

# 2020 JOINT RESPONSE PLAN ROHINGYA HUMANITARIAN CRISIS

JANUARY - DECEMBER 2020



**BANGLADESH**

*For the purpose of the 2020 Joint Response Plan, the term “affected populations” refers to the entire population impacted by the crisis, including host communities. People or populations “in need” refer to a sub-set of the affected population who have been assessed to be in need of protection interventions or humanitarian assistance as a result of the crisis. “Target population” refers to those people in need who are specifically targets of support interventions and assistance activities contained in this response plan.*

*The Government of Bangladesh refers to the Rohingya as “Forcibly Displaced Myanmar Nationals”. The UN system refers to this population as Rohingya refugees, in line with the applicable international framework. In this Joint Response Plan document, both terms are used, as appropriate, to refer to the same population.*

This document is produced on behalf of the Strategic Executive Group and partners.

This document provides the Strategic Executive Group’s shared understanding of the crisis, including the most pressing humanitarian needs and the estimated number of people who need assistance. It represents a consolidated evidence base and helps inform joint strategic response planning.

The designations employed and the presentation of material in the report do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

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# TABLE OF CONTENTS

## PART I: RESPONSE PLAN OVERVIEW

Foreword by the Co-Chairs	7
The Protection Framework for the Humanitarian Response	12
Overview of the crisis, needs and 2020 response	13
Strategic Objectives	18
SO1: Strengthen the protection of Rohingya refugee women, men, girls and boys	18
SO2: Deliver quality, life-saving assistance to populations in need	19
SO3: Foster the well-being of communities in Ukhiya and Teknaf Upazilas	21
SO4: Work towards achieving sustainable solutions in Myanmar	22
Bhasan Char	27
The humanitarian-development nexus and the New Way of Working: links to the development of Cox's Bazar District, and assistance to host communities and broader development in Cox's Bazar since 2017	29
Operational capacity and access	35
Coordination and monitoring	37

## PART II: SECTOR OBJECTIVES AND RESPONSE

Food Security	42
Water, Sanitation and Hygiene	45
Shelter and Non Food Items	49
Site Management and Site Development	53
Protection / Gender-Based Violence / Child Protection	56
Health	65
Education	70
Nutrition	74
Communication with Communities	78
Coordination	82
Emergency Telecommunications	85
Logistics	86

## ANNEXES

Annex I	Monitoring framework	89
Annex II	Organizations and funding requirements by Sector	108

# LIST OF FIGURES

Figure 1: Rohingya influx from August 2017 to December 2019	13
Figure 2: Donor assistance to host communities and broader development in Cox's Bazar since August 2017	32
Figure 3: IFI finance supporting Rohingya refugees and host communities	33
Figure 4: JRP partners breakdown	35
Figure 5: Geographic coverage of JRP partners: number of partners per Union	36
Figure 6: Coordination architecture for the Rohingya humanitarian crisis	37

# LIST OF ABBREVIATIONS

AAP	Accountability to Affected Populations	GiHA	Gender in Humanitarian Action
AFD	Armed Forces Division	HEB	High Energy Biscuits
AGD	Age, Gender, Diversity	HLP	Housing Land and Property
ASRH	Adolescent Sexual Reproductive Health	HoSOG	Head of Sub-Offices Group
AWD	Acute Watery Diarrhoea	IASC	Inter-Agency Standing Committee
BSFP	Blanket Supplementary Feeding Programmes	IHP	International Humanitarian Partnership
CBCPM	Community-based child protection mechanisms	IFI	International Financial Institution
CFS	Child Friendly Spaces	IM	Information Management
CiC	Camp-in-Charge	IMAWG	Information Management and Assessments Working Group
CMR	Clinical Management of Rape	INGO	International Non-Governmental Organisation
CP	Child Protection	ISCG	Inter-Sector Coordination Group
CPIMS	Child Protection Information Management System	IYCF	Infant and Young Child Feeding
CPP	Cyclone Preparedness Programme	IYCF-	E Infant and Young Child Feeding Education
CwC	Communication with Communities	JRP	Joint Response Plan
CMAM	Community Management of Acute Malnutrition	LCFA	Learning Competency Framework Approach
DC	Deputy Commissioner	LGED	Local Government Engineering Department
DDP	District Development Plan	LPG	Liquid Petroleum Gas
DEO	District Education Officer	LTF	Localization Task Force
DPEO	District Primary Education Officer	MAM	Moderate Acute Malnutrition
DG	Director General	MHPSS	Mental Health and Psychosocial Support
DMC	Disaster Management Committee	MHM	Menstrual Hygiene Management
DPHE	Department of Public Health Engineering	MoDMR	Ministry of Disaster Management and Relief
DRR	Disaster Risk Reduction	MoFA	Ministry of Foreign Affairs
DSS	Department of Social Services	MoHA	Ministry of Home Affairs
ETS	Emergency Telecommunications Sector	MoHFW	Ministry of Health and Family Welfare
ERT	Emergency Response Team	MoSW	Ministry of Social Welfare
EWARS	Early Warning Alert and Response System	MoPME	Ministry of Primary and Mass Education
FCN	Family Counting Number	MSNA	Multi-Sector Needs Assessment
FSS	Food Security Sector	NCD	Non-Communicable Disease
FTS	Financial Tracking Service	NFI	Non-Food Items
GAM	Global Acute Malnutrition	NGO	Non-Governmental Organisation
GBV	Gender-Based Violence	NGOAB	Non-Governmental Organisation Affairs Bureau
GFD	General Food Distribution	NTF	National Task Force



OCC	One Stop Crisis Centre
ORG	Office of the Registrar General
OTP	Outpatient Therapeutic Programme
PERU	Protection Emergency Response Unit
PLW	Pregnant and Lactating Women
PSEA	Protection against Sexual Exploitation and Abuse
PSS	Psychosocial Support
PWG	Protection Working Group / Sector
RAC	Rakhine Advisory Committee
REVA	Refugee influx Emergency Vulnerability Assessment
RRRC	Refugee Relief and Repatriation Commissioner
SAM	Severe Acute Malnutrition
SCOPE	WFP's Beneficiary and Transfer Management Platform
SEG	Strategic Executive Group
SIMEX	Simulation Exercise
SFP	Supplementary Feeding Program
SMS	Site Management Support
SMSD	Site Management and Site Development
SO	Strategic Objective
SOP	Standard Operating Procedures
SSWG	Safe Spaces for Women and Girls
SRH	Sexual Reproductive Health
TDK	Tie-Down Kits
TSFP	Targeted Supplementary Feeding Programme
UASC	Unaccompanied and Separated Children
UNO	Upazila Nirbahi Officer
USK	Upgrade Shelter Kits
VAC	Violence Against Children
WBK	Wall-Bracing Kits
WG	Working Group

## ORGANIZATION ABBREVIATION

AAR-J	Association for Aid and Relief
ACF	Action Contre La Faim/Action Against Hunger
AFF	Allama Fazlulla Foundation
BBC MA	BBC Media Action
BRAC	Bangladesh Rural Advancement Committee
CAID	Christian Aid
CARE	Care International
CWW	Concern Worldwide
DCA	Dan Church Aid
DRC	Danish Refugee Council
Educo	Fundación Educación y Cooperación
FAO	Food and Agriculture Organization of the United Nations
FH	Food for the Hungry
FIVDB	Friends in Village Development Bangladesh
HAEFA	Health and Education for All
HEKS	Hilfswerk der Evangelischen Kirchen Schweiz
HI	Humanity and Inclusion
HOPE	Hope Foundation for Woman and Children of Bangladesh
HSI	Helvetas Swiss Intercooperation
ICCO	Interchurch Organisation for Development Cooperation
IOM	International Organization for Migration
IRC	International Rescue Committee
ISDE	Integrated Social Development Effort Bangladesh
LHB	Light House Bangladesh
LoCOS	Loving Care for Oppressed Society
Mukti	Mukti Cox's Bazar
NCA	Norwegian Church Aid
NRC	Norwegian Refugee Council
Orbis	Orbis International
Plan	Plan International
PULSE	PULSE Bangladesh
PWJ	Peace Winds Japan
RPN	Reaching People in Need
SBSKS	Shehora Bohumukhi Samaj Kallan Samity
SCI	Save the Children
SI	Solidarités International
TdH	Terre des Hommes
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNWOMEN	United Nations Entity for Gender Equality and the Empowerment of Women
UTSA	Unite Theatre for Social Action
VSO	Voluntary Service Overseas
WC	World Concern Development Organization
WFP	United Nations World Food Programme
WHO	World Health Organization
WVI	World Vision International







# FOREWORD BY

## STRATEGIC EXECUTIVE GROUP CO-CHAIRS

2020 marks the third year since most Rohingya women, men and children living in Bangladesh were forced to flee Myanmar, though successive waves of Rohingya have fled into Bangladesh since 1978. The Rohingya have been consistent and clear in their message: they would like to go home – but only when it is safe, and they can be sure of access to basic rights and services, and a pathway to citizenship in Myanmar. The solution to this crisis rests in Myanmar and, in 2020, the United Nations will continue to advocate for and, to the extent possible, support the Government of Myanmar to create an environment that would be conducive to the voluntary, safe, dignified and sustainable return of Rohingya refugees.

While we work toward solutions, humanitarian and development partners will continue to meet the needs of Rohingya refugees in Bangladesh, and their host communities, under the leadership of the Government of Bangladesh. The 2020 Joint Response Plan (JRP) builds upon the significant achievements of the response to date, made possible through the efforts of both Rohingya refugees and their Bangladeshi hosts, the generosity and engagement of donors, and the work of the Government and humanitarian partners.

The 2020 JRP seeks to strengthen protection and solutions for Rohingya refugee women, men, boys and girls; deliver quality, life-saving assistance to people in need; foster the well-being of communities in Ukhiya and Teknaf Upazilas; and work towards achieving sustainable solutions in Myanmar. Multi-sector assistance including food, water and sanitation, shelter, and access to healthcare and education will continue and be improved in 2020 for Rohingya refugees, as well as for Bangladeshis living near the camps. Greater efficiency and more effective targeting of protection and assistance for Rohingya refugees will be facilitated by the completion of the biometric registration at the end of 2019, carried out jointly by the Government of Bangladesh and UNHCR. Coherent settlement planning across all the camps will also aim to maximise and rationalize use of limited space, access to services, and the impact of investments.

To support communities in Ukhiya and Teknaf Upazilas, the 2020 JRP will promote equitable access to services, and peaceful co-existence between Rohingya refugee and host communities. Activities will focus on areas that have been impacted the most, including support to public service infrastructure and delivery, investments in sustainable livelihoods, and rehabilitation of the environment and eco-system rehabilitation. Preparedness for the annual monsoon and cyclone seasons, will remain central to the response in 2020. Building on the humanitarian-development nexus (HDN)\*, the 2020 JRP will also forge close links with the Cox's Bazar District Development Plan (DPP), which is being developed under the leadership of the District Administration.

The 2020 Joint Response Plan provides a comprehensive roadmap for responding to needs and gaps that has been built upon evidence, lessons learned, and consultations with stakeholders at all levels. The 2020 JRP seeks US\$ 877 million for 117 partners, 61 of which are Bangladeshi organisations,\*\* to respond to the critical needs of Rohingya refugees and local communities. This support will be essential to ensuring Rohingya refugees and the communities generously hosting them can continue living safe, dignified, and productive lives, until solutions can be found.

\* References to the humanitarian-development nexus are to highlight the linkages and complementarity between humanitarian support predominantly provided to Rohingya refugees and the development assistance provided to the affected Bangladeshi population in the host communities.

\*\* Of the 117 partners, 53 are appealing organisations and 64 are implementing partners that had been identified at the time of project submission. Of the 117, 48 are INGOs, 61 are NNGOs, and 8 are UN agencies. There has been a 9 percent increase in the number of national NGOs appealing through the JRP this year compared to last year.



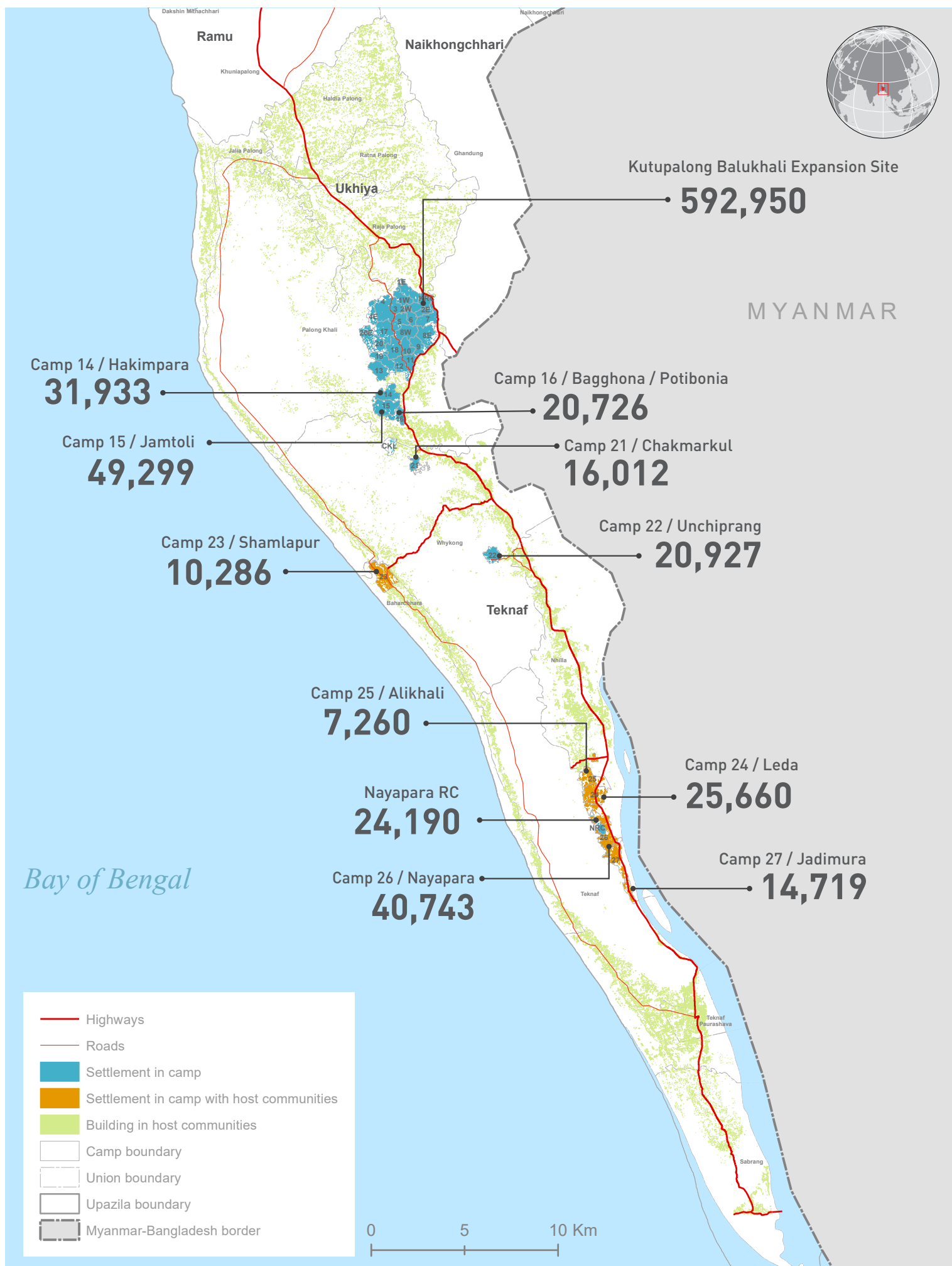
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UNHCR Bangladesh



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Chief of Mission  
IOM Bangladesh



# PART I: RESPONSE PLAN OVERVIEW





# 2020 JRP FOR ROHINGYA HUMANITARIAN CRISIS

JANUARY - DECEMBER 2020



## SO1: Strengthen the protection of Rohingya refugee women, men, girls and boys.

In close cooperation with the Government of Bangladesh and affected populations, protect individuals and communities, and contribute to an enabling environment for the rights and well-being of Rohingya refugees, placing communities at the centre of the response.



## SO2: Deliver quality, life-saving assistance to populations in need.

Maintain, improve and rationalise services and assistance to ensure equal access and improved quality of life for affected populations in need of humanitarian assistance. In close cooperation with the Government of Bangladesh and affected populations, enhance preparedness and contingency plans for disaster responses at the Upazila level.



## SO3: Foster the well-being of communities in Ukhiya and Teknaf Upazilas.

In close cooperation with the Government of Bangladesh and affected populations, and in the spirit of supporting the development of communities in Ukhiya and Teknaf, facilitate equitable access to quality services for communities; promote peaceful co-existence; strengthen public service infrastructure and delivery through system and capacity strengthening; support sustainable livelihoods; and rehabilitate the environment and eco-system.

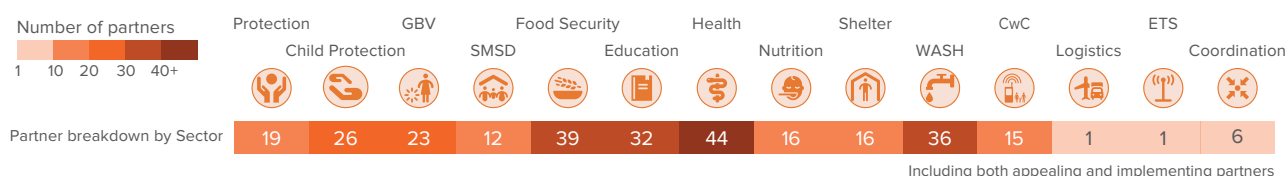


## SO4: Work towards achieving sustainable solutions in Myanmar.

Support Rohingya refugees to build the skills and capacities that would help with their sustainable return and reintegration in Myanmar when conditions become conducive, including in improving their access to education and skills development activities; ensure Rohingya refugee women, men, girls and boys have access to safe, transparent, and consultative communication mechanisms regarding solutions and the situation in Myanmar.

