

www.ifrc.org  
Saving lives,  
changing minds.

# Operation Update Report

## Bangladesh: Population Movement Operation



<b>Emergency Appeal n°</b> MDRBD018	<b>GLIDE n°</b> <a href="#">OT-2017-000003-BGD</a>
<b>EPoA update n° 9; Date of issue:</b> 28 February 2020	<b>Timeframe covered by this update:</b> 17 January 2017 to 31 December 2019
<b>Operation start date:</b> 28 December 2016	<b>Operation timeframe:</b> 57 months; up to 31 December 2021 (Emergency Appeal launched on 18 March 2017)
<b>Funding requirements (CHF):</b> 82,200,000 <b>Appeal coverage:</b> 67% ( <a href="#">donor response</a> ).	<b>DREF amount initially allocated:</b> Total amount advanced and replenished from DREF is CHF 973,858. (January 2017: CHF 273,151; September 2017: CHF 690,707 and in June 2018: CHF 100,000)
<b>No. of people being assisted:</b> Approximately 200,000 displaced people and 60,000 from host communities	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Movement partners are supporting the Bangladesh Red Crescent Society (BDRCS) response through the International Federation of Red Cross and Red Crescent Societies (IFRC) Emergency Appeal, on bilateral arrangements with BDRCS, utilizing a One-Window Approach <sup>1</sup> or through the International Committee of the Red Cross (ICRC) appeal.	
<b>Partners who have contributed to the IFRC Emergency Appeal are:</b> American Red Cross, Australian Red Cross, Austrian Red Cross, Bahrain Red Crescent, Belgian Red Cross, British Red Cross, Canadian Red Cross, Red Cross Society of China Macau branch, Danish Red Cross, Finnish Red Cross, Hong Kong branch of the Red Cross Society of China, the Iranian Red Crescent, Italian Red Cross, Japanese Red Cross Society, Luxembourg Red Cross, Maldivian Red Crescent, Netherlands Red Cross, New Zealand Red Cross, Norwegian Red Cross, Red Cross of Monaco, Republic of Korea National Red Cross, Singapore Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, Taiwan Red Cross Organization and Turkish Red Crescent. The German Red Cross, Italian Red Cross, the Iranian Red Crescent, Swiss Red Cross, Qatar Red Crescent and the United Arab Emirates Red Crescent contributed to the BDRCS activities through bilateral channels.	
<b>Other partners contributing to this operation:</b> The Governments of Australia, Austria, Canada, Denmark, the Maldives, the Netherlands, New Zealand, the Philippines, Sweden, Switzerland, United Kingdom, the United States, Uzbekistan, and private donors from Malaysia and the Maldives have contributed financially to the operation. The Islamic Development Bank (IsDB), Swiss Agency for Development and Cooperation and the OPEC Fund for International Development have also contributed financially to this Appeal.	
<b>Other partner organizations actively involved in the operation:</b> The Government of Bangladesh, UN agencies, INGOs and local NGOs are involved. Specifically, the actors include WHO, WFP, UNFPA, UNHCR, UNICEF, IOM, ACF, Solidarity International (SI), Médecins Sans Frontières (MSF), Handicap International (HI), NGO Forum (NGOF), Save the Children, and local NGOs such as Codec, BRAC, MUKTI, BGS, SHED and RTMI.	

### Summary of operation update:

The Population Movement Operation (PMO) Emergency Appeal (EA) and its Emergency Plan of Action (EPoA) was revised again (sixth revision) and issued on 23 October 2019. The revised appeal seeks an increased budget of CHF 82.2 million and a timeframe extension up to 31 December 2021, targeting 260,000 affected people (approximately 200,000 displaced people from camp settlement and 60,000 people from host communities).

The revised appeal focuses on:

- Strengthening BDRCS integration into a longer-term approach to ensure the people from Rakhine and host communities continue to receive essential needs-based humanitarian assistance. The needs of longer-term support for their shelter, health, psycho-social, water and sanitation, disaster readiness and protection have been identified

<sup>1</sup> One-window approach has been designed with flexibility to accommodate more partners' contributions to the response through a common agreed plan and is regarded as the most acceptable, effective and efficient approach for this response.

through a multi-stakeholder's joint assessment and consultation process (Joint Response Plan 2019), under the leadership of Bangladesh Government including Refugee Relief and Repatriation Commissioner (RRRC).

- Social inclusion initiatives by all sectors working in both camp and host communities to address, reduce and ultimately end the systematic exclusion of individuals and groups, while ensuring that access to resources and opportunities is as equal as possible.
- BDRCS capacity enhancement to strengthen the effectiveness of support to the affected communities
- Coordination and cooperation under the One Window Framework (OWF), underpinned by the following response priorities and enabling actions:
  - Response priorities:
    1. RP1: Humanitarian action.
    2. RP2: Preparedness for response.
    3. RP3: Community resilience.
  - Enabling actions:
    1. EA1: Strong NS and branches.
    2. EA2: One Window approach for coordination.
    3. EA3: Humanitarian diplomacy.
- Anticipating and preparing for the following scenarios likely to affect a longer-term intervention:
  - Repatriation of the camp community to Myanmar.
  - Relocation of 100,000-150,000 people from the camps to Bhashan Char.
  - Natural disasters (cyclone, floods, fire) and epidemics affecting camp settlements. Growing tension and conflict between the host and guest communities.

As of reporting period, the EA is **67 per cent** funded and the operation has reached over 274,000 people in Shelter; 177,000 people in Livelihoods and basic needs; 260,000 people in Health; 89,000 people in Water, Sanitation and Hygiene (WASH); 121,000 people in Protection, Gender and Inclusion (PGI) and 54,000 people in Disaster Risk Reduction (DRR) through the planned activities.

**“The IFRC kindly encourages increased donor support to this EA that will enable the National Society to continue to contribute to the humanitarian needs of the targeted people.”**

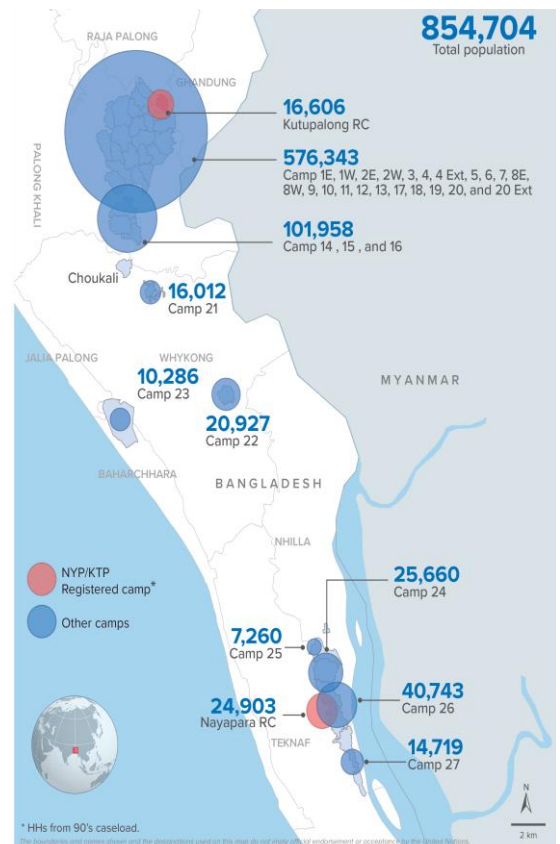
## A. SITUATION ANALYSIS

### Description of the crisis

According to the joint registration exercise completed by the UNHCR and the Government of Bangladesh in December 2019, there are now 854,704 people displaced from Rakhine State living in 34 congested camp settlements in Cox’s Bazar, Bangladesh.<sup>2</sup> Along with an estimated 300,000 Myanmar nationals living in surrounding areas, they share a history of displacement that dates back decades, including noteworthy movements in 1992, 2012 and again in 2016. But it was the influx of more than 740,000 people fleeing violence in Rakhine in August 2017 that remains unprecedented in its speed and scale.

This is fundamentally a protection – and now a protracted – crisis in which the vulnerabilities of the displaced population are bound up in experiences of violence and insecurity that are only compounding in the third year of their displacement. Children make up 55 per cent, and 52 per cent are female, and one in three displaced families have at least one easily identifiable protection vulnerability. While their registration documents entitle them to assistance and protection in Bangladesh, many continue to require significant humanitarian assistance for basic survival and subsistence. They face ongoing instability, health issues, poverty and natural and climatic hazards, which demand a prolonged humanitarian response.

Camp inhabitants live in temporary shelters, insufficiently equipped to withstand the impacts of the southwest monsoon and two cyclone seasons experienced annually in Bangladesh. Cox’s Bazar is highly exposed to natural hazards and extreme weather including cyclones,



Source: Factsheet of Government of Bangladesh and UNCHR, as of 31 December 2019

<sup>2</sup> The total registration number includes approximately 35,000 people living in the two pre-registered camps. In addition, there are an estimated 200,000-300,000 previous arrivals living in the surrounding area.

torrential rain, landslides, flash floods, storm surges and extreme temperatures.<sup>3</sup> In the heavily congested areas the options for evacuation are seriously limited – the Kutupalong-Balukhali expansion site accommodates 69 per cent of the displaced population, who remain particularly exposed to these threats.

Despite significant efforts to reduce risks during the 2018/2019 dry winter season, there were 18,378 households<sup>4</sup> affected by landslides and erosion, flash flood, storms and lightning in 2019 (reported early October).<sup>5</sup> This was a significant increase from the 12,292 households affected in 2018. In addition, 2019 also saw 10 fatalities within the camp related to natural hazards and fire, while four people from the host district population died due to landslides.

The host communities have always known these natural hazards. It is the impact of the vastly increased population that has been most significant, particularly considering the scale and length of the crisis. The displaced population now reportedly outnumbers the local population of Ukhia and Teknaf Upazilas of Cox’s Bazar by two to three times.<sup>6</sup> While 84 per cent live in the camps, 12 per cent live in camps with host communities, and four per cent in dispersed sites in host communities.<sup>7</sup>

Since the influx, the host community has reportedly experienced reduced labour opportunities, diminished availability of agricultural land, increased competition for markets and jobs, inflated prices for essential goods and services, and more recently an increase in crime and conflict.<sup>8</sup> A commemoration event on the second anniversary of the influx, attended by an estimated 100,000 residents in Kutupalong’s Modhurchhara camp, was seen as a provocation by some who perceive the guest community to be increasingly dominant. The reaction signalled a deterioration in guest and host community relations and – despite a scale up of support to host communities in the past year – tensions remain firm.

While humanitarian agencies and the authorities continue to address community tensions, the Government of Bangladesh remains resolute in its work towards repatriation. Despite efforts, there has been no official repatriation to date. Bangladesh continues to seek regional and international support to expedite the repatriation process, against the background of its bilateral arrangements with the Government of Myanmar.<sup>9</sup>

## Summary of current response

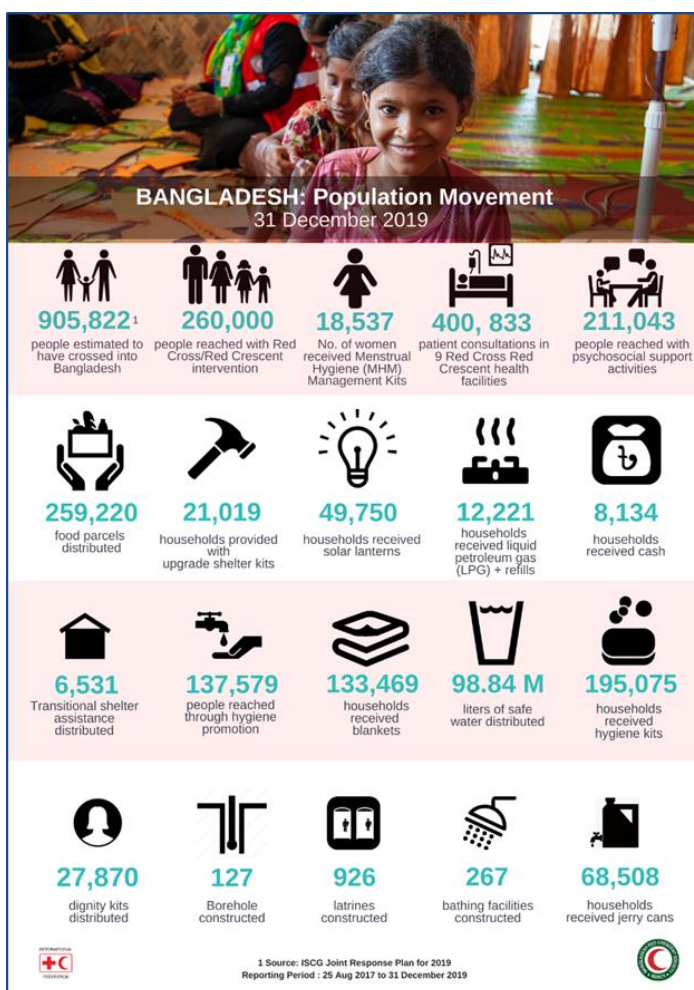
### Overview of Host National Society

On 29 December 2016, the Government of Bangladesh requested the support of BDRCS to provide humanitarian assistance to the response in Cox’s Bazar. This support was agreed by BDRCS after rapid assessments validated the humanitarian needs. The Cox’s Bazar Unit of BDRCS along with the Red Cross Youth (RCY) volunteers have been supporting the operation from the beginning and across all sectors of the response.

The BDRCS National Headquarters (NHQ) has been supporting the operation by deploying staff and resources to help maximise the effectiveness of the operation. Additional assistance is provided by partners of the International Red Cross Red and Red Crescent Movement through multilateral and bilateral interventions.

The response has received support of local donors, IFRC, ICRC and partner national societies working bilaterally. IFRC’s intervention is coordinated through the Emergency Appeal (MDRBD018) and includes contributions from a number of partner national societies. The infographic provides a snapshot of the **federation-wide** major services that have been provided throughout the operation as of 31 December 2019.

Detailed sector-wide response updates are available in the operations updates published on [IFRC website](#) and also in the [IFRC GO](#) platform.



<sup>3</sup> UNDP 2019, Extreme Weather and Disaster Preparedness in the Rohingya Refugee Response: Monsoon Season 2018: Lessons Learnt.

<sup>4</sup> One household is equivalent to a family size of an average 5 persons.

<sup>5</sup> UNDP 2020, Extreme Weather and Disaster Preparedness in the Rohingya Refugee Response: September 2019 Teknaf Rains: Lessons Learnt.

<sup>6</sup> UNHCR Refugee Population factsheet: [http://data2.unhcr.org/en/situations/myanmar\\_refugees](http://data2.unhcr.org/en/situations/myanmar_refugees)

<sup>7</sup> IOM Bangladesh Needs and Population Monitoring (NPM), Site assessment: Round 16 (21 August – 10 October 2019).

<sup>8</sup> IFRC 2020, Community Feedback Report on Social Inclusion.

<sup>9</sup> MoU signed 23 November 2017 but repatriation attempts since then have not been successful.

## Overview of Red Cross Red Crescent Movement in country

In addition to ICRC and IFRC, other Movement partners with continued presence in Bangladesh are the American Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Italian Red Cross, Japanese Red Cross, Qatar Red Crescent, Swedish Red Cross, Swiss Red Cross and Turkish Red Crescent Society. They focus on supporting BDRCS in longer-term programmes including shelter, water and sanitation, health, disaster risk reduction and protection. Approximately **113 national and international staff** are working for Partner National Societies (PNSs) in support of BDRCS in the operation.

**Table 1: PNS involvement by sectors**

Partner National Society	No. of Staff		Sector					
	International	National	Shelter	Health	WASH	Food Security	PGI	DRR
American Red Cross	1	29						
British Red Cross	1	1						
Canadian Red Cross	1	1						
Danish Red Cross	3	3						
German Red Cross	4	16						
Japanese Red Cross	3	2						
Qatar Red Crescent	2	3						
Swedish Red Cross	2	6						
Swiss Red Cross	1	7						
Turkish Red Crescent	5	22						

Global response tools such as the Field Assessment Coordination Team (FACT), Regional Disaster Response Team (RDRT) and Emergency Response Unit (ERU) were initially deployed to significantly strengthen the response. The scale of the crisis necessitated a more strategic approach, which led to the EPoA. This facilitated a scale up of support to BDRCS operations in alignment with PNSs in country. More recently the need for a longer-term plan has prompted revision of the EPoA to allow for an extension of the timeframe of the operation up to 31 December 2021.

