



Mitigating risks of abuse of power in cash assistance



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.

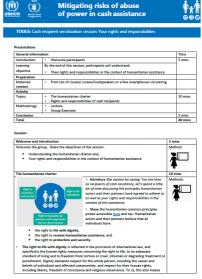
The animation exists in following languages:

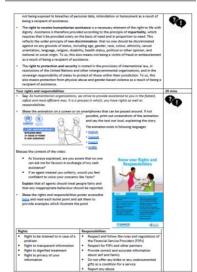
- English
- Spanish
- French
- Arabic



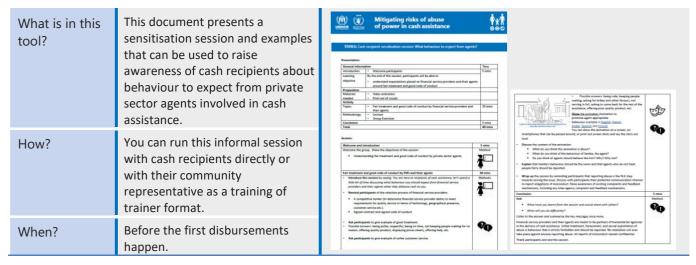
TOOL: Cash recipients SENSITISATION SESSION: Your rights and responsibilities

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.

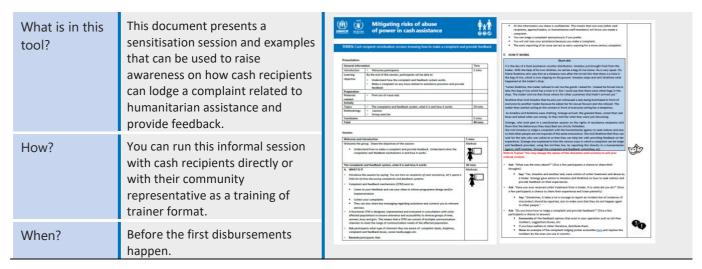




TOOL: <u>Cash recipients SENSITISATION SESSION: What behaviour to expect from agents</u>



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



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



Example of <u>anti-corruption leaflet</u> (in English, Dari and Pastho)

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