

Child Protection Policy and Procedure

Children and Women in Social Service and Human Rights (CWISH)

Kathmandu, Nepal

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Part I: General Information

1. Introduction of CWISH

CWISH (Children and Women in Social Service and Human Rights) is a national non-governmental organization dedicated to the empowerment and human rights protection of women, youth and children in Nepal. CWISH has been working on the field to defend human rights of women, children and youth since 1993, the day of establishment.

The organizational vision of CWISH is Nepal with economically productive and sustainable, environmentally sound and socially just with equal access of people to opportunity and development benefits, child friendly societies and secured livelihood.

The mission of organization is to protect and promote people's right of equal access to opportunity, and benefits of development through creating community mobilization against the inequality, violence against women and children, social discrimination and for the respect of human rights and social justice.

Currently CWISH has been running number of projects in partnership with various international organizations, foundations and funding agencies. The collaboration of CWISH with local government, national state authorities, community organizations, schools, child clubs and various others consumers groups at community level contributed for the effective and sustaining interventions with practical changes on the life of target group, enhanced policies and increased accountability of stakeholders.

CWISH has been awarded for it's effective work on human rights and on the field of women, youth and children with World Women Summit Foundation in 2008, by Social Welfare Council in 2006 and by ILO office in Nepal in 2005 as outstanding performing non government organizations.

2. Relevancy of Child Protection Policy and Procedures in CWISH

Nepal has almost half of the population i.e. 48 percent are children of less than 18 years. Children's Right to Protection is one of the major challenge on the field of child rights protection and promotion in Nepal. Despite of government and non-government efforts, large numbers of child population in Nepal are suffering various harmful, discriminatory, abusive and exploitative practices and another large number are at high risk.

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Despite of the efforts for protection and promotion of rights of children by government and non government sector, Nepal has more than 1.8 million children living and earning as child laborers (CBS, 2012), almost 5000 children are trafficked from Nepal to India for various purpose (ILO, 2001), 34 percent of marriages in Nepal can be counted as child marriage (Save the Children, 2005), 5000 plus children are in street (CCWB, 2069), thousands of children are reported every year victim of various abuse and exploitation including violence such as physical, verbal and sexual abuse, corporal punishment, discrimination, denied of education, abduction, murder and missing. There are number of children identified living independently and heading households. Various research and studies have indicated that vulnerability, abusive and exploitative practices are quite high in Nepal and 40 percent of total child population are living under absolute poverty (NPC, 2009).

CWISH has been working with children living in poverty, marginalization and exclusion affected sector since it's foundation in 1993. CWISH since the beginning has it's focused in children's right to protection through it's exclusive interventions on Child Domestic Workers, on combating child sexual abuse, reintegrating separated children and assisting children victim of other forms of violence and abuse in Nepal. Every year CWISH works with more than 5000 children directly reaching and involving in it's programs and services through educational programs, scholarships, child clubs, trainings and workshops, children's consultation, rescue and rehabilitation and reunification with family and community and awareness classes. CWISH has an independent children's advisory board at district and national level to provide children's empirical feedback on it's programs and interventions.

In this context, it has been realized that CWISH need to enhance it's code of conduct and guidelines for it's staff, members, volunteers, visitors and local collaborators and partners into a systematic, effective and efficient child protection policy and procedure. The children CWISH is reaching out and working with are highly vulnerable due to their difficult situation, isolation and prone to manipulation as well as inferiority in current social and institutional power dynamics. Therefore, CWISH, with mandate from it's members and staff, and realizing the feedbacks from children, partners and visitors, it has developed and enacted this child protection policy and procedure guidelines.

3. Existing Policy and Legal Standards on Child Protection in Nepal

Nepal has ratified Convention on the Rights of Child in 1990 and it's both option protocols on the involvement of children in armed conflict and Optional Protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and child pornography in 2006.

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In Addition to this Nepal is party to all core treaties of human rights and number of ILO convention including ILO convention on ending worst form of child labor no. 182 and has expressed it's commitment to many international declaration, commitments, plan of actions and consensus. Nepal is also party to the SAARC regional treaty on arrangements for welfare of children (2002). Nepal is also member of South Asian Initiatives to End Violence against Children (SAIVAC), a regional intergovernmental initiative to end violence against children in South Asia.

Nepal has developed National Plan of Action for Children, Enacted specific laws on children's welfare and on ending child labor and included number of provisions in other many acts, rules and by laws. Currently Nepal has Specific provision for children in Interim Constitution 2063 under fundamental rights chapter, have placed Child's Welfare Act 2048 and it's By Law 2052, Child Labor Prohibition and Regulation act 2056 and It's by law 2061. In addition to these Guidelines for Juvenile Justice, Terms and Conditions for Adoption of Nepalese Child by Aliens and Minimum Standards for Child Homes are in Place. Similarly civil code, laws related to cyber crimes, domestic violence, human trafficking and other many laws have also placed specific provisions related to children for their protection and welfare.

At national level It has number of mechanisms responsible to serve children's rights, a focal ministry Ministry of Women, Children and Social Welfare, a national coordinating agency Central Child Welfare Board, Department of Women and Children, A directorate at Nepal Police for Serving Children and Women Cause, National Juvenile Justice Coordination Board, Child Labor Section at Ministry of Labor and Employment, Department of Child Health at Ministry of Health and Population and Children's Desk in National Human Rights Commission. At local level it has child protection committees, Children's Organizations, Para Legal Committees, District Child Welfare Board, District Women and Children Office, Women and Children Cell at District Police Office and District Juvenile Justice Coordination Board. Besides this number of NGOs and international organization including UN agencies and other specialized agencies are active in Nepal to further realization of children's rights in Nepal.

4. Child's Right to Protection

Child's right to protection is one of fundamental right enshrined by the convention on the rights of child. Child's right to protection includes comprehensive efforts for reducing vulnerability, ensuring effective complaint mechanism, effective and efficient justice system and a sustained rehabilitation as well as adequate reparation for the victim/survivor. CWISH believe absence of any component among these will result in risk and vulnerability.

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The child protection action should include reduction of vulnerability through adequate and appropriate risk assessment, arrangements for protection, complaint mechanism. It also needs to have effective, safer and impartial investigation, prosecution and punishment for perpetrator that needs easy and child friendly accessible judicial system and protection authorities. CWISH confirms that sustained rehabilitation of child and family built on their own resilience and adequate reparation provision as human right and in respect to their dignity is necessary for ensuring a comprehensive child protection action. This is the bottom-line and benchmark as well for confirming child protection in institution, society, events and programs.

5. Purpose

The Child Protection Policy and Procedures aimed to enhance CWISH quality of work with children through building and enabling environment for children to participate with the help of policy and procedure to safeguard children in contact with CWISH from any forms of harms and potential risk. The specific purpose of this child protection policy and procedures are as follows:

- Enable children in contact with CWISH to participate and benefit from CWISH interventions in safe and supportive environment.
- Facilitate CWISH Staff, Volunteers, Members, Partners and Visitors to ensure the available highest level of protection and safety of children in their performance.
- End impunity and ensure justice for children suffering and surviving any negligence, abuse and violence against them by CWISH and CWISH associated personnel.
- Promote child sensitive, protective and educative behaviour and practices inside institutions and in it's working area

5. Application of Child Protection Policy and procedures

The child protection policy and procedures as a rule applicable within CWISH associated interventions and not applicable out of it's associated persons, actions, policy, organizations and geographical area.