Distinct from the EPoA, the ICRC has responded to the crisis through activities in protection, relief assistance and health for around 95,000 displaced people, many of whom live in border areas. They have deployed staff to support the Restoring Family Links (RFL) work, as well as distributions of WASH, food and household items, and medical mobile teams.

In 2017, the IFRC categorized this crisis as level 'Red' according to the IFRC Emergency Response Framework, implying that the situation is critical. However, the situation is now in protracted mode.

## Red Cross Red Crescent coordinated response

The PMO of the Red Cross and Red Crescent Movement is coordinated through a [One Window Framework](#)<sup>10</sup>, stemming from the Red Cross Red Crescent which was adopted during the Movement Partnership Meeting, organized on 13-15 February 2018 in Cox's Bazar. The One Window Framework provides the basis for the One Window Plan currently in the process of being updated. In the plan, IFRC and the Partner National Societies have committed to support BDRCS in providing humanitarian assistance to a total of 20,000 people from Rakhine 60,000 people from the host communities. Coordination of Movement partners is facilitated through regular Movement-wide coordination meetings, led by BDRCS, in both Cox's Bazar and in Dhaka.

The One Window Framework provides the basis for a Federation-wide humanitarian response. In the Plan of Action, IFRC and the partner national societies have committed to support BDRCS in providing humanitarian assistance to a total of 200,000 people from Rakhine and 60,000 people from the local Bangladesh community.

The following table summarises the **One Window Framework**, which identifies three response priorities and three enabling actions:

Response Priority 1 Humanitarian Action		Response Priority 2 Preparedness for response (PfR)		Response Priority 3 Community resilience approach	
RP1.1	Health	RP2.1	Contingency planning	RP3.1	Livelihoods
RP1.2	Water, sanitation & hygiene promotion (WASH)	RP2.2	Business continuity planning	RP3.2	Disaster risk reduction (DRR)
RP1.3	Protection, gender & inclusion (PGI)	RP2.3	Institutional response readiness	RP3.3	Community engagement & accountability (CEA)
RP1.4	Shelter & household items				
RP1.5	Restoring family links (RFL)				

<sup>10</sup> Source : <http://media.ifrc.org/ifrc/document/red-cross-red-crescent-response-population-influx-bangladesh/>

Enabling Action 1 Strong NS and branch		Enabling Action 2 One - Window approach / Movement coordination		Enabling Action 3 Humanitarian Diplomacy	
EA1.1	NS headquarters capacity enhancement	EA2.1	One - Window Framework coordination mechanism	EA3.1	BDRCS auxiliary role and influence
EA1.2	Branch development	EA2.2	Partnership modalities	EA3.2	IFRC representation and influence
		EA2.3	Accountability and transparency	EA3.3	Evidence-based advocacy

All partners are guided by the seven principles of “shared leadership”:

1. One collective agreement to go beyond individual agendas.
2. One shared research process and needs analysis.
3. One set of country-wide / multi-country-wide achievable outcomes.
4. One resource mobilization plan.
5. One implementation plan that articulates outcomes, roles and responsibilities.
6. One pooled funding and reporting management mechanism.
7. One set of consolidated results that demonstrate collective contribution.

The One Window Framework is seeking collectively CHF 114 million to fully implement this plan, including the IFRC emergency appeal which only has funds until December 2021. The Red Cross and Red Crescent network remains committed to supporting all affected communities in Cox’s Bazar, if assistance is needed and to actively contribute to enduring solutions that protect the most vulnerable and enable better prospects for all. IFRC will continue to build its evidence base through evaluations, surveys and case studies to inform programme improvements and to showcase a business model which can be replicated in similar response settings.

### Overview of non-RCRC actors in country

The Prime Minister’s Office, the Ministry of Foreign Affairs (MoFA), the Ministry of Home Affairs (MoHA) and, more prominently, the Ministry of Disaster Management and Relief (MoDMR) are at the forefront of the response. At the local level they are represented by the Refugee Relief and Repatriation Commission (RRRC), which leads the coordination among humanitarian actors in Cox’s Bazar. Among the authorities active in this response are the police, the Armed Forces Division (AFD), the Department of Public Health Engineering, the Directorate General of Health Services (DGHS) and the District Commissioner.

Given its close relationship (auxiliary role) to the Government of Bangladesh, BDRCS is a key partner in this response and engages with all of these authorities at both the national and district levels. Since the 1978 influx of people from Myanmar, the national society’s relationship with the RRRC has been steadfast. As a result of BDRCS’ good standing with the government, and supported by the IFRC status agreement in Bangladesh, the Red Cross and Red Crescent Movement continues to face a less restricted, less bureaucratic operating environment than many of the other agencies working in this response.

Wherever possible and appropriate the Movement also coordinates with the UN system and the wider humanitarian community in Bangladesh. The central coordination body in this response is the Inter-Sector Coordination Group (ISCG), which comprises the UN and other humanitarian agencies (national/ international NGOs and others) serving people from Rakhine in Cox’s Bazar. These agencies are organized into 12 thematic Sectors and Sub-Sectors (e.g. Protection, Health, WASH) as well as Working Groups that focus on cross-cutting issues (e.g. Protection, Gender in Humanitarian Action, Communicating with Communities). The ISCG Secretariat is guided by the Strategic Executive Group (SEG) in Dhaka, which is led by co-chairs (UNHCR, IOM and the Resident Coordinator) and intended to be an inclusive decision-making forum consisting of heads of humanitarian organizations. The PMO is engaged with both the SEG and the ISCG (IFRC attends both the SEG and Heads of Sub-Office Group meetings) and its working groups (sector leads participate in working group meetings).

Most agencies working in this response, with the exception of Medecins Sans Frontieres (MSF) and the Red Cross and Red Crescent Movement, work under a Joint Response Plan (JRP). Finalization and release of the 2020 JRP is scheduled for March 2020, to be launched in Geneva.

## Needs analysis and scenario planning

### Needs analysis

In Cox’s Bazar, the Inter Sector Coordination Group (ISCG) supports the work of various technical groups that conduct overall and sector-wide needs assessments in the camp and host communities. The IOM Real Time Evaluation (RTE) analyses the overall context, while the Joint Multi-Sector Needs Assessment (MSNA) technical working group conducts surveys to identify sector specific needs.

### Overall analysis:

- The collective protection services are not, currently, able to meet the needs, in terms of coverage and effectiveness.

- There are evolving needs from both host and displaced communities in this protracted crisis.

- The humanitarian response needs to evolve from a lifesaving and supply-oriented response to a people-centred one through transition, recovery and development programming with substantive participation of the affected populations. This is beginning to happen with the government's endorsement of a "Myanmar (education) curriculum pilot", to be implemented this year.



Current situation in Camp 12. (Photo: IFRC)

- Complementing the humanitarian response, extensive consultations are currently taking place for a new District Development Plan (Bangladesh's first) to meet the long-term needs and stimulate economic development of in Cox's Bazar district, to the benefit of those residing there.
- Heavy congestion in and around the camps remains a persistent challenge impacting all sectors. There is still a lack of land to de-congest the area.
- There is an urgent need to build social cohesion within the humanitarian response and to adequately address the needs of guest and host communities, whose needs and capacities are not the same.
- The most vulnerable including the elderly, people with disabilities, and adolescent girls etc. need to be considered on a priority basis, as these groups are still often left out of key activities and face high protection related risks.

### Sector specific needs

Findings of multi-sector need assessment (MSNA), published in October 2019 suggest that:

- Coverage of basic food needs is extensive, and not indicative of widespread gaps in food consumption patterns.
- Fuel needs are reported being met (88 per cent) and that coverage is generally widespread while two per cent households reported self-collected firewood from the nearby forest.
- 76 per cent households reported that their opinion was always or sometimes addressed when there was aid or service. While, the CEA assessment of BDRCS indicates that most respondents felt safe with the humanitarian workers adistribution or service time.
- An outstanding gap in access to and coverage of basic goods and services still remains.
- A significant portion (32 per cent) households informed that they did not make improvements to their shelter in the six months before data collection, despite reporting the need to do so. Lack of money is the reason indicated by 65 per cent households out of them. Those who purchased materials for shelter improvement, mostly reported, was through exchanging goods.
- There is a need in dietary diversity of the households. Only 22 per cent households reported that they consumed more than four food groups, while 35 per cent only two food groups.
- Domestic purpose water was perceived insufficient, as 49 per cent of the households reported they had enough water. For personal hygiene, 67 per cent households reported that they have soap.
- It is likely that there are not enough latrines in the camps. Although only 1 per cent reported that open defecation as their usual sanitation practice, every 1 out of 4 households reported visible faeces and waste within 30 metres of their houses. Latrines in the camps are mostly shared and not enough in number.
- For the host communities, the assessment findings suggest that there are similar proportions of households with minimal needs as having extreme gaps, with the majority falling between either extreme. This reflects the socio-economic environment that should underpin considerations of host communities' needs.

### **Targeting**

The main target communities of this operation are the people from Rakhine and affected host communities. The selection criteria at the household level for the displaced people in the camps are as follows:

1. Households with pregnant or lactating women.
2. Households with more than 8 members.
3. Households with people with disabilities.
4. Single parent households.
5. Households with elderly.

Selection criteria for specific activities within the operation, such as the cash transfer programme and shelter, are also developed with a more targeted approach of response. For example, for host communities, the Red Cross Red Crescent (RCRC) has adapted a more holistic targeting approach to reach those vulnerable households that have been significantly affected by the displaced people from Rakhine state. This includes, for example, daily laborers with reduced income due to increased supply of informal labour and people who are no longer able to collect firewood due to deforestation.

The general selection criteria for **host communities** are:

1. Households without employment or regular income source.
2. Households whose livelihood options have been reduced due to influx.
3. Households with low income (BDT 4,000; approximately CHF46 or less per month).
4. Households depending on daily labor.
5. Women-headed household.
6. Households with disabled member(s).
7. Households with large family size (6 or more).
8. Households with poor shelter conditions.
9. Households depending on farming with small shared land.

At the start of the PMO in Cox's Bazar, BDRCS registered more than 40,000 households living in camps 11, 12, 13, 14, 17, 18 and 19. As the household level registration was not providing enough information on our targeted population, BDRCS conducted a second registration, resulting in a database of 180,000 people by the end of 2018. This BDRCS-IFRC PMO registry database currently forms the administrative backbone for the registration, selection and verification of target households for relief and cash distributions, shelter assistance programs, WASH distributions and other sectoral interventions in the PMO. BDRCS data was last updated and verified in 2018, and the population is subject to continuous change.

BDRCS and IFRC have agreed to transition to a beneficiary and programme management system used by UN agencies which is called SCOPE. IFRC already has signed an agreement with UN World Food Programme (WFP) and undergone necessary training. This system handles the entire distribution process from enrolment of individuals, issuance of entitlements based on criteria set by the agency, schedules the series of distributions, verifies individuals and their eligibility onsite using fingerprint and card reading technology, prints receipts for disbursements, and prints electronic distribution lists for reporting. This system also supports all WFP transfer modalities: in kind, voucher and cash for a variety of project activities. The platform can be used in many ways depending on the specific needs of the country and the type of delivery mechanism required. This transition will be managed according to IFRC and WFP data privacy and protection principles. However, the main benefits of this integrated data management system are efficiency, low HR requirement of BDRCS, reduce fraud and duplication, and lower data management risk.

### **Operation Risk Assessment**

The Cox's Bazar area is historically prone to cyclone and tidal surges. The large number of displaced people led to a large need of firewood causing deforestation in a region already prone to landslides and flooding. There are also other prevailing risk factors, as pointed out below:

- The density presents increased protection, security and mental and psychological health risks.
- Drug trafficking and substance abuses, trafficking of human beings, Sexual and Gender-based Violence (SGBV) and violence against children, depletion of natural resources.
- Degradation of law and order and conflict among the new and old communities.

To address disasters and other safety or protection related risks, an approach is needed by engaging host communities for the long term DRR, social inclusion and protection activities along with the people from Rakhine.

## **B. OPERATIONAL STRATEGY**

### **Proposed strategy**

As the crisis runs into its third year, both guest and host communities are under much strain. The national humanitarian actors including BDRCS, need a new working approach in order to tackle the evolving socio-political dynamics that has only become unpredictable and highly volatile. The latest developments have shown some progress with the Government of Bangladesh and Myanmar reaching a consensus to start conditional returns of people from Rakhine to Myanmar.

As this is a protracted crisis, the BDRCS is required to be equipped with additional capacities to transform response modalities from emergency towards a more sustainable and community-driven solution, to be the partner of choice for Movement partners. IFRC together with support of PNSs aims to redefine and reshape the role of BDRCS to be able to take a lead role in expanding organizational presence and enhance response to reach the most vulnerable in the host and guest communities through the One -Window Framework in the changing humanitarian landscape. For example, several PNSs such as British Red Cross in consortium with Swedish Red Cross are supporting the WASH targets of the plan of action and will be reported as an in-kind contribution to the Appeal.

Following on the three Response Priorities and three Enabling Actions from the OWF, the BDRCS operational strategy from 2020 to 2023 is as follows:

**Bangladesh Population Movement Operation Strategy  
2020-2023**

**Goal**

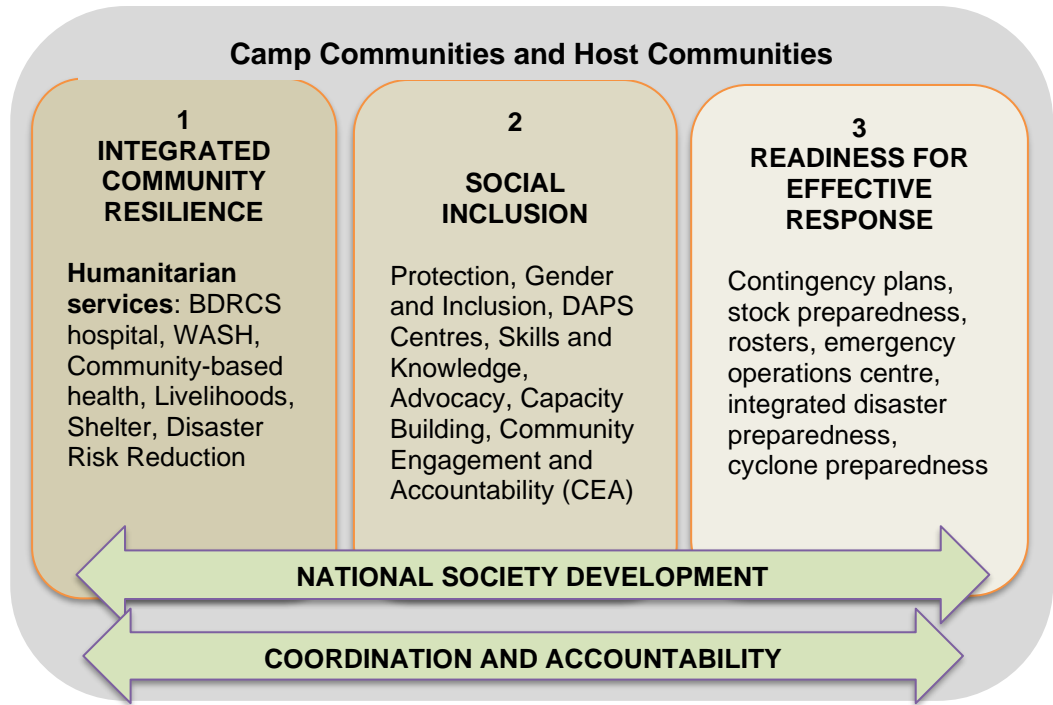
To ensure the humanitarian needs and equitable access to life-saving services, from response to sustainable development, are achieved to alleviate human suffering and improve health, dignity and wellbeing to the people from Rakhine and host communities.

**Objective**

Essential long-term humanitarian needs of **200,000 people from Myanmar** are met with the provision of shelter, basic food and non-food items, WASH, medical health and psychosocial support, livelihoods, protection and DRR. **60,000 people from host communities** will also be a part of the overall target, specifically in the areas of shelter, WASH, livelihoods and other interventions.

**Strategic priorities**

- Working across/through the resilience continuum, strengthening the auxiliary role of NSs with government and other partners.
- **Ensuring social inclusion, gender, disability and age are fully embedded across all activities and contexts.**
- Ensuring evidence-based sustainability and impact, increasing focus on staff and volunteer development, tailored training, capacity building and mentoring while leading and supporting technical working groups and coordination platforms, both internal and external
- Increasing resource mobilisation, new partnerships and shared leadership
- Environment protection.