Photo: Saikat Mojumder/2018

## NUMBER OF PARTNERS BY SECTOR

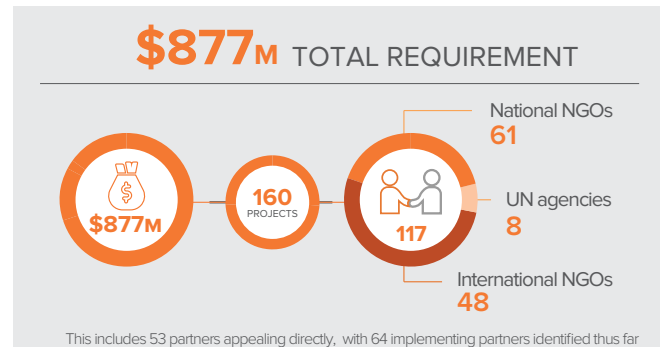
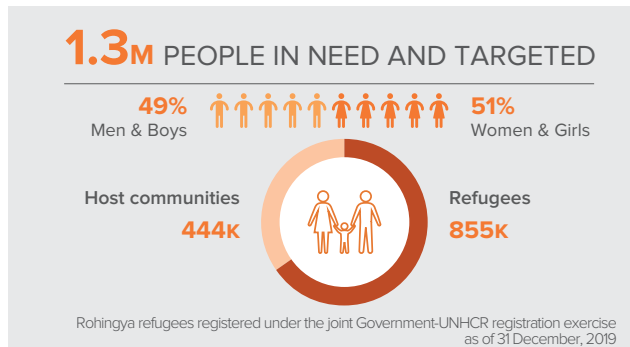


## JOINT RESPONSE PLAN 2020 APPEALING PARTNERS

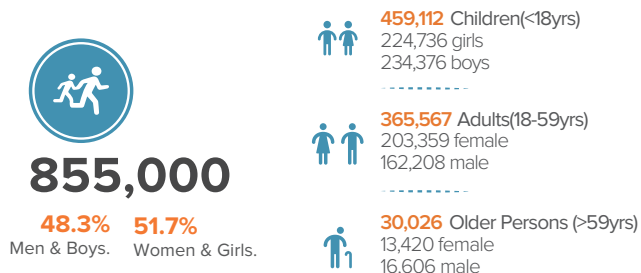
AAR-J	Educo	IOM	Plan	UNICEF
ACF	FAO	IRC	Prantic	UNWOMEN
AFF	FH	ISDE	PULSE	UTSA
BBC MA	FIVDB	LHB	PWJ	Uttaran
BRAC	Friendship	LoCOS	RPN	VSO
CAID	HAEFA	Mukti	SBSKS	WC
CARE	HEKS/EPER	Nabolok	SCI	WFP
Caritas	HI	NCA	SI	WHO
CWW	Hope	NRC	TdH	WVI
DCA	HSI	Orbis	UNFPA	
DRC	ICCO	Oxfam	UNHCR	

## AT A GLANCE

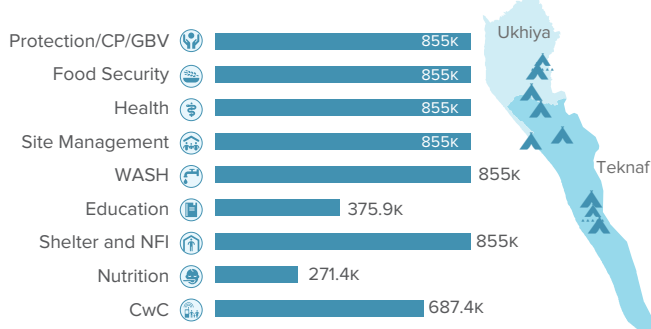
## KEY FIGURES 2020



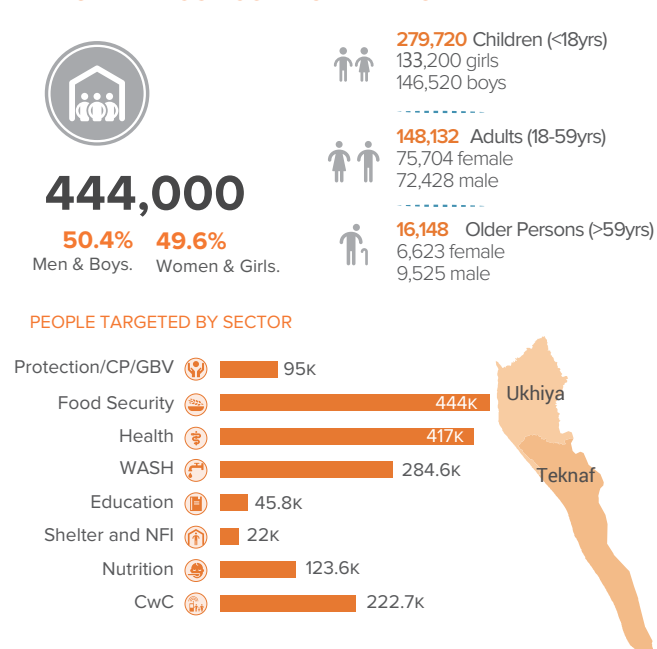
## TARGETED ROHINGYA REFUGEES



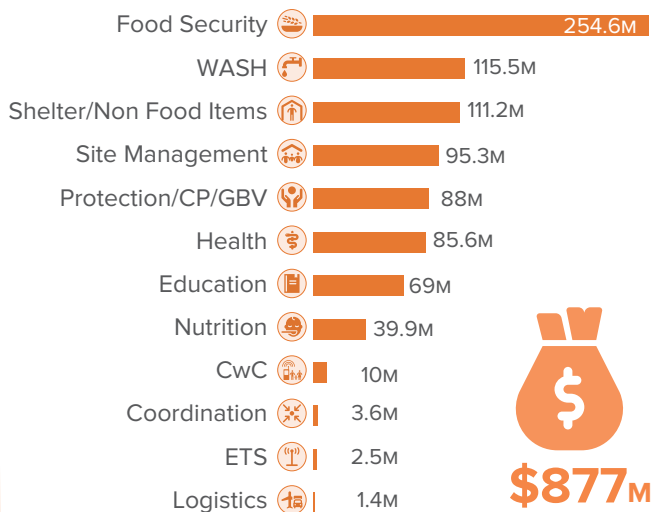
## PEOPLE TARGETED BY SECTOR



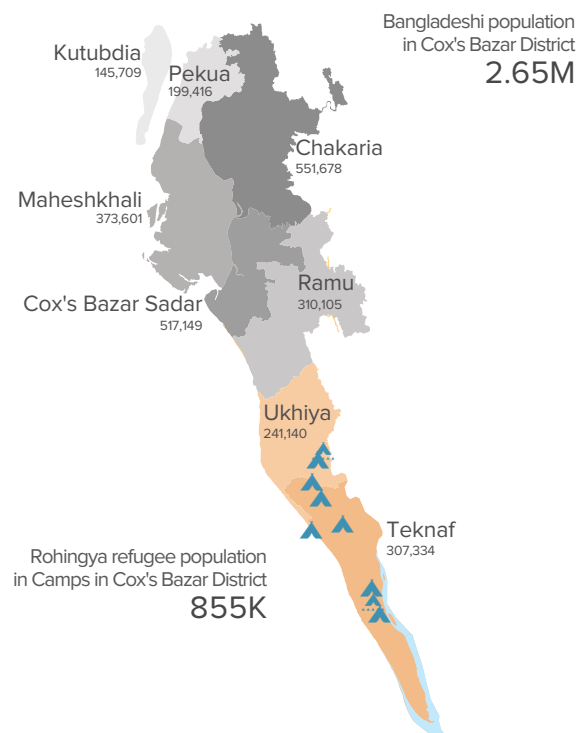
## TARGETED HOST COMMUNITY IN UKHIYA AND TEKNAF



## BREAKDOWN OF REQUIREMENTS BY SECTOR



## COX'S BAZAR DISTRICT



# THE PROTECTION FRAMEWORK FOR THE HUMANITARIAN RESPONSE

**The protection framework for the humanitarian response guides the 2020 JRP and will be implemented in full partnership with the Government of Bangladesh, and with affected populations.**

The protection framework recognizes the need for a focus on critical protection issues, targeted protection activities, and commitment from all humanitarian partners to protection and gender mainstreaming. The protection framework includes a community-led, rights-based and participatory approach to assistance; the “do no harm” principle; accountability to affected communities through effective community participation; and the availability of information and complaints and feedback mechanisms. The protection framework seeks to leverage the capacities and skills of both Rohingya refugees and host communities.

**Protection Pillar 1: Securing the identity of Rohingya refugees** through registration and documentation, including documentation,<sup>1</sup> to ensure Rohingya refugees can exercise their basic rights to assistance and services, and to facilitate solutions.

**Protection Pillar 2: Strengthening the protective environment** for Rohingya refugees through improved access to information and camp-based services in order to build their capacities and strengths to work toward solutions and promote the well-being of the community, as well as an inclusive and equitable approach to the response that also takes into account the needs of the host communities.

**Protection Pillar 3: Addressing critical living conditions** in Rohingya refugee settlements to reduce protection risks of vulnerable Rohingya refugees, promote alternatives to negative coping mechanisms and improve peaceful co-existence. This will be achieved by scaling up basic services and infrastructure and ensuring they are accessible to communities and all individuals.

**Protection Pillar 4: Preparing for sustainable solutions in Myanmar** by promoting Rohingya refugee self-reliance, and by working with development actors alongside central and local government authorities, organisations and host communities with a view to achieving a sustainable and mutually beneficial use of resources, while also pursuing conditions for voluntary, safe, dignified and sustainable return to Myanmar.

1. The documentation includes birth, death, marriage and divorce certificates, criminal records, to be issued in close consultation with the Government.

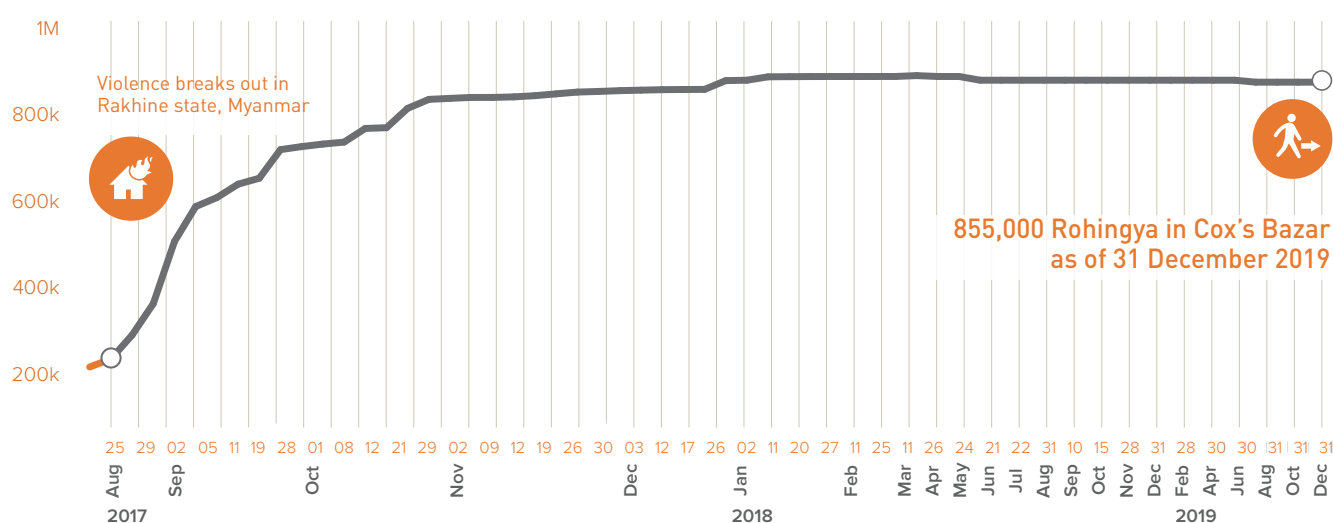
# OVERVIEW OF THE CRISIS, NEEDS AND 2020 RESPONSE

Some 855,000<sup>2</sup> Rohingya refugees currently reside in 34 extremely congested camps formally designated by the Government of Bangladesh in Ukhiya and Teknaf Upazilas<sup>3</sup> of Cox's Bazar District. The Rohingya people have faced statelessness, systematic discrimination and targeted violence in Myanmar's Rakhine State for decades: this is a protection crisis. Persecution has driven Rohingya refugees across the border into Bangladesh repeatedly. Significant influxes have occurred following violence in Rakhine State in 1978, 1992, 2012, and again in 2016. By far the largest and fastest refugee influx from Myanmar into Bangladesh began in August 2017. The UN Independent International Fact-Finding Mission on Myanmar concluded that the root causes of this exodus included crimes against humanity and other grave human rights violations, such as gender-based violence.<sup>4</sup>

Under the leadership of the Government of Bangladesh, the humanitarian response has saved and improved many thousands of lives since August 2017. Sustained, multi-sector humanitarian support within a protection framework will continue to be required throughout 2020. Rohingya refugees and the most vulnerable among the host communities in need must receive protection and assistance through the humanitarian response, while synergies and links are built with wider development assistance efforts ongoing in Cox's Bazar District.

The Rohingya lack a formal legal status and aspects of the current policy framework make reducing reliance on humanitarian aid challenging. Each day spent in this situation risks compounding their vulnerabilities and trauma, as most enter their third year in this uncertain situation. Many Rohingya refugee households are engaging in high-risk coping strategies in order to cover basic needs: households taking on new debts, for example, are increasing over time (35 percent in July 2018, 45 percent in January 2019, 69 percent in August 2019).<sup>5</sup> The response in 2020 must respond to the gaps and vulnerabilities driving these trends.

Figure 1: Rohingya influx from August 2017 to December 2019



2. Rohingya refugees/Forcibly Displaced Myanmar Nationals (FDMN) registered under the joint Government-UNHCR registration exercise as of 31 December 2019. This figure was released after the completion of the JRP 2020 planning process, which was undertaken using a planning figure of 855,000 persons. The registration process now focuses on maintaining the database up-to-date and accurate, including by recording births, deaths and individuals coming forward for registration, and the total population figures will be adjusted during 2020 as a result. Updated population figures will be reported in the monthly ISCG situation reports.

3. Upazilas are administrative units in Bangladesh. Districts are divided into Upazilas (or sub-Districts); then Unions; then wards; then villages.

4. A/HRC/39/64, Report of the Independent International Fact-Finding Mission on Myanmar, para 88.

5. Joint Multi-Sector Needs Assessment, September 2019 (ISCG, REACH, IOM NPM, UNHCR, WFP, Translators Without Borders), September 2019.

**The United Nations and other international actors will continue to support the Government of Myanmar to create an environment conducive for voluntary, dignified, safe and sustainable repatriation. To the extent possible and as humanitarian access in Myanmar allows, such efforts will expand under the framework of the Myanmar Humanitarian Response Plan 2020.**<sup>6</sup> While these efforts are ongoing, the majority of the 855,000 Rohingya refugees are likely to remain in the two Upazilas of Teknaf and Ukhiya in Cox's Bazar District during 2020. For as long as they remain in Bangladesh, every effort will be made, in consultation with the Government, including through learning and skills development, to prepare them for sustainable return and reintegration in Myanmar. This is further to the Government's recent positive decision to encourage the expansion of skills development opportunities for Rohingya refugees and host communities. The joint registration exercise, led by the Government of Bangladesh with UNHCR support, will help to enhance access to assistance, protection, and solutions interventions in 2020 and beyond, as well as improving targeted programming.

**The United Nations will also continue to constructively engage with the Government of Bangladesh on its proposal to relocate some Rohingya refugees voluntarily to Bhasan Char.** The Government has made significant and visible investments in the project since early 2018. The UN in 2020 is prepared to undertake comprehensive technical and protection assessments of the safety, habitability, and feasibility of relocation to Bhasan Char (see text box on Bhasan Char).

**Maintaining safety and security in the camps, including access to justice and community-based protection and policing that is gender-responsive, will require strengthened efforts from all actors in 2020.** The situation on the ground is stable but remains fragile with a large population living in a densely congested area, and the local communities hosting Rohingya refugees for an extended period. Further to discussion and agreement with local authorities and stakeholders, a pilot community policing project will be rolled out in 2020. The aim of the project is to enhance the police's ability to interact with and protect the Rohingya refugee population.

**The ISCG joint multi-sector needs assessments<sup>7</sup> show that coverage of basic services in the camps is extensive, but this will need to be sustained and improved through 2020, and gaps remain for specific Rohingya refugee groups and localities.** The current coverage reflects the success of the response to date: systems have been established to respond to emergencies and critical challenges, for example, through regular food assistance, water trucking where absolutely essential during the dry season, early warning and response systems for disease outbreaks, and ongoing protection monitoring. In addition, the 2020 response must address the clear gaps for specific Rohingya refugee groups and localities, which include water access in the Teknaf camps, and access to informal education for adolescents and youth.

**Socio-cultural practices, such as purdah, have restricted the mobility of women and adolescent girls and their access to assistance, information, services and opportunities for community representation and self-reliance in the camps.** The severe sexual and gender-based violence that they experienced as they fled, as well as the continued gender-based violence they face now in the settlements in Bangladesh, have kept many of them withdrawn from daily life. The difficult living conditions in the camp have also reinforced the practice of families keeping women, particularly adolescent girls, at home. Women and girls in the host community have been experiencing additional access barriers to scarce and overstretched services and income generating opportunities, and an increase in tension in their households and community, including a reported increase in gender-based violence.<sup>8</sup> The humanitarian community will remain vigilant not to reinforce, or to exacerbate, gender inequality in its response and to engage women and girls in the design and delivery of response.

**Among the Bangladeshi population in Cox's Bazar District, including Ukhiya and Teknaf Upazilas, needs arise mainly from the existing development challenges, which the large presence of Rohingya refugees has compounded.** Public service infrastructure and delivery must continue to be strengthened and linked to wider development efforts to meet these needs, as well as to preserve protection space for the Rohingya and the overall stability of the response. Communities in Cox's Bazar District are experiencing multiple impacts, including on education and livelihoods, such as competition for opportunities for informal work as

6. All activities that will take place in Myanmar are costed, appealed for, and monitored under the Myanmar Humanitarian Response Plan 2020: <https://reliefweb.int/report/myanmar/myanmar-humanitarian-response-plan-2020-december-2019>.

7. Joint Multi-Sector Needs Assessment, September 2019 (ISCG, with REACH, IOM NPM, UNHCR, WFP, Translators Without Borders), September 2019

8. Based on qualitative findings from host community consultations conducted by gender and protection actors: Gender in Humanitarian Action Working Group.



day labourers, which has resulted in reduced wages.<sup>9</sup> Environmental damage includes deforestation and pollution, and an increase in the daily demand for safe water in Ukhiya and Teknaf.<sup>10</sup> The ISCG joint multi-sector needs assessment<sup>11</sup> shows that overall measures of wellbeing appear better in the host community than among Rohingya refugees, with more households able to maintain acceptable levels of food consumption. However, assessments have identified remaining gaps in access to services, in particular in education, safe water and adequate sanitation, and health, and notably in Teknaf Upazila.

