

LUTHERAN WORLD SERVICE INDIA TRUST
Internal Complaints Committees

The Internal Complaints Committees (ICCs) of LWSIT have been constituted at different levels in the organization, to receive and handle complaints related to sexual exploitation and abuse, abuse of power, fraud and corruption. The ICCs were formed democratically with 100% participation of staff and volunteers in the election of ICC members.

Field level Complaints Response Committees – Considering all aspects of diverse, remote locations, staff strength and availability of suitable external experts, it has been decided to have 4 separate regional Complaints Response Committees (one each for Assam bilateral project, Western Odisha (comprising Balangir, Kalahandi, Nuapada and Subarnapur); Coastal Odisha (Bhubaneswar, Cuttack, Puri, Keonjhar, Kendrapada and the Emergency Unit of the area); and West Bengal (Birbhum and Bankura Units).

The LWSIT Board in its meeting held on 19th December, 2014 approved **the three tier Internal Complaints Response mechanism (1) Field level, (2) National Office level and (3) the Board level**. Any unresolved complaints in the field level Committees will be referred to the National level Complaints Committee. Unresolved complaints in the National Office including the management and the Executive Director of LWSIT will be received and handled by the Board level Complaints Committee. Any unresolved complaint at the Board level will be dealt by the full Board of LWSIT.

1. The names of the focal persons of the Internal Complaints Committees are given below:

No.	Name	Designation/Profession	Level of ICC
1	Rt. Rev. Johan Dang	Trustee and Vice President of the Board	Board of Trustees level
2	Ms. Sucheta Mukherjee	Asst. Manager, Program Development and Public Relations, Gender Focal Point	National Office level
3	Mr. Saroj Kumar Sadhu	Unit Manager, STEER-Bankura Unit, LWSIT	West Bengal level
4	Ms. Esmatara Ali	Senior Community Officer, Gender Empowerment Unit, Kolkata Unit. LWSIT.	Kolkata (GEP) Unit level.
5	Ms. Narmada Swain	Senior Community Officer, Gender Empowerment Project, Cuttack Unit, LWSIT	Central Odisha Projects level
6	Mr Sudip Karmakar	Technical Officer (Agri.), STEER-Rural, Kalahandi Unit	Western Odisha Projects level
7	Mr Anil Tudu	Senior Community Officer, SEEPRP, LWSIT)	Assam Unit (SEEPRP) level

2. The exclusive email ids for each of the Internal level Complaints Committees are given below:

No.	Level of Internal Complaints Committee	Email address of Focal Points of the Complaints Committees	Tel/Cell No. of Focal Points
1	Board level	complaints.board@lwsit.org	+91 9431104078 +91 9937324013
2	National Office level	complaints.national@lwsit.org	+91 9836194474
3	West Bengal Projects	complaints.wbprojects@lwsit.org	+91 9476498939
4	Kolkata (GEP) Unit level.	complaints.kolkata@lwsit.org	+91 9775158056
5	Central Odisha Projects	complaints.centralodisha@lwsit.org	+91 9437124721
6	Western Odisha Projects:	complaints.westernodisha@lwsit.org	+91 8018756300
7	Assam Project	complaints.assamproject@lwsit.org	+91 9859876164