BDRCS aims to:

- Improve protection and inclusion mainstreaming across the response.
- Ensure equitable access to services in accordance with minimum quality standards – with a focus on targeted interventions.
- Promote community resilience.
- Prepare for effective response.
- Contribute to environmental rehabilitation.
- Support social cohesion and inclusion within host communities and camps.

**Enabling Actions**

National Society Development is at the centre of the response as BDRCS is the implementing partner in country. This includes focusing on capacity strengthening through the National Society Development (NSD) plans at the National Headquarters in Dhaka down to the local branch level in Cox's Bazar. BDRCS has a unique role in Bangladesh since it works as auxiliary to the government of Bangladesh in humanitarian assistance, laying the foundation for a localized

response with international connections and support. The partners respect this central role and the mandate of BDRCS at all times and work to strengthen the NS as the core of the response.

BDRCS has recently developed a National Society Development plan of action that includes the overall needs giving a specific focus on Cox's Bazar Unit. Some initial support on NSD components has already initiated, which includes capacity building of staff and contribution on the construction of an office building in Dhaka and Cox's Bazar unit office. The initial support of Cox's Bazar unit has been extended. BDRCS HQ has deployed two additional staff to the Unit in order to strengthen the management capacity of the Unit and expand the coordination role to ensure better support. There will be a focus on strengthening engagement with the local branch in Cox's Bazar especially when working with host communities.

Coordination and accountability\_IFRC, along with BDRCS, will continue to strengthen the coordination with RCRC partners, Government of Bangladesh as well as external partners both in Dhaka and Cox's Bazar. The Movement coordination and PMO steering committee meeting remain the key strategic forums for making strategic decisions. The coordination at Cox's Bazar level will remain focused on the operation in order to maintain the standards and deal with the challenging issues in all the sectors. IFRC has mapped all external meetings in which BDRCS or assigned partners are required to represent RCRC in order to gather general information and have a say in decision making. The IFRC will continue to apply quality and accountability to ensure resources are rationalized according to the needs and to reach the most in need and to comply with donor requirements and commitments. It will subsequently ensure a Federation-wide collective impact, effective planning, monitoring, evaluation and timely reporting. IFRC will continue collecting, analyzing and sharing data Federation-wide for stronger accountability with all stakeholders. IFRC will continue conducting evaluations, surveys and case studies to continue programme improvement for evidence-based learning, and to showcase a business model which can be replicated in similar response settings. The key scopes are mentioned in below table under the column of Coordination and Accountability.

### **Cross-cutting themes**

The IFRC and National Societies will continue promotion of social cohesion between the displaced and host communities. In all interventions, the IFRC and National Societies will base their actions on the Fundamental Principles of the Movement, and be guided by relevant policy and strategic documents, including the 2009 IFRC Policy on Migration, the IFRC Asia Pacific Framework on Migration and Displacement, and the IFRC Global Strategy on Migration.

**CEA** is at the core of all the work BDRCS implements and cuts across all objectives and sectors and it is always our commitment to meaningfully engage communities in the planning and rolling out of specific interventions. This includes implementing mechanisms for capturing feedback and complaints and tailoring interventions based on this ongoing engagement and feedback. This is done through inclusive, community based and participatory approaches.

**PGI** is a fundamental part of the humanitarian response in that the crisis requires a protection lens be applied to all sectors and activities. The approach acknowledges the primary role that communities play in their own protection alongside humanitarian actors. This is in recognition of the serious protection concerns (child marriage, trafficking, SEA, forced labor, sexual and gender-based violence, mental health and psychological trauma) that require urgent and ongoing attention.

All sectoral staff and volunteers from BDRCS, PNSs and IFRC consider CEA their responsibility to ensure strong community participation and two-way communication in their sectoral programs. BDRCS has a dedicated CEA officer and 8 CEA community mobilizers who provide technical support to all sectors and IFRC has recruited a long-term CEA Senior Officer and a CEA Officer. This CEA team also manages several cross-cutting CEA activities, such as the BDRCS community feedback system, the radio listening sessions and a BDRCS Information and Feedback Hub. These activities help to make the PMO more accountable, more transparent and more responsive to people's continuously changing priorities and needs.

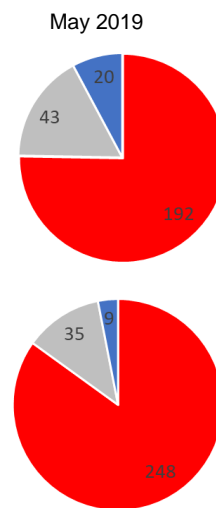
The CEA team works in close coordination with the PGI and PSS teams to ensure complementarity, for example in the Dignity, Access, participation and Safety (DAPS) centres, and with the PMER team to reinforce our community-based monitoring and evaluation approaches. The CEA team also works closely with the BDRCS headquarters in Dhaka to ensure that the lessons from the PMO feed into the efforts to strengthen CEA country-wide, and vice versa. Long-term partnerships with expert organizations such as Ground Truth Solutions, BBC Media Action and Translators without Borders also ensure that BDRCS applies innovative and culturally appropriate approaches for communication with communities. In addition, a detailed feedback and response mechanism has been designed to improve communication with the displaced and affected communities.:

## **Operational support services**

### **Human resources**

Recruitments for BDRCS and IFRC continue on a smaller scale. The BDRCS PMO team is led by a Head of Operations and Deputy Director while the IFRC PMO sub-office is supported by the Head of Sub Office in close coordination with the IFRC Country Office in Dhaka.

Currently, IFRC has a sub-office with 44 staff (local: 35 and international: 9) in Cox's Bazar and is supporting BDRCS in the implementation of activities and coordinating with all stakeholders involved in the operation. BDRCS has approximately 248 staff for the PMO. The staff was recruited with support from IFRC and funded through this Appeal and through Movement partners. The chart summarizes the total number of IFRC and BDRCS staff currently engaged in the operation:



The current IFRC HR structure will support the Bangladesh Red Crescent Society (BDRCS) PMO operation until 30 June 2020 (subject to change) to continue providing essential humanitarian assistance and to prepare and strengthen the National Society for the continuance of assistance for this protracted crisis. The number of international personnel has been reduced since June 2019 while the number of BDRCS staff has increased. Depending on the current situation and funding the number of staff might change.

This Appeal funds the travel, accommodation and per diem costs of staff and volunteers working in the operation. It also covers the insurance of the volunteers through the IFRC global volunteer accident insurance scheme.

### Logistics, Procurement and Supply Chain Management

The operational procurement, logistics and supply chain (OLPSCM) unit is a strong component of the operational setup working to always ensure programmes are well supported to deliver assistance to people in need. The unit provides services ranging from mobilization of household items to cover basic needs, local and international procurement of goods and services, customs clearance of imports, warehousing of goods and specialized medical products, fleet movement for people and transportation of goods to final distribution centres. All logistics activities comply with the Federation logistics standards, processes and procedures.

The BDRCS team includes a logistics officer, logistics assistant, storekeeper, Medical-Logs assistant and a pool of drivers. The PMO IFRC logistics team is composed of a procurement delegate, senior logistics officer, senior procurement officer, fleet officer, procurement assistant and a pool of drivers. Each team works closely with the In-Country HQ offices located in Dhaka, while IFRC receives additional technical guidance and support from OLPSCM Asia Pacific regional office based in Kuala Lumpur.

Constraints related to logistics include lengthy importation processes (especially delays in approval of import duty exemptions), congested seaports, limited suppliers with capacity to meet operational needs, inadequate road infrastructure, under-developed transportation network and tough weather conditions which affect camp accessibility.

The supply chain strategy includes the following:

- Pre-positioning standard household items for shelter, health and hygiene promotion.
- Procurement set-up of local framework agreements for a broad range of goods and services and ensuring adequate logistics resources are in place to respond to emerging needs.
- Ensuring adequate storage capacity which includes a regional facility in Chittagong (1,800m<sup>2</sup>), a cluster of local MSU's in Raja Palong (700 m<sup>2</sup>), an in-house Medical warehouse (100 m<sup>2</sup>), a Camp store (150m<sup>2</sup>) and a distribution warehouse (100 m<sup>2</sup>).
- Fleet services ensure that well maintained vehicles and well-trained drivers can handle the complexities of driving in Cox's Bazar district ensuring safety and security of all colleagues as per minimum security requirements and the fleet manual.

The BDRCS and IFRC logistics unit actively participate in the logistics cluster coordination meetings, events, and trainings. We continuously receive updates on road conditions, market assessments on transport and storage capacities. Participation in the cluster is essential in ensuring an effective response which is predictable, accountable, professional and better organized.

### Humanitarian Diplomacy

Engaging in Humanitarian Diplomacy and evidence-based advocacy is vital to raising concerns and working towards solutions for affected communities. This is especially fundamental, given the fluid and complex nature of this displacement crisis. It is central to the plans of the framework to continuously monitor and analyze the changing contextual environment and make strategic and operational changes as needed for affected communities. It will involve enhancing BDRCS auxiliary to government role and capacity building that will serve to better position the work of the National Society and Movement actors. A Humanitarian Analyst joined IFRC PMO in 2019 to gather intelligence on gather critical intelligence on the operational and policy contexts of this crisis, and to facilitate the advocacy efforts of the Red Cross and Red Crescent, including the development of positions on key humanitarian issues. Working with regional technical leads, Movement partners in Bangladesh and internationally, and external actors including the UN and JRP partners, the analyst also provides inputs to inform programmatic decisions and promote collaboration for greater outreach.

## **Communications**

The IFRC and BDRCS communication team in Cox's Bazar is working together, with support from offices in Dhaka and the Asia Pacific Regional Office, to develop and promote people-centred content to illustrate both the challenges faced by affected people, as well as the ongoing Red Crescent response. Needs and response are primarily highlighted through online channels available to both BDRCS and IFRC, as well as through, where appropriate, proactive engagement with the media. Primary target audiences include the general public (through social media), national, regional and international media, National Societies. Secondary target audiences for public communication include peer organizations, and donors.

## **Information Technology**

Wi-Fi internet connectivity is available in IFRC PMO sub-office. Staff members and volunteers in the field operation is supported with internet data packages on their smartphones which will enable them to communicate electronically with the sub-office to send reports and pictures. Various types of surveys, assessment, verification data are planned to collect through mobile phones using Kobo toolkits apps on mobile. Orientation sessions have been provided to prepare the RCYs using the office mobiles for the electronic data collection. On-site and remote IT Telecom support have been provided.

## **Security**

The safety and security of staff, assets and organizational reputation remain a priority for PMO. The PMO Security Manager and Junior Security Officer oversee PMO security, including planning, monitoring, training and response. In case of any emergency, they are the first to be reported & response.

The previous and well-established daily activities of movement tracking, weather monitoring and context analysis continue. The Security Manager remains IFRC's Civil-Military liaison person, a role vital to remaining up to date with developments in the operational environment as well as remaining on good terms with law enforcement actors. With the soon to be implemented 'Fencing Project' of the Camps, which is being implemented by the Military, this role is becoming more impactful.

Working closely with the Communications and Community Engagement and Accountability team internally, and with the military, Camp authority and LEA externally, the Security team maintains oversight of the general camp environment, emerging tensions and trends in criminality, making operational recommendations based on this information to ensure the safe delivery of programmes and activities.

## **Planning, Monitoring, Evaluation and Reporting (PMER)**

IFRC has an Accountability team that consists of a PMER Manager who supports the preparation of various reports, plan and monitoring surveys like Post Distribution Monitoring (PDM), exit surveys, assessments and verification. BDRCS is responsible for the day-to-day monitoring of the operation - primarily at the branch/unit level, supported closely by its headquarters and IFRC. BDRCS with the support of IFRC PMO sub-office provides regular internal reporting and information gathering of activity progress from the field officers. An Information Management officer is also part of the team which is essential for the data collection and analysis to ensure an accountable operation. IFRC, through its Country Office in Dhaka and the PMER team in Kuala Lumpur, provides necessary technical support to the BDRCS. The IFRC and BDRCS monitoring teams make field visits on a need basis.

Reporting on the PMO is carried out in accordance with the IFRC Emergency Appeal minimum reporting standards. Regular updates are continuously issued during the operation. A monitoring and reporting plan has been prepared in consultation with BDRCS PMER team. Necessary tools and templates for regular data collection and reporting have been developed based on existing PMER resources. Programme activities, distribution and PDM data are collected through KoBo mobile application. In May 2019, a mid-term review (MTR) was carried out by an external team for the PMO. The recommendations and findings highlighted in the mid-term review report have been taken into consideration for the latest revision to the plan of action. A case study was also carried out in 2019, commissioned by the Governing Board called "Effective and Efficient Humanitarian Response". Further, a 2-year Federation Wide Report (FWR) has been completed covering 2017-2018.

## **Administration and Finance**

BDRCS and IFRC are operating in PMO sub-office located in Cox's Bazar to ensure efficient and effective operations. Operational expenses such as volunteer per diem, accommodation, transportation, communication and coordination activities are factored in. Procurement is done following IFRC standard procedures. Finance and administration support to the operation is provided by the BDRCS national headquarters and the finance and administration team in Cox's Bazar with backing from the finance and administration team of the IFRC Offices (country and Cox's Bazar sub-office)

IFRC and BDRCS has jointly signed the number of project agreements which ensures the funding supports to BDRCS for running the PMO operation efficiently. Cash forecasting and financial reporting systems have been strengthened within BDRCS finance system and reports are ensured accordingly following the project agreement. IFRC is providing all necessary support to build the capacity of BDRCS staff through regular meeting, training and guidance. Standard operating procedures have been established as per the need of operation which ensures BDRCS minimum reporting

standards to IFRC and PNSs. Tally accounting software have been installed at BDRCS PMO Cox's Bazar which is operational from last quarter of year 2018 and financial data have been captured in the system.


A number of internal and external audit reviews have been conducted by IFRC as well as BDRCS in PMO operation and the recommendations have been integrated/reflected to the operational strategies.

Orientation workshop and fraud and corruption trainings have been conducted for BDRCS, IFRC and PNSs staff to enhance the knowledge and awareness in preventing fraud and corruption practices.

Budget holder workshop for technical and non-technical BDRCS/IFRC staff have been conducted in 2018 and next one is planned to organize again in March 2020. IFRC/BDRCS together conducted financial management workshop for BDRCS programme staff in 2018 and next one is planned again in March 2020. In addition, IFRC has seconded one finance staff member at BDRCS PMO Cox's Bazar to support and coordinate effective financial reporting system.

The localization process has started in mid-2019 where number of IFRC international staff have been reduced to 9 from 20. IFRC has supported BDRCS to set-up hub office at Ukhiya since January 2020 and majority of staff based at the field have been relocated to hub office for effective implementation of operation at camp community.

## C. DETAILED OPERATIONAL PLAN

	<p><b>Shelter</b></p> <p>People targeted: 200,000 People reached: 274,240</p>	
<p><b>Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions</b></p>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of people reached with safe, appropriate and adequate shelter and settlements assistance</i>	200,000	274,240
<p><b>Shelter Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households including host communities for Care and maintenance.</b></p>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of households provided with emergency shelter and settlement assistance</i>	40,000	54,461
<i># of households provided with longer-term shelter and settlement assistance and LPG distribution</i>	4,000	3,000
<i># of households in host communities provided with shelter improvement assistance and LPG distribution</i>	750	387
<i># of households provided with unconditional cash grant (shelter construction – completed in 2018)</i>	8,500	7,122
<p><b>Shelter Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to the affected households in the camps.</b></p>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of people provided with technical support and guidance, appropriate to the type of support they receive</i>	Camp: 20,000 Host: 4,000	Camp 9,083 Host 1,811
<p><b>Progress towards outcomes</b></p>		
<p><b>Provision of essential household items and emergency shelter and settlement assistance</b></p> <p>To meet the immediate household basic needs of the displaced people, this Appeal supported the distribution of blankets, mosquito nets and sleeping mats since the onset of the emergency in early 2017.</p> <p>For emergency shelter, tarpaulins, ropes, and/or alternative construction materials such as bamboo, timber and sandbags were distributed. All types of shelter and household items were considered depending on specific needs based on gender, age and disabilities. All items selected were appropriate for the needs of women, men, girls, and boys, ensuring that the specific and increased needs of the most vulnerable groups are met.</p> <p>The following table summarizes the items that have been distributed by BDRCS since the start of the operation with the support of the IFRC and PNSs:</p>		

**Table 2: Breakdown of household items (NFIs) distributed by BDRCS**

Items	Total distributed (all partners)	Target (IFRC)	Contribution (IFRC)
Blanket (2 per family)	100,466	80,000	61,771
Baby blanket	4,550 <sup>11</sup>	-	-
Sleeping mats (2 per family)	50,709	80,000	42,246
Mosquito Nets	28,033	10,000	6,000
Kitchen sets	6,100	7,000	5,000
LPG cylinder gas with refill (camp 11)	1,444	2,000	1,444
LPG cylinder gas with refill (host community)	387	750	387

During the reporting period, the household items were distributed in Balukhali 2 (including Balukhali MS), Hakim Para, Kutupalong, Shamlapur, Thangkali and Unchiprang camps.