**To address some of these challenges, at least US\$415 million has been invested by development partners into Bangladeshi communities across Cox's Bazar District since 2017. In addition, the World Bank and Asian Development Bank have committed US\$690 million, a significant proportion of which is being invested in infrastructure that benefits all communities** (see section on assistance to host communities and broader development in Cox's Bazar). Investments in Bangladeshi communities include vocational training, support for livelihoods with cash and assets, rehabilitation of schools and training of teachers, strengthening of the public health infrastructure across the District, and reforestation.

**Support to host communities will continue in 2020 within the JRP, with special consideration to those living very near the camps. In parallel, the UN is supporting the efforts of the Government of Bangladesh to produce a district development plan for Cox's Bazar District,** which will help to guide longer-term development investments. Some 444,000 people living in Ukhiya and Teknaf Upazilas will benefit from the support given under the JRP, either directly to households, or through support to the public service infrastructure and delivery, such as the support to the Upazila health complexes.<sup>12</sup> In 2020, the response will continue to leverage important opportunities created by the nexus between humanitarian and development assistance to support affected communities. To this end, the 2020 Joint Response Plan will include select, prioritized projects for Ukhiya and Teknaf formulated through the first phase of the Cox's Bazar District development planning process that are appropriate for inclusion in the JRP and will be most impactful for the host communities.

**The Rohingya refugee camps and the Upazilas hosting the Rohingya population are highly vulnerable to seasonal cyclone and monsoon impact: preparedness for cyclones and the annual monsoon will remain essential in 2020.** Bangladesh is among the countries most at risk to weather-related hazards in the Asia and Pacific region. The monsoon season runs from May to October and brings an average of 2.5 meters of rain each year, which presents a risk of loss of life and injuries due to landslides, flooding, and communicable diseases. Building on Bangladesh's effective disaster response capacities, and within the framework of Bangladesh's Standing Orders on Disaster, risk mitigation, enhancing resilience to shocks, and adequate contingency planning and preparedness for cyclones and monsoons - for both Rohingya refugees and host communities - are a critical component of the response.

**The camps are now stronger and safer, with better roads, drainage, bridges, walkways, and hill retention, as well as trained and equipped camp-level emergency response teams. Shelters and community facilities, however, can still be upgraded further.** Most are built from plastic sheeting and bamboo that deteriorates rapidly and requires urgent, frequent replacement. The impact of a cyclone would be devastating on the fragile camps and Bangladeshi communities. No cyclone-safe shelters are currently designated for use by Rohingya refugees.

**Progress has been made to promote gender equality through gender mainstreaming, and by empowering women and girls through targeted assistance and advocacy efforts within the wider community.** Rohingya women are playing an important role in the operation as volunteers, and as elected and self-mobilised community leaders. There is also an increased representation of women and gender expertise among humanitarian actors, police and camps-in-charge. However, gaps still remain in terms of addressing the specific needs of women and girls and overcoming gender inequality, including through promoting women's

9. Economic, Employment, Livelihoods and socio-economic impact of the Rohingya crisis on Cox's Bazar; UNDP, ILO, UNHCR, 2018: <http://www.bd.undp.org/content/dam/bangladesh/docs/Press%20Release/2018/Rohingya-Slides-7May18%20CXB.pdf>; Spatial impact of the Rohingya Crisis in Cox's Bazar Host Communities; UND, UN-Habitat, available on request. World Bank Cox's Bazar Panel Surveys, 2019.

10. UNDP/ILO/UN Habitat impact assessments suggest that demand for water has increased from 9.1 million litres to 25.1 million litres, driven by the increase in population.

11. Joint Multi-Sector Needs Assessment, September 2019 (ISCG, with REACH, IOM NPM, UNHCR, WFP, Translators Without Borders), September 2019.

12. 444,000 people represents the people across the Ukhiya and Teknaf Upazilas (or sub-Districts) of Cox's Bazar, in need of some form of support at the development nexus. These people reside across ten mainland Unions and one Municipality within those Upazilas (Unions and Municipalities are Bangladeshi administrative units). This figure is derived from the Food Security Sector analysis, based on the Food Security assessments including the Refugee Influx Vulnerability Assessment (REVA), and with reference to the Health Sector, for whom support to the Upazila health complexes has a wide intended catchment. Each Sector has carried out needs analyses in host communities in order to appropriately target their interventions within the Upazilas, with special consideration given to people living near the camps.

leadership and empowerment and designing and implementing gender-transformative programs.

**In 2020, humanitarian partners will promote self-reliance and skills-building for Rohingya women and livelihoods opportunities for host community women and strengthen women's participation and leadership in the Rohingya refugee and host community representation and decision-making structures,** in line with the Gender Equality Commitments endorsed by the SEG. The ISCG Gender Hub and the inter-sector Gender in Humanitarian Action Working Group will continue and reinforce gender mainstreaming and gender targeted actions across the response, and to assist Sectors to develop and implement gender strategies.

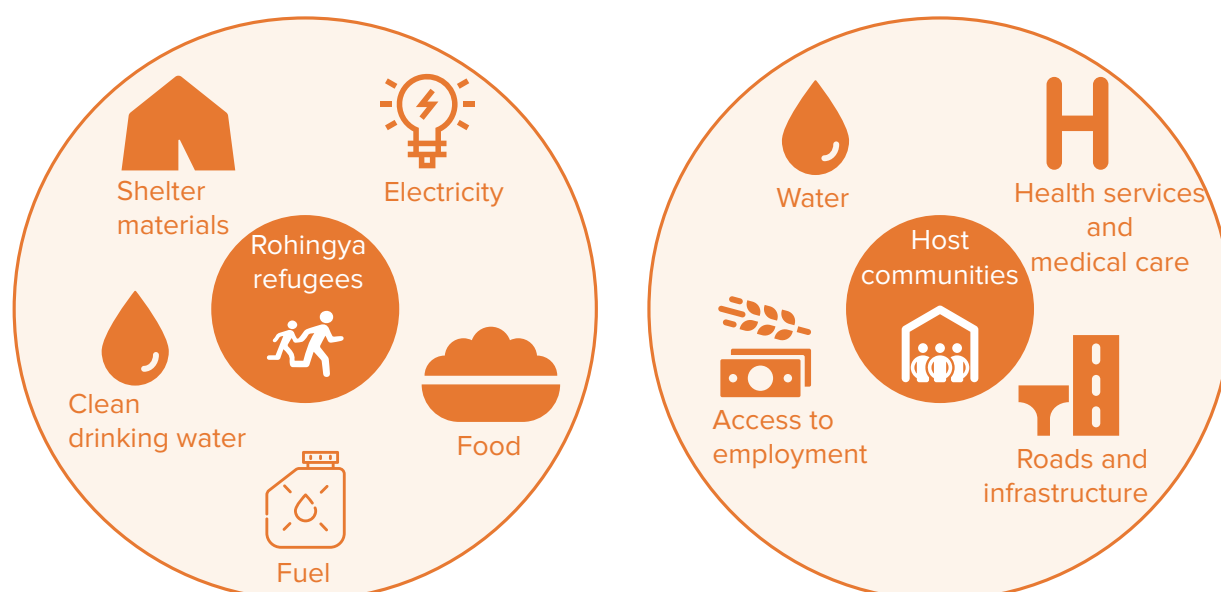
**Protection against Sexual Exploitation and Abuse (PSEA) by humanitarian workers remains a fundamental commitment and a priority for the response, as well as a fundamental component of the Gender Equality Commitments.** Sexual exploitation and abuse undermines the integrity of humanitarian assistance and violates the principle of “do no harm” that the humanitarian community has a fundamental duty to uphold. Eradicating such acts represents a critical element of accountability to Rohingya refugees and affected host communities. The humanitarian community in Cox's Bazar is therefore implementing a PSEA Strategy through all operational actors in the response.

**The 2020 JRP takes the Rohingya refugee and host community's views, priorities and needs into account through daily outreach and engagement, including through established committees at camp and community level, as well as systematic needs assessments.**<sup>13</sup> Almost all Sectors have systems in place for daily communication with Rohingya. Site Management is at the centre, with teams of outreach volunteers, and camp and block committees in place to raise and discuss the issues and concerns of the communities. Education, WASH, Protection, Child Protection, and Health all have established camp or facility-level committees, made up of the users of services (parents and children for Education, for example), to enable ongoing two-way communication, resolution of issues, and ongoing improvement in delivery.

**Under the leadership of the Government of Bangladesh, the humanitarian community has engaged in needs assessments, consultations and strategic planning, which has resulted in this prioritised Joint Response Plan for 2020.** The process has included ongoing bilateral and multilateral consultations at the District level with the Deputy Commissioner, the Refugee Relief and Repatriation Commissioner (RRRC),

## THE PRIORITIES OF AFFECTED POPULATIONS

The following **priorities** were most frequently identified in surveys undertaken between September 2019:



13. The Joint Multi-Sector Needs Assessments and Ground Truth Solutions surveys, which are regularly conducted, also seek overall feedback from refugees on their experience and perceptions of the response to date, also feed into the analysis.

Sectors and agencies engaging relevant line Departments and Ministries (including, but not limited to the Department of Public Health Engineering, the Forestry Department, the Civil Surgeon's Office, the District Primary Education Officer, the District Education Officer, the Department of Social Services, the Department of Agricultural Extension, and the Ministry of Women's and Children's Affairs). At national level, the Strategic Executive Group (SEG) has led the engagement with the National Task Force, under the leadership of the Ministry of Foreign Affairs. The SEG also engages with the Ministry of Disaster Management and Relief, and relevant line Ministries on the technical Sector issues they lead, including the nature and design of interventions, and Sector standards. A more detailed needs overview can be found in the Mid-Term Review of the 2019 JRP,<sup>14</sup> undertaken in August 2019, which contributed to the strategic planning process for 2020.

**The 2020 JRP seeks US\$ 877 million for 117 partners, 61 of which are Bangladeshi organisations,<sup>15</sup> to respond to the critical needs of Rohingya refugees and host communities. Some NGOs and other humanitarian actors will be making separate and additional contributions that complement the strategies, plans and programmes under the JRP.** These include Médecins Sans Frontières, and the Red Cross / Red Crescent family, all of whom make significant and valuable contributions to the response. The contributions of development actors and international financial institutions, which are detailed in the section on host community and development investments, are also additional and complementary to the JRP. The SEG and ISCG coordination structures provide a platform for all of these actors to collaborate on common humanitarian objectives, whether they are appealing through the JRP, or otherwise.

14. ISCG, Mid-Term Review of the 2019 Joint Response Plan, Bangladesh. Available at: <https://reliefweb.int/report/bangladesh/joint-response-plan-rohingya-humanitarian-crisis-mid-term-review-january-june-2019>

15. Of the 117 partners, 53 are appealing organisations and 64 are implementing partners that had been identified at the time of project submission. Of the 117, 48 are INGOs, 61 are NNGOs, and 8 are UN agencies. There has been a 9 percent increase in national NGOs appealing this year compared to last year.



# RESPONSE BY STRATEGIC OBJECTIVE

Within the protection framework, the response effort in 2020 will be guided by four strategic objectives: first, to strengthen the protection of Rohingya refugee women, men, girls and boys; second, to deliver quality, life-saving assistance to populations in need; third, to foster the well-being of communities in Ukhiya and Teknaf Upazilas; and fourth, to work towards achieving sustainable solutions in Myanmar.



## SO 1.

**Strengthen the protection of Rohingya refugee women, men, girls and boys.**

In close cooperation with the Government of Bangladesh and affected populations, protect individuals and communities, and contribute to an enabling environment for the rights and well-being of refugees, placing communities at the centre of the response.



## SO 2.

**Deliver quality, life-saving assistance to populations in need.**

Maintain, improve and rationalise services and assistance to ensure equal access and improved quality of life for affected populations in need of humanitarian assistance. In close cooperation with the Government of Bangladesh and affected populations, enhance preparedness and contingency plans for disaster responses at the Upazila level



## SO 3.

**Foster the well-being of communities in Ukhiya and Teknaf Upazilas.**

In close cooperation with the Government of Bangladesh and affected populations, and in the spirit of supporting the development of communities in Ukhiya and Teknaf, facilitate equitable access to quality services for communities; promote peaceful co-existence; strengthen public service infrastructure and delivery through system and capacity strengthening; support sustainable livelihoods; and rehabilitate the environment and eco-system.



## SO 4.

**Work towards achieving sustainable solutions in Myanmar.**

Support Rohingya refugees to build the skills and capacities that would help with their sustainable return and reintegration in Myanmar when conditions become conducive, including in improving their access to education and skills development activities; ensure Rohingya refugee women, men, girls and boys have access to safe, transparent, and consultative communication mechanisms regarding solutions and the situation in Myanmar.

## STRATEGIC OBJECTIVE ONE:

### STRENGTHEN THE PROTECTION OF ROHINGYA REFUGEE WOMEN, MEN, GIRLS AND BOYS.

*In close cooperation with the Government of Bangladesh and affected populations, protect individuals and communities, and contribute to an enabling environment for the rights and well-being of Rohingya refugees, placing communities at the centre of the response.*

**Registration and documentation will support the protection of Rohingya refugees in Bangladesh, while preserving their right to return in line with Strategic Objective Four.** In June 2018, the Government of Bangladesh, with the support of UNHCR, launched a comprehensive Rohingya refugee registration exercise, including the issuance of biometric identification cards, which was completed at the end of 2019. The results provide accurate population figures, disaggregated by age, sex, gender and other diversity factors, for planning and targeting protection and assistance interventions. Registration with biometrics also secures the identities of the Rohingya refugees, including for solutions through voluntary repatriation to Myanmar. The registration exercise provides a common database for other humanitarian assistance activities, including the food assistance programme run by WFP using the SCOPE system. Following completion of the initial exercise,



on 31 December 2019, the registration data will be updated on an ongoing basis to reflect changes in family composition, such as births, deaths and changes in marital status and as previously unregistered Rohingya come forward.

**Quality child protection, SGBV and protection case management and prevention, improved psychosocial support, effective referral systems, and a multi-functional approach to delivering protection will reduce the impact of negative coping mechanisms.** This includes offering counselling and legal services in single locations, in order to facilitate access for Rohingya refugees and ensure the most effective utilisation of limited space within the camps, which is a key constraint. The 2020 response will expand protection-oriented alternative dispute resolution mechanisms that to enhance access to justice, as well as protection monitoring through the network of focal points in each camp.

**The protection actors will provide technical support to ensure that protection and accountability to affected populations are at the centre of the response and mainstreamed across all Sectors,** as well as in camp management and administration, working in close coordination with the Government. Moreover, the 2020 response will promote and reinforce inclusive, equitable and gender-responsive camp representation structures, community alternative dispute resolution mechanisms, legal assistance, and community-based security mechanisms and access to justice, with the parallel objective of mitigating the risk of people resorting to harmful coping mechanisms and the risk of trafficking. This includes the convening of a counter-trafficking working group, led by the Government of Bangladesh, to identify and mitigate trafficking risks as well as respond to cases.

**In recognition of the collective responsibility for protection mainstreaming, including Accountability to Affected Populations, and gender mainstreaming, all Sectors will track common indicators to measure performance in these areas in 2020.** Humanitarian actors will make more concerted efforts to consult regularly with women and girls and with other more vulnerable members of the community. The common indicators are:

Number of information products distributed to the affected population through a variety of mechanisms on Sector program planning, functioning and progress, which reflect feedback and input received from affected populations on the Sector response.

Number of Sector partners that regularly report sex, age and disability disaggregated data for individuals/households in IM products.

Sector/Inter-sector Action Plans or Strategies that mainstream Age, Gender and Diversity developed, monitored and implemented.

Percentage of partner project proposals that score 4 based on the IASC Gender with Age Marker self-assessment throughout the stages of the program cycle from planning, to monitoring and evaluation.

## STRATEGIC OBJECTIVE TWO:

### DELIVER QUALITY, LIFE-SAVING ASSISTANCE TO POPULATIONS IN NEED.

*Maintain, improve and rationalise services and assistance to ensure equal access and improved quality of life for affected populations in need of humanitarian assistance. In close cooperation with the Government of Bangladesh and affected populations, enhance preparedness and contingency plans for disaster responses at the Upazila level.*

**The 2020 JRP will sustain and improve assistance in multiple Sectors, including food, safe water and adequate sanitation, shelter, and access to healthcare and education for Rohingya refugees and for Bangladeshi communities living near the camps.** At the camp level, Camp-in-Charges (CiCs) will ensure coordination, with the strong support of the Site Management Support Agencies (SMS Agencies) and Sector Focal Points. This will include, but not be limited to:

- **Food assistance:** General food distribution will continue until around mid-2020, when it is projected that the entire Rohingya refugee population will have shifted to using the e-voucher system. This will enable them to access a selection of 19 food items from designated shops. In 2020, increasing use of a multi-wallet e-voucher system will give people access to other essential non-food items, including hygiene products.
- **Safe water, sanitation and hygiene:** The coverage of piped water networks will expand across the camps, to enhance equitable access to chlorinated, safe water for all. The maintenance and improvement of



latrines and faecal sludge management systems in the camps will continue, including through exploring new ways to ensure safe, inclusive facilities for women and girls, and people with disabilities. Bangladeshis living near the camps will also have piped water networks extended into their communities.

- **Shelter and non-food items:** Improvements to shelter to address the disintegration over time of bamboo frames and plastic sheets will continue in 2020. All Rohingya refugee households will receive Liquid Petroleum Gas (LPG) for cooking and household-level lighting. Bangladeshis living in close proximity to the camps will be targeted for improvements in site safety, shelter quality, and household living conditions, including household lighting solutions.
- **Health and Nutrition:** Rohingya refugees will have continued access to critical health and nutrition facilities covering the entire population. Family planning services will be provided, with the promotion of a rights-based approach for women of reproductive age. All camp health facilities offer free treatment to Bangladeshi citizens and Rohingya refugees alike. Health partners align with agreed standards for healthcare services among the Rohingya, in line with international standards, with the Government standards for host community.
- **Education:** It is vitally important to properly equip Rohingya refugee children and youth with essential knowledge and skills for their futures, and to prevent a lost generation. Providing education based on the Learning Competency Framework Approach (LCFA) under the Guidelines for Informal Education Programme (GIEP) will continue in 2020 in the camps. In 2020, education partners will implement the Myanmar curriculum on a pilot basis, beginning with middle school and progressively expanding to other lower levels, with a view to reintegrating children and youth smoothly and sustainably into Myanmar society when repatriation becomes possible.

