

## TOOLS: Raising cash recipients awareness about their rights, the behaviors to expect from agents and how to make a complaint

### KEY ACTION

Ensure that cash recipients:

- ✓ **Understand their rights and responsibilities:** Few cash recipients know their rights, which reduces the sense of empowerment cash assistance is designed to facilitate.
- ✓ **Know what behaviour to expect from agents:** The role private sector actors play in the provision of assistance and the type of behaviour cash recipients should expect from them might not always be clear. In many cultures, paying bribes or offering gifts to agents is commonplace and acceptable.
- ✓ **Know how to make a complaint and provide feedback:** Establishing a functional complaints and feedback mechanism is a key step in ensuring accountability to cash recipients. Specific efforts must be made to ensure that they are used by those who wish to report on abuses of power. This includes building trust on the effectiveness and confidentiality of the complaints and feedback mechanism, raising awareness that any form of misconduct can and must be reported, and underlining that individuals who report instances of misconduct will not be subject to retaliation.

### TOOL: Animations for cash recipients about their rights

What is in this tool?	This two-minute animation includes key messages for cash recipients around agent behaviour, undue fees, call centres, the quality of banknotes, PIN safety etc.
How?	You can show the animation during awareness raising sessions and follow-up with questions and answers adapted to your specific cash transfer programme. You can also use screenshots of the animation to develop posters for instance.
When?	Before the first cash transfer, and throughout the project.

The animation exists in following languages:

- [English](#)
- [Spanish](#)
- [French](#)
- [Arabic](#)



### TOOL: Cash recipients SENSITISATION SESSION: Your rights and responsibilities

What is in this tool?	This document presents a sensitisation session and examples that can be used to raise awareness of cash recipients about their rights and responsibility with regards to humanitarian assistance, it includes the animation presented above.
How?	You can run this informal session with cash recipients directly or with their community representative as a training of trainer format.
When?	Before the first disbursements happen.

**UNHCR** **WFP**  
The UN Refugee Agency World Food Programme

**TOOL: Cash recipient sensitisation session: Your rights and responsibilities**

General information	Time
<b>Introduction</b>	5 mins
<b>Learning objectives</b>	By the end of this session, participants will understand: • Their rights and responsibilities in the context of humanitarian assistance
<b>Materials needed</b>	• Print out of visuals/ screen/loudspeakers or a few smartphones circulating.
<b>Activity</b>	
<b>Topics</b>	• The humanitarian charter • Rights and responsibilities of cash recipients
<b>Methodology</b>	• Lecture • Group Exercises
<b>Conclusion</b>	5 mins
<b>Total</b>	40 mins

**Session:**

**Welcome and introduction** 5 mins  
Method: [Icon of a person speaking]

Welcome the group. Share the objectives of the session:  
• Understanding the humanitarian charter and,  
• Your rights and responsibilities in the context of humanitarian assistance

**The humanitarian charter** 18 mins  
Methods: [Icon of a person speaking]

Introduce this session by saying: You are here as recipients of cash assistance, let's spend a little bit of time discussing the principles humanitarian actors and their partners have agreed to adhere to as well as your rights and responsibilities in the context of this assistance.

Show the humanitarian common principles poster accessible [here](#) and say: Humanitarian actors and their partners believe that all individuals have

- the right to life with dignity;
- the right to receive humanitarian assistance; and
- the right to protection and security.

The right to life with dignity is reflected in the provisions of international law, and specifically the human rights measures concerning the right to life, to an adequate standard of living and to freedom from torture or cruel, inhuman or degrading treatment or punishment. Dignity demands respect for the whole person, including the values and beliefs of individuals and affected communities, and respect for their human rights, including liberty, freedom of conscience and religious observance. To us, this also means

not being exposed to breaches of personal data, information or harassment as a result of being a recipient of assistance.

- The right to receive humanitarian assistance is a necessary element of the right to life with dignity. Assistance is therefore provided according to the principle of impartiality, which requires that it be provided solely on the basis of need and in proportion to need. This reflects the wider principle of non-discrimination: that no one should be discriminated against on any grounds of status, including age, gender, race, colour, ethnicity, sexual orientation, language, religion, disability, health status, political or other opinion, and national or social origin. To us, this also means not being a victim of fraud or embezzlement as a result of being a recipient of assistance.
- The right to protection and security is rooted in the provisions of international law, in resolutions of the United Nations and other intergovernmental organisations, and in the sovereign responsibility of states to protect all those within their jurisdiction. To us, this also means protection from physical abuse and gender-based violence as a result of being a recipient of assistance.

**Your rights and responsibilities** 20 mins

- Say: As humanitarian organisations, we strive to provide assistance to you in the fairest, safest and most efficient way. It is a process in which, you have rights as well as responsibilities.
- Show the animation on a screen or on smartphones that can be passed around. If not possible, print out screenshots of the animation and say the text out loud, explaining the story.

The animation exists in following languages:  
• English  
• Spanish  
• French  
• Arabic

**Discuss the content of the video:**

- As Soraya explained, are you aware that no one can ask you for favours in exchange of any cash assistance?
- If an agent treated you unfairly, would you feel confident to voice your concerns like Yara?

Explain that all agents should treat people fairly and that any inappropriate behaviour should be reported.

Show the rights and responsibilities poster accessible [here](#) and ask them to provide examples which illustrate the point.

Rights	Responsibilities
<ul style="list-style-type: none"> <li>• Right to be listened to in case of a problem</li> <li>• Right to transparent information</li> <li>• Right to dignified treatment</li> <li>• Right to privacy of your information</li> </ul>	<ul style="list-style-type: none"> <li>• Respect and follow the rules and regulations of the Financial Service Providers (FSP)</li> <li>• Request for FSP and other partners</li> <li>• Provide correct and accurate information about self and family</li> <li>• Do not offer any bribe or any undocumented gifts as a condition for a service</li> <li>• Report any abuse</li> </ul>

**TOOL: Cash recipients SENSITISATION SESSION: What behaviour to expect from agents**

<p><b>What is in this tool?</b></p>	<p>This document presents a sensitisation session and examples that can be used to raise awareness of cash recipients about behaviour to expect from private sector agents involved in cash assistance.</p>		
<p><b>How?</b></p>	<p>You can run this informal session with cash recipients directly or with their community representative as a training of trainer format.</p>		
<p><b>When?</b></p>	<p>Before the first disbursements happen.</p>		

**TOOL: Cash recipients SENSITISATION SESSION: How to make a complaint and provide feedback**

<p><b>What is in this tool?</b></p>	<p>This document presents a sensitisation session and examples that can be used to raise awareness on how cash recipients can lodge a complaint related to humanitarian assistance and provide feedback.</p>		
<p><b>How?</b></p>	<p>You can run this informal session with cash recipients directly or with their community representative as a training of trainer format.</p>		
<p><b>When?</b></p>	<p>Before the first disbursements happen.</p>		

**TOOL: Country examples of awareness raising material on cash recipients' rights**

Example of [anti-corruption leaflet](#) (in English, Dari and Pashto)

# Do You Have a Complaint? Seek Redress



Call the toll free help line

**0800 210 210 (WFP)**  
**0800 323 232 (UNHCR)**

or Visit the Litigation Desk



[Uganda](#) Poster