



UNIVERSITY OF DAR ES SALAAM

**UDSM GUIDELINES FOR MANAGING GENDER-
BASED VIOLENCE, SEXUAL EXPLOITATION,
ABUSE AND HARASSMENT**

2024

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University of Dar es Salaam Guidelines for the Management of Gender-based
Violence and Sexual Exploitation, Abuse and Harassment [2024]

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Foreword

In order to create an environment that is favourable to working and learning, and which is free from all forms of oppression, the University of Dar es Salaam (UDSM) supports gender equality and the elimination of all forms of discrimination, harassment, exploitation, and oppression against both men and women. The UDSM therefore, denounces all forms of violence, including gender-based violence (GBV), sexual exploitation, abuse and Harassment (SEAH). These commitments are enshrined in its core values and reflected in the UDSM Gender Policy of 2006 (Revised 2022) and the Anti-sexual Harassment Policy of 2006 (Revised Edition, 2024). The development of these Guidelines illustrates the university's commitment to address gender and sexual mis-behaviour at the University.

In addition, it is equally important to appreciate that the living and learning environments of UDSM are highly interactive and dynamic, which are necessary for quality research and academic pursuits. Such contexts however increase the complexities in the nature, and therefore responses to GBV and SEAH incidences affecting UDSM members and its stakeholders.

The development of these Guidelines will thus provide a comprehensive framework to address gender and sexual misconduct at the University by committing its members not only to ethical conduct, but also to assume responsibilities as custodians of the proper reputation of UDSM. In addition, through these Guidelines, UDSM will entrust its stakeholders to be accountable to ethical conduct and together make the UDSM a GBV and SEAH free environment for pursuing academic endeavours.

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Abbreviations and Acronyms

CDS	Centre for Disability Services
CEDAW	The Convention on the Elimination of All Forms of Discrimination Against Women
CoICT	College of Information and Communication Technology
DHRMA	Director of Human Resource Management and Administration
DSS	Director of Social Services
DSTS	The Directorate of Students Services
GBV	Gender Based Violence
GD	UDSM Gender Desk
GFPs	Gender Focal Persons
HEI	Higher Education Institution
HLI	Higher Learning Institution
IGS	Institute of Gender Studies
IMS	Institute of Marine Sciences
MEO	Mtaa Executive Officer
MCHAS	Mbeya College of Health and Allied Sciences
MJNMC	Mwalimu Julius Nyerere Mlimani Campus
SEA	Sexual Exploitation and Abuse
SEAH	Sexual Exploitation, Abuse and Harassment
SH	Sexual Harassment
SJMC	School of Journalism and Mass Communication
SoAF	School of Aquatic Sciences and Fisheries Technology
THTU	Tanzania Higher Learning Institutions Trade Union
UDASA	University of Dar es Salaam Staff Association Assembly
UDSM	University of Dar es Salaam
UDSM-MRI	UDSM Mineral Resources Institute
VAC	Violence against Children, minors
VAW	Violence against women
VAM	Violence against men
WEO	Ward Executive Officer

Glossary

Terminology	Description
Intimate partner violence	Behaviour within an intimate relationship that causes physical, sexual or psychological harm to those in the relationship, including acts of physical aggression, sexual coercion, psychological abuse and controlling behaviour.
First-line responders	Persons who in the course of their professional or obligatory duties respond and offer assistance immediately to an incidence as it occurs, and may refer the survivor to further actions. In this case, they respond to GBV or VAW
Gender-based Violence (GBV)	Refers to violence directed against or inflicted upon a person because of his/her gender. Both women and men experience gender-based violence, but the majority of survivors [survivors] are women, girls and boys, often due to cultural practices and ideologies.
Grievance Redress Mechanism (GRM)	A process/system for receiving, assessing and addressing GBV and SEAH-related complaints from survivors or institution stakeholders
Gender equality	A situation where females and males have equal rights to access, control and benefits over resources, participation in politics and decision making, gainful employment or opportunities to engage and benefit equally in all processes of life, including retention in education.
HEI/HLI	Higher Education Institution/Higher Learning Institution
Psychological abuse	Verbal and non-verbal emotional abuse, which may be active or passive. This describes actions intended to inflict mental pain, anguish or distress on a person.
Perpetrator	Person accused for committing a GBV, SEAH crime. Can be either male or female
Rape	Non-consensual sexual intercourse (without consent) with a person
Referral pathway	Processes and mechanisms that an individual follows/accesses to receive needed services. In this case, it refers to mechanisms that link survivors to GBV response systems which include health facilities, legal aid, and psycho-social support.
Sexual Violence	Any sexual act, attempt to obtain a sexual act, or acts to traffic for sexual purposes, directed against a person using coercion, and unwanted sexual comments, harassment or advances made by any person regardless of their relationship to the survivor/victim, in any setting, including but not limited to home and work
Survivor	A person who has encountered and survived a GBV or SEAH incidence. Can be male or female. The terminology 'survivor' is used as against victim to give a positive and uplifting
VAC	Violence against Children, minors
VAW	Violence against women
VAM	Violence against men
Vulnerability	Exposure to risk because of inadequate response options. In this case, the risk to be exposed to GBV and SEAH because of lack of power, less resources etc.