**Together with the Refugee Relief and Repatriation Commissioner, the humanitarian response in 2020 will improve the layout of the camps, with the objective of ensuring optimal access to services and improved quality of life for the Rohingya, and maximum impact from limited humanitarian resources.** The settlement planning process will continue throughout the year, driven by the Rohingya refugee communities themselves. Agreed site planning standards and priorities, which lay out which services are required, for how many people, and where within the settlement, will provide the basis for essential and required construction activities in 2020. A key objective will be maximising the use of space by combining services and, subject to Government approval, elevating structures where possible. The Asian Development Bank and World Bank have funded improved road networks throughout the camps: construction is expected to begin in 2020 under the leadership of the Local Government Engineering Department (LGED), which will contribute to the site planning and rationalization process.

**The JRP 2020 mainstreams risk reduction to prevent loss of life, health and assets, taking into consideration the high natural hazard and disaster vulnerability in Cox's Bazar District and the Rohingya camps in particular.** Disaster risk reduction efforts aim at preventing the creation of new risks (such as destabilizing slopes), reducing existing disaster risks and managing the residual risks. While remaining temporary, structures in the camps (both facilities and shelters) need to be made more robust to reduce risk, and to provide spaces for temporary collective shelter within the camps.

**In disaster situations, the affected communities themselves are the first responders. The humanitarian community has connected with national and local disaster response systems and resources to support first responders to prepare for and respond to major disasters.** In this vein, the 2020 JRP will contribute to preparedness through training and support for the Cyclone Preparedness Programme (CPP) volunteers and Disaster Management Committees (DMC) in the host communities in Ukhiya and Teknaf Upazilas. Within the Rohingya settlements, camp management integrates disaster risk reduction, including by giving Safety Unit Volunteers and Community Outreach Volunteers training on recognising and reporting hazards, giving first aid and supporting search and rescue efforts when disasters occur.

**A cyclone contingency plan is in place that provides for an immediate, life-saving response and the resumption of critical protection services within the 72 hours following landfall, pending the mobilization of broader national and international support.** This includes stockpiling of a minimum response package of basic shelter, water, hygiene and food supplies in strategic locations; maintaining a stand-by mobile response capacity; ensuring the availability of emergency warehousing; and keeping coordination mechanisms at the state of readiness needed to respond to a major emergency, which would overwhelm the ability of the established camp-level coordination structures to cope.

**During the monsoon season, the humanitarian partners will ensure daily camp-level incident tracking and response, when people or facilities are affected, including temporary displacement caused by waterlogging,**

**slope failure or flash floods.** The period of heavy rains typically runs from around May to October. The monsoon rains cause soil on hillsides to become less stable and water levels in rivers and on flood plains to rise. The resulting changes in the landscape can be both gradual and sudden and can have a direct impact on the movement of people and goods including protection risks particularly for children. Damage to shelters and facilities takes place on a daily basis and calls for rapid and effective response, working together with the people affected. The 2020 JRP includes and mainstreams the anticipated requirements associated with this six-month period within the projects.

## STRATEGIC OBJECTIVE THREE

### FOSTER THE WELL-BEING OF COMMUNITIES IN UKHIYA AND TEKNAF UPAZILAS

*In close cooperation with the Government of Bangladesh and affected populations, and in the spirit of supporting the development of communities in Ukhiya and Teknaf, facilitate equitable access to quality services for communities; promote peaceful co-existence; strengthen public service infrastructure and delivery through system and capacity strengthening; support sustainable livelihoods; and rehabilitate the environment and eco-system.*

**The 2020 JRP will extend support to communities across Ukhiya and Teknaf Upazilas to ensure they do not bear an undue burden for accommodating the Rohingya population.** The response will also upscale initiatives that contribute to peaceful co-existence and help to mitigate inter-community and intra-community tensions, including related gender and protection issues. Facilitated trainings, dialogues, campaigns and events that focus on peaceful co-existence and bringing communities together will be a part of this. In support of the District Administration, the Joint Response Plan 2020 will include selected and prioritized activities for Ukhiya and Teknaf drawn from projects identified through the first phase of the Cox's Bazar District Development Plan (DDP), as a transitional step towards long-term development planning for these Upazilas and the wider District.

**With the Department of Public Health Engineering (DPHE), humanitarian partners will support the development of sustainable management frameworks for Water, Sanitation and Hygiene infrastructure,** including strengthening Management Information Systems (MIS) databases, linking them with national structures to support effective management of water resources. WASH services will be provided directly through the construction and renovation of water supply systems, focusing on solar-powered piped distribution networks, along with the promotion of community-led water safety plans and water quality testing. Community engagement will be an important focus, including through such approaches as Community Approaches to Community Total Sanitation, sanitation marketing, WASH in schools, and WASH in health care facilities.

**Together with the Civil Surgeon, health and nutrition partners will continue to invest in primary and secondary health care facilities in Cox's Bazar District, in addition to promotive and preventive health and nutrition services.** The 2020 response will extend support to the Upazila health facilities: 17 Ministry of Health-run community clinics, and 12 union level facilities, as well as the Sadar Hospital, which serves Cox's Bazar District, including investments in infrastructure improvements, assets, human resource capacity and expertise. Health partners will extend infectious disease surveillance and response activities to Rohingya refugees and host communities and support data systems and its use for improved health outcomes. The Nutrition Sector will also continue to support delivery of nutrition services through public health facilities.

**With the Office of the Registrar General, Child Protection partners will provide support to resume birth registration** in the 8 Upazilas and 72 Unions of Cox's Bazar, a critical first step towards safeguarding lifelong protection. With the Ministry of Social Welfare (MoSW) and Department of Social Services (DSS), the JRP 2020 will support child protection systems strengthening. The response will optimize child protection mechanisms through a comprehensive systems approach to combating Violence Against Children (VAC) in the host community.

**The 2020 JRP will support sustainable livelihoods for Bangladeshi men and women through income generating activities, skills development and activities to enhance food production** (i.e., crop production, fisheries, small ruminants and poultry) to foster market linkages and increase incomes. The humanitarian partners will support market-driven activities that align with Government of Bangladesh strategies. Where feasible, volunteer incentives and food-for-work programmes will provide the vehicle for community engagement in disaster resilience building activities, such as infrastructure development and restoration, reforestation and natural resource management.

**Working with the District Primary Education Officer and the District Education Officer, education partners will rehabilitate school infrastructure, provide education supplies, and support the professional development of para-teachers** working in Government and informal schools. The education partners will strengthen support for delivery of education including access and retention of children, especially girls and the assessment and other practices within schools. Children who are out of school will be supported to access informal programmes offering skills. The DPEO and DEO will be supported to improve data systems and strengthen institutions, such as those that train teachers.

**Environment and eco-system rehabilitation will continue to be a priority. Land restoration, reforestation and the rehabilitation of watersheds** will help to address the severe environmental impacts in the areas around the camps, reduce associated disaster risks (such as landslides and flash floods) and enhance the resilience of both host communities and Rohingya refugees. Solid waste and wastewater management for the District are also critical to eco-system rehabilitation. Humanitarian partners will support the Department of Public Health Engineering (DPHE) in the development of sustainable management frameworks for the District: these will be linked to the District Development Plan, as larger-scale investments will eventually be required.

## STRATEGIC OBJECTIVE FOUR

### WORK TOWARDS ACHIEVING SUSTAINABLE SOLUTIONS IN MYANMAR

*Support Rohingya refugees to build the skills and capacities that would help with their sustainable return and reintegration in Myanmar when conditions become conducive, including in improving their access to education and skills development activities; ensure Rohingya refugee women, men, girls and boys have access to safe, transparent, and consultative communication mechanisms regarding solutions and the situation in Myanmar.*

**Access to Myanmar's national curriculum, and skills development, will be introduced and improved in 2020, in order to prepare Rohingya for a future in their own country.** Parents and students are requesting education in the Myanmar curriculum in the camps: the piloting of the Myanmar curriculum in 2020, for students whose secondary studies were interrupted when they fled to Bangladesh, will be an important step in this direction. For primary levels, the Learning Competency Framework and Approach under the Guidelines for Informal Education Programme (GIEP) will be the basis of instruction, in line with the Government of Bangladesh's policy framework.

**Rohingya refugees will also benefit from skills development programmes aimed at engaging them productively and facilitating their eventual sustainable reintegration in Myanmar.** The design of skills development programmes will consider prior experience with labour markets in Myanmar, heritage skills, and needs within the communities. These programmes will be based upon further discussions with the Government, further to the Government's recent positive decision to expand skills development opportunities for Rohingya refugees and host communities.

**The Food Security, Education, and Protection sectors will increase cooperation and cross-sectoral planning in order to expand access to skills development – especially to vulnerable groups such as youth, and women.** They will coordinate a targeted approach to address youth specific needs through the Youth Working Group (YWG) and collaborate on mapping activities of vulnerable adult demographic groups through the Food Security and Protection sectors. Multi-Sector Needs Assessments and focus group discussions with Rohingya will be conducted to develop a comprehensive approach, ensuring programming reflects relevant skills, needs, and desires of the Rohingya refugee community. This will work to reduce access and mobility barriers, while coordinating with market linkage initiatives. The Sectors will collaborate on awareness sessions, education programmes, and training packages both in the camps and the host communities.

**Registration and documentation will preserve Rohingya refugees' right to return, and two-way communication and feedback mechanisms will support ongoing dialogue on solutions and the situation in Myanmar.** Strengthening the mechanisms in place to ensure effective communication with communities, including at camp level, will help to facilitate meaningful dialogue and ensure information and other needs are adequately met. These include but are not limited to staffed information hubs, radio programming, and information sharing sessions supported by audio-visual materials.

**The United Nations is working with the Governments on both sides of the border to try and lay the foundation for the voluntary, safe, dignified and sustainable repatriation of Rohingya refugees to Myanmar.** In November 2017, the Governments of Bangladesh and Myanmar reached a bilateral agreement on the repatriation of Rohingya refugees, which recognizes the need for durable solutions, and affirms



## COX'S BAZAR: CAMP LOCATION MAP



Creation date: 20 November 2019 | Sources: ISCG, SMSD, RRRRC, OSM | Projection: BUTM | Grid: MRGS 100,000

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations

that any returns should be voluntary, safe and dignified. This was followed in 2018 with a Memorandum of Understanding between the Government of Bangladesh and UNHCR on voluntary repatriation, and a tripartite Memorandum of Understanding concluded between the Government of Myanmar, UNHCR and UNDP in June 2018. The agreement aims at creating conducive conditions for voluntary and sustainable return of Rohingya from Bangladesh in safety and dignity, as well as supporting recovery and resilience-based development programming that benefits all communities living in Rakhine State. In May 2019, the three parties agreed to extend the agreement for an additional year.

**The Rohingya who arrived after August 2017 continue to express their strong desire to go home to Myanmar, as reflected in assessments of their intentions on return.** At the same time, they do not see the possibility to return now. Rohingya refugees express real concerns about safety and security following return to Rakhine State, the lack of a clear pathway to citizenship and recognition of their identity, and challenges accessing to services and rights, including their freedom of movement and the ability to work and support their families. They also seek assurances that they could return to their places of origin or a place of choice, as reflected in the different agreements on voluntary repatriation. The dialogue between senior officials of the Government of Myanmar and the Rohingya community that began in July 2019 can contribute to building confidence and should resume as soon as possible.

**Demonstrable progress on the ground in Myanmar, particularly in addressing the root causes of displacement and through the full implementation of the Rakhine Advisory Commission recommendations, would help to build the confidence of Rohingya refugees in Bangladesh to voluntarily return to Myanmar.** The United Nations also continues to promote regular dialogue between Rohingya refugees and the Myanmar authorities; recommend that Rohingya refugees should be able to go and see the conditions in Myanmar for themselves, so that they can make an independent assessment of whether they feel they can return in safety and dignity; and encourage a transparent and systematic process for those wishing to have their right to return verified by the Myanmar authorities.

If conditions become conducive for the safe, voluntary, and dignified repatriation to Myanmar, additional funding requirements would be discussed and agreed in close consultation with relevant stakeholders, including the Government of Bangladesh and the donor community, to support such efforts.





## HUMANITARIAN SUPPORT TO RAKHINE STATE, MYANMAR

In Myanmar,<sup>16</sup> humanitarian partners (including non-governmental organisations and United Nations agencies) will continue to encourage and support the Government of Myanmar to address the root causes of the crisis, including through implementation of the Rakhine Advisory Commission recommendations, and create the conditions that would be conducive for safe, voluntary, and dignified return.

Humanitarian partners engage with the Government of Myanmar across Rakhine State – including in the central and northern parts of the State where the Rohingya refugees lived before their flight – within the framework of the Myanmar Humanitarian Response Plan 2020.<sup>17</sup> Partners work to address the needs and priorities of all communities and to create an environment conducive to the voluntary safe, dignified, and sustainable repatriation of Rohingya refugees from Bangladesh to Myanmar.

Since early 2019, humanitarian and developmental activities in Rakhine State have been impacted by security developments linked to the fighting between the Arakan Army<sup>18</sup> and Tatmadaw,<sup>19</sup> the Myanmar armed forces. Government restrictions on access also limit the scope and reach of humanitarian support to affected populations as well as development programming.

Within this challenging environment, the humanitarian community works with the Government of Myanmar and communities in Rakhine State to make concrete improvements in the situation on the ground. The Myanmar Humanitarian Response Plan (HRP) for 2020 provides the strategic framework for the delivery of assistance and protection services for some 850,000 people, of whom 668,000 are in Rakhine State. The HRP was developed through the most comprehensive inter-sectoral analysis of humanitarian needs in Myanmar undertaken to date, and through a broad consultative process, which included extensive discussions with government interlocutors.<sup>20</sup>

Security and effective humanitarian access in Rakhine State are both essential to improving the situation for all communities. Making return possible for Rohingya refugees also requires tackling the root causes of the crisis. To this end it is important to continue working towards the full implementation of the 2017 Rakhine Advisory Commission recommendations, including lifting restrictions on freedom of movement, increasing access to public services and creating a clear pathway to full citizenship.

An important framework linked to these efforts is the tripartite Memorandum of Understanding concluded between the Government of Myanmar, UNHCR and UNDP in June 2018, now extended to June 2020. Through the end of 2019, UNHCR and UNDP had undertaken five rounds of village assessments. The Government has so far approved 45 projects, with 34 projects in some 21 villages expected to be completed by the end of this year. The projects include the rehabilitation of roads, renovation of schools, improvements to water supply infrastructure, installation of solar streetlights, and income generating activities.

During 2019, within the ongoing constraints of security and access limitations, humanitarian programming by the United Nations agencies in Rakhine State also included the following:

- UNDP programmes in Rakhine State focus on livelihoods and social cohesion work across multiple townships including Rathedaung. It is also carrying out rule-of-law programming in Sittwe.
- WFP delivers regular emergency relief food assistance to some 100,000 people in Buthidaung and Maungdaw townships. WFP's livelihoods programme in Rakhine State also provides jobs for 55,000 people, while their school feeding programme target 52,000 students.
- UNICEF has distributed education and recreational materials to some 70,000 children aged 3-17 years in Rakhine State. UNICEF also reached over 65,000 Maternal and Child Cash Transfer beneficiaries across the townships and, together with partners, provided lifesaving therapeutic treatment to more than 2000 children under 5-years old who were suffering from Severe Acute Malnutrition.

16. All activities that will take place in Myanmar are costed, appealed for, and monitored under the Myanmar Humanitarian Response Plan 2020: <https://reliefweb.int/report/myanmar/myanmar-humanitarian-response-plan-2020-december-2019>.

17. The Myanmar Humanitarian Response Plan 2020: <https://reliefweb.int/report/myanmar/myanmar-humanitarian-response-plan-2020-december-2019>.

18. An ethnic Rakhine armed group.

19. The Myanmar armed forces.

20. The Myanmar Humanitarian Response Plan 2020: <https://reliefweb.int/report/myanmar/myanmar-humanitarian-response-plan-2020-december-2019>

- WHO works to support an expanded programme of immunization in Rakhine State, as well as provide technical support to the Rakhine State Public Health Department for planning, monitoring and evaluation.
- UNFPA's Women and Girls First Programme works to improve the skills of social workers and health care providers in case management, maternal death surveillance and response. In northern Rakhine, UNFPA supports prevention and response to gender-based violence.
- UNOPS operates several multi-donor trust funds, including a Livelihoods and Food Security Fund that operates in 15 of the Rakhine State's 17 townships. The Trust Fund supports access to finance, improved nutrition, and market creation in agriculture, fisheries, and livestock.
- IOM focuses on disaster management and resilience and community stabilization in townships in central Rakhine State. IOM also works in northern Rakhine on disaster management and resilience related activities.
- ILO focuses on skills development and technical and vocational training in Rakhine State, including two of the three townships in Maungdaw and Buthidaung townships in northern Rakhine State.
- UN Women supports women's empowerment and increased female participation and leadership in communities in several townships in central Rakhine State.
- FAO works to improve food and nutrition security for the most vulnerable people, including in the three townships of northern Rakhine State.

In 2020, the UN will continue to implement these programmes and activities, while also strengthening coordination and enhance partnerships at all levels in Rakhine State in order to work effectively together to meet the needs of vulnerable people across Rakhine State, to contribute to solutions for internally displaced persons, and to support efforts to create conditions for return of Rohingya refugees to Myanmar.

Through the 2019 Humanitarian Response Plan the humanitarian community sought USD \$214 million to meet needs across Myanmar. Close to \$179 million was mobilized against this target. The 2020 HRP requests USD \$216 million, to assist some 850,000 people across Myanmar.

## BHASAN CHAR

The Government of Bangladesh has proposed to relocate some 100,000 Rohingya refugees from the camps in Cox's Bazar District to Bhasan Char, with the objective of decongesting the camps and reducing pressures on the local Bangladeshi communities. Bhasan Char is a 13,000-acre island located in Hatiya Upazila of Noakhali District in Bangladesh, which is located approximately 28 nautical miles from Chittagong and 13 nautical miles from Hatiya.