Applicable to

- all staff, general members, executive board members, chairperson, secretary general, treasurer, founder members, consultants, trainers, facilitators, short term hired paid personnel, researchers, volunteers and visitors including partner's representatives;
- all program and activities having child participant and organized by CWISH or it's collaborative agency (local partner);

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- the programs and activities having child participants and CWISH person participated with or without child;
- places and events such as school that CWISH is working with, child club that CWISH has been facilitating, outreach centers, counselling centers, transit homes and literacy programs, conferences, meeting, recreational and fun programs with children, training centers, rallies and public events, excursion visit and during travel for the purpose of program;

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Part II: Child Protection Policy

1. Guiding Principles

As this child protection policy and procedure has been developed in the pre text that children working with CWISH or in contact with CWISH could be potentially at risk in lack of adequate risk tracing and mitigating strategies along with in absence of adequate guideline and mechanisms, the policy embraces following principles as major guiding principles for the implementation of Child Protection Policy and Procedures:

Recognize Children's Vulnerability: CWISH has a believe that child in the power dynamics of society, institution and power interaction at individual level are made inferior and prone to the exercise of power by adults. In addition children with other physical, social, economic and cultural subordinate section have been made more prone to the exercise of power by the comparatively superior individual/s. Therefore, children's vulnerability to abuse, exploitation and violence and the physical, psychological and emotional harm associated with such acts always remains.

Safety First: CWISH confirm that in case of allegations made by child about harmful and or abusive practices there is high chances of threats and other risks for complaining child, possible witness and the child's family. Therefore it is very much important the required safety measures have been applied and provided for the complaining child, witness and the family to refrain them from potential threats, manipulation and other harms.

Impartiality: CWISH understands that all allegations made by child or on behalf of child not necessarily come as truth; there could be false allegation as well. Therefore, the investigation and inquiry process along with administrative action would remain very much impartial allowing alleged offender to defend allegation made against him/her. The investigation and prosecution process should remain fair, impartial and with due respect to the dignity and human rights of both parties.

Children's Right to be heard: Child's right to be heard, broadly known as ethical and meaningful child participation shall be maintained in all process and action as an integral part. CWISH shall exercise consultation with victim child providing detailed and complete information including the possible consequences of action to the child and his/her family. The views expressed by child regarding any action and follow up on allegation should be fully

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respected which not necessarily meaning stoppage of investigation and prosecution, but should ensure that the fear and hopes of child is well responded during the action.

Best Interest of the Child: Best interest of child shall remain as key guiding principles in application of child protection policy and procedures. However the conception of best interest of child in practical may differ in different context and scenario, the core norms and values associated to respect best interest of child shall be followed in all steps and action. In the application of PPCP, The Best Interest of Child means: taking any decision or action must consider the protection of the child from any harm, the protection of the child's rights and the promotion of the child's development. It also mean that the decisions and protection action must consider strengthening family relationships and giving the widest possible assistance to the family and, promoting and protecting the child's cultural and spiritual identity and connectedness to their community.

Respect Rule of Law: Any acts and decisions carried on for Child Protection by CWISH shall consider the existing legal norms, standards, mechanisms, mandates and authority. No action and decision shall be made contradictory or overlapping to the existing legal norms and systems. In case of existence of gaps and loopholes in existing laws and system, CWISH would take programmatic actions to improve and revise it. Respect to the due process of law and mandate, authority, responsibility and accountability of existing protection authority and judicial system shall be respected in all steps of actions.

Maintain Confidentiality and Privacy: Confidentiality and Privacy shall be respected as fundamental human rights of the individual associated in any allegation or action. CWISH shall not reveal name and identity of victim and perpetrator until and unless the competitive authority of the state requires it. CWISH shall not present perpetrator as criminal or with any other degrading identity until and unless the competitive judicial authority convicts him. Consideration shall be made to prevent any harm to the family, community and legal profession of person associated with the allegation and investigation due to disclose of any information. The protection of privacy is applicable to any individual live or dead.

Rehabilitation and Reparation: Efforts of decision and action related to child protection shall be oriented towards the sustained rehabilitation of victim/survivor in their own community and ensure restitution of the harms happened to the survivor child and family is realized. Yet, no support or amount of money could equally compensate the harms inflicted by such action, such reparation should be considered as a respect towards the resilience and dignity of the child and family.

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2. Vulnerability Factors

Though there is a common myth that often poor and deprived children fall at the risk of violence and abuse, the evidences have proven that it can happen to any child anywhere and anytime. There is no specific criterion for making decision that a child is vulnerable and another child is safe. There are number of vulnerability factors, which increases the risk of child abuse in many society, institutions and programs. Some of such vulnerability factors are listed below:

- Absence of Risk Assessment System: The absence of adequate and skilled risk assessment by trained personnel may cause on missing to trace risk, unsafe and vulnerable situation for child resulting in absence of necessary arrangements for risk reduction and adequate monitoring provision.
- Absence of Complaint Procedures and Mechanism: The absence of competitive and mandated child protection procedures and mechanisms create confusion on taking risk reduction, protective and reparative action and also create inconsistency in planning, taking decision and actions for child protection. Absence of such procedures and mechanisms also refrain agency, society and institutions from mandatory responsibility for child protection.
- Lack of child's meaningful and ethical participation: In lack of child's ethical and meaningful participation practices in family, society and institution, children may not be aware of existing policy and arranged mechanisms and provisions for their protection and could not influence the decision made on this aspect. Such situation may make child to loss trust and confidence on the system, and also disempower children preventing them from making complaint and asking for information and reporting any abuse and violence against them.
- Lack of awareness on child rights and child protection in family and society: The family and society not aware of and inadequately educated on child rights and child protection provisions and approaches may not be able to exercise child safe practices and may promote unsafe practices including exercise re-victimization and violation of other rights of child.
- Lack of trained human resources and skilled personnel: Child Protection is not just a social practice rather it is a professional action as well, therefore protection authorities, agencies and institutions directly working with children should have trained human resources and skilled personnel on child protection, legal norms and mechanisms and application of policy and procedures. In absence of trained and skilled personnel, the chances of wrong interpretation of policy provisions,

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inadequate and inappropriate handling of risk reduction and protection action would remain high.

