigation in the interests of information and resource sharing, as well as limiting the number of interviews necessary.
 - f. The Head of Office must inform the subject of the complaint against them. He or she must be given an opportunity to answer the allegations in writing and to produce evidence to the contrary.
- II. **Record keeping** : A detailed record of information gathered via the complaints protocol should be kept confidentially on file as it may be used in subsequent disciplinary or legal action. Every effort must be made to ensure the security of such files.
- III. **Needs of the Survivor** : Urgent medical assistance and counselling must be made available to anyone who was potentially harmed by any alleged sexual exploitation or sexual abuse. This will generally be through referral to the appropriate service provider. The physical and psychological wellbeing of any such survivor must be a primary concern throughout the reporting and investigation process.
- IV. **Disciplinary Action** :
 - a. The report of any investigation will be submitted to the Head of Organisation who will, in consultation with the focal point and Head of Mission or PSEA Co-ordinator, decide upon an appropriate course of action.
 - b. If the investigation indicates that misconduct has not occurred, the case will be closed.


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- c. If the investigation indicates that misconduct has occurred, the matter will be referred to the head of administration with a recommendation for disciplinary action, including possible summarily dismissal, pursuant to Organization' Staff Rules and Regulations. (Legal action to be taken if required).

3. Safeguarding Committee

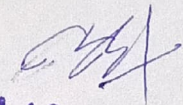
A Safeguarding Committee has been established at the organization level as well as in each field location. The Safeguarding Committee is comprised of 5 members:

S.No	Names	Designation	Contact Number	Mail ID	Location
1.	Lata Kachhawaha	PSEA Coordinator	9414107465	lata surebmr@gmail.com	SURE Office
2.	Hanuman Ram Choudhary	Focal Point	9950997461	Hanuman choudharybmr@gmail.com	SURE Office
3.	Vinay Kumar Singh	Focal Point	6394226055	vinay kvkckt@gmail.com	KVK
4.	Navneet Pachauri	Team Member	9460330944	tms navneet@gmail.com	The Modern School, Barmer
5.	Asha Waghela	Team Member	9413527251	ashabaghela@gmail.com	The Modern School, Barmer
6.	Shiv Giri Swami	Team Member	9829045313	sgswami07@gmail.com	SURE Office
7.	Jarrina Siyol	Team Member	9782751779	Js1202112@gmail.com	SURE Office

All Safeguarding Committees will ensure that there is diversity and equal gender representation on the committee.

The Safeguarding Committee will be responsible for informing and training all staff in safeguarding, PSEA and harassment policies and procedures. They will also be responsible for receiving and investigating any safeguarding complaints, including PSEA.

The Safeguarding Committees will be trained in all of the Safeguarding policies as well as reporting and investigations. The Safeguarding Committee will also be provided with specialized psychological first aid training so that they are able to offer appropriate support as required.

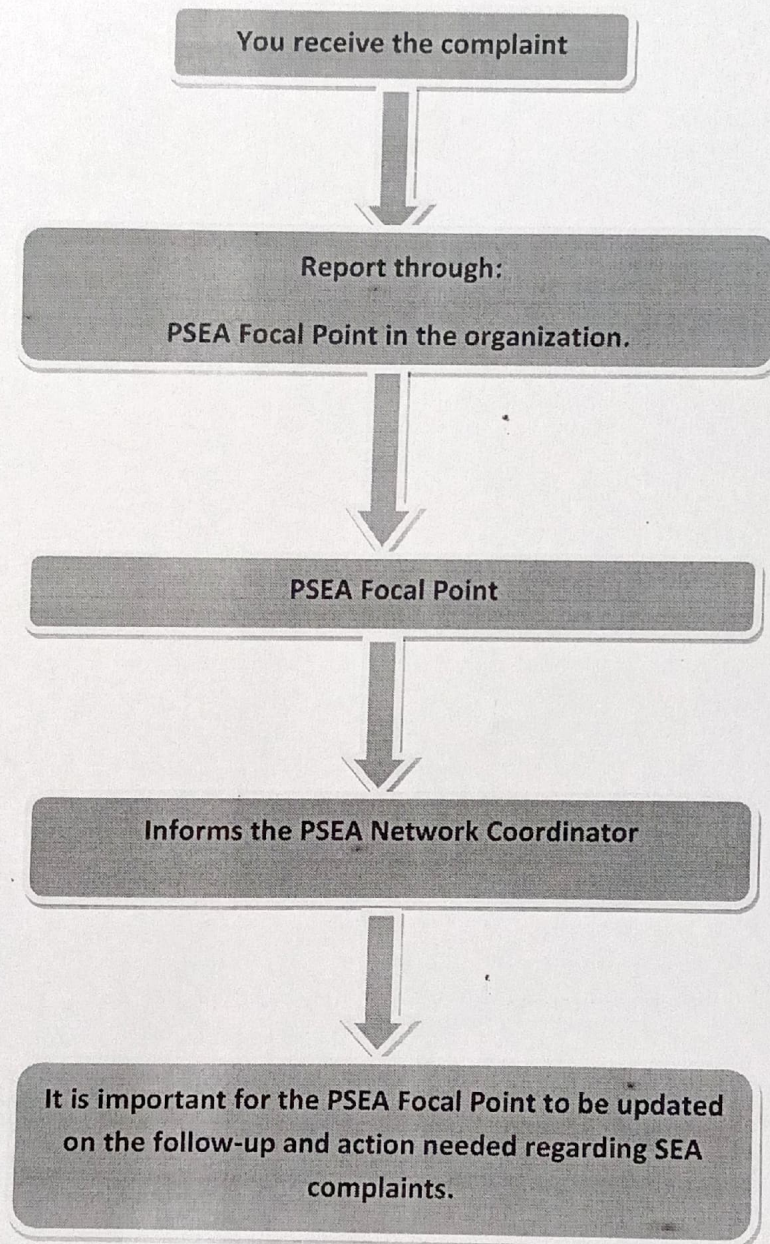

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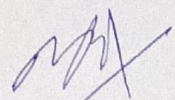
4. PSEA Awareness Raising Plan:

Effective community awareness raising

- Demystify SEA
- ✓ Training staff
- ✓ Community awareness-raising on codes of conduct
- Demystify complaints mechanism
- ✓ Translate information into local languages
- ✓ Communicate mechanisms to all stakeholders

Handout : Reporting Guidance




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