The Government of Bangladesh reports having spent approximately USD 268.84 million so far for development work on Bhasan Char. According to the Government, the Bhasan Char facility includes 120 shelter clusters with a total of 1,440 individual rooms that can each accommodate four persons and related water and sanitation facilities. The 120 four-story multi-purpose structures would also accommodate people and can provide shelter in the event of severe weather events and, during other periods, can reportedly serve as schools, mosques and community centres. The Bhasan Char facility is encircled by a 12.1-kilometer flood embankment, and further measures are in place to mitigate the risk of coastal erosion. The Government projects that people relocated to Bhasan Char would be able to engage in livelihoods activities, including agriculture, raising livestock and fisheries.



*Aerial view of Bhasan Char facility*

The Government has advised the United Nations that other infrastructure developed and equipment deployed to Bhasan Char includes roads, helipads and boat docks; solar power systems and diesel generators; telecommunications towers; deep tube wells and rainwater harvesting ponds; a biogas plant; and waste management facilities. The Bhasan Char facilities planned or constructed also reportedly include police and fire stations and a hospital. The Government notes that the facility provides designated office premises for the RRRC and civil administration, law enforcement agencies and Ministry of Disaster Management and Relief, security and law enforcement personnel and office and accommodation facilities for UN and humanitarian personnel.

The United Nations has from the outset engaged constructively with the Bhasan Char project, seeking further information about the Government's plans, the facilities under construction and the policy framework that would govern life on the island for the Rohingya. In consultation with the Government of Bangladesh, the United Nations is committed to undertaking independent and thorough technical and protection assessments of Bhasan Char and the facilities.

Through these assessments, the United Nations seeks to gain a better understanding of the Government's plans and project, including the safety and sustainability of life on the island, exposure to natural hazard risks, the standard of protection offered by the Bhasan Char facilities and the available freshwater resources. The assessments would also focus on the availability of livelihoods opportunities on Bhasan Char and operational questions, such as logistics and access to the island for Rohingya refugees, humanitarian personnel and supplies, including during the monsoon and cyclone seasons. Upon completion of these assessments, the United Nations will be better positioned to decide upon operational engagement with the Government's Bhasan Char project.

The policy and protection framework that would govern the life for the Rohingya on Bhasan Char is a crucial area of assessment for the United Nations. This includes the framework of rights that the Rohingya would enjoy, including their ability to move between Bhasan Char and the mainland, particularly to Cox's Bazar, the availability and quality of services available to them and the ways they would be able engage and participate in decisions affecting their lives. The Government has committed

that any relocation to Bhasan Char will be voluntary, which the United Nations has welcomed, while also encouraging the Government to consult directly with the Rohingya refugee community to understand their views and concerns, which will be central to the project's success.

At the end of 2019, the United Nations and the Government of Bangladesh were engaged in consultations on the scope and timing of the assessment process, including planned onsite visits to Bhasan Char. Upon completion of these assessments, the United Nations will be better positioned to decide upon the possibility of operational engagement with the Government's Bhasan Char project. If that decision is

positive, the United Nations would then be able to pursue detailed operational planning, aligned with the Government's overall plans and expectations for support, and reach out to the international donors that support the Rohingya Humanitarian Response in Bangladesh.

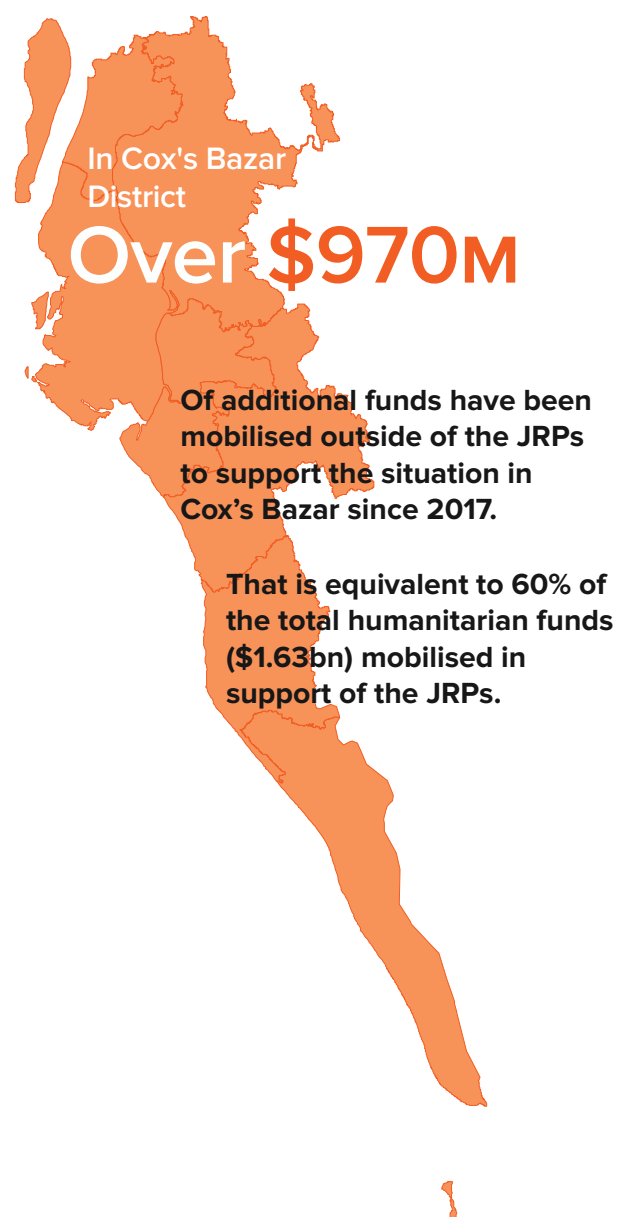
The United Nations does not yet have the level of information regarding the Government's Bhasan Char plans that would be needed to provide cost estimates. This would also be premature in advance of a UN decision on engagement. The current budget and cost structure for the Rohingya Humanitarian Response in Cox's Bazar is not directly comparable, as some sectors of activity, such as shelter, may require fewer resources, while others, such as the logistics and the establishment of operations management and other capacities on the island could involve additional expense. The Government may also assume a different or greater operational role. Additional funding requirements for Bhasan Char would need to be discussed and agreed in close consultation with relevant stakeholders, including the donor community, should the UN and partners operationally engage.



*Outside of a shelter cluster on Bhasan Char*

## THE HUMANITARIAN-DEVELOPMENT NEXUS AND THE NEW WAY OF WORKING: LINKS TO THE DEVELOPMENT OF COX'S BAZAR DISTRICT

In line with the New Way of Working,<sup>21</sup> the 2020 response will continue to build bridges between humanitarian and development assistance, seeking the greatest efficiency and impact with limited humanitarian resources. Development donors are making critical multi-year contributions and seeking to achieve synergies with humanitarian funding. At the end of 2019, the World Bank and the Asian Development Bank were both moving into second rounds of allocations for Cox's Bazar District. In 2020, these linkages must be maximized to ensure that the most critical needs are met and that strategic investments are made, in order to enhance the sustainability of the humanitarian response.



In support of the District Administration, the Joint Response Plan 2020 will include selected and prioritized activities for Ukhiya and Teknaf drawn from projects identified through the first phase of the Cox's Bazar District Development Plan (DDP), as a transitional step towards long-term development planning for these Upazilas and the wider District. The Deputy Commissioner for Cox's Bazar District is leading a planning process with the objective of delivering a fully-fledged District Development Plan by the end of 2020. The DDP will be guided at the policy level from Dhaka, led by the Cabinet Secretariat. It will be a multi-sector development plan formulated utilizing a bottom-up process for the inclusive sustainable development of Cox's Bazar District, which has the potential for replication in other districts in Bangladesh. Additionally, the DDP will increase administrative capacity at the District and Upazila levels to utilize data, analysis and information for improved district planning, including the prioritization of Sector specific projects. The District Administration is being supported in this effort both by the United Nations, led and coordinated by the United Nations Development Programme (UNDP), and the World Bank.

The DDP will seek to address the development challenges of Cox's Bazar District, and the wider impacts of the Rohingya influx. Cox's Bazar District, with a total Bangladeshi population of 2,650,000, is one of the country's poorest and most vulnerable districts. Malnutrition and food insecurity are at high levels, and poverty is well above the national average. Before the influx, one in every five households already had poor and borderline food consumption patterns – much higher than the national average.<sup>22</sup> On average, 33 percent and 17 percent live below the poverty and extreme poverty lines. Primary School completion rate for Cox's Bazar is 54.8 percent, against the divisional and country level rate of about 80 percent. The situation is further compounded by the dramatic population increase following the Rohingya influx, which has adversely affected the food security and nutrition situation in some areas, including by introducing a

21. Former UN Secretary-General Ban Ki-moon and the heads of UNICEF, UNHCR, WHO, OCHA, WFP, FAO, UNFPA and UNDP, with the endorsement of the World Bank and the International Organization for Migration, signed at the World Humanitarian Summit a "Commitment to Action" document, in which they agreed on a New Way of Working in crises. Its aim is not only to meet humanitarian needs, but also to reduce needs, risks and vulnerability over time. For more information: <https://agendaforhumanity.org/initiatives/5358>

22. Bangladesh Integrated Food Security Phase Classification" (IPC, August 2013)



## COX'S BAZAR DISTRICT: UPAZILAS AND CAMPS



Creation date: 20 November 2019 | Sources: ISCG, SMSD, RRRC, OSM | Projection: BUTM | Grid: MRGS 100,000

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations

labour surplus which has driven day-labour wages down in Ukhiya and Teknaf.<sup>23</sup> The crisis has significantly stretched the capacities of local governance institutions and civil servants, resulting in constraints on the delivery of public services.<sup>24</sup>

**The Rohingya refugee presence and the humanitarian operation has had a mixed effect on markets in the District, driving some prices down, and others up.** Increases in population density have affected the existing transport and market infrastructure, resulting in the need to build up services. Road congestion is a major problem limiting access and mobility around the District, exacerbating tensions with host communities. Impacts on livelihoods include restrictions on fishing on the Naf River due to border sensitivities, the loss of some farming land and forests to settlement, and the impacts of a larger population on the labour market. Environmental impacts, such as deforestation and waste generation, have also been significant. Criminality in the District remains an ongoing challenge. Drug trafficking, mainly of methamphetamine or “yaba”, from Myanmar through Teknaf, Cox’s Bazar District and to the region’s markets has been a long-term issue that has increased significantly in recent years.<sup>25</sup> Human traffickers have also targeted the Rohingya refugee community, though levels have dropped since departures by boat from Cox’s Bazar slowed in the aftermath of the Andaman Sea crisis of 2015.

23. The mean agricultural wage rate in Teknaf is found to have fallen by 11 percent in the post-influx period, while the corresponding figure for Ukhiya is 17 percent. Wages in rest of the Cox’s Bazar District (i.e., other than the most affected Teknaf and Ukhiya Unions) have risen by 6.6 percent during the same period. PRI, Socio-Economic Impact on the Host Community, October 2018; PRI, UNDP, Impact on Public Service and Public Goods Delivery in Cox’s Bazar, October 2018.

24. PRI, Socio-Economic Impact on the Host Community, October 2018; PRI, UNDP, Impact on Public Service and Public Goods Delivery in Cox’s Bazar, October 2018.

25. Rakhine Advisory Commission report.



## ASSISTANCE TO HOST COMMUNITIES AND BROADER DEVELOPMENT IN COX'S BAZAR

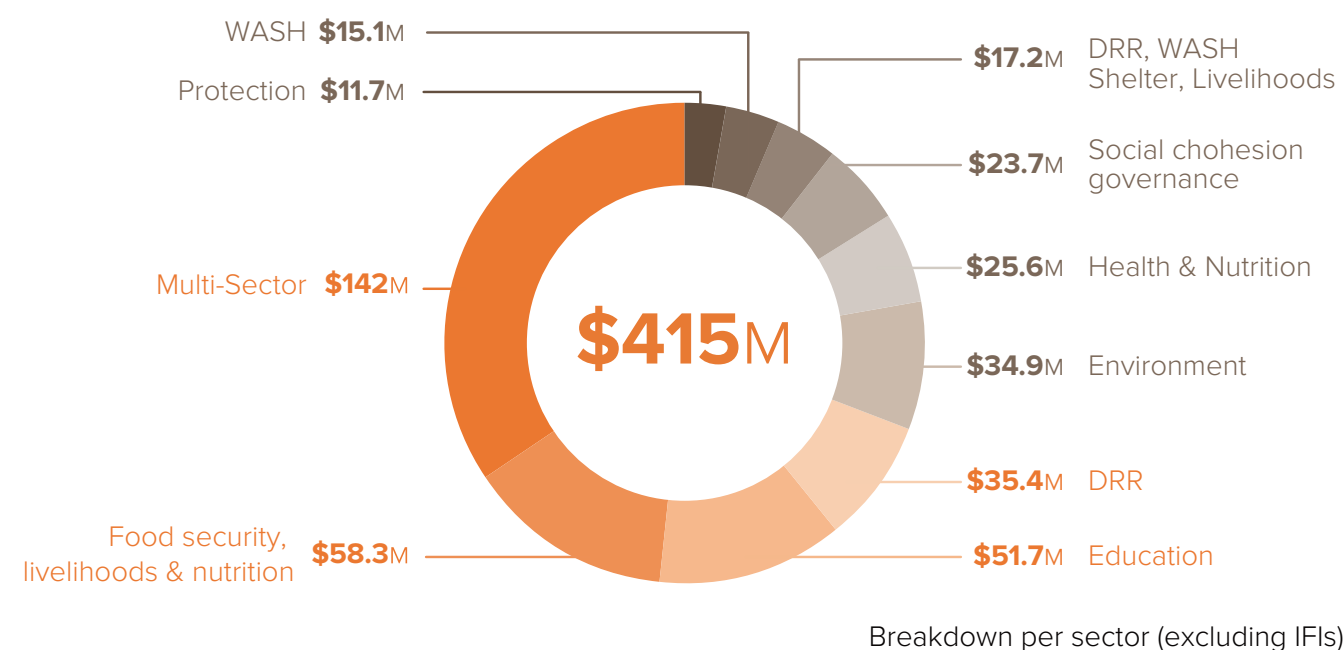
Since August 2017, there has been growing levels of assistance to help address the impacts that the Rohingya refugee presence has had on communities hosting them and broader development needs across Cox's Bazar District. **Based on contributions from bilateral donors, the European Union and global funds, this support totals over US\$415m and is growing. This includes both development and humanitarian assistance. It is estimated that over 70 percent (\$280m) of these funds are outside of the Joint Response Plans (JRPs).**

**When combined with support from the international financial institutions, over \$970m of additional funds have been mobilised outside of the JRPs to support the situation in Cox's Bazar since 2017.** This is equivalent to 60 percent of the total humanitarian funds (\$1.63bn) mobilised in support of the JRPs. This assistance supports all Upazilas in Cox's Bazar district, not just Teknaf and Ukhiya.

These amounts, however, do not represent all external assistance to the host communities and broader development. For example, they do not include donors' flexible contributions to international organisations that can be used to benefit both Rohingya refugees and host communities, nor all national-level development programmes that are being implemented in Cox's Bazar, nor all humanitarian funds that are benefiting host communities, such as in the Health Sector where many facilities assist both populations. The overview also does not reflect the progress in localising the response, such as through direct employment and local procurement, which is having a positive, indirect benefit on the local economy.

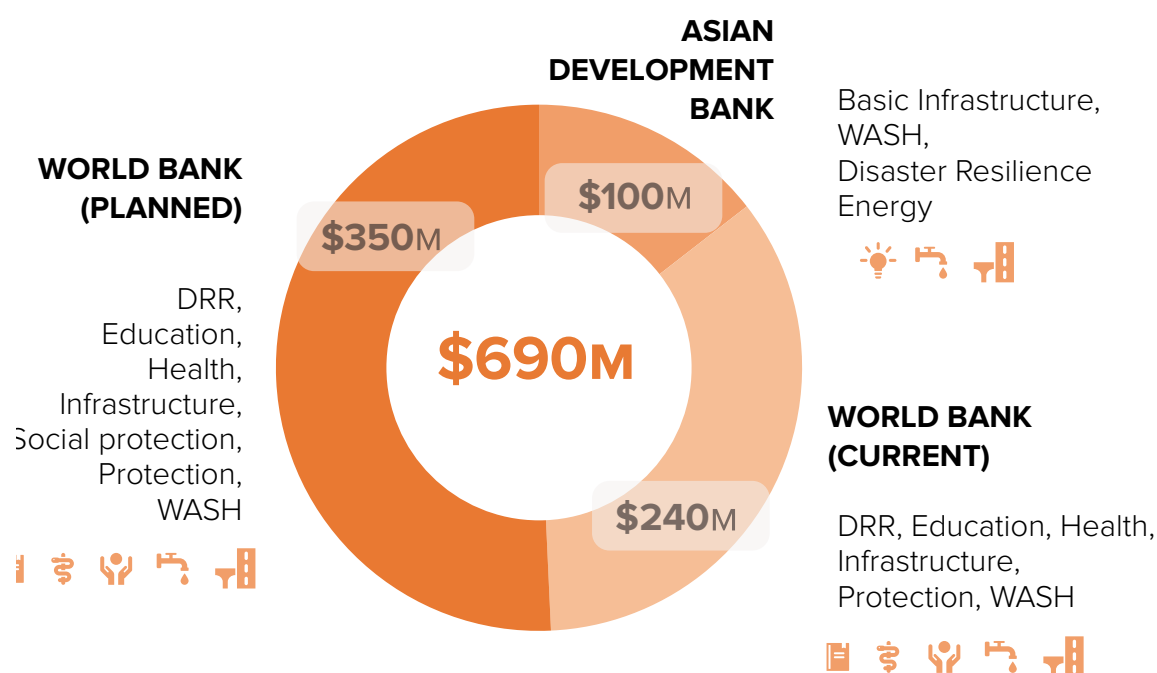
The following pie chart set out which Sectors are supporting the host communities and broader development in Cox's Bazar, with the \$415m in donor assistance (excluding funding from the **international financial institutions**).

*Figure 2: Donor assistance to host communities and broader development in Cox's Bazar since August 2017*



The following Chart sets out the grant contributions from the Asian Development and World Bank for both Rohingya refugees and host communities. These fall outside but are closely aligned to the JRP. Although the current funding of both **International Financial Institutions** is targeted primarily towards the Rohingya refugees, they also have broader benefit for the host communities, such as in the construction of roads and the building of cyclone shelters. New projects being developed by the World Bank are planned and pending approval, which would result in increased support to host communities, in such areas as in social protection.