- Lack of children's awareness on child rights and child protection system: Without child's education and awareness on their rights and child protection system, available mechanisms and provisions, child may not be able to report, complaint and seek support in case of any abuse and violence and also not able to defend themselves. Child not aware of rights and protection system today may not be able to practice child protection and respect child rights in future as a parent.
- Strong prevalence of power hierarchy in society: Society having strong hierarchal practices based on class, cast, gender, social, political and other status of a person, family and community have high chance of child abuse ongoing without reporting and monitoring. Specially children in such society are often considered as property of family, put in the bottom of social power hierarchy and often made obey to follow what person posing superior hierarchy. As child abuse is resulted mostly as abuse of power and authority, such society may have high chances of child abuse. Thus responding child abuse and creating protective and safer environment for children requires deconstruction of power hierarchy.
- Impunity and Weak Protection Authorities: When the protection authorities are less capacitated in technical, human and other required resources likelihood of silent suffering of child abuse remained higher and impunity goes on. The presence of low resourced and weak protection authorities and continuous impunity reduce the faith and trust of child and parents over them and reduces their strength to break silence.
- Emergency Situations for Children: Emergency situation caused by natural calamities or human caused disaster often push children and senior citizens including single women in most vulnerable situation. In dire need of basic requirements, emotional breakdown situation children could be easily mislead to the practices that are harmful for them, at the same time as situation of emergency often lack the enough availability of supplies and foods, children might left far behind in accessing such supplies and materials. In this context in lure of small benefit the individuals holding control over supplies may easily exploit and manipulate child to take part in harmful practices. Therefore in emergency situation and displaced context, special and strong consideration towards child protection shall be maintained.
- Child's Deprivation from other rights: In countries and communities stricken by poverty, underdevelopment and human rights violation, many children are found deprived from their fundamental rights such as food, health, nutrition, education, participation and protection. In such context children are highly vulnerable to be

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exploited and discriminated as well as abused taking advantage of their deprivation, underdevelopment, lack of information and access to decision-making level.

- Harmful Social Practices and Exclusion: Human societies have number of traditional child protective practices and norms to provide safer and protective world for children through their religious and cultural values and guidelines. But at the same time there are number of practices also prevailed in many societies which are harmful, discriminatory and excluding children and denying them to enjoy human rights and equal dignified life. Child abuse and violence against children have high chances to occur in such society with specifically children from discriminated and excluded communities.

3. Prohibited Acts with Children

Following acts are strictly prohibited while working with and for children:

3.1 Discrimination:

- No act of discrimination is accepted. Discrimination hereby means any activities, plan, policies, statement by staff, members, volunteers, visitors and projects, that is discriminating and undermining equal status of human dignity based on class, cast, ethnicity, community, geographical, race, colour and physical and psychological status of a child.
- Affirmative actions applied to uplift the status of marginalized and excluded groups are not considered as Discrimination.
- Targeting specific group of children by specific project intervention with specific valid purpose is not considered as discrimination.

3.2 Stigmatization

- Acts, statements and policies that supports or actually does accusation, categorical tagging and inferior and degrading identity creation of a child and child's community are not acceptable.

3.3 Isolation

- Keeping child away from community, family and other children or separating an individual child from group is not accepted.

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3.4 Re victimization

- Acts and plans that pushes child into further risk, vulnerability and exploitative and abusive conditions are not accepted. This includes exposure in media and creation of further risk.

3.5 Exploitation

- Making child to work beyond the capacity, exploiting child's labour, creations, identity, story, photos, information and videos for profits and financial gain are strictly prohibited.
- Making child to consume specific product with the intention to make profit by the organization or staff member is not accepted. This does not include the logistical arrangements in programs and supplies provided for child and families.

3.6 Deprivation

- Preventing child from other rights such as food, clothing, safe accommodation, education, health, nutrition, family contact, participation, sports in leisure time and accessing justice are not accepted.
- Depriving child from basic needs including sanitation, toiletry needs, first aid materials and information required for accessing services are prohibited.

3.7 Ignoring/Neglect

- Ignoring a child's deprivation, vulnerability and victimization is not accepted.
- Person having notice of such situation should inform the respective authority and CWISH mechanism.

3.8 Violence

- Any sort of act, statement or information that provoke violence, inflict violence (both physical and psychological) is prohibited. Use of threat, force, coerces and creation of context to suffer silently is not permitted. Corporal punishment and unnecessary injuries and medical interventions are not allowed.

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3.9 Abuses and Degrading Treatment

- Any form of act, statement or behaviours that may degrade child's dignity, child's family and community equal status in human society is prohibited;
- Acts such as use of degrading and discriminating pronouns, proverbs and stories are not allowed;
- Any act defined as child abuse in this Policy annex-1 is prohibited to conduct intentionally and unintentionally;
- Individuals are instructed to use to use respecting word, preserving dignity of the child, family and community.

3.10 One Child - One Adult Situation

- Realizing the high vulnerability in the situation of one child and one adult, it is strictly cautioned to avoid one adult one-child situation unless justified the requirement of the context.
- It is also instructed to have same sex chaperone or accompany to the extent possible, if not ensure at least child is in public purview in case of opposite sex accompanying.

3.11 Breach of Privacy and Confidentiality

- It is strictly prohibited to publicly disclose any identical information of a child in contact with CWISH or receiving CWISH services without consent of child.
- Don't use photograph, videos and stories that have identical elements or the participating child feels uncomfortable and inferior.
- Manipulation, provocation and use of pressure and power to influence child for sharing and disclosing information that may put him/her into further risk is prohibited.

3.12 Illegal Actions

- Any action with child that is forbidden by local, regional and international law is prohibited.
- Acts and behaviour with child that is not accepted by community customary values and standards are not permitted.

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- Acts, behaviours, statements and flow of information provoking and encouraging child to go against existing legal norms and standards, customary values and practices (until not violating fundamental rights of child), involving in conflict, carrying arms and drugs and goods forbidden by law is prohibited.

4. Respect Privacy and Confidentiality

During the whole process of complaint handling, investigation, prosecution and reparation, privacy and confidentiality of victim, victim/witness family and the alleged offender will be maintained. For this propose, following actions shall be considered:

- Provide a numerical code for the case and refer in documentation with the use of that code for example "victim of XXX case" or "offender of XXX case".
- Do not share the case information to media and other persons until adjudication is finalized.
- After the finalization of adjudication, details of victim shall be prevented from being shared through oral and written documents and information sharing process.
- The privacy of identity will be also maintained of prosecutors' defence and complainant, the juries, the investigator, witness, personnel involved and rehabilitation details.
- In case of public benefits such as to increase trust, encourage good practices and encourage complain on child abuse, information can be shared only about the incidents not about the person involved.
- Besides referring to legal procedure, the referring document does not mention incident happened to child for other support services such as education, health, and skill trainings. It can use the term such as "Highly Vulnerable" to mention reason for referring.

5. Children's Participation

Child Participation and provision of child's right to be heard is a core principle of practices as well as standard of operation in application of policy and procedure on child protection. Child's right to be heard and child participation hereby means the provision mechanism and practices for a child (victim and or concerned) to express their views on investigation and prosecution of child abuse cases in a safe and supportive environment.

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The participation of child in this process includes in all six steps of handling child abuse cases as well as in raising awareness campaign and practicing preventive actions.