The initial stage (called phase 1) of the crisis involved rapid, mass displacement of people, for which shelter needs focused on access to adequate shelter for survival and dignity. BDRCS with support of Movement partners provided Emergency Shelter Kits (ESK) for essential security and personal safety, weather protection and for disease prevention. The ESK developed by the shelter sector included tarps, rope and bamboo.

However, in the initial response, BDRCS provided two tarpaulins and one kilogram of rope to households, to ensure immediate shelter needs for the huge number of newly arrived displaced populations were met.



LPG refill distribution for host community. (Photo: IFRC)

**Table 3: Breakdown of Shelter items distributed by BDRCS**

Items	Total distributed (all partners)	Target (IFRC)	Contribution (IFRC)
Emergency shelter items: Tarpaulins and ropes (1 set per family)	289,655 people (57,931 HHs)	200,00 people (40,000 HHs)	272,305 people (54,461 HHs)

The initial focus during the first year of the influx was distribution of emergency shelter items. As the situation became protracted the focus was shifted from emergency towards improvement of the living conditions of the people in the camps. The distribution continues only in case of new emergency as floods, heavy rain, landslides during 2019. Most emergency distribution for shelter assistance was done in 2017 and 2018 while less and less in 2019 shifting focus only to tie-down kit, upgrade kit and transitional shelter assistance.

Around 89,655 tarpaulins were distributed at Shamlapur, Thangkali and Unchiprang areas during the relief phase, which supported 17,971 households for construction of emergency shelter. A total of 7,122 vulnerable households were supported with cash grant BDT 2,000 per household for construction of shelter. This was to support emergency shelter need in late 2017 and early 2018, while further shelter support was provided through TSA.

#### Provision of medium-term shelter and settlement assistance

Phase 2 for shelter assistance included the distribution of Upgraded Shelter Kits (USK) and developing knowledge of Participatory Approach for Safe Shelter Awareness (PASSA) to strengthen shelters at Balukhali 2, and Hakim para camps.

BDRCS with support of Movement partners have provided shelter and household items to the displaced people throughout the operation. Since March 2018, 8,347 households have been provided with USKs at camps 11, 12 and 14, to build and reinforce their shelters, to withstand the monsoon rains and 8,999 people (1 person per household) were trained on construction techniques for safer shelter using PASSA methodology.

A PDM survey was conducted among 681 randomly selected reached population in which 31 per cent (212) were female, to assess the effectiveness and usage of the items. The results indicated that 95 to 99 per cent of the USKs material were used to reinforce their shelter against wind. Overall, the people were satisfied with the USK items.

<sup>11</sup> In-kind donation from Turkish Red Crescent and Arab Emirates Red Crescent

**Table 4: Breakdown of USK distribution**

Items	Total distributed (all BDRCS partners)	Camp	Contribution (IFRC)
Upgraded Shelter Kits	5,205	Camp 11, Balukhali -2	3,000
	2,912	Camp-12, Balukhali-2	600
	230	Camp-14, Hakimpara	-
<b>Total</b>	<b>8,347</b>		<b>3,000</b>

The 4,000 USK were supported by IOM and 1,500 from the German Red Cross for distribution to reinforce and prepare for the cyclone and monsoon season. A complaints mechanism was put in place to attend feedback from people receiving the USK.

A more durable Mid-Term Shelter (MTS) solution is in the pipeline to support the people in the camps in the longer term. A more durable shelter solution, which includes disaster risk reduction elements for its basic design, and meets minimum SPHERE standard for shelter space requirements, contributing to the people's safety, privacy and dignity. These structures will stand on solid concrete foundations that add strength and provides better protection from heavy winds. Use of treated bamboo to add longevity is also being considered.

### Transitional Shelter Assistance

On Transitional Shelter Assistance (TSA), BDRCS received support from IFRC and other Movement partners (bilateral) such as the German Red Cross and Qatar Red Crescent. IFRC supported 5,335 TSA at Camp 11, German Red Cross supported 1,000 TSA at Camp 11 and Qatar Red Crescent supported 157 TSA at Camp 12<sup>12</sup>.

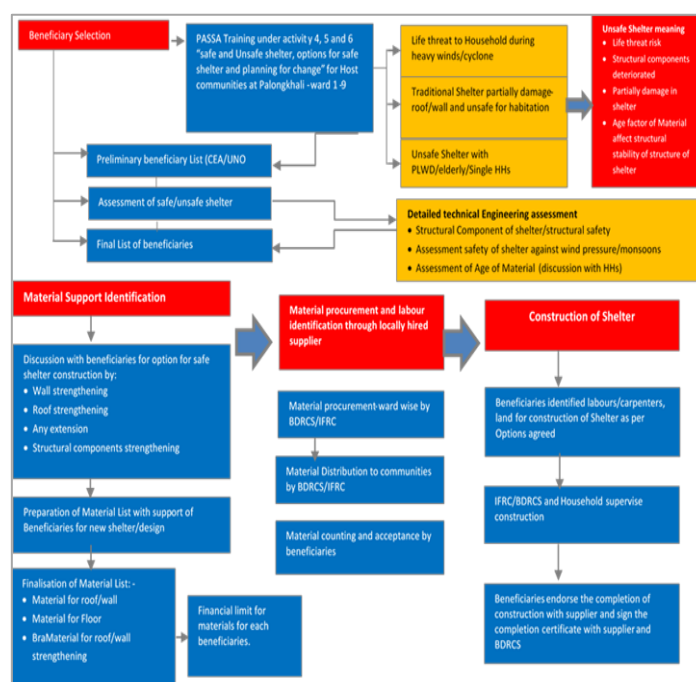
The TSA is not aimed at replacing all materials in the existing shelter, instead replacing the damaged materials, allowing for an incremental process towards more durable shelters. A catalogue was completed that includes illustration of materials required for TSA. For shelter assistance in the host communities, consultation was done with local government authority and a final list of households has been approved. To support the list, grievance from the host community people was collected through focus group discussion and well documented. IFRC supported TSA for distribution of essential and flexible material. Essential materials need to be a part of every initial transitional shelter assistance to ensure durability of shelter. The core materials include mature treated bamboo, footings, and rope. On the other hand, flexible materials are additional materials that were identified by households as desired/needed for the maintenance/upgrade of their shelters. Households can select from the list of suggested materials and catalogues prepared for selecting of materials.

It is essential that all households receive transitional shelter assistance also receive training. BDRCS with support of IFRC provide training prior to the provision of materials. Training include revised Key Messages particularly raising bamboo using footings. Special attention given to the DRR features such as retention walls, drainage, bracing, tie down and fire protection (especially cooking areas). Upkeep and maintenance of shelter also part of training as it goes a long way in ensuring durability of shelter.

### Host Community Shelter support

The BDRCS/ IFRC decided to support to host community to in repair/reconstruction or new shelter through providing the set of material contain CGI sheets, timber, bamboo, nails, nut bolts and basic construction material to household to strengthen their shelter and labour cost. Priority is given to vulnerable host families who possess land or are allowed to use land ownership and live in unsafe shelter condition, but who lack the necessary financial or material resources to repair their shelter. These include families headed by a female, elderly or disabled person, very large families or families with very low income and others who cannot build their home alone. As of reporting period, 472 host community shelter construction has been completed and handed over beneficiaries.

During discussion with stakeholder's meeting with Union office and community consultation, the detailed implementation approach and steps for beneficiary selection process was oriented and modified for achieving the output.



**Figure: Beneficiary selection process**

<sup>12</sup> See IFRC [Go Platform](#) - figures subject to available data.

### Stakeholder's Consultation meeting

BDRCS with support of IFRC organized four consultation workshops/meetings with Upzilla Nirbahi office, Union Parishads chairmen, Union Parishads members, ward commissioner and with community residing at different wards. The aim for these meeting to orient and create awareness with different stakeholders of the programme. Total 68 people (47 male and 21 Female) are oriented for programme implementation steps and approach.

### Community Consultation

BDRCS with support of Community Engagement Team organised four (4) wards level community consultation meetings on following:

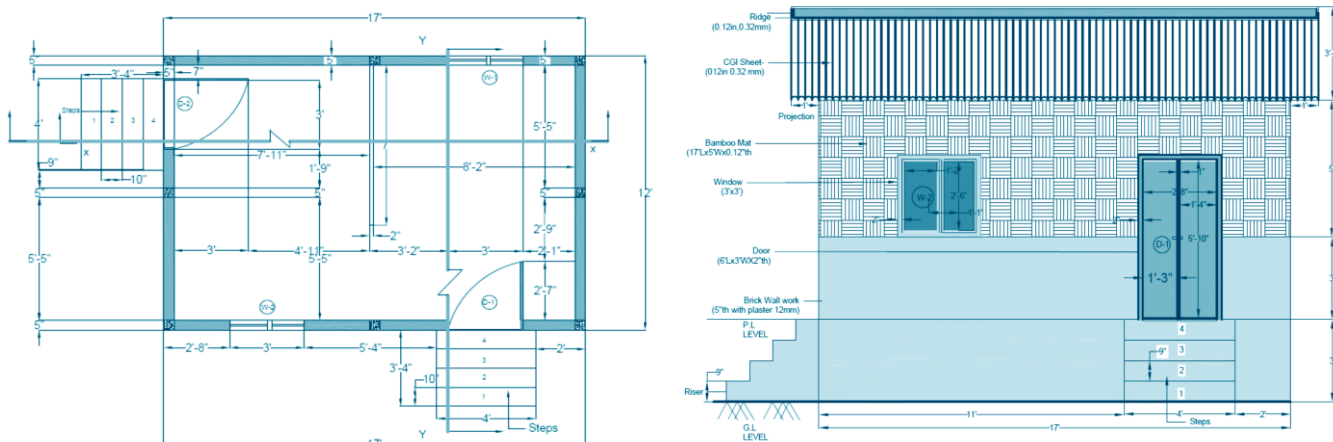
- Beneficiary selection criteria and selection process, implementation approaches of programme.
- Types of vulnerability and types of land ownership.
- Grievance mechanism/process for beneficiary selection.
- Role of household during implementation/construction of shelter.

### Participatory Approach for Safe Shelter Awareness in host

Five (3 at ward 6 and 2 at ward 7) participatory approach to safe shelter awareness (PASSA) session were organized with aims to develop local capacity to reduce shelter related risk by raising awareness and developing skills in joint analysis, learning and decision-making at community level and understand 'everyday vulnerable' of the 'everyday risks' related to their built environment and foster locally appropriate safe shelter and settlement practices. In ward 6 and 7 five session conducted, and one participant are invited from each household to participate in the PASSA session. Total 165 household are oriented including local carpenter, mason from each ward.

### Safe shelter design consultation

BDDRCs with support of community mobilisers, RCY and community volunteers organised Prototype Shelter design session at community and Household level. After consultation with Households and community three (3) design options are prepared and further consulted in relation internal circulation, orientation of door/windows, material type etc. Total 182 household/community people was consulted for development of 3 option of shelter designs.



**Design credit:** Prototype Shelter design options developed with consultation of Community/IFRC

Phase 2 of shelter assistance is being implemented through the PASSA methodology so that communities can improve their living space quality and build safer shelters. A PASSA training roll out was held to train BDRCS national staff/volunteers, including *mazhis* (community leaders), carpenters, and heads of households in both the camp and local communities. This training aims to reach 8,999 households, 9,636 people from Rakhine State, 104 Majis and carpenters and 1,712 households from the local community. One training session was conducted for Shelter partners as requested by the Shelter cluster. A total of 30 people have been trained from 8 organizations including UNHCR and IOM.

**Table 5: PASSA training details**

Type of training	Location	Sessions	People reached
PASSA training session in camps for displaced communities	Camp 11	153	6,234
	Camp 12	93	2,795
PASSA training session for Host/Local Communities	Palong Khali wards 1 and 2 Ratna Palong union	61	1,811
PASSA session for carpenters and Majis	Camp 11 and 12	3	104
PASSA Session for Red Cross Volunteers (RCY)	-	3	54
PASSA Training for Shelter Partners	-	1	30

## Challenges

- The camp settlements have grown rapidly and chaotically, leading to extremely congested shelters exposed to flooding, landslides and other weather-related-hazards. Quality bamboo with structural properties was also challenging to find in the required quantities and timing during the USK preparation process.
- **Land ownership:** In host community, the major challenge for implementation of shelter programme faced by IFRC and BDRCS is ownership of land status. Some of the land documents are unavailable with households and clear ownership status was not clear. This was addressed with union chairmen and documents of land ownership was verified with support of upazilla nirbahi officer through government land documents.
- **Escalation of material cost:** During the project implementation on grounds, essential building construction material cost escalated for cement, bricks, sand, bamboo due to limited supply of material and most of organization involved in construction and humanitarian assistance in Cox's Bazar. IFRC with support of Logistics unit developed framework agreement for construction with supplier to avoid further escalation of material prices.
- **Low awareness towards safe shelter approach:** Approximately 30-40%<sup>13</sup> of households live in PalongKhali union had daily monthly income less than BDT 5,000 (CHF 60) and falls under the below Poverty Line (BPL). BDRCS with support of IFRC conducted the host community condition in March 2019 and found that approximately 30-35% of household has shelter in dilapidated condition and living in unhygienic condition. During discussion with various stakeholder's, and CEA team, it was agreed that for selection of beneficiaries, BPL should be included, if they possess land ownership.



## Livelihoods and basic needs

People targeted: 145,000

People reached: 177,050

### Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods.

Indicators:	Target	Actual
# of targeted households that have enough food and/or cash to meet their survival threshold	29,000	35,410

### Livelihoods and basic needs Output 1.1: Basic needs assistance for livelihoods security is provided to the most affected in host communities and unconditional cash grant in camp settlements.

Indicators:	Target	Actual
# of households supported with unconditional cash grants in host community	3,000	294
# of households supported with unconditional cash grants in camp community	6,000	7,718
# of households provided with dry food parcel (completed in 2018)	20,000	35,410

### Progress towards outcomes

Due to the government restriction of refugees and asylum seekers to work in Bangladesh, livelihood supports for the target displaced people are limited to the unconditional cash grant with government approval and distribution of supplementary food parcels in the target Camps. People from Myanmar who came here before the influx in 2017, have been dependent on foreign aid for last 16 years with little possibility to achieve self-reliance.

Distribution of food parcels under this appeal were completed in 2018 and reached approximately 35,410 households (177,050 people) in the target camps.

The need for income led many displaced people to sell portions of their food rations and different foods or non-food items, invested out of their leftover cash at the time of influx, in open camp side places. Many residents have become used to this trade and are not eager to see displaced people afforded more income generating possibilities for fear that this source of food from the humanitarian aid will be diminished<sup>14</sup> since the price is much lower.

Other livelihood activities to be considered:

- Expand cash for work, use it as a tool to provide income input rather than just sector based.

<sup>13</sup> Multisector assessment, 2018 October, REACH

<sup>14</sup> Bangladesh: Analysis of Gaps in the Protection of Rohingya Refugees May 2007, UNHCR.