Figure 3: IFI finance supporting Rohingya refugees and host Communities<sup>26</sup>



The following provides a few examples to illustrate assistance being provided to communities across Cox's Bazar District in selected Sectors. It does not reflect the totality of support nor the full range of donors engaged.

All the generous donors to the response in 2019, as listed on the Financial Tracking Service, are, in order of contribution: United States of America; United Kingdom; Australia; Japan; Canada; Thani Bin Abdullah Bin Thani Al-Thani Humanitarian Fund; Germany; ECHO; European Commission; Sweden; private (individuals and organisations); CERF; Denmark; Switzerland; Norway; New Zealand; Turkey; Bangladesh; Education Above All; Korea; Education Cannot Wait; France; Ireland; Finland; Russian Federation; Kingdom of Saudi Arabia; Austria; Luxembourg; Kuwait; Thailand; United Arab Emirates; Vietnam; and Spain.<sup>27</sup>

In the case of **Disaster Risk Reduction (DRR)**, the US is refurbishing over 150 schools (across the District) that double as cyclone shelters, as well as improving disaster response by training first responders and community leaders. The World Bank is reinforcing this by helping 55,000 people to gain access to climate resilient, multi-purpose shelters under the Emergency Multi-Sector Rohingya Crisis Response Project. The European Union Humanitarian Aid (ECHO) is supporting disaster risk management committees at Union and District level, training of first responders and reinforcement of community structures. Contingency plans for more than 350,000 individuals in the seven most vulnerable unions have been developed.

To enhance **education**, Australia is supporting vulnerable adolescent girls to enhance their literacy, numeracy, social and emotional skills. Germany is also helping adolescents and youth better prepare for their adult lives by strengthening self-help and resilience. Canada is supporting strengthened capacity of teachers and school leaders to provide better quality, gender-sensitive and inclusive education for over 100,000 students. The EU is supporting improved access to schooling for over 11,000 children and adolescents and assisting 124 school management committees and teachers on school effectiveness. Japan is supporting the improvement of learning environment at more than 20 schools in Ukhiya and 25 schools in Teknaf by training

26. This graph includes funding whereby refugees and host community as designated beneficiaries cannot be effectively delineated.

27. <https://fts.unocha.org/appeals/719/summary>.

local government officials and providing learning materials and furniture. The UK is funding a District-wide Mapping, Gap Analysis and Scoping exercise. This will be used to form a plan for district-wide support to education.

To address impacts on the **environment**, a group of donors (Australia, Canada, European Commission, Japan, Korea, Netherlands, Norway, Sweden, UK and US) has provided over \$48m to multiple agencies working together with the Forest Department and other Ministries to rehabilitate 2,000 hectares of forest land in host communities. This is contributing to the environmental restoration and improved living conditions of around 25,000 host community households. The project is also providing cooking gas to 125,000 people from host communities and 450,000 Rohingya refugees, as well as livelihood support. This is in addition to Sweden and Switzerland providing support to local government to improve solid waste management, and the US helping improve livelihoods and reduce tensions over scarce resources by advancing watershed and natural resource management.

To improve **health**, Japan is supporting the Ministry of Health and Family Welfare reconstruct 13 Community Clinics, training for health systems strengthening and providing screening equipment for non-communicable diseases. It is also helping construct medical staff quarters attached to Upazila Health Complexes in Ukhiya and Teknaf, as well as upgrading Cox's Bazar District Hospital's Coronary Care Unit. The US is supporting six Smiling Sun Health clinics that are establishing a self-sustaining business model serving women and children. Canada is providing training to 180 community health workers and 30 junior midwives to address the health needs of the most vulnerable host communities in the District. France has supported the construction of a Comprehensive Maternity Centre that is servicing both the host communities and the Rohingya population.

To help the **economic recovery and livelihoods** of communities in the District, Canada is working to provide skills training and apprenticeships to youth and ultra-poor women. It is also, along with the Netherlands and UK, supporting the financial security and resilience of 20,000 host community women. Denmark is supporting economic recovery of 36,000 vulnerable host community households, focusing on agriculture.<sup>28</sup> The US is helping increase business opportunities and incomes by improving local trade, crop production, aquaculture and industries. There are also initiatives to stimulate the local economy by improving links with the humanitarian operation. For example, UK and Netherlands support is helping local farmers sell products to the Rohingya refugees through boosting and establishing market linkages between produce from host community farmers and requirements in the camps. The World Bank is preparing an additional financing to the safety nets for the poorest project that will scale up public works programs in the host communities.

To reinforce **protection**, Denmark is supporting the Ministry of Women and Children Affairs to support women and children who are victims of violence, such as through a One-Stop Crisis Centre. The US is helping to counter human trafficking and child marriage by supporting awareness and shelters for victims of trafficking. ECHO is supporting four community centres within host communities to provide psychosocial support, skills-building and gender-based violence programmes.

For **WASH**, Denmark is supporting Union Parishads to deliver improved and climate-adapted infrastructure (deep wells and latrines), as well as local community capacity building and training in sanitation and hygiene which will benefit over 250,000 people. Japan is supporting the Ministry of Local Government Rural Development Cooperatives install three rainwater tanks with capacity of 50 tons in Teknaf, along with the capacity development of local government. The Netherlands has rehabilitated WASH facilities and piped water supply in Ukhiya and Teknaf Upazilas. Switzerland's Development and Cooperation Agency is strengthening the Department of Public Health and Engineering's capacity in WASH by providing capacity building, seconding technical specialists and equipping its new Faecal Sludge Laboratory.

28. This support is focusing on Teknaf, Ukhiya and Ramu Upazilas of Cox's Bazar District, as well as affected communities in Naikhongchhari, Lama and Ali Kadam Upazilas of Bandarban District.



# OPERATIONAL CAPACITY AND ACCESS

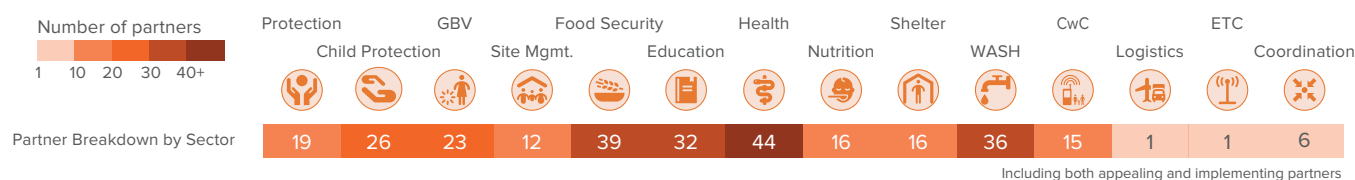
The Rohingya humanitarian response faces key operational challenges, including technical capacity limitations (especially in skilled professions such as doctors and teachers), recurrent weather-related risks, procedural constraints, and security concerns. Limitations on space available within the boundaries of the designated camps results in extreme congestion and inadequate services in some areas. The Government considers early voluntary repatriation to be the only solution for the Rohingya, which shapes the policy framework for the response, including an emphasis on temporary approaches and limitations on long-term interventions.

Although INGOs and NNGOs are the backbone of the response, they nevertheless continued to face challenges in ensuring humanitarian access in a timely and effective manner, in many cases slowing the delivery of needed aid to both host communities and Rohingya refugees. Such issues have grown more significant since August 2019, and the Government was reportedly considering steps to introduce improvements in the current framework for registration and approvals at the end of the year.

At the end of 2019, the Government of Bangladesh had announced its intention and initiated construction of a fence around the Camps, starting with installation of concrete poles, underscoring the need to preserve access and mobility for humanitarians and Rohingya refugees alike.

Tensions within the host community during the first quarter of 2019 over the availability of jobs in the humanitarian response led to demonstrations in Ukhiya and Teknaf that targeted NGOs working in the camps. Unrelated protests that took place in August 2019 resulted in damage to humanitarian assets and facilities and temporary suspension of operations in some camp areas.

Figure 4: JRP Partners Breakdown



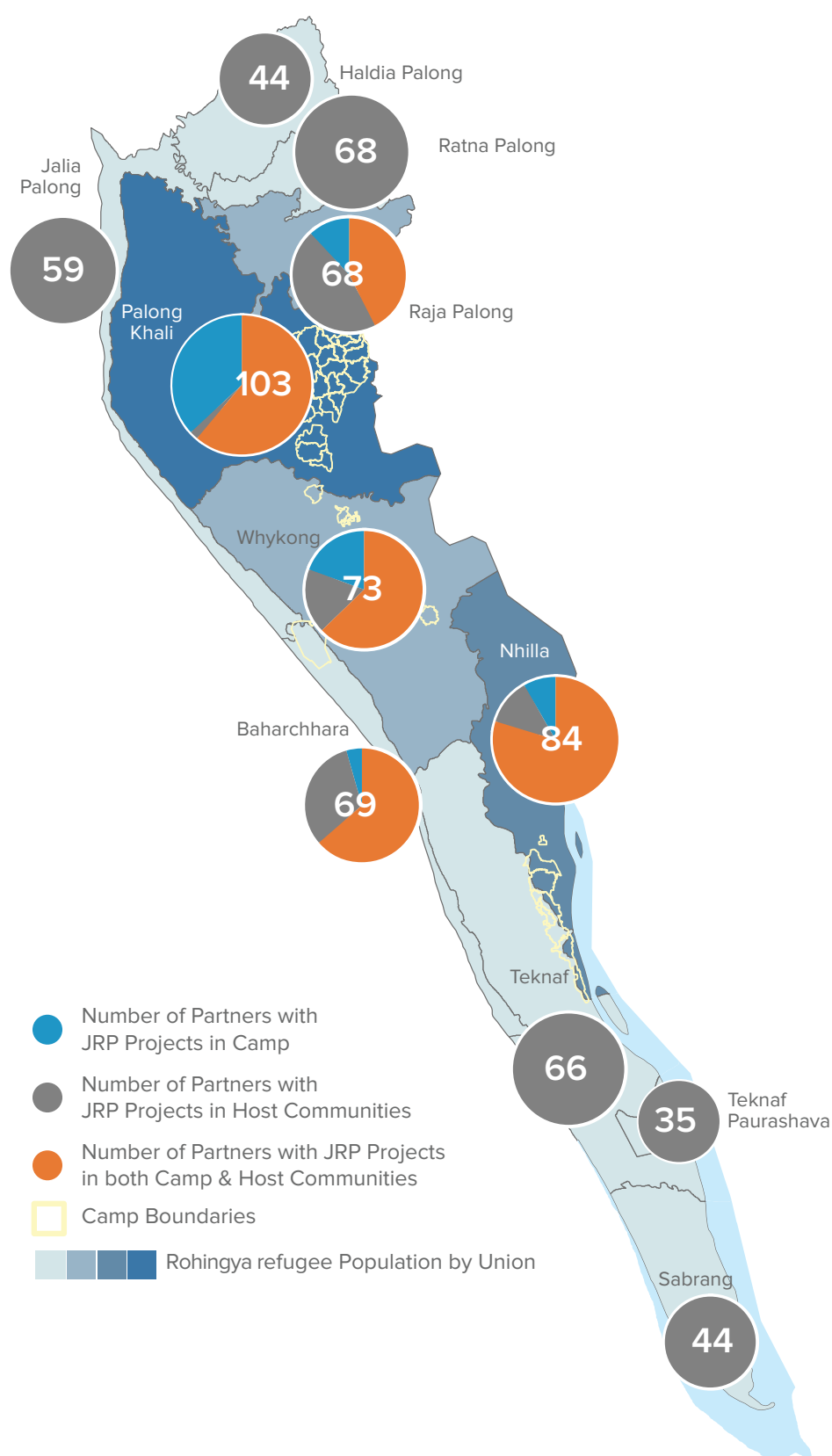
## JRP appealing partners breakdown



## JRP implementing partners breakdown



Figure 5: Geographic coverage of JRP partners: number of partners per Union



# COORDINATION AND MONITORING

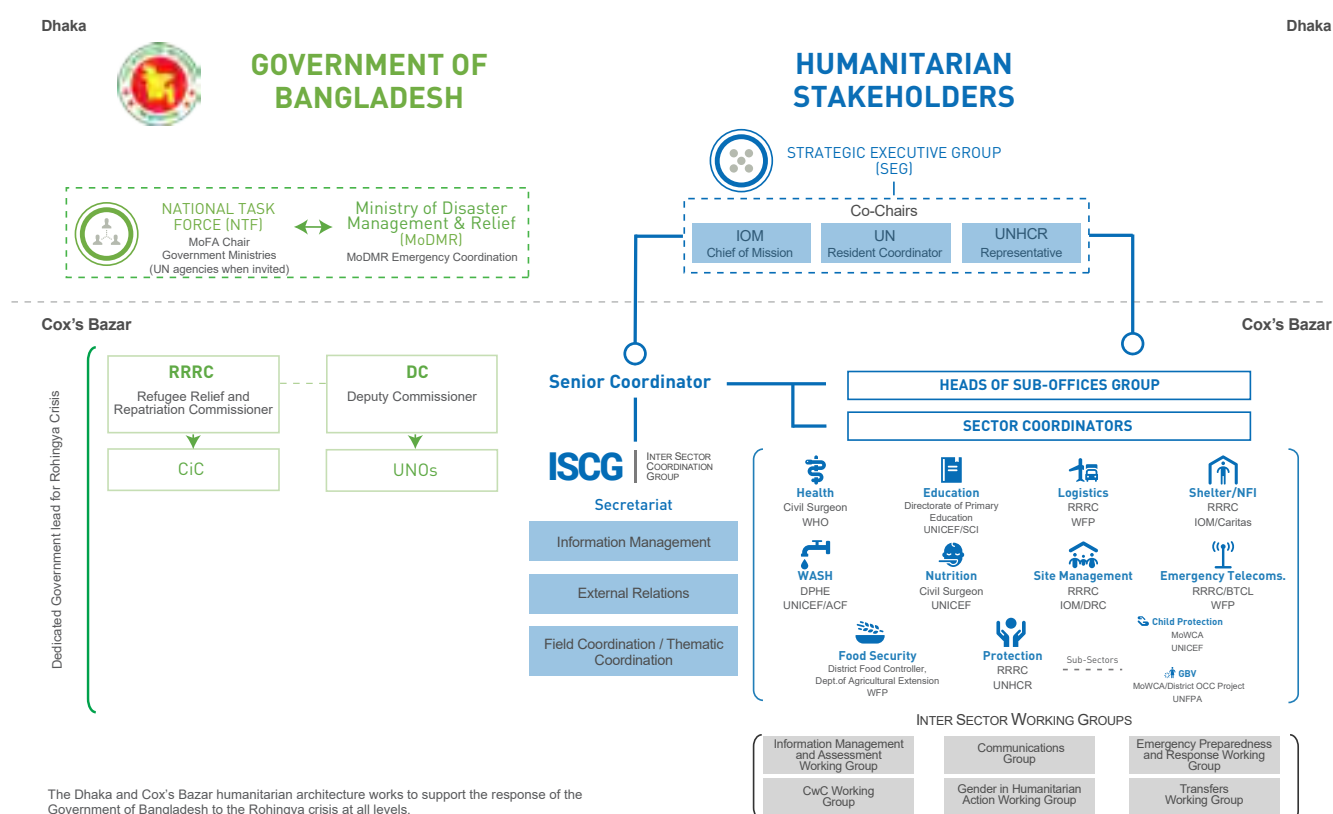
## COORDINATION

Effective coordination of the humanitarian response in 2020 will ensure the most efficient and harmonized use of resources, and the rapid identification of gaps, duplication, and operational challenges, so that assistance and protection can reach those who need it most in a timely manner.

The Rohingya response is led and coordinated by the Government of Bangladesh. The National Strategy on Myanmar Refugees and Undocumented Myanmar Nationals issued in 2013 established the National Task Force, chaired by the Ministry of Foreign Affairs, which provides oversight and strategic guidance for the overall response. In Cox's Bazar, the Refugee Relief and Repatriation Commissioner (RRRC), under the Ministry of Disaster Management and Relief, is responsible for management and oversight of the Rohingya refugee population, while the District Deputy Commissioner, leading the civil administration in Cox's Bazar District, has crucial responsibilities for coordinating the response to the needs for Bangladeshi host communities, including during natural disasters, and for ensuring security and public order.

For the humanitarian agencies, strategic guidance and national level government engagement (including liaison with the National Task Force, and relevant line Ministries for Sector specific issues) is provided by the Strategic Executive Group (SEG) in Dhaka, which is co-chaired by the Resident Coordinator, UNHCR Representative and IOM Chief of Mission. At the field level in Cox's Bazar, the Senior Coordinator of the Inter-Sector Coordination Group (ISCG) ensures the overall coordination of the Rohingya Refugee Response, including liaison with the RRRC, District Deputy Commissioner and government authorities at the Upazila level. The ISCG Senior Coordinator chairs the Heads of Sub-Office Group which brings together the heads of all UN Agencies and members of the international and national NGO community working in the response, as well as donor community representatives based in Cox's Bazar. The Senior Coordinator also convenes the Sector Coordinators Group to ensure inter-sector coordination in the response.

Figure 6: Coordination architecture for the Rohingya humanitarian crisis



The RRRC, in his leadership role, chairs monthly meetings with the Sector Coordinators. The RRRC also chairs the Site Planning Taskforce, the core decision-making group on site development for the Site Management and Site Development Sector. Moreover, the RRRC convenes all-CiC coordination meetings every two weeks, which the ISCG and Sectors attend to discuss key and timely issues. In addition, the RRRC convenes a monthly law and order meeting which is attended by the key law enforcement and security agencies. In several Sectors, Line Ministries and Departments are in lead roles, and the Sectors provide support, including by basing coordination teams in the relevant Government offices, where appropriate. At the Upazila level in Ukhiya and Teknaf, the Upazila Nirbahi Officers (UNOs) and ISCG co-chair regular coordination meetings, and the Armed Forces Division with ISCG's support leads regular coordination meetings at the Military's Ukhiya coordination cell.