CHAPTER ONE: INTRODUCTION

1.1 An Overview

The University of Dar es Salaam (UDSM) recognizes progressive global, regional and national efforts in addressing the prevalence of gender-based violence and sexual exploitation, abuse and harassment (GBV & SEAH). These efforts are pursued not only because GBV and SEAH are challenges to the attainment to human rights, but the efforts are also a fundamental requirement for sustainable development. Progressively, UDSM has been adopting gender-responsive policy frameworks and institutional structures, to promote and advance human rights and gender balance within the institution since the 1990's. Its approach has evolved from advocacy, teaching, researching, and mainstreaming gender for equality and equity including in policy analysis that advocate for gender equality, gender justice and transformation.

In particular, the University Charter (2007) states that pursuing gender equality is among the several key objects and functions of the University, one of which is: (a) To ensure and promote gender balance, equality and equity in its policies, programmes and regulations relating to teaching, research, consultancy and public services. The UDSM Corporate Rolling and Strategic Plan (2020-2026) provides key guiding principles that reflect the University's desire to be a world-class university that maintains human dignity. These principles are:

- 1) Equality and social justice
- 2) Professional and ethical standards
- 3) Social responsibility.

Within this context, UDSM advocates for gender equality and the elimination of all forms of discrimination, exploitation, and oppression against women and men as necessary conditions for creating a conducive and free learning environment that is gender sensitive.

The University's learning and living environments are increasingly evolving in line with increases in academic programmes, staffing and expanding student enrolment. These changes in turn impact on the social contexts within which the university operates, making the nature of GBV and SEAH even more complex, hence demanding more comprehensive approaches. A mapping exercise conducted in 2022 revealed the persistence of different forms of GBV and SEAH but there was a gap in the management of such experiences and incidences with regards to prevention, reporting and limited coordination of reporting systems and structures. Persons with disabilities and females are comparatively more vulnerable to GBV and SEAH.

These Guidelines, therefore, translate the policy provisions of the two main policies, namely the UDSM Gender Policy of 2006 (Revised Edition, 2022) and the Anti-Sexual Harassment policy, 2006 (Revised Edition, 2024) into a comprehensive and coordinated framework for implementation of prevention, management, and monitoring of GBV and SEAH at the university. The guidelines also outline the roles

and obligations of key actors in the process. Through these Guidelines, it is expected that the UDSM community and its stakeholders will be obligated to GBV and SEAH response and cultivate an accountability mechanism that promotes a learning environment that has dignity.

1.2 Objectives of these Guidelines

1.2.1 General Objective

To provide guidance on the management of GBV and SEAH at and around the University of Dar es Salaam in line with the UDSM Gender Policy of 2006 (RE, 2022) and the Anti-Sexual Harassment Policy of 2006 (RE, 2024).

1.2.2 Specific objectives

- a) To establish procedures for preventing GBV and SEAH, at the University
- b) To stipulate reporting procedures for GBV and SEAH at the University
- c) To strengthen GBV and SEAH response systems with requisite capacities
- d) To put in place a survivor-centered approach and referral pathways.
- e) To outline strategies for monitoring and evaluation of the implementation of these Guidelines.