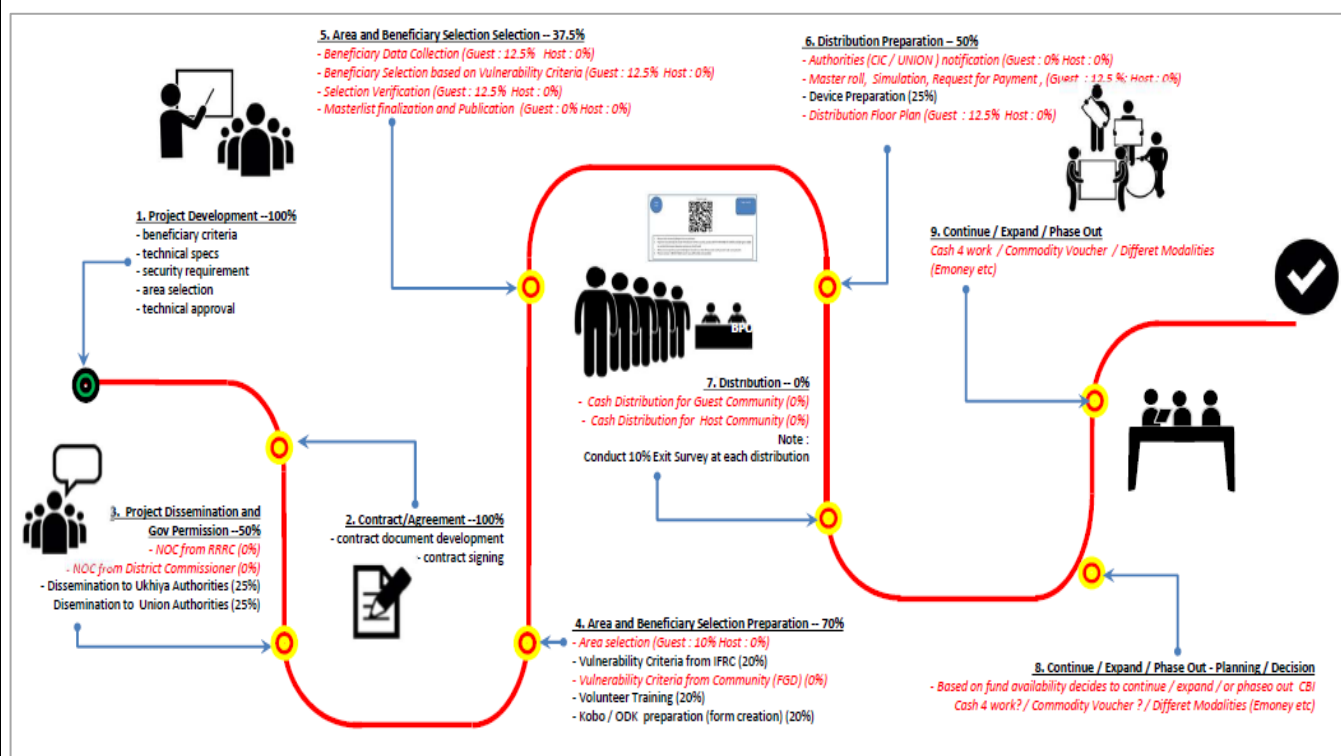
b. Livelihoods needs, and capacity assessment should be focused on their self-sufficiency or income generating activities that result in products that can be consumed locally; i.e local foods, crafts etc.

In relation to the implementation of unrestricted/unconditional cash-based intervention, the government allowed a cash transfer for multipurpose cash grant (pilot) to be conducted. The identification of people in camps has been completed while the identification of host community has been challenging. The pilot has been re-scheduled to be carried out in February-March 2020. The pilot processes involved is as shown in the diagram below:

The livelihoods plan has been revised considering the current flexibility of the Government of Bangladesh and the needs of host communities. The plan included a provision of unconditional cash grants of CHF 69 (BDT 5,500) to 6,000 households in Camp 13 and 3,000 in host community, households of students of selected 10 schools. Households in host communities are short listed based on assessment and criteria of vulnerability, while in Camp 13, all households are registered for the cash support.



A woman from Camp 13, receiving cash support. (Photo: IFRC)



## Health

People targeted: 200,000

People reached: 260,833

**Health Outcome 1: The immediate risks to the health of affected populations are reduced.**

Indicators:

# of people reached by NS with services to reduce relevant health risk factors

Target

200,000

Actual

260,833

**Health Output 1.1: Target population is provided with rapid medical management of injuries and diseases.**

Indicators:

Target

Actual

# of people receiving essential health services through the BDRCS Hospital	165,000	260,833
# of people receiving primary health care services through new PHCC and MHC centres	PHCC: 25,000 MHC: 100,000	-
# of BDRCS staff and volunteers that have been trained (Target: 50)	50	509
<b>Health Output 1.2: Community-based disease prevention and health promotion is provided to the target population in camp and host.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of households trained on CBHFA in camps and host communities	25,000	10,400
# of Community volunteers trained on CBHFA modules	550	509
# of BDRCS RCY volunteers trained on CBHFA modules	50	50
<b>Health Output 1.3: Psychosocial support and trainings provided to the target population and staff and volunteers.<sup>15</sup></b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people reached with psychosocial support in camps and host communities	200,000	211,043
# of staff and volunteers trained in psychosocial first aid (Target: 550)	550	693
# of psycho-educational sessions carried out in the DAPs centres and fixed health units.	3 per month	5
<b>Health Output 1.4: Severe Acute Malnutrition is addressed in the target population.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of children (6-59 months of age) screened for nutritional deficiency	2,000	18,000
# of infant and Young Child Feeding counselling provided	30	15
# of sensitization sessions of nutrition requirements	24	150
<b>Progress towards outcomes</b>		
<p><b>Deployment of mobile medical teams and health global response tools</b></p> <p>The IFRC continues to support BDRCS in providing health services through its Field Hospital and other five health posts (earlier called Red Cross Emergency Clinic) and three public health centres (PHC). These nine health services' sites that are currently operational. These health facilities serve a coverage of 300,000 people. At least 167,388 patients have been treated in the health posts and PHCs and over 20,418 patients have been treated in the BDRCS Field Hospital which was handed over in January 2019.</p> <p>The Red Cross Field Hospital has been operational since 16 October 2017 and was initially supported by Norwegian Red Cross in partnership with Finnish Red Cross. Since 16 February 2018, Finnish Red Cross is the lead support for the Emergency Hospital. The hospital is a 60-bed field hospital with surgical capacity, outpatient department, maternal and child health care services along with 20 beds isolation care capacity. To operate the ERU field hospital, the Maldivian Red Crescent contributed to the Appeal through a cash pledge that covered cost of a significant number of national staff and administration purposes.</p> <p>The Red Cross Emergency Clinic (mobile) supported by Canadian Red Cross has been handed over to BDRCS and is currently running as a mobile clinic in Camp 8W. Since 4 March 2019, the Red Cross Emergency Clinic supported by Iranian Red Crescent Society has been handed over to BDRCS. The BDRCS is running the clinic with the support of Japanese Red Cross Society in Tasnimorkhola.</p> <p><b>Graduation of ERU Hospital</b></p> <p>As part of IFRC global response tools, ERU hospital was set up on 16 October 2017, initially for six months and later extended to 31 December 2018. Handover of the Emergency hospital to BDRCS was completed in December 2018. BDRCS is currently responsible for the management of the hospital. A separate MoU was signed between BDRCS and IFRC to ensure IFRC's support. A hospital quality assurance Manager recently joined. A review will be carried out in 2020 for the need and quality of services. A lesson learned workshop was held with RCRC stakeholders in this regard to capture learning from the ERU deployment, extension and handover during 2018. The learning and recommendations are given below:</p> <p>Major learning and recommendations:</p> <ul style="list-style-type: none"> <li>Adequate number of local and expatriate staff were often not available for unexpected reasons. If adequate technical staff like doctors and nurses could be recruited locally, the pressure to deploy huge numbers of expatriates would be reduced.</li> </ul>		

<sup>15</sup> This output is rephrased merging the last one (EPoA revision 5) and the latest one.

- Staff turn-over has hindered critical services like surgery. The organogram together with specific management positions, tasks, duties and responsibilities were not clear to all leading to overlapping and confusion.
- Expatriate staff often became confused in dealing with locals or camp residents, as they have limited knowledge and experience about the cultural context. This affected their ability to understand the health status of patients with complicated and communicable diseases.
- The staff were sometimes lacking adequate knowledge of local diseases and what to expect in terms of tools and equipment available for their work. Some ethical and cultural challenges were found that the foreign staff had a hard time adapting and were not sufficiently briefed by the PNSs before joining the mission.
- Capacity-building is an important task of the ERU and while it did exist it was a pity that the hospital was largely run by delegates. However, in the end there were clear results in the capacity of long term BDRCS staff.
- The PSS team of the hospital did a great work both internally with patients and their family members but also in building trust in the community. They played an indispensable role for the acceptance of the hospital and the sense of security that the staff felt, despite staying in the camp area.
- Hospital staff are not specialists in disaster preparedness measures and other working modalities (mobile teams), however other experts can assist, especially in the monsoon sessions.
- Finally, for the exit process, the human resources plan must be given thorough consideration and reviewed. Inconsistencies occurred in communication with key partners which need to be systematically improved.



### Mental Health and Psychosocial Support (MHPSS)

From the beginning of the influx BDRCS has been providing support to the affected people through implementing Psychosocial Support (PSS) by assisting them to reducing their sufferings, promoting sense of safety and calmness among them. For the better outcomes through PSS implementation Bangladesh Red Crescent Society has implemented PSS activities in the field in two ways:

1. Through Community Based Psychosocial Support (CBPSS).
2. Through Community Based Health and First Aid (CBHFA)

BDRCS with the support of DRC are providing CBPSS through community safe spaces and child friendly spaces (CFSS). PSS activities are also provided in the emergency hospital and its surrounding areas including mobile clinics through CBHFA supported by Qatar Red Crescent, Canadian Red Cross, Japanese Red Cross Society. PSS is also provided in one DAPS centre with bilateral support of Danish Red Cross.

Trained BDRCS RCY volunteers provided PSS activities with the supervision of PSS Community Mobilizers and PSS Officers within the camps and at the RC Emergency hospital.

During January-December 2019, a total 106,938 children and adults were reached with psychosocial support activities. Trainings are continuously being provided to the BDRCS volunteers. More details on this reach as below:

- Through CBPSS: Total 47,437 people reached with Community Based Psychosocial Support in camps and host communities Supported by Danish Red Cross. Activities are given below:
  - Youth Group Session
  - Adolescent Girls Psychoeducation and Life Skill Session
  - Children and Youth Dignified Recreational Activities
  - Youth Recreational and Psycho-education Activities
  - Psychological First Aid Outreach (3208 HHs, Including male, female and children)
  - Referral
  - Follow-up Visit
  - Community Volunteer Orientation
  - Conducted 3 batches training of RCYs on Psychological First Aid
  - Community Based Child Protection Committee (CBCPC) Training and Meetings
  - Caring for staff and volunteers
  - Training of staff and Volunteers on PS and Protection

- Training of Trainers on Community Based Psychosocial Support (CBPSS)
- Basic Training on Psychological First Aid for 366 CPP Volunteers
- In-depth Training on Community Based Psychosocial Support
- Session on caring for Volunteers and Staffs
- Distribution of 1000 PSS learning materials at school level
- **Through CBHFA:** During January-December 2019 **total 59,501 people** reached, aware and got information about PSS and Psychological First Aid through CBHFA team. PSS Activities of CBHFA team are given below:
  - Children dignified recreation activities inside the BDRCS Field Hospital and health posts
  - Group Sessions with male and female patients to provide awareness session inside the BDRCS health posts
  - Conducted awareness raising and relaxation exercise through group sessions at Camp level
  - Conducted Psychological First Aid (PFA) at households' level in all catchment area of BDRCS health Posts
- A total of 693 people including staff and volunteers were also trained about PSS and PFA in 2019.



## Water, sanitation and hygiene

People targeted: 105,000 people (75,000 in camps and 30,000 in host community)

People reached: 89,295

### WASH Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
% of targeted population that has access to improved water system	50%	13%
% of targeted population that has access to functional latrine facilities	25%	5%
% of targeted population that has demonstrated increased (from baseline) satisfactory hygiene practices (washing hands in at least 3 critical times)	75%	100%

### WASH Output 1.1: Continuous assessment, accountability of water, sanitation, and hygiene situation is carried out in targeted communities.

Indicators:	Target	Actual
# of KAP surveys conducted	4	1
# of water samples tested.	1,000	1,439
# of post-distribution monitoring surveys conducted	4	3

### WASH Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population.

Indicators:	Target	Actual
% of people practicing with good water collection and storage practices	75%	78%
% of the time of residual chlorine test at the water distribution point met min requirement 0.3 mg/l	90%	99.9%
% of the time targeted population have access to 7.5 L/p/d	75%	45%
# of people trained on operation and maintenance	100	10
# of institution with access to improve water system	10	0
# of people have access to emergency water supply stock during emergency/disaster <sup>16</sup>	40,000	71,500 <sup>17</sup>
# of existing water system improved in the host communities	30	0

### WASH Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
% of targeted population with safe faecal sludge treatment	50%	13%
# of people who have access to solid waste disposal system	10,000	0
Volume of sludge treated (accumulation)	4 m <sup>3</sup> /day	3.6 m <sup>3</sup> /day
% of effluent met the preferred Government of Bangladesh standards (BOD, COD)	75%	0%
# of latrines constructed in institution	100	-
# of upgrading of latrines in camps	200	-
# of people have access to contingency sanitation supplies <sup>18</sup>	40,000	3,500

### WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population.

Indicators:	Target	Actual
-------------	--------	--------

<sup>16</sup> Current emergency Aquatab stock of 578,000 tablets that can make 5L/p/d for 1 week.

<sup>17</sup> The people can access the stock, counting the camp population.

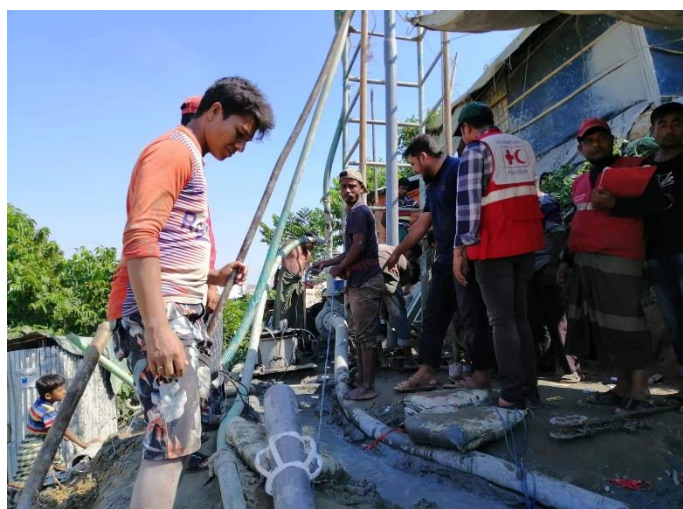
<sup>18</sup> Materials sufficient to build 70 emergency latrines for 50 people per latrine are part of contingency stock.

% of targeted people reached with hygiene messages	75%	65%
# of people received consistent hygiene kits and consumable replenishment	105,000	29,000
# of women and girls aged 11-49 received menstrual hygiene management kit	35,000	15,000
% increase in 3 aspects of personal hygiene knowledge (hand washing, latrine use and safe water handling)	20%	-

### Progress towards outcomes

The displaced people in Camps 11, 12, 18 and 4 extension have been using water for drinking, cleaning, bathing and households works from 11 production boreholes (BH). These BHs have been continuously producing and distributing approximately 29,000m<sup>3</sup> water since March 2018, providing an average of 9.3L/p/d since January 2019. One of the BHs is used for the BDRCS Field Hospital and another 10 BHs are for the targeted Camps.

Number of BHs including water networks have been planned in 2020. IFRC engaged heavily in the coordination process at the WASH Sector level in setting the standards and in the allocation of the water networks. All the BHs and water networks are targeted to provide 20 liters of water per person per day as it is a WASH sector standard. The five BHs including water networks in Camps 12 and 18 was constructed in 2019 and handed over to BDRCS to operate with support from Swedish Red Cross four BHs. In Camp 11, networks are almost ready to supply water in and another 2 BHs including water networks construction are in progress.



Production borehole and solar panel installation in Camp 11 (Photo/IFRC)

The people in Camp 18 continue using the IFRC supported latrines having faecal sludge management in place. A pilot aerobic faecal sludge treatment unit has been constructed and is operating in Camp 18. The system has been upgraded in 2019 with anaerobic baffled reactor (ABR) to remove solids from the waste stream and to reduce the chemical oxygen demand (COD) load to the aerated tank (by anaerobic digestion).

Since November 2018, a total of 905.5m<sup>3</sup> of sludge has been delivered and treated in the unit until September 2019. After September, the aerobic treatment site was handed over to British RC-Swedish RC consortium to operate. It has also been planned to replicate the same model of faecal sludge management (FSM) system in camp 19 which is targeted to be operational by mid-2020.



Faecal sludge management in Camp 18. (Photo/IFRC)

A faecal sludge field laboratory has been established and is testing samples from the pilot aerobic unit, the British Red Cross lime treatment site and a total of five other systems constructed and operated by other agencies as part of a contribution to the wider WASH sector. The Government of Bangladesh standard of 200mg/L for Chemical Oxygen Demand (COD) from the effluent has yet to be consistently achieved by the unit; the average COD results in April and May 2019 is equal to approximately 450mg/L. The effluent results for nitrogen and phosphate have consistently been meeting the government standards since operation commenced. Currently the FSM lab is testing at least four samples per day from the running aerobic FSM treatment and providing small scale support to other agencies for monitoring effluents and influent result of FSM.