Through these RRRC and supporting ISCG coordination mechanisms, gaps and challenges in delivery of protection and assistance are identified and escalated for advocacy at various levels and resolution, with sectors, specific agencies or organisations, the Heads of Sub Office Group, the Strategic Executive Group, and relevant authorities in Cox's Bazar or Dhaka. The functional components of the ISCG Secretariat such as external relations, information management, and field coordination teams support coherence and cohesiveness in the humanitarian response. The Secretariat provides concrete support to the Sectors and humanitarian partners in helping to highlight challenges and gaps and bringing stakeholders together to address or fill these.

The ISCG Secretariat also offers coordination support in certain operational thematic areas, such as emergency preparedness and response, and the humanitarian-development nexus, assisting agencies and organisations to jointly identify common priorities and pursue aims in these areas. The ISCG Secretariat also creates a regular platform in which critical protection issues can be raised and explored, provides specific assistance to the Gender Equality Commitments including gender mainstreaming throughout the response, and critically plays a key leadership role in the operationalisation of the collective commitment and action of all humanitarian agencies to prevent and respond to sexual exploitation and abuse.

Support to the District Administration in relation to the District Development Plan is led and coordinated by UNDP, with regular updates to the SEG and HoSOG forums. To advance Grand Bargain commitments on localization, in May 2019, the Terms of Reference for the Localization Task Force (LTF) were endorsed by the SEG. The LTF is co-chaired at the Dhaka level by UNDP and IFRC. The objective of the LTF is to improve humanitarian outcomes in Cox's Bazar, by recommending a practical localization strategy, including maximizing the indirect benefits of the operation to Bangladeshi communities through, for example, local procurement.

**All Sectors will track the following coordination indicators in 2020, aiming for improved camp level coordination, and advances in localisation:**

Number of camps with **effective camp focal points in place** (Terms of Reference in place, attending all camp meetings, maintaining relationship with CiC, SMS, and Sector Coordination team, identifying and referring gaps and issues in the camp): **target – all camps**

Number of **national non-governmental organisations active in the Sector** (receiving funds, regularly participating in meetings, reporting to 4W): **target – an increase in 2020**

Number of **Government and National NGO staff engaged in capacity sharing** (training/mentoring) - **target – an increase in 2020**

**The Co-Chairs of the Strategic Executive Group will oversee the progressive strengthening of coordination arrangements to ensure they remain “fit for purpose”** at the Dhaka and Cox's Bazar levels and are adapted to the evolving situation on the ground. Improvements to coordination will focus, in particular, on strengthening coordination at the camp-level, streamlining structures and process for greater efficiency and effectiveness and strengthening and clarifying lines of accountability, so that critical common issues are efficiently identified and resolved at the most appropriate level.

**Camp-level Coordination: Camps-in Charge, Site Management Support agencies, Sector Focal Points, and Community Representation**

The Camps-in-Charge (CiC) have responsibility for camp administration and lead coordination at the camp level in 34 formally designated camps. The Site Management Sector supports the CiCs in managing and



coordinating the camps. The CiCs chair regular coordination meetings at the camp-level. Camp Sector Focal Points, who are drawn from the staff of operational agencies working in the camp, participate in the camp coordination meetings and help to coordinate service delivery within the camp in their specific technical areas, which often involves multiple agencies within a single camp.

For 2020, all Sectors have established the common objective of strengthening of the camp-level Sector Focal Points within their strategies, with the objective of improving overall coordination. The CiCs and Site Management support agencies liaise closely with the Sector Focal Points to monitor service delivery in the camps, ensuring issues are identified and resolved and that gaps are filled. Camp Sector Focal Points will require systematic capacity building and support to deliver on their role at the Camp level. Camp management and settlement planning must relate closely, so that both take a coordinated, multi-sector approach to meeting needs of women, girls, men and boys living in each camp.

Camp governance entails community outreach and participation. Elected Rohingya refugee representatives give the community a voice in some camps, and the expansion of elected, gender balanced camp committees is consistent with global good practice and should be conducted as far as feasible in 2020. Rohingya community leaders initially designated by the Army, known as *mahjis*, continue to play this role in most camps. Rohingya refugee participation is critical to ensure that community concerns on day-to-day issues in the camps receive attention and programmes and services are responsive to their needs. Imams and madrasa teachers are also significant leaders within the Rohingya communities, and grassroots community organisations are also now emerging across the camps. The different Sectors at the camp-level also engage broadly and regularly with the Rohingya community on service delivery and related issues, including through committees focusing on specific areas of programming, such as protection, education, and WASH committees.

### NGO coordination

The ISCG Secretariat hosted an NGO liaison function in the initial phase of the response, as the numbers of humanitarian agencies working in the response increased rapidly. Subsequently, the ISCG fostered the development of the Bangladesh Rohingya Response NGO Platform as an independent body, which was established in June 2018 with the Danish Refugee Council acting as host agency, funded by ECHO. The NGO Platform aims to bring together more than one hundred local, national and international NGOs to enhance coordination, advocacy and partnerships, and build and preserve humanitarian space for their role in the response. The NGO Platform Coordinator is fully engaged in decision-making and agenda setting within the coordination bodies guiding the Rohingya humanitarian response at all levels, including the Strategic Executive Group, the Heads of Sub-Office Group and the Sector Coordinators group.

## MONITORING

A comprehensive monitoring framework allows for tracking of the implementation of the 2020 JRP. Sectors will be responsible for tracking progress against the selected indicators. The ISCG Secretariat will consolidate reporting across Sectors, working with the Information Management and Assessments Working Group (IMAWG) members, and analyzing the data in cooperation with the Sector Coordinators and Heads of Sub-Office to identify needs, coverage, and gaps. The 2020 JRP monitoring framework is presented in an annex to this document.

The ISCG Secretariat will coordinate a mid-term review of implementation and will produce dashboards quarterly. The mid-term review of the JRP in June 2020 will inform necessary revisions and adjustments to the Plan, based upon the developments and the evolution of the situation on the ground. Dashboards released at the end of March and the end of September will provide updated reporting on progress against the Plan, including the Strategic Objectives and key Sector indicators.

The IMAWG will coordinate a joint multi-Sector needs assessment in the Rohingya refugee and host communities to identify needs and gaps, which will be timed to support the 2021 planning cycle. The IMAWG undertook the first multi-Sector needs assessment covering all Unions in the Teknaf and Ukhiya Upazilas at the end of 2018, and completed two further assessments in 2019, with the objective of ensuring better targeting and coordination of the host community response. A multi-Sector needs assessment will be coordinated by the IMAWG in 2020, with support from REACH, IOM, and UNHCR. The ISCG Secretariat will consolidate the multi-Sector needs assessment with more in-depth technical Sector assessments, such as SMART nutrition surveys and Food Security assessments, and the context analysis undertaken by UNDP. Analysis of the results will provide a comprehensive view on the status of the targeted populations, the impact and outcomes of the response in order to inform strategic and operational decision-making.

The Financial Tracking Service will record funding against the 2020 JRP. Revision of the 4Ws – Who does

What Where and When? – and cooperation with the RRRC and other stakeholders in 2020 will aim to achieve more complete and accurate tracking of funding through other channels, in order to support the improved identification of gaps and allocation of resources, in both Rohingya refugee and host community response, as well as tracking delivery and progress against the Strategic Objectives. Bilateral and non-traditional donors and others contributing to the response outside the scope of the 2020 JRP are expected to continue to play an important role.





# PART II: SECTOR OBJECTIVES AND RESPONSE



# FOOD SECURITY



## SECTOR OBJECTIVES

1. Ensure and sustain the timely provision of life-saving food assistance for women, girls, men and boys among the Rohingya refugees. (SO1 & SO2)
2. Promote portable skills development opportunities for Rohingya women, men and adolescent girls and boys, and enhance the livelihoods and resilience of host communities. (SO2, SO3 & SO4)
3. Support peaceful co-existence through enhancement and restoration of natural resources. (SO2 & SO3)<sup>29</sup>

### FUNDING REQUIRED

 **USD 254M**

### POPULATION TARGETED

 **1.3M**



**855,000**  
Rohingya Refugees



**444,000**  
Bangladeshi Host Community



**18**  
Sector Projects



**18**  
Appealing Partners



**31**  
Implementing Partners

### CONTACT

Government of Bangladesh: Refugee Relief and Repatriation Commissioner (RRRC), Department of Agricultural Extension

Sector Co-Lead Agency: WFP and FAO  
Sector Co-Chair: BRAC

Sector Coordinator:  
Martina Iannizzotto / [martina.iannizzotto@wfp.org](mailto:martina.iannizzotto@wfp.org)

## SECTOR NEEDS ANALYSIS

### NEEDS OF ROHINGYA REFUGEES

The Rohingya refugees continue to show high levels of vulnerability. The Refugee Influx Emergency Vulnerability Assessment (REVA) results<sup>30</sup> found that 88 percent are vulnerable, as reflected in poor food security indicators and the adoption of negative coping strategies. The Fill the Nutrient Gap Analysis<sup>31</sup> revealed that almost none of the Rohingya households can afford a nutritious diet.

With few opportunities to produce their own food, limited financial and physical access to food, movement restrictions, protection issues and limited sources of income, the Rohingya refugee population remains 100 percent reliant on food assistance to sustain the minimum daily required kilocalories per individual, and for dietary diversification. Sustaining regular and timely food assistance to the Rohingya population will continue to be of paramount importance in 2020, as a break in the food supply pipeline could deepen the emergency and threaten their survival.

### NEEDS OF HOST COMMUNITIES

Food security among the poorest people living in the host community is a growing concern. Many have lost access to the lands they farmed previously, often government forestland, and many have seen their wages decline or have lost work opportunities to Rohingya refugees. Forest products on which many previously depended are no longer available. The 2020 response must bring an increased focus on the Bangladeshi host population, particularly in hardest-hit communities, in order to ensure food security and support livelihoods opportunities for the most vulnerable. In addition, disasters arising from natural hazards, such as monsoon rains and cyclones, may prolong and worsen the food insecurity situation for both Bangladeshi hosts and the Rohingya, which in turn may exacerbate social tensions between the communities.

## DISAGGREGATED DATA

Population Type	Total Female	Total Male	Children (<18 years)		Adult (>18 years)	
			Female	Male	Female	Male
Rohingya	441,515	413,190	224,736	234,376	216,779	178,814
Bangladeshi	222,000	222,000	133,200	146,520	88,800	75,480



## SECTOR RESPONSE STRATEGY

### ROHINGYA REFUGEE RESPONSE STRATEGY

Together with the Refugee Relief and Repatriation Commissioner (RRRC), the Food Security Sector (FSS) will continue blanket, unconditional General Food Assistance for all 855,000 Rohingya refugees and new arrivals. In 2020, the FSS will also complete the transition from in-kind General Food Distribution (GFD) to the e-voucher system – market-based programming for basic food needs – allowing beneficiaries to choose from over twenty food commodities<sup>32</sup> that are available in the registered e-voucher shops in the camps, thereby improving their dietary diversity and choice of food items and as per Rohingya refugees' preference. Based on beneficiaries' feedback, most beneficiaries prefer the voucher modality over in-kind. This will also help as well to positively impact the local economy and strengthen market linkages, creating market opportunities for local farmers, small-holders and vendors. Sector planning foresees that all targeted households will have shifted from in-kind food distribution to e-vouchers by July 2020. The in-kind General Food Distribution (i.e., rice, pulses and cooking oil) and the transfer value of the e-vouchers are based on the Sphere standard of 2,100 kcal intake per person per day, and the food component of the Minimum Expenditure Basket. Revised by WFP in August 2019, the Minimum Expenditure Basket increased from 7,113 to 8,681 BDT (US\$82 to US\$100 (for a family of 5) with 66 percent directed to food.

To enhance dietary diversity, a number of NGOs have complemented in-kind blanket food assistance with vouchers for fresh food<sup>33</sup> items. These Complementary Food Voucher Programmes will phase out once the transition to e-voucher is completed. In 2020, complimentary food will be provided through a voucher top-up directed to vulnerable households, to purchase fresh food at farmers' markets.

As rapid emergency response, all new arrivals and persons affected by disasters arising from natural hazards will receive fortified biscuits and emergency food rations, before being enrolled in or returned to the food assistance program. Children attending learning centres in the Rohingya refugee camps will continue receiving fortified biscuits in 2020, which addresses short-term hunger and supports regular attendance. The Food Security Sector will coordinate closely with the Nutrition Sector on monitoring and response to special nutrition cases. The Sector will also maintain communal kitchens that distribute hot meals as a rapid response measure for households that do not have access to cooking.

Food Security partners will scale up portable skills programmes within the camp through activities such as trainings delivered through multipurpose women and youth centres, and micro-gardens. For vocational skills development, the Sector will target mostly women and youth. To promote disaster risk reduction, Rohingya refugees and vulnerable host community members will be engaged to participate in tree planting, slope stabilization (through terracing and planting turf), and improvement of roads and bridges.

### HOST COMMUNITY RESPONSE STRATEGY

Together with the Department of Agricultural Extension, partners will increase access to sustainable livelihoods and resilience by supporting income generating activities, skills development and enhancing food production (i.e., crop production, fisheries, small ruminants, poultry) both at household level and to foster value addition and market linkages. Along with the targeting guidelines by the Livelihoods Working Group, demographic characteristics and household income will be used to assess eligibility and vulnerability criteria for targeting host community beneficiaries.

Market-driven activities will be supported through appropriate implementation modalities, in line with Government of Bangladesh strategies, in order to increase income opportunities, support production and community assets in a win-win situation for Rohingya refugees and host communities. Where feasible, volunteer programmes and cash-for-work will be used as a modality for community disaster resilience building - infrastructure development and restoration, forest restoration and natural resource management. In 2019 partners have reinforced operational coordination through the dedicated Livelihoods Working Group, and in 2020 the Sector plans to increase coverage in the host community and to further build humanitarian-development-peace nexus interventions in coordination with non-humanitarian stakeholders.

Together with the Department of Forestry, partners will support land restoration, reforestation and rehabilitation of watersheds to address the severe environmental impacts in the area around the camps, reduce associated disaster risks, such as landslides and flash floods, and enhance the resilience of both host communities and Rohingya refugees. The 2019 response targeted 200 hectares for reforestation activities. Planning for 2020 will build on and expand these activities in the host communities.

## PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER MAJOR WEATHER-RELATED DISASTERS

The Food Security Sector will ensure a proportionate, appropriate and timely food security response to any major disaster arising from natural hazards. The Sector has contributed to the development of the inter-sector 72-hour response plan and engages actively with the Emergency and Preparedness Working Group. The rapid response plan to disasters and shocks is based on the following parameters:

- Response within 6 – 48 hours: distribution of 1-week ration of High Energy Biscuits (HEB) (1 carton = 100 packets per household);
- Within 72 hours: distribution of two weeks of in-kind food rations (30kg rice, 9kg lentils, 3 litres oil), complemented by the distribution of cooked meals for household that do not have access to cooking sets;
- Within 4 weeks: reintegration of affected households into the General Food Assistance program; and
- Preparedness activities, including the prepositioning of stocks and training of Camp Focal Points.

## CROSS-CUTTING ISSUES

### Protection mainstreaming (including child safeguarding)

Protection principles of safety and dignity, meaningful access, accountability and participation will be mainstreamed throughout FSS interventions. FSS partners will receive training on protection mainstreaming and gender mainstreaming. Monitoring systems are in place to measure and document the impact of food assistance and inform the continuous improvement of processes and targeting of the most vulnerable, especially now that the common registration database allows real-time linkages between food distribution and protection systems. A Complaints and Feedback Mechanism is in place to address problems and challenges related to food assistance, including those that are gender related. Monitoring activities will take into

consideration protection risks, with a view to adopting the most appropriate modalities and approaches to prevent and mitigate GBV risks and other forms of violence. Increased access to food will reduce resort to irreversible negative coping strategies, including early and forced marriage and other forms of exploitation.

### Gender mainstreaming

The Food Security Sector will integrate the analysis of data, disaggregated by sex, age and disability, into project planning, monitoring and evaluation. The Sector has already improved physical access to distribution points and has instituted other measures, such as the use of volunteers and porters and the installation of water points, toilets, breastfeeding corners. Further improvements will include gender responsive approaches to the management of distribution sites, such as having same sex volunteers to control the gender-segregated queues. In addition, portable skills development and other capacity-building initiatives will continue to target the most vulnerable and individuals at risk of marginalization, including women, the elderly and people with disabilities. Programs will target female-headed households and single mothers in both the Rohingya and host communities as priority beneficiaries and participants of training, cash-for-work, self-reliance and livelihoods support initiatives. With the GiHA WG and the Gender Hub, the Sector will also work to strengthen capacity on gender mainstreaming among cooperating partners through workshops and trainings, so that they are better equipped to deliver gender transformative food assistance to the beneficiaries.

### Environment and eco-system rehabilitation / Disaster Risk Reduction

The Food Security Sector is contributing to rehabilitation of the environment and eco-systems through plantation activities, sustainable and nutrition-sensitive agriculture for the Rohingya refugee and host communities, water conservation and awareness raising initiatives. The Sector's Disaster Risk Reduction (DRR) planning and activities will complement and support the Government of Bangladesh, Ministry of Disaster Management and Relief (MODMR)-led strategies and activities in camps and host communities.

29. Food Security Sector's budget was calculated based on costing per activity and per beneficiary, as per average of partners' budgets. During the JRP 2020 process, FSS team provided feedback to partners to align budget and costings.

30. Refugee influx Emergency Vulnerability Assessment, (REVA), May 2019.

31. WFP, October 2019.

32. Including: rice, red lentils, iodized salt, fortified soybean oil, fortified soybean oil, sugar, fresh spinach in two varieties, potatoes, onion, garlic, green and red chili, chili powder, turmeric powder, egg, lemon, and pumpkin.