1.3 Scope

These Guidelines shall be used by the University staff, students, and service providers/ contractors in all Colleges, Schools, Institutes, Directorates, Bureaus and Centres that fall under the administrative jurisdiction of the University of Dar es Salaam, namely, Mwalimu Julius Nyerere Mlimani Campus (MJNMC), College of Information and Communication Technology (CoICT), Mbeya College of Health and Allied Sciences (MCHAS), School of Journalism and Mass Communication (SJMC), School of Aquatic Sciences and Fisheries Technology (SoAF), Institute of Marine Sciences (IMS), and UDSM Mineral Resources Institute (UDSM-MRI) and their respective residential areas (On/Off-campus)

The primary stakeholders of these Guidelines are UDSM community members, who include, staff (academic, administrative and technical), students, and service providers/contractors (including but not limited to cleaners/ gardeners, security guards, transporters, food vendors, shopkeepers, suppliers, technicians, laborers etc.). Secondary stakeholders of these Guidelines will also include surrounding communities, residential owners who house UDSM staff and students, and respective local authorities, among others.

1.4 Description of major types/forms of GBV & SEAH

For the purpose of these Guidelines, forms of GBV and SEAH will refer to:

- 1) ***Emotional abuse***: This is experienced as psychological abuse used to express inequality in intimate or sexual relationships, verbal harassment; labeling with a sexual connotation; manipulation in love affairs or relationships;
- 2) ***Economic abuse***: Refers to taking advantage of a person with economic or financial challenges, to engage in inappropriate relationships for financial gain.
- 3) ***Economic exploitation***: This refers when a person is intentionally abused or used by another person for economic or material gain.
- 4) ***Physical abuse***: This includes beatings, mutilation, and/or inflicting harm on others based on gender differences.
- 5) ***Sexual harassment (SH)***: This is an act committed with unwelcome sexual intention to assault a person. It refers to the descriptions as provided by the UDSM Anti-Sexual Harassment Policy 2006 (RE, 2024)
- 6) ***Sexual abuse***: Refers to the commitment of an unwanted or unconsented sexual act to another such as rape, abduction for sexual intent.
- 7) ***Sexual exploitation and abuse (SEA)***: A form of GBV that refers to the abuse of power or ability to force another person into sexual relationships, sometimes for purposes of material or political gain. It includes having sexual relationships with a minor; and, forcing unprotected sex to another.
- 8) ***Sextortion***: A form of GBV in which a perpetrator uses power/position to extort sexual favours from another person [such as, a minor in age or social position]; can be used as blackmail such as where [sexual] information/images are used to extort sexual favours from another person.

CHAPTER TWO: SITUATION ANALYSIS

Several instruments at the global, regional and national levels address Gender-based Violence and Sexual Exploitation, Abuse and Harassment (GBV & SEAH).

2.1 UDSM institutional set up

At the University level, key policy instruments include, the University of Dar es Salaam Gender Policy 2006 (Revised 2021); University of Dar es Salaam Anti-sexual Harassment policy 2006 (Revised 2024); UDSM Staff Code of Conduct (2012); UDSM Student By-Laws (2022); UDSM Counselling Policy (2018); and the UDSM Policy on Disability and Special Education Needs (2022).

2.2 National Level Instruments

Policies and legal instruments against GBV and SEAH at the national level are enshrined in the Constitution of the URT (1977). Other key statutes informing gender equality and measures to eliminate GBV & SEAH include: the Tanzania Standing Order for Public Service (2009); Code of Ethics and conduct for the Public Service, Tanzania (2007); the National Women and Gender Development Policy (2000); National Strategy for Gender Development (2005); Employment and Labour Relations Act (2004); The National Plan of Action to prevent Violence against Women and Children (2016/17-2022/23); Sexual Offenses Special Provisions Act (1999); Law of the Child Act, (2009) Penal Code, Cap 16: 130 of 2002; Guidelines for the establishment, operationalization and monitoring of Gender Desks in Higher and Tertiary Education Institutions (2021), and, the Persons with Disability Act (2010).

2.3 Regional and International instruments

Major instruments include, the Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW (1985), the Beijing Platform of Action (1995), the African Union Strategy for Gender Equality and Women's Empowerment (2018-2028), the Protocol to the African Charter on Human and Peoples Rights of Women in Africa - Maputo Protocol (2003), the Africa We Want (2063), SADC Protocol on Gender and Development (2008) and East African Community Gender Policy (2018).

