



PROVISIONAL OPERATIONAL GUIDELINES, PAGAK, SOUTH SUDAN

JANUARY 2015



ABOUT SOUTH SUDAN RELIEF AND REHABILITATION AGENCY (SSRRA)

This document is intended to lay out the basic principles upon which South Sudan Relief and Rehabilitation Agency (SSRRA) coordinates with humanitarian actors and to lay out the rules and regulations resulting from such principles. It seeks to clearly articulate the minimum acceptable standards of conduct for the coordination of activities of SSRRA, as the official counterpart in areas controlled by the Sudan People's Liberation Movement/Army in Opposition (SPLM/AiO), and humanitarian organizations.

OBJECTIVES:

- i. Improve good, safe and secure working environment;
- ii. Enhance provide unhindered and unimpeded humanitarian access and safety and security of civilians seeking assistance and humanitarian aid, personnel and property;
- iii. Coordinate and facilitate operations;
- iv. Monitor and evaluate impact;

GOAL

- To save lives and restore peace and dignity of conflict affected communities in the SPLM/AiO controlled areas through proper coordination and effective humanitarian interventions.
- The fundamental objective of SSRRA is to provide timely, unhindered humanitarian assistance to populations in need in South Sudan with special emphasis for conflict affected populations providing for the safety and security of personnel, assets and their movement. Such humanitarian assistance seeks to save lives, ease suffering, promote self-reliance, self-sufficiency and the maintenance of livelihoods.
- Builds and improves trust and working relationship between the humanitarian agencies/NGOs, and the SPLM/AiO, as they enhance humanitarian services delivery;

MANDATE

- To facilitate and enable humanitarian assistance and interventions to all affected populations in need of assistance in the SPLM/A in Opposition controlled areas.
- To implement humanitarian intervention projects for the benefit of local communities in South Sudan and also to advocate for social justice, equity and peaceful co-existence, respect for human rights and the rule of law in South Sudan. Its supreme decision-making organ is the Board of Directors.

COORDINATION PROCEDURES

The structure of the National Committee of Humanitarian Affairs and SSRRA is headed by Honorable Hussein Mar Nyuot and deputized by Honorable Ayii Ayii Akol. Honorable Gatwech Peter Kulang is the Executive Director and the Chief Administrator of the National Committee of Humanitarian Affairs and SSRRA which work closely with both the Office of the Chairperson of the National Committee of Humanitarian Affairs and the Office of the Chairman and Commander in Chief of the SPLM/AiO, Dr. Riek Machar Teny Dhurguon. The Office of the Executive Director ensures policies, procedures, and systems of the institution are implemented.

The regional offices, Nairobi, Addis Ababa, Khartoum and others, are supporting the operation through coordination and communication. The Office of the Executive Director executes the policies of both the SSRRA and the National Committee of Humanitarian Affairs. The SSRRA State Offices implement and coordinate local activities at the operational level.

ROLES AND COMMITMENT OF SSRRA

The SSRRA recognizes the importance of strict adherence by the parties to the conflict and humanitarian actors to the highest standards of conduct and international humanitarian principles.

The SSRRA also recognizes internationally accepted standards and regulations pertaining to the security and safety of humanitarian aid, personnel and property.

The SSRRA shall work with all relevant parties to provide free and unimpeded access to all affected populations in need of assistance and to all affected populations for the purpose of assessing whether or not they are in need of assistance.

SSRRA recognizes that:

- Humanitarian aid must be given according to considerations of need alone. Its granting or its acceptance must not be made dependent on political factors or upon race, religion, ethnicity or nationality. It must not seek to advance any political agenda.
- The passage of humanitarian assistance to populations in need should not be denied even if this requires that aid passes through an area controlled by one party in order to reach affected populations in another area, provided that such passage is not used for military advantage.
- Relief assistance is provided solely on the basis of need: those providing assistance do not and will not affiliate themselves to any side in the on-going conflict.
- The only constraints on responding to humanitarian needs are anticipated to be inadequate resources and limited access to the areas of the affected populations.