To exercise child participation in application of PPCP following provisions shall be applied:

- Nomination and presence of two children representatives, a girl and a boy, from children's advisory board of CWISH in Child Protection Monitoring Committee.
- Active involvement on discussion and decision making process on complaint received/forwarded at Child Protection Monitoring Committee
- Active Involvement on discussion and making decision about prosecution for alleged offender, rehabilitation and reparation provision.
- CWISH shall consult with members of children's advisory board on complaint received and action taken by child protection monitoring committee in children's advisory board regular meeting. While discussing in this meeting identical information about cases shall not be disclosed.
- Victim/Survivor and witness child shall be informed in detail about the proposed action where they are involved, their expected role, possible outcomes including possible risks and proposed risk mitigation strategy by a CWISH trained personnel.
- Victim/Survivor and witness child's informed; free and voluntary consent is prior for taking any further action where they are involved.
- Victim/Survivor and witness child shall be provided with information on complaint mechanism if they are not satisfied with the process, behaviours of CWISH officials or state officials, want to withdraw any statement or their presence in the incident.


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Part III: Child Protection Procedure

1. Operational Definitions of Terms

Child – Any individual under the age of 18 years.

Parent (s)- Biological parent of the victim/survivor child. This include mother and father both or alone.

Employer (s) – Person employing child of legally allowed or prohibited age.

Guardian/ Care Taker – Person designated or in responsibility of taking care of child. It includes person, designated guardian by competent authority, institution or informally obliged and acting on self-interest.

Staff Personal- Person employed at CWISH. This includes all staff both partial and full time employed including short-term contractor, volunteers, interns, consultants, researchers, trainers, visitors and mentors.

Member – Person acting in capacity of member of CWISH including executive board member and advisor.

Partner/Collaborator – Any organized agency, including community based organizations, schools, NGOs and INGOs that is working in partnership with CWISH.

Risk Assessment – A systematic action of assessing risk and recommendation of safety measures as outlined in PPCP.

Safety Measures – Any action or group of actions planned, applied and implemented to reduce risk, mitigate harm and ensure safer and confidential complaint and inquiry system as outlined in this PPCP.

Detection/Information/Notice of child abuse – To come to know, informed or identify case of child abuse.

Child Protection Official – Person designated by CWISH executive board for taking complaint, inquiry and handling cases as well as risk assessment and application of safety measures.

Helpline – CWISH operated toll free child helpline contact 1660-01-10000, Nepal police no.: 100, Nepal government's child helpline 1098 and Missing Children Contact No. 104

Victim/Survivor – A child encountered one or more abusive incidence.

Witness – Person seen, informed and able to provide part or full information on any child abuse cases.

Vulnerable – Child living in circumstances compounded by vulnerable factors

Reporting/Complaint – Act or process of informing child abuse case.

Complainant – Person informing and making complaint on child abuse case.



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Inquiry – Process of information collection, verification and conclusion drawing by CWISH designated team or individual.

Notification – Act and or process of informing alleged offender and witness for more information and clarification on allegations made.

Investigation – Process of inquiry by competitive legal authority.

Due Legal Process – Process of receiving complaint, investigation and adjudication defined by national legislative procedures.

Rehabilitation – Single or group of actions for family and community re integration with safer and enabling environment, psychosocial healing, regaining dignity and social status which was supposedly spoiled by the incidence of child abuse.

Reparation – Compensation provided to victim/survivor in response to the loss happened due to the incidence of child abuse.

Vetting – Process of pre confirmation and verification on the background status of personnel that s/he has not been charged for child abuse in case of recruitment and procurement system.

Child Labor – Any child employed under the age of 14 years in any forms of labor and under the age of 18 years in forms of hazardous labor as defined by national and local legislation.

Child Abuse – Any act of abuse i.e. physical, emotional, sexual, neglect and through cyber and media technologies against one or group of child.

Child Trafficking – A child has been trafficked if he or she has been moved within a country, or across borders, whether by force or not, with the purpose of exploiting the child.

Child Protection Authority – Designated competent authority by the government of Nepal for handling cases of child abuse that includes Child Welfare Board, Police offices and women and children offices.


Judicial Authority – Designated competent authority for judicial process as per the prevailing legislation in Nepal that includes attorney, various court and quasi-judicial body.

Children's Advisory Board - An elected body of children's representative functional in CWISH where children from various target area and groups participate.

2. Complaint Procedures

2.1 The Complainant

Any person noticed, witnessed, victimized, survived or came into knowing of any incident that is prohibited according to PPCP or failure of meeting safety measures suggested in PPCP can made complaint to CWISH with or without mentioning one's identity.



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2.2 The Complaint

The complaint can be a verbal report shared with any official of CWISH, child protection officer, front desk or in CWISH helpline. The person receiving information should write it down in the form of complaint and forward accordingly.

The complaint can be a written statement either in Nepali or English language and sent via e-mail to CWISH official e-mail address, e-mail address of CWISH personnel, dropped at CWISH through postal and courier service or dropped in complaint box installed at CWISH office and service centres.

2.3 Time Frame

It is encouraged to put a complaint as soon as possible from the happening date.

The complaint made about an incident within 6 months of happening can be efficiently handled with adequate response

Complaint made after 6 months are also responded, however the long gap may affect the inquiry and appropriate response.

2.4 Where to Complain

Individuals are encouraged to made complaint in any one of following address:

- CWISH Helpline- 1660-01-10000
- Complaint Box at CWISH office or CWISH service centres
- CWISH official E-mail Address: info@cwish.org.np, cwish@wlink.com.np
- CWISH official phone: +977-1-4784545, 4781386, 4780446
- CWISH official fax: +977-1-4781386
- CWISH Post Box: P.O. Box: 21433, Kathmandu, Nepal

Besides this, individual also can make verbal or written complaint to CWISH staff, members and board members accessing their individual contacts and e-mail address. This complaint will be again transferred to the child protection monitoring committee or child protection focal person.

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3. Handling of Compliant

Step One: Notice or Information

- All complaint arrived at child protection focal person or child protection monitoring committee shall be appropriately registered, giving an identity code for victim/survivor and the offender. Following procedure shall use only the code instead of name and other details.
- The registration shall indicate specific information about incident, place, date, time, suspected offender/s and victim/survivor.
- Information on witness, complainant and list of evidences shall be accordingly mentioned in registration if provided.
- Registration information shall mention post registration action on complaint.
- Notice, complaint or information arrived to other places than child protection focal person should be referred to chairperson of child protection monitoring committee for further action.
- If the allegation is made against chair of child protection monitoring committee, the complaint shall be forwarded to chairperson of CWISH for further action.
- In all cases, registration of complaint should be maintained accordingly.

Step Two: Inquiries and Internal Adjudication

- In any case of allegation quick inquiry shall be made by the child protection monitoring committee and shall come with preliminary suspicion and findings maximum within a week.
- During the process of inquiry, dignity, personal integrity and fair trial of the victim and alleged offender shall be maintained and respected.
- Privacy and confidentiality of identity, the allegation made and progress and information found during inquiries shall be maintained until the preliminary findings are presented at board/senior management committee.
- In preliminary findings serious allegation of child abuse is found, the inquiry process shall be diverted to the legal procedure and adjudication.
- In case the person alleged is suspected to influence inquiry, person can be suspended for specific time from the position and authority in recommendation of child protection monitoring committee by executive board.