The target households in the Camps 12 and 18, including women and adolescent girls become aware of personal

and household hygiene who continue using hygiene kits and menstrual hygiene management (MHM). A total of 16,023 hygiene kits for a household of 5 have been distributed since the start of the operation. The estimated number of people who have been reached through this process is approximately 51,828. A new hygiene kit strategy was developed at the end of 2018 and approved by the RRRC to distribute individual hygiene parcels every two months. Based on new hygiene kits strategy, BDRCS distributed 63,316 hygiene top up kits among 29,000 people in camp 18 as of December 2019. Moreover, we have also planned to distribute 8,000 family hygiene non consumable items and 45,000 hygiene top up kits among the 29,000 people in camp 18. A post distribution monitoring was conducted in 2019. The survey reported that most of the interviewed people utilized the items given while 92% respondents ranked the main hygiene items as good quality.

As per planned, MHM kits have been distributed to women and girls of menstruation age (11 to 49 years) in the entire Camp 13 and one third of Camp 18, equal to approximately 15,000 people.



MHM kit distribution in Camp 13 and Camp 18 (Photo/IFRC)

In 2019, as a part of host community WASH support, three deep tube-wells were installed in Ratnapalong union of Ukhia Sub-district and there is a plan to install 12 more tube-wells there. It has also been planned to construct tube-wells for 100 households in host community under Ratnapalong union.

The timeframe for procurement of materials has been quite extensive and has impacted the delivery of the programme. Larger framework agreements are being developed which will aim to reduce the overall time for procurement by having set price agreements over a longer timeframe. Local procurement is also being prioritised over international procurement due to the issues related with delays in customs and obtaining tax exemption certificates. Higher quality local suppliers have been identified and are delivering within agreed timeframes.

Based on BDRCS HR projection 2019, recruitment of two WASH officers is ongoing, which is expected to complete by March 2020. Additionally, management has agreed to recruit one more staff for BDRCS to support solid waste management activities in both host and guest communities.



## Protection, Gender and Inclusion

People targeted: 120,500

People reached: at least 121,500

### Outcome 1: Vulnerable groups are empowered and protected from abuse, violence and exploitation including trafficking

Indicators:	Target	Actual
<i>Operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response. (old indicator)</i>	Yes	Yes
<i># of GBV cases reported.</i>	100	33
<i>% of referrals made based on protection concerns identified.</i>	100%	25%
<b>Output 1.1: Vulnerable groups have access to DAPS centres.</b>		
Indicators:	Target	Actual
<i># of community members (f &amp; m) having access to DAPS centres</i>	120,500	121,500
<i># of DAPS house accessible to the target population (old indicator)</i>	3	3

# of people that have visited the DAPS centres	3,000 in 3 DAPSS/month	7,352 (Female 4060, Male 3,292)
<b>Output 1.2: The most vulnerable people receive items for protection</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of solar lamps distributed reached people	42,000	49,850
# of relevant protection items (dignity kits) distributed	50,000	27,870
<b>Output 1.3: PGI is mainstreamed across programmes and operations.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of sectors that show evidence of integrating the Minimum Standard Commitments to Gender and Diversity in Emergencies (health, shelter, WASH, livelihoods, DRR)	5	5
# of mainstreaming activities across sectors	20 (For five sectors, minimum 3/ sector)	Not started
<b>Output 1.4: People with disabilities are identified, medical assessments are carried out and people receive assisting devices.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
% of PDM's and satisfaction surveys done using Washington questions set	100%	100%
# of assessments carried out to identify people with disabilities	3 (per year)	1
# of assisting devices provided to the people with disabilities	30 per year	6
<b>Outcome 2: The institutional capacity of BDRCS is enhanced in terms of PGI response.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of IEC/ key messages, awareness raising sessions, on prevention and response to protection risks (including trafficking and PSEA) designed, disseminated, implemented. (old indicator) Note: GBV IEC materials set was prepared	10	5
% of BDRCS staff and volunteers signing off the Code of Conduct, Child Protection and PSEA policies.	100%	None
<b>Output 2.1: There is increased BDRCS knowledge on Child Protection, SGBV, trafficking and other PGI aspects.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of PGI briefings conducted to BDRCS staffs and volunteers on CP, SGBV, trafficking including on Protection reporting forms.	1/quarter	1
<b>Output 2.2 BDRCS field staff and volunteers as well as community volunteers from other sectors have the capacity to identify vulnerable people in need of support across RC/RC operations (including during emergencies).</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of staff/RCY/community volunteers trained on PGI	1,000	1,342
% of incidents reported by field staff and volunteers	100%	75% (f 50%, m 100%)
<b>Progress towards outcomes</b>		
<p>The EPoA targets women, men, girls and boys in Burma Para (Camp 13), Hakim Para (Camp 14), and Tanjmarkhola (Camp 19) camp areas. In those areas PGI is providing services for access to protection, psychosocial, gender issues and community engagement programmes through the community centers which is popularly known as DAPS centres. One DAPS centre has been established in Burmapara camp and two more have been operationalized on May 2019 in Hakimpara and Tansirmakola camps. The locations of the centres have been agreed with camp authorities and the host national society (BDRCS). These projects aim to target the most vulnerable and enable their access to safe spaces that mitigate the exposure to protection risks and promote empowerment of the affected community.</p> <p>DAPS centre operation is an integrated strategy for PGI, PSS, CEA and RFL and provides community-based activities including facilitation of male/women/child friendly activities, rolling out of feedback and complaint mechanism, and support to individuals who are identified to be at risk. Ongoing activities of DAPS centre include:</p> <ul style="list-style-type: none"> <li>• Structured recreational and PSS activities of DAPS centers.</li> <li>• Skill training for vulnerable women and girls.</li> </ul>		

- Weekly based RFL services.
- Information Desk and Feedback and complain box at DAPS centers
- Awareness session for different regular groups using PGI Module.
- Life skill activities for vulnerable women and girls like tailoring.
- Informal Burmese and English learning session for children.
- Radio Listening programme run by CEA

One of the planned interventions in DAPS centres was to provide a skills development activity for vulnerable women who are at risk. Women and girls are among the groups that are most exposed to protection risks as well as are likely to take on harmful survival strategies such as early marriage, child labour, or trafficking. IFRC in coordination with case management actors selected 100 vulnerable women to take part in “Tailoring Project” as skill development activity. In three DAPS trained tailors conducted basic clothing session with these 100 participants.

PGI in PMO work through internal sector coordination and collaboration in the means of identifying common interest and making implementation strategies. As a result, IFRC supported with logistics, PMER and administrative support to carry out distribution of 27,870 dignity kits, more than 12,634 umbrellas and Solar Lamps in affected community.

PGI has been mainstreamed in the sectors to ensure IFRC Minimum Standards for PGI in emergencies. In the process PGI mainstreaming in different sectors, mainly PGI basic training for programme staff and protection consultation with sector leads or focal persons have been conducted. At the moment, few sessions of the PGI modules have been rolled out at the Primary Health Care centres and with the adequate human resources this could be expanded. Working with Wash in designing bathing facilities and latrines so that women and girls feel safe enough to use them, they would be accessible for people with disabilities etc in host and guest communities. Related to Relief, in all distribution points PGI is ensuring having at least two trained RCY’s to be there to meet the differentiated needs of the population, maintaining prioritization line for pregnant and lactating women, people with disabilities and chronic diseases as well as elderly. To ensure dignity of lactating women, PGI established ‘Breastfeeding Corner’ as well in three BDRCS distribution points.

One of the most essentials objectives aimed through PGI mainstreaming, is identification of vulnerable cases and referrals by all sector staff and volunteers. Through DAPS centers and other activities PGI referred at least 120 sensitive and insensitive cases to different agencies and also internally other sectors of PMO as well. All programme sectors’ field staff and community volunteers received training on Protection from Sexual Exploitation and Abuse (PSEA)

PGI in PMO is supported by IFRC through a coordination mechanism and capacity building of BDRCS. For this numbers of PGI basic training organized and it covered a good number of BDRCS staff, community mobilizer and community volunteer. In those training prevention and response to protection risks, GVB, CP and trafficking were included. PGI also conducted PSEA orientation for IFRC staff and also for BDRCS as well. Orientation on Referral mechanism was also conducted for PGI and other sector staff of BDRCS and IFRC. A good number of RCY received PGI training including anti-trafficking and PSEA



## Disaster Risk Reduction

People targeted: 1,000,000 indirect beneficiaries; 200,00 direct beneficiaries

People reached<sup>19</sup>: 54,473

### DRR & Resilience Outcome 1: Disaster ready communities, camp settlements and schools

Indicators:	Target	Actual
# of households in target communities with increased knowledge on preparing, mitigating, or responding to disasters	40,000	KAP ongoing, to be reported
# of contingency plans that include local and community inputs (old indicator)	1	1
<b>DRR &amp; Resilience Output 1.1: Camp Settlement communities have improved knowledge, skills and tools to prepare for, mitigate the impacts of, and respond to disasters.</b>		
Indicators:	Target	Actual

<sup>19</sup> Reference to the counting people reached guidance

# of households reached by CRA/EVCA implementation (Target: caseload of BDRCS Camps) and benefit from a Community Risk Reduction Action Plan (RRAP)	40,000	Not started
# of CRA/EVCA trainings provided to Humanitarian organisations	8	1
# of households reached by awareness sessions (=caseload of BDRCS camps)	None	210,000
# of volunteers mobilized on awareness campaign and DP activities	150	3,400
# of individuals and teams provided with basic response equipment	None	600
# of CISCIG and DMC and DMU teams provided with basic response equipment (Target: the target should be the number of CIC for all 34 camps, the 34 DMC, and we need to identify how many DMU we have in total as all of them should be equipped)	None	170
<b>DRR &amp; Resilience Output 1.2: Host communities have improved knowledge, skills and tools to prepare for, mitigate the impacts of, and respond to disasters.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of Risk Reduction Action plans and hazards maps elaborated and shared with the UDMC.	10 RRAP	None
# of Community Based response teams formed and remain functional for emergency services with necessary equipment.	150	128
# of CPP Units trained and equipped	150	25
# of Livelihood assessment published and shared with the Cash WG	Yes	Under process
# of response teams formed and remain functional for emergency services with necessary equipment. (old indicator)	None	None
<b>DRR &amp; Resilience Output 1.3: Schools and learning centres are provided with knowledge and equipped to better mitigate and cope with disasters. (revised)</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of schools and learning centres reached (old indicator)	10	10
# of students trained and equipped (Target: tbc after assessments)	None	3,451
# of Schools Disaster Risk reductions plans elaborated.	10	None
# of mitigation measures undertaken at school level to mitigate disaster impacts.	10	None
<b>DRR &amp; Resilience Output 1.4: BDRCS has improved capacity in implementing DP and DRR activities and increased partnership to relevant stakeholders. (revised)</b>		
# of forged and sustained partnerships	5	8
# of joint activities organized with stakeholders.	3	7
<b>Progress towards outcomes</b>		
<p><b>Preparedness and resilience</b></p> <p>BDRCS with the technical support from American RC and IFRC has been implementing disaster risk reduction actions in order to enhance the capacity of the people to withstand disasters in 34 camp settlement and adjacent host communities since 2018.</p> <p>In the Camp settlement, Cyclone Preparedness programme (CPP), which is a joint initiative of BDRCS and the government of Bangladesh, is being implemented to develop CPP volunteers' capacity with skills and required equipment (personal protection gears, early warning, search &amp; rescue kits, First Aid bags), so that they can be efficient first responders to support their own families and communities as and when needed. The plan is to create 3,400 volunteers pool in all 34 camps. As of now, 2,648 CPP camp volunteers received training on 'Basic Disaster Preparedness' (also known as basic CPP training) and 1,706 received 'First Aid' in all 34 camps. These trained volunteers are involved in facilitating CPP interventions in the camps. One of the key tasks is multi-hazards awareness message dissemination including cyclone in all 34 camps with the support from respective Site Management Support (SMS) Agencies and Refugee Relief and Repatriation Commissioner (RRRC) Office in the camp settlements.</p> <p>In 2019, CPP along with Communication with Communities (CwC) working group (agencies), SMS and RRRC office organized cyclone preparedness campaign where BDRCS jointly reached 912,000 people living in the camps with lifesaving messages. This cyclone preparedness messaging was done following the 'CPP Field Discussion Guide for Cyclone Early Warning and Preparedness' which is also a joint initiative of more than 25 humanitarian stakeholders including RCRC, ISCG, UNHCR, UNICEF, IOM. Besides, the trained volunteers were able to hoist the signal flag in all 34 camps and took those down during cyclone 'Fani' and 'Bulbul' in 2019. In order to facilitate these multi-hazards</p>		

actions better further, BDRCS extended support by hiring 34 CPP camp focal, 8 supervisors and a coordinator for the camp CPP actions.

BDRCS started working in the host communities with its DRR interventions in ten educational institutions and 10 communities. The key actions are information sharing/orientation on DRR, CCA, Road safety with the school students, teachers and the community people.

BDRCS is well placed in the wider humanitarian arena in Cox's Bazar. This has happened due to continuous engagement of the RCRC in external platforms, initiate and conducted joint actions like Cyclone Preparedness Campaign that we mentioned above. Since 2018, four stakeholders meeting have been participated by RCRC since 2018. However, in 2019, RCRC jointly hosted a stakeholders meeting with UNDP and ISCG to discuss about cyclone and monsoon preparedness and response. The accomplishment of DRR intervention and challenges were presented along with all other humanitarian stakeholders. BDRCS is also involved the capacity building of the RRRC staff on DRR and Communication with Community (CwC) in collaboration with UNHCR, IOM and RRRC office. A KAP (Knowledge, Attitude and Practice) survey is ongoing in collaboration with REACH<sup>20</sup> to assess multi-hazard preparedness capacity of people in Camp and Host Communities.



CPP Volunteer received first aid training. (Photo /AmCross)

**International Federation of Red Cross Red Crescent Societies**  
**Response to Monsoon Rains**

Federation-Wide Internal Update  
 Publishing date: 21 September 2018

**BACKGROUND**

Cox's Bazar and Teknaf Districts are regularly exposed to cyclones and storm surges during the spring and autumn cyclone seasons, and the monsoon rains result in sporadic heavy rainfall from June through September causing flooding and landslides on the hilly terrain. October and November are cyclone season.

3,558.5 mm  
average yearly rainfall

215,000 displaced people  
in makeshift shelters in areas at risk  
of landslides and flooding

10 deadly cyclones  
in the past 10 years

**EMERGENCY PREPAREDNESS**

IFRC-wide preparations were initiated to formulate business continuity measures and to be able to respond immediately and efficiently with critical aid. The result was the IFRC Contingency Plan and Business Continuity for Cyclones.

A core team of Bangladesh Red Crescent Society (BDRCS) and partner national societies (PNS), with the support of IFRC, worked to put emergency measures outlined in the Contingency Plan in place with close coordination with other humanitarian actors and government officials in Cox's Bazar.

Key achievements to date:

500 community  
volunteers trained for  
the cyclone  
preparedness  
programme (CPP)

Deployment roster  
in place with 33  
staff available as  
needed

Pre-positioning of NFI  
stocks –  
WASH and Upgrade  
Shelter Kits

Safe Shelter (PASSA)  
trainings for 8,309  
HHs

Mass casualty  
management plan in  
place and simulation  
exercise completed

Shelter upgrade  
kits for 6,303 HHs

168 community  
volunteers trained for  
community health  
programmes

BDRCS Emergency  
Response Centre set  
up in Cox's Bazar

Infographic on emergency preparedness and Federation-wide response

<sup>20</sup> <https://www.reach-initiative.org/wp-content/cache/all/index.html>

## Strengthen National Society

**S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform.**

Indicators:	Target	Actual
<i>BDRCS has a self – development plan in follow up to OCAC (Target: Yes)</i>	Yes	Yes
<i>Cox's Bazar unit has a self – development plan in follow up to BOCA.</i>	Yes	-

**Output S1.1.4: National Societies have effective and motivated volunteers who are protected**

Indicators:	Target	Actual
<i># of insured volunteers engaged in the operation</i>	200	300

**Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place.**

Indicators:	Target	Actual
<i># of national level trainings conducted for staff and volunteers of BDRCS</i>	10	-

### Progress towards outcomes

IFRC and partners continue to support BDRCS to provide effective support to the affected communities (both displaced and host communities) through the One Window Framework. **Strong NS and branch** is one of the key enabling actions.