- Humanitarian assistance shall not be diverted or interfered with, and that beneficiaries shall not be pressured or forced to share or hand over humanitarian assistance to anyone else;
- All humanitarian assistance provided is only for civilian beneficiaries. Priority must at all times be given to the most vulnerable, such as women, children, the elderly, disabled and displaced people.
- The SSRRA is committed to facilitating the movement of relief, goods and services and provide accurate and timely information regarding the needs and the situation of civilians in SPLM/AiO controlled areas.
- The SSRRA is committed to takes swift action against interference with humanitarian operations, including looting, theft or commandeering of UN and NGO property, supplies, installations, or convoys, whether by air, river or road, etc. Diversion of aid from intended beneficiaries is regarded as a breach of humanitarian principles and these Provisional Operational Guidelines;
- Ensures that all humanitarian vehicles, aircraft, boats and property are controlled and moved at the discretion of humanitarian workers, in line with the prevailing security situation;
- Where required, engages civilian, military or security authorities to ensure timely, unimpeded, safe movement of humanitarian staff, goods, equipment and convoys in and through SPLM/A in Opposition controlled areas;
- Ensures that no armed or uniformed personnel threaten, pressure or demand to be transported on humanitarian aircraft, boats or vehicles, and promotes respect for the roles of humanitarian actors and NGOs in delivery of needs based assistance to affected populations in South Sudan. No armed or uniformed personnel is allowed to travel in UN/NGO vehicles, planes, boats or cars. This includes those vehicles contracted by UN/NGOs.
- Organizes regular meetings with relevant SPLM/A in Opposition authorities, humanitarian actors, NGOs, UN agencies, SSRRA leadership, field staff, and affected communities to promote information sharing, and participatory approaches to needs assessment and monitoring of humanitarian operations and impact, where appropriate;
- Receives and disseminates reports and materials on humanitarian operations, activities and NGO programs in areas under SPLM/A in Opposition control;
- Respecting humanitarian principles and Operational Guidelines/Rules, maintains regular contact with humanitarian actors and NGOs in the field to establish data on their operations, activities and discuss the current and future humanitarian situation;
- Informs humanitarian agencies and NGOs on communities needs, priorities, requirements in the SPLM/AiO controlled areas;

- Provides introductory letters to state and county authorities for humanitarian agencies and NGOs opening new programmes in areas under the control of SPLM/AiO without much delay;
- The SSRRA must commit to provide efficient and effective coordinated information and planning service for relief and rehabilitation activities.
- Local authorities assume full responsibility through the SSRRA for the safety and protection of relief workers in areas under their control. This responsibility includes:
 - Providing an immediate alert to relief workers in potentially insecure areas
 - Facilitation of safe relocation when necessary
 - Protection from any form of threat, harassment or hostility from any source: relief staff or agencies are not expected to pay for such protection either of themselves or of their property.
- UN/NGO compounds should be respected as property of these institutions. Those living in these compounds have the right to privacy and compounds should only be entered with the permission of their residents. No military or political activity should take place in these compounds and no personnel bearing arms may enter them except in extreme circumstances when the safety of their residents is threatened.

EXPECTATIONS OF HUMANITARIAN AGENCIES AND ACTORS IN THE FIELD OF OPERATION

- Those delivering humanitarian aid have a duty to ensure humanitarian assistance benefits only those who receive it and is not used for non-humanitarian purposes.
- Humanitarian aid must be given according to considerations of need alone. Its granting or its acceptance must not be made dependent on political factors or upon race, religion, ethnicity or nationality. It must not seek to advance any political agenda. Priority must be given to the most vulnerable.
- Relief assistance is provided solely on the basis of need: those providing assistance do not and will not affiliate themselves to any side in the on-going conflict.
- Humanitarian agencies/actors should **actively engage with SSRRA** to promote respect for Operational Guidelines and principled delivery of humanitarian action;