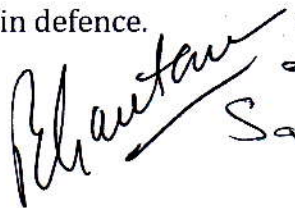
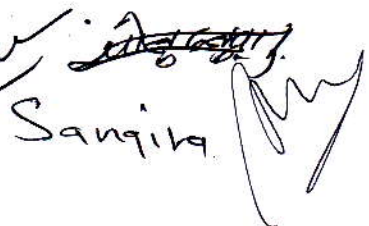

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- In case allegations are found false and person is not convicted for allegation made, such suspension period shall be counted as employed period and shall provided a respectful return into the position.
- Findings of inquiry shall be prevented from public disclosure and presented with the victim/survivor child, family, alleged person and executive board only until required by the legal investigation and prosecution.
- Person convicted of child abuse or failing to perform safety measures according to PPCP are subjected to: Written Apologize at First Instance and can be dismissed from job for continuous failure; or shall be referred to legal action for further process. Executive board holds the authority to make decision of punishment according to the level of abuse or failure.
- In case of conviction of happening of child abuse by person associated with CWISH, the institution shall take responsibility for appropriate intervention to rehabilitate child back in family, society and to lead a normal life.

Step Three: Referral to Common Legal Procedure

- In case of allegation found true and serious allegation of abuse such as sexual abuse, rape, torture, trafficking and labor exploitation, the inquiry committee have to refer case to the common legal procedure and mechanisms responsible.
- While referring the case to common legal procedure, CWISH shall submit all evidences including inquiry report to the legally mandated body.
- CWISH shall keep a copy of such evidences and shall made a written statement explaining the handover of evidences and reports dually signed by the responsible authority and stamped.
- CWISH personnel shall present themselves in invitation made by the mandated investigation, prosecution and adjudication process and cooperate with the process.
- CWISH shall not made itself standing in opposition of victim child/family and act to influence or put pressure on child and family during the investigation, prosecution and adjudication process.
- Services provided by CWISH to the child and family shall not be stopped and prevented due to the referral into the common legal procedure and putting CWISH in defence.




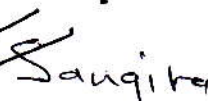



- Any individual act of abuse and violence shall not count as CWISH institutional act, thus the liability will remain solely with the individual accused or convicted.

Step Five: Rehabilitation

- CWISH shall take adequate and appropriate measures identified and recommended by specialized case analysis team (here Helpline Team) for sustainable reintegration and rehabilitation of the child in family, society and gaining normal life.
- CWISH Rehabilitation support shall not discriminate child for accusation against it's staff, members, volunteers or visitors.
- The Rehabilitation process includes initial support and post reintegration follow-up and support upto two years.
- The rehabilitation package does not include direct financial aid rather a comprehensive support of educational, health, income generation, skill training etc. either through CWISH projects, core fund budget or through building linkages with local NGOs and government agencies.

Step Six: Reparation

- CWISH shall not take any liability for the act and behaviour of individual person or group of persons.
- The reparation to be provided for victim/survivor is a core concern for CWISH. In case of judicial decision including the recommendation provided by CWISH child protection Monitoring Committee can be a basis for reparation.
- To avoid financial burden for CWISH to provide reparation due to the any institutional negligence or act, CWISH would follow group insurance for the children participating in CWISH program.
- In case of individual reparation cost, CWISH may deduct the cost from individual staff's salary and facilities staff getting from CWISH.
- In case of volunteers and visitors, CWISH support to claim reparation from the convicted offender's property and family.
- The reparation cost provided for child will not be spent on family and other causes except directly benefitting child or can be put in a trust account at bank that the child can use after crossing the age of 18 years.



Part IV: Implementation Mechanism

Following mechanisms are statutory formed, installed and functioned for the application of policy and procedure.

1. Child Protection Monitoring Committee

A central level child protection monitoring committee shall exist. The Child Protection Monitoring Committee shall have five members coordinated by an executive board member authenticated to perform the roles and responsibilities mentioned in this policy.

Composition of Child Protection Monitoring Committee

The Five Members Child Protection Monitoring Committee includes as follows:

Coordinator- Executive Board Member nominated by Executive Board

Member – Independent Child Rights and Protection Expert Nominated by Executive Board

Member - Officer level or above staff members' representative nominated by executive board

Member – A girl child representative nominated by children's advisory board

Member – A boy child representative nominated by children's advisory board

The members of child protection monitoring committee shall be able to contribute voluntarily and committed on child protection provisions and behaviours including maintaining neutrality and confidentiality.

The members shall not be paid and provided any personal benefits and allowances for their performance in child protection monitoring committee.

CWISH and its project shall cover all related expenses such as travel, accommodation and communication in the performance of child protection monitoring committee and its members carrying out the designated responsibilities by the committee.

The Child Protection Monitoring Committee can invite other person occasionally as per requirement as observer, expert or in other capacity to present and provide views on complaint.

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The Child Protection Monitoring Committee is responsible for taking up following actions:

- Educating and training staff, volunteers, visitors and members of CWISH on its child protection policy and required caution and commitment.
- Monitoring and assessing child protection compliance in programs and services organized by CWISH.
- Recommend actions and steps for enabling safety measures in programs and services organized by CWISH.
- Collecting complaints from complaint box installed in offices and service centres and briefing status of complaints to the children and officials of the service centre and offices.
- Receive, discuss and make decision on complaints and information of child protection concern to have further action of inquiry, referring, prosecution, rehabilitation and reparation.
- Hold regular meeting on complaint handling once in every month.
- Report to the executive board of CWISH on functioning status of child protection monitoring committee at least on quarterly basis.
- To invite and consult with experts and professionals on enhancing child protection measures in CWISH policies and programs.
- To present and consult with children advisory board on actions taken by child protection monitoring committee.
- To represent CWISH at local, national and international forums that is consulting and discussing specifically on institutional provisions and policies on child protection.

2. Training and Orientation for Staff

- All members, visitors, volunteers, partners of CWISH and members of child protection monitoring committee members shall be trained and educated about CWISH child protection policy and provisions.
- Such training and orientation shall not be less than of 2 hours providing adequate information at least on behavioural provisions, privacy and confidentiality, child's informed consent, Do not harm provisions and complaint handling mechanisms.

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- Refresher orientation and training is encouraged to be organized among staff, volunteers and members of CWISH on this policy.