CHAPTER THREE: EXPERIENCES OF GBV AND SEAH AT UDSM

GBV and SEAH at UDSM are experienced in the form of emotional, economic, physical, and sexual abuse, sexual harassment, and sexual exploitation. However, most of the survivors do not report such incidences through the existing channels presumably because of inadequate knowledge on how or where to report, or inadequate knowledge on their rights regarding GBV and SEAH as indicated in the UDSM Gender Policy of 2006 (RE, 2022) and the Anti-Sexual Harassment Policy of 2006 (RE, 2024). Their psychological and sometimes physical consequences are serious and have affected both female and male students, staff, and service providers.

In addition, many incidences are only known through informal communication between students, staff and service providers. Formerly reported incidences are dully responded to but are few. In addition, information on referral points and pathways are not explicit and the confidence in some survivors is limiting.

CHAPTER FOUR: MANAGEMENT OF GBV AND SEAH AT UDSM

The UDSM Gender Desk is currently entrusted to manage GBV and SEAH, in close collaboration with the UDSM Institute of Gender Studies. These Guidelines, outline a coordinated, survivor-centered pathway and action points for the implementation of GBV and SEAH management at UDSM.

4.1 Prevention

4.1.1 Management Issue

Measures will be taken to strengthen individual members to manage social and professional interactions by improving relationship negotiation skills.

4.1.2 Measures and Action points:

- a) To strengthen awareness and sensitization on GBV and SEAH to community members through tailor-made teaching modules in all academic programmes; research, and seminars and workshops for UDSM stakeholders.
- b) Equip students, staff and other stakeholders with vital soft skills such as communication skills, empowerment and self-confidence to protect themselves and others from GBV and SEAH.
- c) Facilitate information and knowledge on available support services.
- d) Build capacity of peer mentors on how to cultivate positive decision-making and negotiations.
- e) Creating and disseminating a code of ethics and conduct that recognizes power dynamics.
- f) Develop mechanisms to oblige
- g) Develop and oblige all Service providers/Contractors to subscribe to a Code of conduct on GBV and SEAH management in their contracts
- h) Support the establishment of students' self-help groups.
- i) Facilitate access to GBV and SEAH referral services:

This will include the following:

- a) Combining prevention mechanisms with handling and post-care services
- b) Creating GBV and SEAH response teams at all campuses which will be responsible for providing linkages to resources and services through the coordination of the UDSM Gender Desk.

4.2 Protection

4.2.1 Management Issue

UDSM shall put in place a multi-stakeholder and multi-level protection system to ensure that individual members, formal structures (Security agents) and others are committed to anti-GBV and SEAH incidences.

4.2.2 Measures and Action points:

- a) Conduct early mapping of potential GBV and SEAH issues within the learning and living environment on an annual basis, and allow early identification of staff, students and other stakeholders who are at higher risk of GBV and SEAH.
- b) Ensure that all protection programmes to have 50 percent representation of male and women.
- c) Promote self-defense skills and options for protection on GBV and SEAH
- d) Establish monitoring of the Campus Security system, including security cameras, street lighting for protection.
- e) Employ GBV specialists to support the management of GBV and SEAH.

4.3 Reporting Mechanism

4.3.1 Management Issue

Information on reporting to appropriate authorities or organs on any case of GBV and SEAH that an individual has experienced or heard of involving members of staff, students or service providers will be publicized and communicated. Reporting can be done through a physical visit, telephone calls, email, or online applications.

4.3.2 Measures and Action points:

- a) Publicizing of the reporting system through various official media.
- b) Secure reporting platforms to encourage survivors to break the silence about GBV and SEAH that will be communicated;
- c) Multiple reporting points will be encouraged to protect survivors. These may be a close friend/colleague; family member, Unit level Gender Focal Persons, Heads of Departments/Units, Principals/Deans/Directors, IGS, DSTS, auxiliary police, Counseling unit, the UDSM Health center, THTU, UDASA and faith-based leaders/contacts as approved channels acting on people's welfare,
- d) The Gender Desk will develop protocols on confidentiality to be entrusted through such channels.