BDRCS has recently developed a NSD plan of action based on BDRCS' Organizational Capacity Assessment and Certification (OCAC) priorities. Hence, some of the planned activities are associated with long term strategic shifts, especially in terms of enhancing accountability and useful systems development, HR and leadership development in the organization.

Accordingly, in 2019 meetings have been held with BDRCS senior management and the NSD counterpart to discuss the modality of implementation and processes. A coordination meeting chaired by the Deputy Secretary-General was held on 11 November 2019. It was attended by 11 heads of department/Directors, who discussed the implementation of the NSD plan of action. Some work has already begun around the development of supporting policies and systems. Specific progress was made with the following activities:

- Three BDRCS PMER staff attended workshop on 'Data Literacy' in Malaysia, 18-21 November 2019. The workshop was organized and hosted by IFRC Asia Pacific Regional Office and supported by the Netherlands Red Cross and American Red Cross. The key objectives of the workshop focused on strengthening the capacities of National Societies in data literacy, data collection, data management, and analysis drawing on their shared experiences and knowledge in using data/information during emergency operations and development projects. BDRCS finished developing a Central Data and Information Management System (CDIMS) during the last quarter of 2019.
- BDRCS is planning the development of a BDRCS Resource Mobilization Policy and Strategy. During the reporting period, the national society has assessed eligible consultants to support this work.
- BDRCS has developed terms of reference (ToR) for a consultant to support the development of its Prevention of Sexual Exploitation and Abuse (PSEA) policy.
- The upgrade of BDRCS finance system has started and discussion is in progress to upgrade NAVISION and reporting modules. A consultant was selected in January 2020. By March 2020, BDRCS will upgrade its finance system, server and provide relevant training to staff users.
- Plans finalized for the following activities to be undertaken in February 2020:
  - Two-day orientation for new and existing governing board members in Cox's Bazar, 10-11 February 2020. IFRC and partner national societies will be in attendance, along with members of the RRRRC.
  - Workshop with all 68 youth "chiefs", focusing on the skills and capacities of youth and volunteers, using information technologies and social media.
  - Training session for fleet drivers regarding road safety, behavioural change and first aid. Traffic police will be in attendance.

The Cox's Bazar Unit of BDRCS along with the Red Cross youth volunteers have been the backbone of the operation since the beginning and have been supporting the response across all sectors with a pool of at least 270 BDRCS RCY who are active in Cox's Bazar branch. To date, RCY volunteers have received training sessions covering topics

such as epidemic control for volunteers (ECV), hygiene promotion and the combined training for PGI, PSS and RFL have been conducted to increase the capacity of the BDRCS volunteers. The local unit in Cox's Bazar forms part of the host community and will need longer-term support to cope and provide the necessary assistance this operation requires and in case of any other disaster that could affect the guest and host communities. A branch development and a finance dedicated person with the support of IFRC has been in place to build the capacity of Cox's Bazar unit in link with developed integrated plan of action. A branch development working group is in place formed by PNS members, BDRCS unit and IFRC staff in Cox's Bazar level. BDRCS is well connected with local authorities and partners due to their special position as stated in presidential decree. BDRCS is also partner to UN agencies and other local partners in this operation. They are well placed within different forums and levels to be connected with communities and stakeholders.

## International Disaster Response

### Outcome S2.1: Effective and coordinated international disaster response is ensured

Indicators:	Target	Actual
% of target population expressing that they have access to information about the RC/RC programmes/response.	60%	60%
% of target population expressing that they feel as if the RC/RC listens and responds to their feedback.	60%	60% <sup>21</sup>
% of target population expressing satisfaction with the humanitarian assistance received from the RC/RC.	80%	90% <sup>22</sup>

### Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained

Indicators:	Target	Actual
# of NS surge capacity deployed for the operation	As necessary	11 <sup>23</sup>
# of people deployed using global response tools	As necessary	221

### Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and activities

Indicators:	Target	Actual
% of registration/distribution sessions with information desks.	50%	80%
# of BDRCS staff and volunteers/community volunteers trained on CEA approaches.	30	121 (f-54, m-67)
# of radio listening sessions facilitated per month.	30	24
System/protocols in place to collect, analyze and verify information/feedback received from communities.	Yes (1)	Yes (1) <sup>24</sup>
60% of feedback and complains responded/acted upon	60%	30%
Regular perceptions surveys conducted	Yes (61)	Yes (67) <sup>25</sup>

### Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability

Indicators:	Target	Actual
Quality logistics services are provided in a timely manner	Yes	Yes

### Output S2.1.5: Integrated services are provided to the NS working internationally

Indicators:	Target	Actual
# of PNS supported through integrated services	11	11

### Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced

Indicators:	Target	Actual
-------------	--------	--------

<sup>21</sup> This data is based on the recent independent perception surveys conducted by Ground Truth Solutions and 30 focus group discussion and community consultation. The respondents are randomly selected displaced persons across all camps who provided their opinion about all humanitarian actors. These respondents also include people who were not targeted by RC/RC interventions.

<sup>22</sup> BDRCS, with support from IFRC, has been conducting regular exit surveys and satisfaction surveys for our health clinics and after distributions. This percentage represents the average from those different sectoral surveys.

<sup>23</sup> Current number of PNS in-country.

<sup>24</sup> There is 1 overall feedback system, with 1 BDRCS Feedback Guideline for the PMO as the main protocol. BDRCS has established a large number of different feedback channels, such as help desks and community consultations, which are all included in the overall feedback system.

<sup>25</sup> The data is the number of people reached with perception surveys and consultations. It includes all Focus Group Discussions and satisfaction surveys conducted by the CEA team in 2018 and 2019.

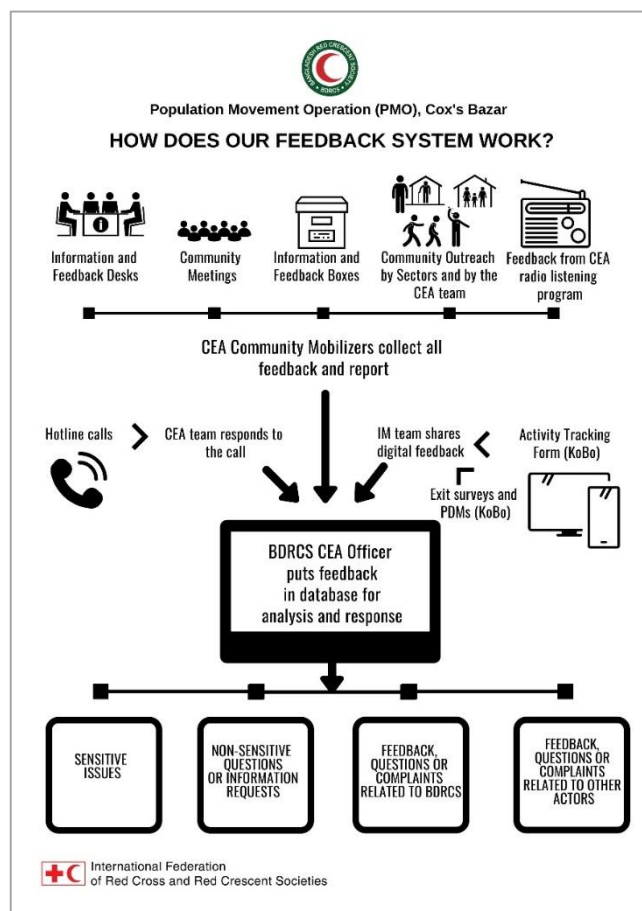
# of sectors (RCRC) participating in coordination meetings with ISCG	10	6
# of sectors (RCRC) conducting regular coordination meetings	10	5

## Progress towards outcomes

### Community engagement and accountability

From the beginning of the operation CEA is being streamlined across all sectors to ensure effective communication with communities. As a cross cutting sector CEA team works closely together with all sectoral teams on a day-to-day basis. Before starting any new intervention, CEA team make sure consultation with community is happen and collect reflection towards ongoing BDRCS activities and support in camp and host community. Below are some of the key achievements of CEA to date are:

- Inclusion of basic CEA induction sessions during most sectoral trainings for BDRCS staff and volunteers.
- Development of recorded Rohingya language audio files that the BDRCS relief team can use during distributions, with content that was co-created by community members.
- Establishment of a partnership with Artolution, an organization that supported the WASH and PSS teams in the development of contextually appropriate information materials.
- Development and translation of several IEC materials (such as flyers, posters and brochures).
- Standard inclusion of CEA-related questions in all Post-Distribution Monitoring and exit surveys.
- Radio Listening programme in camp
- Beneficiary selection and feedback collection of CBI intervention in camp and host community.
- Community consultation for mitigating the protection threat in camp community on women engagement in BDRCS activities.
- Regular stakeholder meeting at camp level known as Majhi-Imam meeting.
- Perception Survey at Host Community on November 2019.



To collect feedback and complain from community, BDRCS and IFRC as well as all PNSs also continue using a variety of channels. In camp there is contextual challenges related to illiteracy where 73 per cent of the displaced population is illiterate and limited access to technology, adopted approach places a strong emphasis on audio-visual communication and feedback collection. At present, the most important feedback channels are:

- There is Info Hub at camp-11 and Information and Feedback Desks at three BDRCS distribution sites, also community centres and health facilities.
- Regular focus group discussions in guest communities as well as host communities, with specific attention to hear from women, men, persons with disabilities, children, elderly and people from marginalized groups.
- Monthly feedback-sharing meetings with community representatives (mahji's and imams) in all camps where BDRCS has significant interventions. Within 2018-2019 CEA team organized at least 30 Majhi and Imam meeting at different camps.
- Feedback boxes at BDRCS distribution sites and community centres (DAPS, PHC and health post).
- Outreach activities by sectoral volunteers, such as the daily home visits of PSS and PGI teams, as well as by the CEA community mobilizers.
- Exit surveys conducted with people who have just received Red Cross services, for example a client at one of the health clinics or someone who was targeted by one of Red Cross distributions.
- Independent perception surveys with guest communities across all camps, conducted by Ground Truth Solutions in July 2018, October 2018 and February 2019.

The CEA team also organizes daily radio listening groups across seven different camps and community centres to discuss ongoing concerns and to raise awareness. The Rohingya audio files for the radio show are produced and disseminated each week by Radio Naf, a local radio station, with support from BBC Media Action. The topics are

chosen based on weekly community consultations and the changing humanitarian context, for example in case of sudden disease outbreaks or a heightened cyclone risk. After listening to the radio show, BDRCS' community mobilizers and volunteers facilitate a thematic discussion with the participants, and after that they also register their feedback. Because of the literacy rate and the cultural preference guest community prefer to give general feedback in face to face. For this radio listening is popular in camp community and a good medium to collect feedback as well.

After receiving all the feedback throughout all those channels information is registered in the BDRCS feedback database. This database enables BDRCS to conduct a systematic analysis of the feedback, to refer it to the relevant sector(s) for potential programmatic changes, and to use it for evidence-based advocacy towards other stakeholders, such as the camp management bodies. To ensure getting back to community with relevant response of the community's feedback CEA team is closely working with all sector and working to established one focal in every sector as well.

### **Effective response preparedness and NS surge capacity**

A large recruitment for BDRCS and IFRC were done to strengthen the operation in Cox's Bazar. BDRCS National Disaster Response Team (NDRT) members from all over the country have been deployed to support the operation. BDRCS also has been deploying the Red Cross Youth (RCY) volunteers and community volunteers daily for the operation.

IFRC has a sub-office with local and international staff in Cox's Bazar and is supporting BDRCS in the implementation of activities and coordination with stakeholders. The staff are recruited by BDRCS with support from IFRC and funded through this appeal or through other Movement partners. The number of surge and RDRT has been greatly reduced with more long-term staff being recruited.

Since 25 August 2017, a number of global surge have been deployed for the operation supporting in the areas of administration, community engagement and accountability, communications, coordination, finance, health, HR works, logistics, migration, operations, Cash, PGI, PMER, security, shelter and WASH. Global tools were also mobilized for this operation such as: Head of Emergency Operations, FACT members, RDRT members, ERUs, Danish Red Cross extension of camp accommodation team, and SIMS remote support.

### **Supply chain and fleet services**

The Federation wide logistics, procurement and supply chain management sector is steadily and progressively providing services to the population movement operation (PMO) which span the entire supply chain process of end-to-end planning, sourcing and delivery of goods and services to assist people in need.

The in-country team is focused on procurement of a broad category of goods and services, warehouse operations and storage for general goods and cold chain for medical drugs, fleet and transport management including movement of people and trucking for goods from storage to distribution, Impex services majorly focusing on facilitating acquisition of duty exemptions for imported goods and customs clearance at ports of entry, technical guidance to various teams on logistics, procurement and supply chain management.

Internationally, the Asia Pacific Operational Logistics, Procurement and Supply Chain Management (OLPSCM) department in Kuala Lumpur continues to provide International procurement of goods and services, procurement process quality control, review of high value local purchases, logistics coordination, mobilization of in-kind donations and technical advice on overall supply chain management excellence. The following are recent developments in the various supply chain sectors:

- **Procurement:** The department has rolled out an assertive local framework agreement (LFA) strategy as a mechanism to provide faster and more cost-effective goods and services. Within the last six months, more than 20 agreements in a minimum of 15 categories have been finalized and have resulted in significant impact in cost effective, timely delivery of goods, services and construction. The programme teams are reviewing their budgets, plans, interest from PNSs which will result in scaling up of the LFA's to meet expanding programme needs.
- **Fleet and Transport:** Twelve vehicles leased by the Global fleet unit which took months to import to Bangladesh have finally been cleared. The delay was in securing the duty exemption approval. Out of the 12 units IFRC will use four directly for the PMO office while the rest are spread out across the PNSs and the IFRC country office in Dhaka.
- **Warehousing operations:** Although in totality the cluster of warehouses operated in support of the PMO is enough, the mobile storage units (MSUs) located near the settlement camps are limited and often utilized to capacity as procurement deliveries increase by the day. The team is keenly monitoring and requesting overdue stocks to be distributed by the programme teams to allow for optimization of space for incoming stocks. The PMO is also relocating its MSUs from Palong garden warehouse to Raja Palong which has more security and space.
- **Mobilization:** The recently revised appeal presented additional needs for various programs, part of which have been included in the updated mobilization table. Recently, the British red cross has committed to provide support in acquiring some goods. It is important to note that on overall, many PNSs have contributed in-kind and financially to the PMO budget, mob-table, bilaterally and directly. Details on the mobilization table can be accessed on DMIS.

- **Basic training:** IFRC organized a One-day workshop to enable logistics, procurement and supply chain NS staff familiarize themselves with how the IFRC system works. The OLPSCM structure was presented, hierarchical levels of authorization, matrix way of working and many of the tools, manuals and guiding procedures were shared to enable the team to be more effective in their day to day work. The IFRC unit highly recommended to BDRCS and the PNSs supply chain staff to always seek technical support from IFRC where they have limited knowledge or experience.

Major challenges include:

- Delays in approvals of import duty exemption applications for international procurement over and above six months.
- Limited staffing capacity and scaling down of staff in the department whereas the workload is steadily increasing. By end of June the Med-Logs assistant and Logistics delegate will have ended their mission.
- Short termism and unplanned approach to request for procurement services by programme teams leads to more work in repeating tenders for similar type of goods.
- Increased procedural requirements for procurement as per the 2018 updated manual and eContract approval/requirements results in delay in delivery as each file requires a lot of effort and multiple layers of approval.
- Limited availability of skilled drivers fluent in English for increased vehicle fleet.
- Increased delivery of goods where distribution is slow is leading to reducing storage capacity in the MSUs nearer to the settlement camps.

#### Integrated services

The 11 PNSs in Cox's Bazar receive support from the IFRC's integrated services and support such as office space, security, human resources and administrative issues such as visas and camp permits for visitors.

#### Outcome S2.2: The complementarity and strengths of the Movement are enhanced

Indicators:	Target	Actual
<i>Published One Window Framework and Plan of Action</i>	Yes	Yes

#### Output S2.2.1: In the context of large-scale emergencies the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination.

Indicators:	Target	Actual
<i># of RCRC coordination meetings</i>	As necessary	at least 40

#### Output S2.2.5: Shared services in areas such as IT, logistics and information management are provided

Indicators:	Target	Actual
<i>Shared services are available to all Movement partners.</i>	Yes	Yes

#### Progress towards outcomes

A partnership meeting was organized in Cox's Bazar from 13 to 15 February 2018. The One Window Framework (OWF) was formalized and was shared amongst the partners as the working modality for all partners. In December 2019 a partner's (PNSs) meeting was held on OWF plan of action for 2020 to 2021, where a task force comprising of 5 members led by BDRCS was formed to make a ToR for the OWF. The OWF Plan of Action was revised and it is currently being updated to reflect the Movement plans for the longer term. Additionally, coordination meetings are held with all Movement partners including weekly operation meetings.