- Humanitarian agencies will ensure, where possible and appropriate, positions for their programming in SPLM/AiO controlled areas are advertised locally and staff are recruited from amongst the local community.
- Humanitarian agencies and NGOs must provide **Employment Opportunities and Equal Chance to all** among the people of South Sudan specially youth (Women and Men) in the SPLM/AiO controlled areas;
- Humanitarian workers carrying out relief activities must be accountable to the beneficiaries, . This places the following obligations on the various parties:
 - Decision-making on the selection of beneficiaries and the monitoring of the use of relief supplies and resources must be and be seen to be transparent and responsive to identified needs of the affected communities. Local authorities and relief agencies should involve local representatives of communities in the processes of assessment, targeting and monitoring of aid.
 - Strengthening the capacity of affected populations to prevent future crises and emergencies and promoting greater involvement of South Sudanese civil society, relief organizations and individuals in all humanitarian action must be an integral part of humanitarian operations. This includes ensuring that, where possible and appropriate, local staffs are recruited from amongst the local community.
 - Humanitarian actors operate in strict adherence to humanitarian principles, including non-involvement in political/military activity. They will communicate openly about their activities, while also respecting the confidentiality of personal information. In return, it is expected that local authorities will report honestly and fairly in all their dealings with aid agencies with respect to needs of affected populations in their area of responsibility.
 - All humanitarian action should be tailored to local circumstances and aim to enhance not supplant locally available resources and mechanisms. Humanitarian actors must respect the human rights, cultures and values of the communities they are serving. All actors must respect and uphold international humanitarian laws, human rights laws, and international criminal laws. .
 - Staff members of humanitarian organizations and SSRRA have the right to move freely without restraint provided that they adhere to these Provisional Operational Guidelines. In all their activities, relief workers and local authorities must demonstrate mutual respect.

- All UN/NGO workers must show respect for cultural sensitivities and for local laws and customs. Relief agencies must ensure that all their staff are familiar with these laws and customs.
- All UN agencies and NGOs have the right to hire their own staff as direct employees. These agencies should be encouraged to employ appropriately qualified and experienced South Sudanese living in SPLM/AiO controlled areas.
- Local authorities should ensure that the South Sudanese staff of UN/NGOs, and especially those staff who receive special training programmes to upgrade and improve their skills, are exempted whenever possible from military or other service so that they can contribute to the welfare of the civilian population.
- UN agencies and NGOs must ensure that all their staff living, working or visiting SPLM/AiO controlled areas are clearly identified and have valid personal identification documents.
- Humanitarian Actors must committed and abide by local authority rules and guidelines, i.e the staff should go through **Security Inspection** during **Arrival and Departure time** in the area of operation;
- Humanitarian actors must respect the local workers that they work within the organization and the community;
- Humanitarian actors must openly communicate their mandate, purpose and programmes in SPLM/AiO controlled areas to the SSRRA national and State Offices, Regularly meets with and updates the SSRRA, including sharing information on current and planned activities in SPLM/A in Opposition controlled areas;

AIR AND TRANSPORT PROVISIONAL PROCEDURES

- Weekly itineraries for operational and transport plans by river or road should be communicated to the SSRRA with as much notice as possible.
- Transit of UN and NGO personnel over SPLM/AiO controlled areas and airstrips will be acknowledged prior to flight departure for security purposes.
- All humanitarian agencies and NGO actors should give prior notification before their arrival to SPLM/AiO controlled areas.
- All humanitarian agencies and NGO actors shall indicate the routing of flights, including landing locations, to the SSRRA for security purpose with as much notice as possible.
- Airstrip maintenance fees will be collected from commercial aircrafts, not humanitarian organizations or UN aircraft. SSRRA is responsible for managing and supervising airstrips in SPLM/AiO controlled areas.
- All humanitarian agencies and NGO actors will produce copies of waybills and manifests for the SSRRA.



CONTACT:

SOUTH SUDAN RELIEF AND REHABILITATION AGENCY (SSRRA)

National Headquarters, Pagak, South Sudan

Email: info@ssrra.org | gatwechkulang@ssrra.org | Gthoar@yahoo.com

Tel: +251 (0) 922 726 624 (Public Officer)

Thuraya: +8821621295570

Website: www.ssrra.org