3. Installing and Regular Opening of Complaint Box

- CWISH shall install and operate complaint box in it's central office and all other offices and service centres.
- The complaint box shall be positioned in a place that is safe, accessible for children of five years and above, well locked and secured.
- It shall be positioned in a place where child can feel not monitored by adult personnel while putting complaint.
- Any two members of child protection monitoring committee shall open complaint Box and shall collect all complaints in the box on date of 30 of every month.
- The collected complaint shall be put in a shield pack labelling the details of service centre and office outside of the pack.
- The child Protection Monitoring Committee shall open in regular monthly meeting and make further decisions.
- All complaints shall be put in a record file and adequately locked in a cabinet.
- In next opening of complaint box, the members of child protection monitoring committee shall inform about the status of complaint they received in previous meeting. While sharing this information identical information shall not be disclosed.

4. Anonymous Helpline Call

- CWISH shall operate toll free helpline telephone services enabling potential complainant to register their complaint and provide information related to child protection concern in CWISH.
- Designated section and personnel of CWISH shall handle the Toll Free Helpline during office hour at least.
- The person receiving complaint on Helpline Call shall inform coordinator Child Protection Monitoring Committee or in absence of coordinator the chairperson or Executive Board Representative of CWISH within following timeline

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Category of Complaint	Examples of Complaint	Deadline to Inform
Category 1: High Priority	<i>Cases that may quickly affect the physical integrity of a child and threat to life. Such as:</i> Cases of Sexual abuse, harassment, corporal punishment, torture and violence.	The same day complaint received.
Category 2: Medium Priority	<i>Cases related to the inadequate application of PPCP. Such as:</i> Inadequate compliance of safety measures, discrimination concern, suspicion of violence and abuse	Within a week of complaint received
Category 3: Low Priority	<i>Cases of suggestion and more general concerns. Such as:</i> Other suggestions and feedbacks on child protection action, measures, possible risk felt etc.	Within a month of complaint received

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Part V: Clarification and Revision

1. Clarification

- The CWISH executive board's interpretation of the provisions mentioned in this policy shall be the ultimate and valid.
- The general municipal law or national laws on child protection have the better provisions or higher standard; such provision shall prevail over the provision of this policy.
- CWISH executive board with the mandate from general meeting may issues additional provisions, clarifications or disable provisions of this policy with adequate rationale.
- In any case the executive board shall not disable or interpret provisions that may affect physical integrity, dignity and right to life of a child.

2. Reviews and Amendment of Policy

- CWISH executive board with the mandate from general meeting have authority to review and amend provisions of this policy.
- CWISH shall take consultation with children, staff, members and it's partners while having review of the policies.
- Children's feedback and suggestions, and other feedbacks and suggestions are provided due respect in process of review and amendments.
- Conformity with international human rights law and humanitarian law, non regression principle and children's right to be heard shall be well preserved in such revision process.

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Annex -1 : Forms of Abuse and Violence

Children in CWSH project location, Nepal and at global level are suffering various forms of abusive practices, which are harmful for them and violates their right to protection. There are new forms of abuses and practices are emerging with invention and application of new technologies and socially insensitive modernization. However for the administrative purpose often social workers and organizations have categorised various forms of abuse and violence in different categories, the single act of violence and abuse may have two or many forms of abuse together present. Despite of realization and recognition of the new emerging practices and vulnerability, some forms of abuse and violence mapped in Nepalese society have been broadly categorised in mainly five categories:

Physical Abuse: Any act by individual or group with and without use of any tools that would result in physical injury or pain to a child or young person except required medical or clinical action authorised by competitive agency. This also includes the deliberate failure of individual or group to protect a child from other's act that result in physical injury and pain. In practical reality and practices physical abuse happens through beating, hitting, chocking, shaking harshly and hardly, burning, poisoning child with alcohol, drugs, medicines, shutting children in cupboards, confinement in dark and dirty places and many other forms related to physical punishment, corporal punishment and torture.

The common sign of a child suffered physical abuse is injuries, perplexing illness and continuing pattern of accidents to a child where responsible adult is unable to provide explanation. Physical abuse may bring other emotional and psychosocial problems in a child and his/her behaviours.

Emotional Abuse: Emotional Abuse is something may present in many other forms of abuse too, yet particularly emotional abuse also happens against children. Emotional Abuse is a persistent pattern of deliberate uncaring or emotionally cruel, degrading, ill and discriminatory treatment against a child. Emotional abuse in practical forms can be seen as discrimination between son and daughter, among children based on cast, wealth and social status, degrading behaviours with slow learner, physically impaired child etc. It also includes act such as teasing and bullying, spoiling names, scolding, naming and shaming, continuous criticism, overprotection and creating dependency, putting child in circumstances of quarrel, violence and conflict and creating fear among children.

The emotional abuse of child often affect the overall social, cognitive, emotional and even physical development of a child. It causes developmental delay and made child feeling of oneself inferior and worthless, blaming oneself for anything wrong happens and often harm

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themselves physically. At the same time, emotionally abused child are often found themselves in difficult situation to make friends and often in lack of mistrust and obeying anything without any analysis and questioning about the possible consequences.

Sexual Abuse: Sexual Abuse is any act by any individual and group upon a child with sexual overtones; this includes both touching and non-touching forms of action. In practice, sexual abuse includes both sexual exploitation and acts with child for sexual gratification. The sexual abuse includes fondling, kissing, touching genital area and sexual organs or making child to fondle, voyeurism, rape, oral and anal sex, pornography and making children to watch, listen and read sexual arousing materials. Sexual abuse does not necessarily happen with force alone, rather coercive and provocative action happens more and often the perpetrator mislead child to fulfil one's sexual desires. Therefore consent of child to act on is not considered as genuine consent. However the reported statistics have showed that girls have suffered more than boys, both are equally vulnerable to sexual abuse.

Sexual Abuse affects a child physical, emotional and sexual health of a child. Sexually abused children may come up with psychosocial problems, emotionally inferiority, and with sexually age inappropriate behaviours. In addition Sexual abuse may also result in physical Injuries, sexually transmitted infections and early pregnancy on a child.

Neglect: Neglect is very least monitored and reported forms of abuse. Neglect can be defined as failure of adult or responsible person to care child in his/her custody and care. Neglect is a continuing pattern of action by omitting one's responsibility for the better care and support for a child. Often neglect can be found in practices as providing less nourished and less amount of food, clothes and adequate health and housing facility, leaving child in hunger and unattended in requirement, not providing clean and safe environment. The consequence of Neglect is severe and long term damaging both physically, emotionally and even sometime cause death, accidents and missing of child. In addition neglected child may come up with anti social actions and commitments as well as juvenile delinquencies.

Abuse and Violence through Cyber and Media Technologies: Growth and easy accessibility of cyberspace and media technologies have increased children's access to information and facilitated their creativity, entertainment and also participation exercises. Access and use of cyber and new media technologies have on the one hand opened a high potential opportunities for children's overall development and have a better professional career in future but at the same time in lack of adequate child sensitive protection system their vulnerability and suffering has also gone much higher than in past days. Unsafe

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exposure to cyber world, audio visual technologies including movies, cinemas and television programs, computer games that may inflict fear, negative thoughts, sexual gratification, exploitation and diversion of child to harmful acts can be defined as violence through cyber and media technologies.