### Influence others as leading strategic partner

#### Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable

Indicators:	Target	Actual
<i>Regular coordination with key government stakeholders and within the humanitarian system.</i>	Yes	Yes

#### Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues

Indicators:	Target	Actual
<i>Involvement within the humanitarian system on advocacy for the crisis</i>	Yes	Yes

#### Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.

Indicators:	Target	Actual
# of assessments/evaluations carried out	2 (mid-term & final evaluation)	1
<b>Progress towards outcomes</b>		
<p>A steady flow of timely and accurate public information focusing on the humanitarian needs and the response is produced to ensure visibility, facilitate resource mobilization and enhance collaboration with partners and stakeholders. In late 2019, for example, thematic packages of communications materials highlighted the impact of under-funded sectors in the appeal. VIP and donor visits were supported with communications. Up-to-date media materials including key messages, and audio-visual material are regularly shared with National Societies globally through the IFRC communication internal channels.</p> <p>IFRC communications also assists in the management of reputational risk through training of staff and volunteers, ensuring informed consent is obtained, media monitoring and preparation of reactive lines when necessary. The IFRC communication team ensure the BDRCS staff and volunteers are well accepted and recognized by beneficiaries and the wider community. Caps, t-shirts and vests with Red Cross logo have been provided to volunteers to ensure a high level of visibility.</p> <p>The <a href="#">MTR</a> carried out in May 2019 was done by a team of consultants and Red Cross staff not working in this operation. The review identified lessons for improving IFRC enabler's role in leading a Federation-wide joint planning process, coordinating sectoral planning, addressing cross cutting themes and strengthening the National Society operation response capacity. The MTR's findings and recommendations have helped the PMO team and its partners to make immediate necessary adjustments to programming and operational strategies as the response evolves in order to meet the needs of the displaced and host communities better. To improve quality assurance and accountability, the MTR has provided clear recommendations to support formulating medium- and longer-term vision and strategy including transition and sustainability strategies beyond 2019, and document the lessons learned so that it can be used to replicate the good practices in another similar kind of protracted crises.</p> <p>A case study was carried out in 2019, commissioned by the Governing Board called "Effective and Efficient Humanitarian Response" with the purpose to provide a case study from which the IFRC Governing Board's Advisory Group for Effective and Efficient Humanitarian Response can determine the practical information and data required to provide guidance and advice to the Governing Board on the effectiveness of Federation-wide emergency responses, with the aim of improving the quality and impact of these operations. Useful observations and recommendations were provided not only for IFRC country-level but also IFRC Geneva and APRO.</p> <p>Federation Wide Reporting (FWR) is in place, gathering programmatic and financial data on IFRC, BDRCS and PNSs involvement in the PMO. A <a href="#">2-year Federation Wide Report (FWR)</a> has been completed covering 2017-2018.</p>		
<b>Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.</b>		
Indicators:	Target	Actual
# of PNS continuing programming on a longer term	9	10
<b>Output S3.2.1: Resource generation and related accountability models are developed and improved</b>		
Indicators:	Target	Actual
# of partners supporting the Emergency Appeal (old indicator)	As necessary	42
A resource mobilization plan is drafted, shared and updated.	1	0
<b>Progress towards outcomes</b>		
<p>Partners national societies who contributed to the IFRC Emergency Appeal are: American Red Cross, Australian Red Cross, Austrian Red Cross, Bahrain Red Crescent, Belgian Red Cross, British Red Cross, Canadian Red Cross, Red Cross Society of China Macau branch, Danish Red Cross, Finnish Red Cross, Hong Kong branch of the Red Cross Society of China, German Red Cross, IFRC at the UN Inc, the Iranian Red Crescent, Italian Red Cross, Japanese Red Cross Society, Luxembourg Red Cross, Maldivian Red Crescent, Netherlands Red Cross, New Zealand Red Cross, Norwegian Red Cross, Red Cross of Monaco, Republic of Korea National Red Cross, Singapore Red Cross Society, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, Taiwan Red Cross Organization and Turkish Red Crescent. The German Red Cross, Italian Red Cross, the Iranian Red Crescent, Swiss Red Cross, Qatar Red Crescent and the United Arab Emirates Red Crescent contributed to the BDRCS activities through bilateral channels. The IFRC has been actively coordinating with donors and drafting proposals to fill the funding gap in some of the sectors within this plan of action. The Emergency Appeal Plan of Action, revised recently, showed the current funding needs and as per reporting period, the Emergency Appeal is 67 per cent funded. Coordination meetings are held in Cox's Bazar and in Dhaka with all Movement partners on a regular basis.</p>		

## Effective, credible and accountable IFRC

### Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability

Indicators:	Target	Actual
<i>Annual audit conducted</i>	Yes	Yes

### Output S4.1.2: IFRC staff shows good level of engagement and performance

Indicators:	Target	Actual
<i>Regular monitoring of staff performance.</i>	Yes	Yes

### Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders.

Indicators:	Target	Actual
<i>Regular monitoring of budget and expenditures meetings.</i>	Yes	Yes

### Output S4.1.4: Staff security is prioritized in all IFRC activities

Indicators:	Target	Actual
<i>Regular monitoring of safety and security of staff members</i>	Yes	Yes

### Progress towards outcomes

BDRCS and IFRC work together to safeguard an efficient operation. Operational expenses such as volunteer per diems, accommodation, transportation, communication and coordination activities are factored in. Procurement is done following IFRC standard procedures. Finance and administration support to the operation is provided to the operation and staff. Weekly meetings are held between finance and sector leads to monitor pledges, expenditures and balances to ensure the funds are implemented on time and complying with all donor requirements.

The PMO IFRC Security Team is now a well-established and effective hub for operational security, contingency and incident response, and civil-military liaison. In the enduringly sensitive context, identifying, assessing and addressing security and safety concerns remains a priority. The operational security approach continues to be focused on community acceptance and understanding.

Field movements and communications for this complex operation are overseen by the Security Communications team. Monitoring movements around the operational area and providing initial incident response, the team is also responsible for the maintenance of contingency contact administration. Regular situational analysis, news and open-source monitoring, severe weather monitoring and regular security alerts are provided in order to facilitate safe operational activities. This is key to maintaining operational capacity during the frequently changeable and unstable periods, and is a priority during the election period.

In the operational context, relationships with authorities are a vital element of the security team's enabling work. The Senior Security Officer acts as a civil-military liaison, holding and developing clear and appropriate relationships with the military and other key authority structures. Continuous dialogue with external agencies is maintained in order to best inform actions and advisories.

Alongside regular operational security activities, strong contingency plans have been developed for a fast and efficient response to critical incidents or any deterioration in the security context. These continue to be reviewed, tested and updated by the IFRC Security Team along with PMO management.

## D. BUDGET

The appeal budget is CHF 82 million which includes CHF 3.57 million budgeted for Emergency Response Units. As of the date of the publication of this report, the [appeal coverage](#) is 67% per cent. The expenditure as of 31 December 2019 closing is CHF 24,508,310. Please refer to the attached financial report for more details. (Click [here](#))

## Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

**For further information specifically related to this operation please contact:**

### **In the Bangladesh Red Crescent Society**

- Firoz Salahuddin, secretary general, phone: +88 01811458500; email: [secretarygeneral@bdracs.org](mailto:secretarygeneral@bdracs.org)
- Md. Nazmul Azam Khan, disaster response; phone: +8801678135455; email: [nazmulazam.khan@bdracs.org](mailto:nazmulazam.khan@bdracs.org)
- Syed Ali Nasim Khaliluzzaman, Head of Operation, PMO, Cox's Bazar: phone: Mobile: +880 181 966 7768, email: [Nasim.kzaman@bdracs.org](mailto:Nasim.kzaman@bdracs.org)
- Md. Habib Ahmed, Deputy Director, BDRCS, PMO Cox's Bazar; phone: +88 01819502284; email: [habib.ahmed@bdracs.org](mailto:habib.ahmed@bdracs.org)

### **In the IFRC Bangladesh country office**

- Azmat Ulla, head of country office; phone: +880-171-152-1615; email: [azmat.ulla@ifrc.org](mailto:azmat.ulla@ifrc.org)
- Sanjeev Kafley, head of sub-office, Cox's Bazar; phone: +880 179 458 1877; email: [sanjeev.kafley@ifrc.org](mailto:sanjeev.kafley@ifrc.org)

### **In the IFRC Asia Pacific Regional Office, Kuala Lumpur**

- Mohammed Omer Mukhier, deputy regional director; email: [mohammedomer.mukhier@ifrc.org](mailto:mohammedomer.mukhier@ifrc.org)
- Necephor Mghendi, head of disaster and crises unit; email: [necephor.mghendi@ifrc.org](mailto:necephor.mghendi@ifrc.org)
- Vinod Muniandy, operations coordinator; email: [opscoord.southasia@ifrc.org](mailto:opscoord.southasia@ifrc.org)
- Siokkun Jang, logistics manager; email: [siokkun.jang@ifrc.org](mailto:siokkun.jang@ifrc.org)
- Rosemarie North, communications manager; email: [rosemarie.north@ifrc.org](mailto:rosemarie.north@ifrc.org)

### **For IFRC Resource Mobilization and Pledges support**

- **In IFRC Asia Pacific Regional Office:** Alice Ho, partnerships in emergencies coordinator ; email: [PartnershipsEA.AP@ifrc.org](mailto:PartnershipsEA.AP@ifrc.org)

### **For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)**

- **In IFRC Asia Pacific Regional Office:** Fadzli Saari, acting PMER manager; email: [fadzli.saari@ifrc.org](mailto:fadzli.saari@ifrc.org)

### **In IFRC Geneva**

- Tiffany Loh, senior officer, operations coordination; email: [tiffany.loh@ifrc.org](mailto:tiffany.loh@ifrc.org)
- Nelson Castano, manager, operations coordination; email: [nelson.castano@ifrc.org](mailto:nelson.castano@ifrc.org)

## How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



**Save lives.**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote **social inclusion**  
and a culture of  
**non-violence** and **peace**.

# Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2017/1-2019/12	Operation	MDRBD018
Budget Timeframe	2017/1-2021/12	Budget	APPROVED

Prepared on 25 Feb 2020

All figures are in Swiss Francs (CHF)

## MDRBD018 - Bangladesh - Population Movement

Operating Timeframe: 13 Jan 2017 to 31 Dec 2021; appeal launch date: 18 Mar 2017

### I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	11,700,000
AOF2 - Shelter	19,700,000
AOF3 - Livelihoods and basic needs	3,700,000
AOF4 - Health	14,600,000
AOF5 - Water, sanitation and hygiene	15,300,000
AOF6 - Protection, Gender & Inclusion	6,000,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	2,700,000
SFI2 - Effective international disaster management	8,500,000
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	0
<b>Total Funding Requirements</b>	<b>82,200,000</b>
<b>Donor Response* as per 25 Feb 2020</b>	<b>46,864,271</b>
<b>Appeal Coverage</b>	<b>57.01%</b>

### II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	509,679	457,528	52,151
AOF2 - Shelter	8,123,826	5,708,379	2,415,447
AOF3 - Livelihoods and basic needs	672,486	289,994	382,493
AOF4 - Health	5,628,568	1,997,701	3,630,867
AOF5 - Water, sanitation and hygiene	6,751,894	3,557,404	3,194,491
AOF6 - Protection, Gender & Inclusion	2,246,762	1,598,348	648,414
AOF7 - Migration	6,808,210	5,367,236	1,440,974
SFI1 - Strengthen National Societies	3,597,796	3,298,940	298,856
SFI2 - Effective international disaster management	1,382,395	1,374,509	7,886
SFI3 - Influence others as leading strategic partners	11,679	11,679	0
SFI4 - Ensure a strong IFRC	565,520	846,592	-281,073
<b>Grand Total</b>	<b>36,298,815</b>	<b>24,508,310</b>	<b>11,790,506</b>

### III. Operating Movement & Closing Balance per 2019/12

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	29,278,712
Expenditure	-24,508,310
<b>Closing Balance</b>	<b>4,770,402</b>
Deferred Income	8,137,579
Funds Available	12,907,982

### IV. DREF Loan

* not included in Donor Response	Loan :	1,063,858	Reimbursed :	1,063,858	<b>Outstanding :</b>	<b>0</b>
----------------------------------	--------	-----------	--------------	-----------	----------------------	----------

# Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2017/1-2019/12	Operation	MDRBD018
Budget Timeframe	2017/1-2021/12	Budget	APPROVED

Prepared on 25 Feb 2020

All figures are in Swiss Francs (CHF)

## MDRBD018 - Bangladesh - Population Movement

Operating Timeframe: 13 Jan 2017 to 31 Dec 2021; appeal launch date: 18 Mar 2017

### V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	179,521	77,691	190,277		447,489		
Australian Red Cross	634,430		312,435		946,865		
Australian Red Cross (from Australian Government*)	1,193,323				1,193,323		
Australian Red Cross (from Swedish Red Cross*)	24,644				24,644		
Austrian Red Cross (from Austrian Government*)	399,617				399,617		
Bahrain Red Crescent Society	88,672				88,672		
British Red Cross	1,991,274	235,324	154,847		2,381,445		
British Red Cross (from British Government*)	2,565,312				2,565,312		
British Red Cross (from DEC (Disasters Emergency Cc	269,459				269,459		
China Red Cross, Hong Kong branch	169,712	131,521			301,232		
China Red Cross, Macau Branch	250				250		
Danish Red Cross (from Danish Government*)	147,500				147,500		
Finnish Red Cross (from Finnish Government*)	120,678				120,678		
German Red Cross	23,908				23,908		
IFRC at the UN Inc	977				977		
Irish Red Cross Society	16,304				16,304		
Islamic Development Bank IsDB	174,036				174,036	8,129,997	
Italian Red Cross	117,332				117,332		
Japanese Red Cross Society	118,343				118,343		
Malaysia - Private Donors	276,153				276,153		
Maldives Government (from Maldives Private Donors*)	1,095,470				1,095,470		
Maldivian Red Crescent (from Maldives Private Donors	491,095				491,095		
New Zealand Government	525,525				525,525		
New Zealand Red Cross	33,064				33,064		
Norwegian Red Cross	60,116		14,465		74,581		
On Line donations	375				375		
OPEC Fund For International Development-OFID	498,853				498,853	53	
Other	784		0		784		
Red Crescent Society of the Islamic Republic of Iran	63,380				63,380		
Red Cross of Monaco	16,280				16,280		
Republic of Korea Government	1,040,231				1,040,231		
Services Fees				48,368	48,368		
Shell	121,183				121,183		
Singapore Red Cross Society	29,613				29,613		
Spanish Government	115,803				115,803		
Swedish Red Cross	865,528		31,086		896,615		
Swedish Red Cross (from Swedish Government*)	1,730,924				1,730,924		
Swiss Government	525,000				525,000		
Swiss Red Cross	521,873		30,874		552,747		
Taiwan Red Cross Organisation	29,038				29,038		
The Canadian Red Cross Society	205,678	210,382	9,929		425,989		
The Canadian Red Cross Society (from Canadian Gov	169,265				169,265		
The Netherlands Red Cross	628,111				628,111		
The Netherlands Red Cross (from Netherlands Govern	2,623,036				2,623,036		
The Republic of Korea National Red Cross	102,033	32,615			134,648		
The Republic of the Philippines	150,530				150,530		
Turkish Red Crescent Society	496,993				496,993		

# Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2017/1-2019/12	Operation	MDRBD018
Budget Timeframe	2017/1-2021/12	Budget	APPROVED

Prepared on 25 Feb 2020

All figures are in Swiss Francs (CHF)

## MDRBD018 - Bangladesh - Population Movement

Operating Timeframe: 13 Jan 2017 to 31 Dec 2021; appeal launch date: 18 Mar 2017

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
United States Government - PRM	7,152,621				7,152,621	7,530
United States - Private Donors	95				95	
Write off & provisions				-5,047	-5,047	
<b>Total Contributions and Other Income</b>	<b>27,803,945</b>	<b>687,533</b>	<b>743,913</b>	<b>43,321</b>	<b>29,278,712</b>	<b>8,137,579</b>
<b>Total Income and Deferred Income</b>					<b>29,278,712</b>	<b>8,137,579</b>