4.4 Referral Pathways

4.4.1 Management Issue

The UDSM Gender Desk (GD) will have the overall responsibility to oversee referrals for survivors, in collaboration with the Institute of Gender Studies (IGS), Dean of Students and GFPs as Unit Gender equality focal points.

4.4.2 Measures and Action points

- a) The UDSM Gender Desk will outline an accessible survivor-centered pathway that is 24hrs open.

- b) UDSM will strengthen and publicize the existing referral pathway of multiple entry points. These include informal and formal structures and services such as police, health center, counseling unit, and religious authorities, while external service providers, include Local Government authorities, police, psycho-social service providers Legal Aid, Medical/Health facilities and the courts of law.
- c) Incidences are to be addressed case by case.

4.5 Accountability Framework

4.5.1 Management issue

A comprehensive documentation, reporting and resource mobilization framework will be developed and outlined by the GD (in collaboration with IGS).

4.5.2 Measures and Action points

- a) Strengthening the capacity of the UDSM Gender Desk to reflect the National GBV response strategy in terms of operational procedures,
- b) Strengthen the Gender Desk with full-time skilled staff in counselling and GBV response and case management, budget and secretariat,
- c) Strengthen the capacities of the IGS to support the Gender Desk, Counseling Centre, DSTS, DHRMA, DSS, University Health Centre, CDS and Campus Gender Units to enable them to provide high-quality preventive, handling and post-GBV care services to survivors,
- d) Establish a standing budget item for the GD and IGS for anti-GBV and SEAH activities including acquiring equipment, education and sensitization.

4.6 Case Management

4.6.1 Management Issue

A coordinated GBV and SEAH response process will be developed that will outline prompt reporting and handling of cases that is survivor centered, while maintaining confidentiality and survivor sensitivity.

4.6.2 Measures and Action points:

- a) UDSM will develop effective GBV and SEAH case management protocols in order to ensure that all reported GBV and SEAH cases are properly handled in accordance with existing Guidelines and procedures. This will include steps for Introduction and engagement; Assessment; Case Action planning; Case Implementation; Case follow-up and Case closure.
- b) A Code of Conduct should be developed to ensure professionalism and confidentiality in dealing with such cases.
- c) Develop procedures for investigating and collecting evidence to support cases of GBV and SEAH. These procedures must be age, gender and institutional-sensitive.

CHAPTER FIVE: GOVERNANCE AND OPERATIONAL GUIDELINES

These guidelines will be implemented in accordance with the Action Plan (Attachment 1). The UDSM Gender Desk will be the overall unit responsible to ensure its implementation. This will be done in close collaboration with key Units including, the UDSM-IGS, Dean of Students; UDSM Health Services Centre, DHRMA, the Counselling Unit, CDC, and Security Services.

CHAPTER SIX: MONITORING AND EVALUATION

Evaluation of the implementation of these guidelines will follow the action points indicated in the Action Plan (Attachment 1) of these guidelines. It is expected that through this process, feedback on the effectiveness, efficiency and impact of the identified measures will be achieved.

6.1 Monitoring and Evaluation Process

The UDSM Gender Desk will assume the overall responsibility to oversee the implementation of these guidelines. A participatory process will be followed involving all key stakeholders of UDSM, from the student and staff (academic and administrative) levels; service providers, management and other stakeholders which will be identified periodically.

6.2 Timing and Reporting

UDSM management will ensure that a semi-annual GBV and SEAH report is tabled in its key management platforms, in this case, the UDSM Senate and UDSM Council in accordance to the almanac of UDSM.

Appendix (i)

UDSM Gender-based Violence (GBV) and Sexual Exploitation, Abuse and Harassment (SEAH) ACTION PLAN