Child suffered abuse and violence through cyber and media technologies may result with emotional problems, detachment with family, society and friends, cyber addiction, violent behaviours. Such child may also result in regressive memory, anti social behaviours and self-harming acts.

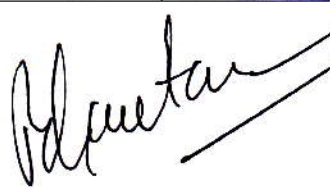

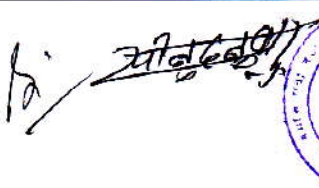

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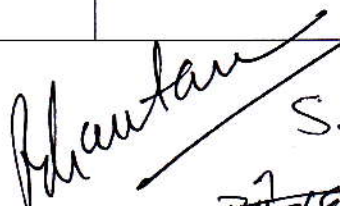
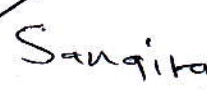


Annex 2: Risk, Vulnerabilities and Safety Measures for Children in Current programs

Children in contact with CWISH or approaching CWISH for various purposes may fall into risk due to various reasons. It is very important to layout the different settings where a child might fall in abusive condition or at other risks, which should be better assessed, and safety measures shall be placed. Following matrix demonstrate a mapping of various settings and possible risk and suggested safety measures. Implementers are encouraged to go beyond the list if required:

Program Action	Risk and Vulnerabilities	Suggested Safety Measures
Outreach Center / Alternative Education Classes	<ul style="list-style-type: none"> • Located in Isolated Place from Community • Located in a place not suitable for children such as surrounded by Bars, drug abuse places etc. • Unsafe infrastructures lacking safety railings, compound, Dark and not enough lights and air etc. • Not Earthquake proved building and infrastructures. • High road accident-prone location. • Located in Distance location from child's living arrangements i.e. more than 20 Minutes. • Facilitators/Educators are not trained and sensitized on Child Protection Measures. • Practices of psychological pressure, corporal punishment, physical and sexual harassment, discrimination, criticism, humiliation and bullying by facilitator, other participant child and other individuals. 	<ul style="list-style-type: none"> • Apply Child Protection Assessment Certification before establishment and operation. • Apply Vetting Process on the background of house owner, facilitator before procuring services. • Train facilitators and educate hose owners and community people in the surrounding on child protection and child rights including legal action in case of allegation of child abuse. • Put visibly and readable information about helpline complaint mechanism and procedure so that all children can be made aware. • Inform and educate child, parents, guardians and employers of children in first class about helpline complaint mechanism and procedure so that they can make complain if require. • Put visibly and readable code of practices and a copy of child protection policy in outreach centres in an accessible way for all interested to look at. • Provide Group Insurance for children

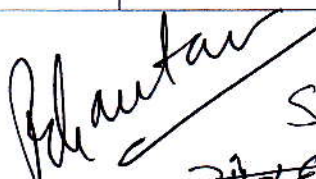
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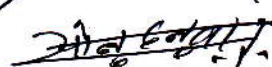
		participating programs.
Scholarship Distribution	<ul style="list-style-type: none"> • Discrimination and cheating by the person assigned for deciding and distribution. • Use of threat, manipulation for taking advantage and exploitation of child and his/her family by person deciding and distributing scholarship support. • Risk of accident, missing while scholarship is distributed from a centralized location and children have to travel a long distance. • Teachers', Parents' and employers' punishment action due to the late arrival in schools, home and workplace due to long waiting hours for scholarship receiving process. 	<ul style="list-style-type: none"> • Inform in detail to the child and his/her family about the criteria of scholarship, available quota and process of decision-making and distribution. • Conduct monitoring and cross verification on sample basis among the scholarship distributed children and families. • Inform Parents and child about complaint mechanism and procedures in need. • Simplify the scholarship process with on spot delivery and distribution along with pre notice on timing and schedule for distribution. • Make phone call or send a notice note to employer, parent and teacher that the child was delayed due to the process of scholarship.
School Education and Programs	<ul style="list-style-type: none"> • Poor, Unsafe and earthquake safety lacking infrastructures. • Absence of school area protected from other peoples' and animals unwanted entry and disturbance. • Practices of corporal punishment • Presence of bullying, discrimination and abusive behaviours. • Presence of hurdles, pits and dirt in ground. 	<ul style="list-style-type: none"> • Conduct Infrastructural Safety Assessment and arrange support for improvement for urgent needs. • Train schoolteachers, administrators, management committee members and Parents Teachers' Association Members on child rights, child protection and laws and practices. • Promote application of code of conduct or school child protection policy. • Promote Child Protection Committees in Schools. • Put visibly and readable information about helpline complaint mechanism

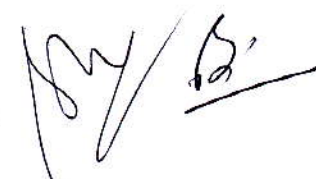







		and procedure so that all children can be made aware.
Child Club	<ul style="list-style-type: none"> • Lack or absence of safe place for child club meetings and programs. • Bullying, Discrimination and abuse of members by other adults or elder child. • Unwanted interferences in child clubs and use of child clubs by political parties and other interest group • Uncomfortable timing, location and presence of adults for certain specific group of child such as girl, child with disability and marginalized group of child. 	<ul style="list-style-type: none"> • Coordinate with school management and local community and government for providing safe, confidential and comfortable place for children to have their meeting and programs. • Train, educate and sensitize child club members on child protection and available services including complaint mechanism. • Promote inclusive and safer practices among child club members through application of code of conduct or self-made rules. • Train patron teacher and or child club facilitator on promoting safer, inclusive child club functioning.
Recreational and Sports Program	<ul style="list-style-type: none"> • Risk of unsafe time, location and activities. • Risk of conflict and fight among children with the feeling of lost and won. • Risk of parental, guardian or employers' persecution and punishment for not having permission. • Unwanted outsiders adult's interference by security, armed forces and other political or criminal groups. • Risk of exploitation of children's labor by private and profit making groups 	<ul style="list-style-type: none"> • Promote cooperative games and sports among children rather than competitive. • Apply code of conduct and educate children that win and loose is just of the event and it should be friendly before recreation and sports session. • Prevent use of provocative slogans, behaviour and appeal by observers and viewers. • Inform security personnel for adequate safety and security of the place and inform about the purpose and participants of the event. • Prevent political parties' other interest groups and armed group interference with adequate

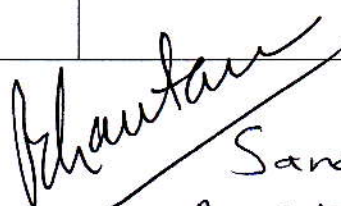



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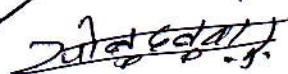






