

## MINE ACTION AoR

### HELPDESK FUNCTION

*The global level Mine Action Area of Responsibility has created a “Helpdesk” where you who implement mine action programmes in the field can ask mine action related questions directly to a panel of experts and get feedback in short time.*

#### **Background**

One of the objectives of the MA AoR in 2012 is to increase its support to the field. The founding of a help desk of Mine Action experts is part of this initiative. This also falls in line with the Global Protection Cluster (GPC) strategy 2012-14 which proposes to strengthen the help desk function.

The help desk function is a direct support to field based Mine Action actors who are looking for advice on specific technical matters. The requests to the global help desk should however be a “last resort” and only used when searches in other sources of information have proved futile.

#### **How does it work?**

If you have a mine action related question, and you have not been able to find the answers anywhere else;

- Forward the question to the coordinator of your mine action coordination mechanism
- Field based MA Coordinator forwards the request to the relevant expert copying the person asking the question and the global MA AoR Coordinator (unmasgeneva@un.org)
- The expert will reply within 48 hours. If it is not possible to give an answer within this timeframe, the expert will let the asker know that the request has been received and inform when feedback will be provided.
- If your question falls outside the areas of expertise listed below; forward your questions to the global MA AoR Coordinator (unmasgeneva@un.org)

We would like to hear from you whether the answers you received were helpful and also if you in general find the Helpdesk function useful. Please send your feedback to the global MA AoR Coordinator (unmasgeneva@un.org).

Technical Area	What can be provided?	Name + Organisation	Contact information	Remarks
Non State Actors	<i>Expertise with regards to dialogue with armed non-State actors in regards to relevant international humanitarian law, the anti-personnel mine ban, and in cooperating and facilitating all five pillars of mine action.</i>	Katherine Kramer, Geneva Call	kkramer@genevacall.org	
Information Management	<p><i>Guidance and back-stop support on Information Management (IM) issues related to Mine Action. This support may include:</i></p> <ul style="list-style-type: none"> <li><i>- Technical guidance on the implementation and use of the Information Management System for Mine Action (IMSMA)</i></li> <li><i>-Technical guidance on the implementation and use of GIS technologies</i></li> <li><i>-Guidance on IM best practices and International Mine Action Standards (IMAS) for IM. -Advice on relevant resources and sources of further information.</i></li> </ul>	Olivier Cottray, GICHD	o.cottray@gichd.org	<i>Support provided by GICHD's IM Section staff will be provided on a best-effort basis. At this stage of the Section's development of an emergency support capacity, available resources do not permit us to guarantee a response within a given time frame but we will aim for a 72 hour turn-around time.</i>
Land Rights	<p><i>Practical guidance on how to respond to land issues during mine/ERW operations.</i></p> <p><i>Facilitation of contact between mine action and land actors at global and country level to strengthen linkages and coordination.</i></p>	Sharmala Naidoo, GICHD	s.naidoo@gichd.org	<i>GICHD can also undertake assessment and support missions to meet with mine action organisations at country level to examine what land related issues they face, when lessons have been learned and provide guidance on how their programmes can better address land-related conflict.</i>
Gender	<i>Practical advice, training, literature, contacts of experts on gender in the different mine action pillars.</i>	Arianna Calza-Bini, Gender and Mine Action Programme	a.calza-bini@gmap.ch	
Ammunition and IEDs	<i>Technical expertise on Explosive Ordnance Disposal (EOD) including Improvised Explosive Devices Disposal (IEDD), Counter-IED aspects and ammunition safety management including implementation issues for the International Ammunition Technical Guidelines (IATG).</i>	Alexander Riebl, UNMAS	riebl@un.org	
Mine Risk Education	<i>Expertise and practical advice on ERW/Mine Risk Education, including standards, resources and</i>	Hugues Laurenge	hlaurence@unicef.org	

	<i>toolkits; contacts of MRE experts; training and capacity building on MRE.</i>			
Victims Assistance	<i>Expertise and practical advice on Survivor and Victim Assistance, including resources; contacts of Survivor and Victim Assistance experts; training and capacity building on Survivor and Victim assistance.</i>	Hugues Laurenge	hlaurence@unicef.org	
Treaty Related Matters	<i>Policy and legal advice regarding the implementation of the mine action-related treaties (Antipersonnel mine ban Convention, Convention on cluster munitions, Convention on certain conventional weapons and its protocols and the Convention on the rights of persons with disabilities.</i>	Gustavo Laurie	glaurie@unog.ch	