	Activity	Steps to be taken	Time line	Responsibility	Monitoring indicators	Funding
1	Strengthening the operations of the Gender Desk to effectively respond to GBV and SEAH	Improving Human and material resources.	2024/25	DVC – PFA DHRMA DPDI	Number of Gender experts recruited by Gender Desk & IGS Resources (Budget) committed to IGS and Gender Desk	Gender Desk, IGS Budgets
2	Adoption of GBV, SEAH as a standing agenda in UDSM key processes and meetings	Establishment of standing agenda in Senate meetings Mainstream GBV in academic programmes Incorporation of GBV and SEAH in the UDSM Risk management plan	Twice annually	Gender Desk Coordinator DVC-Ac DVC-PFA DVC-RKE DUS, DPG DSTS DPDI	Minutes of Senate meetings Number of Curriculum reviews and Course outlines illustrating incorporation of GBV and SEAH. Mainstreaming of GBV and SEAH in Risk Register	Unit Budgets to have a standing budget item on GBV & SH/SEA response
3	Development of a UDSM-specific GBV SEAH vulnerability assessment package	Conducting a mapping exercise within UDSM catchment and on other stakeholders	One month (June 2025)	Gender Desk CDS	GBV and SEAH vulnerability matrix developed and publicized	Gender Desk Budget
4	Identification and mapping of Institutional First-line responders	Survey and mapping of key institutional level GBV SEAH responders	One month (June 2024)	Gender Desk	Directory of ideal 1 st line responders established and publicized in UDSM web site	Gender Desk Unit level budget
5	Training of GBV and SEAH 1 st line responders and Action points	Designing and conducting training of institutional Focal points from the identified 1 st line responders	Initially – June-July 2024 Continuous exercise – every Semester	IGS Gender Desk CGS	Number of training conducted Number of pp trained disaggregated by sex Content of training given	Gender Desk, IGS

	Activity	Steps to be taken	Time line	Responsibility	Monitoring indicators	Funding
6	Developing and sensitizing a multi-referral pathway for survivors	Sensitizing UDSM community members on ideal referral options Establishing Hot line	On-going activity w.e.f. August 2024	Gender Desk DSTS DHRMA	Hot line number publicized (not in Posters or billboards)	Gender Desk DSTS DHRMA
7	Skills-building on GBV & SEAH response to staff and students	Identification of student, staff and community actors Sensitization on GBV SEAH self-response options Establishment of student platforms	Orientation week	DSTS GFPs DARUSO UDASA	Number and content of sensitization sessions Number of PP (by gender) involved	Number of UDSM community actors Number of student platforms per Unit or Residence by gender
8	Sensitization with staff	Identification of staff-level focal points for informal sensitization on GBV and SEAH	wef June 2024 Continuous	GFPs UDASA THTU	Reports on cases handled (confidential)	Unit -level budget item
9	Develop a multi-stakeholder anti GBV and SEAH response plan	Collaborate with all entities within UDSM's Campus catchments to draw collaborative anti GBV action programmes. Solicit stakeholders to adopt anti GBV and SEAH agenda	wef June 2024	DVC-PFA	Number of Campus collaborative multi-stakeholder anti GBV and SEAH drawn - WEO, MEO - Institutions - Associations	IGS & Gender desk budget
10	Establish a GBV and SEAH accountability policy with all Service providers	Sensitize ALL formal and informal service providers on accountability policy Formalize accountability contracts with stationed transport providers (<i>bodaboda</i>)	June 2024 New contracts	DVC-PFA	GBV and SEAH in ALL contracts with formal and Informal service providers -Transport, Catering, Cleaners -Auxiliary Police	IGS & Gender desk budget
11	Conducting outreach activities within campus	Solicit for collaborative sensitization programmes with	June 2024	Gender Desk & IGS	Number of sensitization exercises conducted,	Gender desk & IGS budget

	Activity	Steps to be taken	Time line	Responsibility	Monitoring indicators	Funding
	catchments	schools, community authorities (WEO, MEO)			content, and participation by gender	
12	Develop an information dissemination package	<p>Draw information package that has different messages and modes of delivery to different stakeholders</p> <p>Develop accessible or user-friendly information packages to community and stakeholders eg GBV Guidelines booklet</p>	June 2024	IGS & Gender Desk CGS	<p>Number of flash-messages through main social media, UDASA, THTU</p> <p>Numbers of User-friendly GBV Guidelines booklet distributed</p>	IGS & Gender desk budget
13	Develop Case Management Procedures	Design Case Management protocols which includes key steps (introduction and engagement; Assessment; Case Action planning; Case Implementation; Case follow-up and Case closure	June 2024	GD and IGS	<p>Case management protocols booklet developed</p> <p>Number of booklets distributed</p> <p>Number of times used</p>	DVC-PFA , GD & IGS budgets