		<p>coordination before the event.</p> <ul style="list-style-type: none"> • Apply rule in contract with private and profit making groups for not making profit in children's recreational events. • Provide Group Insurance for children participating programs.
<p>Conferences/Workshop/ Training/ and Assemblies</p>	<ul style="list-style-type: none"> • Long distance travel alone to not familiar place at night. • Bullying, emotional, physical and sexual harassment by adult, elder child and other people on travel or at event place. • Lack adequate food, clothes and required medicine at place of event. • Not informed and consented by parents, guardian or employer. • Risk of minor accidental injuries and health problems. • Risk of missing in new place. • Lack of safe and earthquake safe infrastructures with adequate availability of clean water, separate toilet for girls and boys and sanitation. • In residence, lack of separate residence facilities with adult warden designated for taking care of resident children. 	<ul style="list-style-type: none"> • Do not allow child to travel alone in absence of well trained, informed and capable officially designated chaperon. • Educate and apply code of conduct and child protection policy for children and adults presented in the events. • Ensure adequate, balanced, fresh foods are supplied on time with clean and safe drinking water. Avoid use of junk foods and supplies. • Provide adequate information to child and adults about the map, place, police and information in case of missing and in requirement of other helps. • Conduct infrastructure safety assessment of the event venue. • Ensure the venue and service provider has no use of child labor. • Made on spot available of first aid, psychosocial counsellor and child protection officials during the program. • For residential program ensure arrangements for separate resident facility for girl and boys with well-trained same sex warden.













		<ul style="list-style-type: none"> • Provide Group Insurance for children participating programs.
Counselling Services	<ul style="list-style-type: none"> • Abuse and exploitation of child's emotional vulnerability of child. • Making of false promises and abuse and exploitation of child. • Recording photos, videos and audio of child without consent • Reveal of child's private information without consent. • Creating fear on the child and his/her family. • Ignore child's immediate needs such as hunger and injuries 	<ul style="list-style-type: none"> • Promote confidential, private counselling room with transparent windows and doors. • Application for code of conduct for psychosocial counsellors on handling and dealing with child and his/her information. • Do not reveal and publicize information related to child without informed consent and revealing one's identity. • Put visibly helpline number and complaint system information on counselling room and place.
Rescue, Re integration and Rehabilitation Services	<ul style="list-style-type: none"> • Risk of clashes at place of incidents, security threats, physical violence and environment of fear. • Risk of unnecessarily separation from biological family and parents. • Risk of identity revealing and loss of individual privacy • Risk of psychological stress, psychosocial problems. • Risk of being abused by caretakers and others at safe house and transit shelter. • Risk of unacceptance by family and community • Risk of deprivation from other fundamental rights such as education, health, protection and participation. 	<ul style="list-style-type: none"> • Develop and apply rescue and reintegration guidelines for staff members. • Train all staff and educate target group on rescue and reintegration guidelines. • Apply procedural policy on making success stories and news releases. • Apply child protection and privacy protection guideline while providing access to victim/survivor for media • Implement psychosocial counselling services for victim/survivor and family. • Arrange security convoy for child and chaperon's safety on travel to and from place. • Put visibly helpline number and complaint system information safe house, transit care homes.

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		<ul style="list-style-type: none"> • Implement pre-reintegration assessment and family development component together with reintegration and rehabilitation interventions. • Ensure follow up visit for victim and survivor upto the period 2 years at least. • Provide Group Insurance for children participating programs.
Legal Prosecution and Investigation	<ul style="list-style-type: none"> • Psychological and emotional stress for child. • Threats from offender and his/her allies. • Harassment and confusing questions by opposition lawyers. • Fear of formal settings and environment. • Harassment by investigator and repeated visit to the police station. • Compromise by adult members of the family. • Pressure for child and family to withdraw complaint 	<ul style="list-style-type: none"> • Made easy and all time availability of psychosocial counselling, care and support. • Ensure child case is handled by well trained and child sensitive police lawyers and judges. • Ensure child do not face offender and people from his/her side directly. • Arrange security convoy for child and chaperon's safety on travel to and from place. • Reduce the frequency to visit investigation center and court by child. • Be in touch with family of victim/survivor child and encourage them to have confident on justice. • Explore any risk, threats or pressures inflicted upon child, community and family; and arrange required support and security.
Monitoring, Documentation and Research	<ul style="list-style-type: none"> • Meetings, consultation, interview are arranged in unsafe and inappropriate place and time 	<ul style="list-style-type: none"> • Mandatory application of ethical action and risk reduction and response plan on all research,

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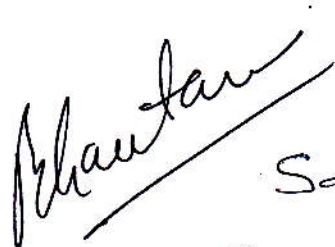

<p>Action</p>	<p>without informing parents and legal guardians.</p> <ul style="list-style-type: none"> • Observation, documentation, interview and photography of child activities without prior consent of child and his/her available guardian. • Use of photos, videos and stories exposing child's poverty and affecting child's dignity. • Making child to participate in research with manipulation, force and coerce or use of power. • Asking questions and use of photographs and videos that child feels and finds uncomfortable. • Absence of adult chaperons for travelling to and from research places. • Forcing child to share information that one doesn't like/want. • Breaching privacy by making public, talking among friends, media and other people about the information shared by child. • Unwanted interventions by researcher and research institution on child's context without prior consultation and consent from child. 	<p>monitoring and documentation activities.</p> <ul style="list-style-type: none"> • Ensure the place and time organized meeting with child for monitoring, documentation and research action are appropriate and safe for child, often daytime only, in a place visible from outside. • Strictly apply the policy to take well-informed written/verbal consent from child and parents or legal guardian before conducting any research activities. • Strictly apply policy to take informed consent from child and available guardian to use photos, videos and stories. • Prevent photographs, videos, and stories that undermine the dignity of a child. • Clearly inform a child if any text, verbal statement, picture or video in research process might make them uncomfortable and if they fell uncomfortable, let child to stop use. • Inform child and family to contact CWISH if they are forced and manipulated to share any information by researcher, or if they want to delete any information they have shared in research process. • Put brief child protection statement and options to contact helpline in all research, monitoring and document process and materials. • Inform researcher to contact helpline
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		team for any emergency intervention they feel need to have and prevent them from acting on their own without consent of child, family and CWISH.
Participation in Media Activities	<ul style="list-style-type: none"> • Use of children photographs, views, statements and videos in an uncomfortable way and adversely affecting dignity. • Exploitation of children in advertisements. • Exposure of children in adult entertainment, pornography and sexually grooming way. • Risk of violence due to their statement, views on certain issues. • Risk of disclosure of identity of a child and information that may put child in risk. 	<ul style="list-style-type: none"> • Pre assessment of media materials before publication, broadcasting and distribution together with the child or family. • Remunerate child for his/her performance in advertisement or any such profit making media production. • Have pre agreement with media not to expose identity, location and other identical information and information-pushing child at risk. • Prevent adult entertaining, violent and sexual grooming media content from reaching to children. • Prevent media from publication and broadcasting views of child that may put child and his/her family at risk. • Ensure only trained and sensitive media persons have direct access to children and families.

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