33. Including: vegetables, fruits, eggs, fresh and dry fish, chicken, and spices.

# WATER, SANITATION AND HYGIENE



## SECTOR OBJECTIVES

1. Ensure regular, sufficient, equitable and dignified access for Rohingya refugee women, men, boys and girls living in camps, and affected host communities, to safe water for drinking and domestic needs. (SO1, SO2 & SO3)
2. Ensure women, girls, men and boys living in camps and affected host communities have adequate, appropriate and acceptable sanitation facilities to allow rapid, safe and secure access at all times. (SO1, SO2 & SO3)
3. Ensure access and exposure to innovative hygiene promotion, as well as hygiene items, for all Rohingya refugees living in camps and affected host communities, in order to discourage potentially dangerous behaviours. (SO1, SO2 & SO3)<sup>34</sup>

## FUNDING REQUIRED

 **USD 115.5M**

## POPULATION TARGETED

 **1.14M**



**855,000**  
Rohingya Refugees



**284,587**  
Bangladeshi Host Community



**19**  
Sector Projects



**20**  
Appealing Partners



**29**  
Implementing Partners

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## SECTOR NEEDS ANALYSIS

### NEEDS OF ROHINGYA REFUGEES

**Improved Water Services.** Twenty-nine percent of Rohingya refugees in the camps are now accessing chlorinated water through piped distribution networks, which the Sector is constructing under the Water Network Plan. The remainder continue to access water from tube-wells fitted with handpumps. Water quality surveillance shows that 52 percent of handpumps showing signs of e-coli contamination.<sup>35</sup> Rohingya refugee camps located in Teknaf Upazila continue to experience water scarcity during parts of the year, which necessitates water trucking to meet needs.<sup>36</sup>

**Access to Sanitation.** Despite 99 percent of households reporting using pit latrines in the camps,<sup>37</sup> only 78 percent of the latrines were functioning, which is low. Thirty-two percent of Rohingya refugee households are facing problems accessing or using latrines due to low coverage – that is, too many people using the available latrines – while 14 percent face a problem of distance between the latrines and their shelters.<sup>38</sup> Significant further construction of sanitation and hygiene infrastructure will be essential to bring coverage up to minimum standards for WASH. Achieving full coverage of faecal sludge management remains a challenge that must be addressed to ensure that all latrines are regularly emptied and safe to use. People with disabled and the elderly also continue to face challenges accessing latrines.

Overall 37 percent of households use shared public facilities for bathing,

### DISAGGREGATED DATA

Population Type	Children (<18 years)				Adult (>18 years)	
	Total Female	Total Male	Female	Male	Female	Male
Rohingya	441,515	413,190	224,736	234,376	216,779	178,814
Bangladeshi	141,437	143,150	74,152	76,503	67,285	66,647

of which only 68 percent are functional,<sup>39</sup> with high numbers of Rohingya refugees, especially women and girls, using makeshift bathing spaces inside their shelters. Solid Waste Management (SWM) remains a challenge in the camps, with only 33 percent of the Rohingya refugee households reporting using household bins or shared garbage bins<sup>40</sup> and 39 percent reporting the presence of garbage near their houses.<sup>41</sup>

#### **Hygiene Promotion and Community Engagement.**

Uptake of appropriate hygiene practices for specific risk behaviours remains low. For example, only 32 percent of households reporting washing their hands after handling children's faeces.<sup>42</sup> Safe water handling practices at household level are also not widely observed, with the reported levels of contamination of stored water exceeding 90 percent.<sup>43</sup> In respect of Menstrual Hygiene Management (MHM), 24 percent of women and girls reported not receiving MHM materials within the last 3 months.<sup>44</sup>

### **NEEDS OF HOST COMMUNITIES**

**Improved Water Services.** The large majority of households in the host communities (89 percent<sup>45</sup> access water from tubewells/handpumps, with 68 percent reporting collection times of less than 5 minutes.<sup>46</sup> Sixty-three percent reported having sufficient water to meet all household needs; however, 18 percent stated that they used surface water during the recent dry season to meet household demand.<sup>47</sup>

**Access to Sanitation.** Eighty-six percent of households use household latrines, while 11 percent reported using shared latrines. Three percent of households reported practicing open defecation and 14 percent reported the presence of human faeces around their accommodation.

## **SECTOR RESPONSE STRATEGY**

### **ROHINGYA REFUGEE RESPONSE STRATEGY**

Under the leadership of Department of Public Health Engineering (DPHE), the WASH Sector has developed its needs analysis and strategy taking into account the experiences and lessons learned from emergency response activities during 2018 and 2019. WASH partners will work through camp WASH focal points, in coordination with Site Management partners and CiCs to facilitate delivery of essential WASH services. The strategic focus will be on the quality and durability of solutions and building resilience and community engagement with a specific focus on gender and inclusion. The risk of Acute Watery Diarrhea (AWD)

outbreaks remain a concern, particularly during the monsoon season and cyclone events.

**Improved Water Services.** The WASH Sector will prioritise implementation of the Water Network Plan, which aims to provide access to chlorinated piped water to all Rohingya refugees in the camps. Handpump water points will be strategically upgraded or decommissioned to optimise the use of the water resources, reduce public health hazards and prevent the contamination of groundwater resources. WASH partners will prioritise community engagement in the development of sustainable operational and maintenance frameworks. The Sector will support the Government water resource management efforts, including monitoring quality and groundwater extraction, and will also prioritise assessment, planning and implementing durable solutions to water scarcity challenges in Teknaf.

**Improved Environmental Sanitation.** WASH partners will pursue continuous improvements to existing latrines and bathing cubicles to increase durability, quality, ensure safety, privacy and address specific needs for gender, disability, age and other vulnerabilities. The construction of new latrines following the unified designs will address coverage gaps. The Sector will prioritise the maintenance of latrines through community engagement, with the aim of standardising shared family latrines and bathing cubicles. WASH partners will also place emphasis on quality monitoring and the upgrading of faecal sludge treatment facilities to improve efficiency through full-chain treatment processes that address disinfection, separation of liquids and solids, biological treatment processes and the drying of sludge, in line with national guidelines. Another priority will be to strengthen solid waste management systems, including the establishment of safely managed disposal sites, in conjunction with the assessment of factors that motivate people to segregate waste at household and disposal sites. WASH partners will also engage the camp and host communities in addressing and minimizing the problem of dumping waste in drains and littering in open spaces. More effective efforts to engage households in community composting and to link recycling to the market for these materials have the potential to reduce total waste by 70-80 percent. The WASH Sector will promote the harmonisation of solid waste management systems and meeting standards across all.

#### **Hygiene Promotion and Community Engagement.**

The WASH Sector's hygiene promotion strategy will focus on changing identified high risk behaviours associated with handwashing, household water handling, menstrual hygiene management (MHM), solid waste management and open defecation. This will be achieved through the identification of



barriers and motivators to adoption of safe health-seeking practices. Gender responsive community mobilisation will be reinforced to ensure participation, especially of women and girls, in decision-making related to the design, implementation and monitoring of WASH facilities and services. The WASH partners will increase their focus on children as agents of change, including through increased cross-sector linkages with Health, Education, Child Protection and Nutrition. Epidemiological evidence of WASH-related diseases will guide the response, requiring close coordination with the Health Sector. WASH partners will prioritise meeting needs for critical supplies, such as soap and MHM materials, using voucher schemes that offer maximum choice to Rohingya refugees wherever possible. The Sector's community mobilization approaches will integrate reinforced feedback mechanisms.

## HOST COMMUNITY RESPONSE STRATEGY

Under the leadership of Department of Public Health Engineering (DPHE), the WASH Sector will support equitable access to quality WASH services for host communities. The Sector will coordinate ensure that all support to host communities is fully aligned with national strategies, plans, policies and programmes.

The WASH Sector will focus on supporting the Government of Bangladesh efforts to develop capacities in the relevant ministries to plan, implement and monitor high quality, sustainable and gender-responsive, public service infrastructure and delivery in the Upazilas of Cox's Bazar District most affected by the Rohingya presence, especially to those people living alongside the camps. A focus will be the development of sustainable management frameworks for WASH infrastructure through community engagement. The Sector will also support development and management of Management Information System (MIS) databases, linked with national structures, to support the effective management of water resources.

The Sector will promote equitable WASH access, including direct implementation of WASH services. For example, such approaches will involve the construction of water supply systems using solar-powered piped distribution networks, along with promotion of water safety plans. Community engagement through Community Approaches to Community Total Sanitation and followed by promotion of proper sanitation, WASH in schools and WASH in health care facilities will also feature.

## PREPAREDNESS AND RESPONSE FOR CYCLONE, OTHER MAJOR WEATHER-RELATED DISASTERS, AND DISEASE OUTBREAKS

The WASH Sector will maintain and strengthen the capacities of camp-based Emergency Response Teams, including through capacity assessments and tailored trainings conducted on an on-going basis. The Sector will contribute to the Joint Health and WASH Acute Watery Diarrhea (AWD) Working Group and the Joint Emergency Response Team (ERT) will be maintained. Stocking and Sector-wide tracking of minimum WASH emergency contingency supplies will be maintained.

## CROSS-CUTTING ISSUES

### Protection mainstreaming (including child safeguarding)

Safety, privacy and dignity in accessing and using of WASH facilities and services will be at the heart of WASH strategy and programming. Protection strategies in WASH will ensure that all groups of people facing additional vulnerabilities including girls, women, older people, people with disabilities, have adequate and safe access to water collection and use; functional latrines and bathing units with safe and accessible pathways, solid doors, locks and other inclusive features such as screening and lighting; and safe spaces for practicing MHM. The WASH Sector will coordinate with the Protection Sector, the GBV Sub-Sector, the GiHA WG and Gender Hub to improve the responsiveness of WASH actors in relation to protection and gender related issues, including increasing women's participation in decision making at camp level as well as the strengthening of gender and age responsive feedback and complaints mechanisms, as only 39 percent of the population are currently aware of the existence of feedback and complaint mechanisms. The WASH partners will pursue full implementation of the Global WASH Cluster's five minimum commitments for safety and dignity.

### Gender mainstreaming

With support from the GiHA WG and Gender Hub, the WASH Sector will move forward in alignment with the Gender, GBV and Inclusion Road Map strategy developed early in 2019. GBV risk mitigation and strategies for inclusion mainstreaming will include the collection, analysis and monitoring of disaggregated data and indicators based on age, sex and disability linked to WASH. A key focus will be on building

the capacity of WASH actors at all levels to identify specific barriers that different groups of people face in accessing and using WASH infrastructure and services. Implementation strategies will include feedback mechanisms, consultations and involving people in assessing WASH infrastructure from a gender and inclusion perspective. Participation of women and girls will ensure that their views and needs will be incorporated into designs and plans for upgrading and modifying existing and the construction of new WASH facilities, so as to provide user-friendly solutions that meet the needs of all groups of people. An additional focus will be on improving the MHM practices of women and girls by increasing access to culturally appropriate information, adequate sanitation and hygiene materials, washing, drying

and disposal facilities; and adequate support and feedback mechanisms.

### **Environment and eco-system rehabilitation / Disaster Risk Reduction**

The WASH Sector will pursue the development of systems for water resource management, including modelling of groundwater extraction, in order to mitigate adverse impact. The use of solar power for water pumping, appropriate sewage treatment and disposal in line with national standards, and safe and appropriate solid waste management, including reuse, recycling and disposal will contribute to preservation of the environment.

34. Budget calculation was done based on costs per activities/infrastructures and number of targeted people

35. WHO/UNICEF Water Quality Monitoring 12th Round August 2019.

36. Refugees continue to face challenges in collecting water, especially in the southern Teknaf camps during the dry season, due to long waiting times, where 54% of households reported taking more than 30 minutes to collect water (REACH Household Survey May 2019).

37. Joint Multi-Sector Needs Assessment, ISCG, September 2019.

38. REACH WASH Household Dry Season Follow-up Assessment (October 2019): All Camps, Ukhiya & Teknaf Upazilas, Cox's Bazar District, Bangladesh.

39. REACH WASH Infrastructure Quality Monitoring (September 2019).

40. REACH WASH Household Assessment (October 2019).

41. Joint Multi-Sector Needs Assessment, ISCG, September 2019.

42. REACH WASH Household Assessment (October 2019).

43. WHO/UNICEF Water Quality Monitoring 12th Round August 2019. Overall, 26 percent of households reported presence of human faeces in their areas (Joint Multi Sector Needs Assessment, ISCG, September 2019), likely due to the lack of safe disposal of faeces of children under 5 years old, who are also reported as regularly practicing open defecation (46 percent). A total of 91 percent of households reported having soap, with 94 percent of men and 93 percent of women reporting washing their hands after using the latrine. REACH WASH Household Assessment (October 2019).

44. REACH Menstrual Hygiene Item Assessment (July 2019): All Camps: Ukhiya and Teknaf Upazilas, Cox's Bazar District, Bangladesh. In addition, 20 percent of women and girls were reported as practicing safe disposal of Menstrual Hygiene Management (MHM) materials (REACH WASH Household Assessment (May 2019); and only 26 percent of the females were aware of the existence of feedback and complaint mechanisms related to MHM (REACH Menstrual Hygiene Item Assessment (July 2019).

45. Joint Multi Sector Needs Assessment, ISCG, September 2019.

46. Joint Multi Sector Needs Assessment, ISCG, September 2019.

47. Joint Multi Sector Needs Assessment, ISCG, September 2019.

# SHELTER AND NON-FOOD ITEMS



## SECTOR OBJECTIVES

1. Improve site safety, shelter quality, and household living conditions for women, girls, men and boys from the Rohingya refugees and the host communities living adjacent to camps, as well as to reduce environmental impact of the Shelter and Non-Food Items response. (SO1, SO2 & SO3)
2. Encourage self-reliance and peaceful coexistence by increasing the Rohingya refugees' involvement in decisions concerning Shelter and Non-Food Items assistance and providing support to the host community living adjacent to camps. (SO1, SO2 & SO3)
3. Improve coverage and complementarity of shelter interventions by taking steps to enhance coordination with other Sectors and Government. (SO1, SO2 & SO3)<sup>48</sup>

## FUNDING REQUIRED

 **USD 111.2M**

## POPULATION TARGETED

 **877,000**



**855,000**  
Rohingya Refugees



**22,000**  
Bangladeshi Host Community



**15**  
Sector Projects



**15**  
Appealing Partners



**16**  
Implementing Partners

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## SECTOR NEEDS ANALYSIS

### NEEDS OF ROHINGYA REFUGEES

Shelter interventions have had a positive impact, but shelter conditions remain a concern. The main materials used – untreated bamboo and tarpaulin – are not long-lasting and deteriorate over time. Seventy-one percent of Rohingya households<sup>49</sup> advise that the roofs of their shelters leak, while 46 percent report rotten or damaged bamboo. Improved shelter solutions are needed that provide enhanced structural strength, protection from the elements and resistance to insect attack.

The 2019 monsoon rains caused slope failures that highlighted the need for shelter-level site improvement work that is not currently covered by the Site Management and Site Development Sector. Fifty-one percent of households<sup>50</sup> reported access difficulties. Works such as slope protection, raising plinths on which shelter stands, improved household drainage and the improvement of stairs and paths giving access is needed.

Despite the widespread distribution of portable solar lights, 40 percent of households<sup>51</sup> say they have no functioning solar light. Only 20 percent of households possess two or more portable lights. These data highlight a need for high quality, durable portable lighting. The main safety concerns of the Rohingya refugees are unstable structures, deterioration of their shelters and the lack of adequate internal lighting.<sup>52</sup>

Eighty-eight percent of Rohingya refugee households<sup>53</sup> state they now exclusively cook with LPG. The need now is to reach 100 percent coverage and ensure continuous refills. The use of LPG for household cooking reduces indoor smoke and the serious health issues it causes,

## DISAGGREGATED DATA

Population Type	Total Female	Total Male	Children (<18 years)		Adult (>18 years)	
			Female	Male	Female	Male
Rohingya	441,515	413,190	224,736	234,376	216,779	178,814
Bangladeshi	10,914	11,086	5,698	5,880	5,216	5,206

minimises firewood collection and reduces the related protection risks and mitigates environmental damage, which contributes towards peaceful coexistence between the Rohingya refugee and host communities. Precarious land tenure arrangements and land disputes also impede the provision of shelter assistance, give rise to protection challenges and weaken peaceful co-existence between the Rohingya refugee and host community.

## NEEDS OF HOST COMMUNITIES

In the Unions in the area of Cox's Bazar District where Rohingya camps are present, 12 percent of host community households<sup>54</sup> live in *jhupri* shelters – a rudimentary shack – as compared with a national average of 3 percent. Sixty-four percent of these households reported having dirt floors, while 56 percent said they had no money for improvements. Twenty-six percent are not connected to the electricity grid, and 40 percent who are connected report intermittent supply.

## SECTOR RESPONSE STRATEGY

### ROHINGYA REFUGEE RESPONSE STRATEGY

**Shelter:** The Shelter and NFI Sector will work closely with the Refugee Relief and Repatriation Commissioner toward the continual adaptation and improvement of the shelter response. Shelter partners will undertake discussions with the community, technical assessments and pilots to assess the suitability of new shelter interventions as well as of alternative construction materials and community-led shelter interventions. The results will inform the shelter strategy going forward and diversification of the shelter response. This is crucial to make bamboo supplies sustainable and mitigate environmental damage, and to support an agile response to varied needs arising from difference in topography, population density and the situation of individual Rohingya households. For this reason, rather than prescribing specific types of shelter interventions, the focus will be on meeting minimum performance standards. Shelter partners will also either initiate small-scale site improvement work directly or cooperate with agencies that have the required resources and capacities, coordinating closely with the Site Management and Site Development Sector to avoid duplication.

**Skills development:** The Sector identifies increased community engagement and capacity building as key to developing Rohingya refugee self-reliance and a sense of wellbeing fostered via useful

skill development and involvement in decisions concerning their living situation. Community engagement will prioritise participation in shelter design, training and construction. Capacity building will be tailored to each group and focus on shelter strengthening, maintenance and improvement, fire safety, and site improvement.

### Non-Food Items and Household-Level Solar Lights:

To support the Rohingya refugee's health, dignity and safety, Sector partners will provide Non-Food Item (NFI) assistance a fair, coordinated and well-organised voucher system. The design of NFI assistance is based on the comprehensive FGDs conducted as well as on the results of the MSNA. NFI voucher assistance aims to strengthen coping mechanisms in the Rohingya community and households, taking into consideration their specific gender and age specific needs and cultural values, the environment, and the physical context. The Sector will also advocate to ensure that solar lights provided to households meet minimum standards for quality.

### Liquid Petroleum Gas (LPG) and Safe Cooking:

Continuity in the distribution of LPG refills is essential to curb deforestation and mitigate protection risks, as noted above, as well as to increase knowledge on safe cooking practice to improve health and reduce fire risk. Increased consultation with women's and youth groups, principally through training, workshops and learning events, will contribute to achieving these results. High specifications of LPG cylinders, hose pipes and regulators have been defined to minimize gas leakages and any possible structural issues with cylinders.<sup>55</sup> All beneficiaries are trained in fire safety before receiving LPG. The SMSD Sector has supported the establishment of a Fire Warden System in camps including zone fire preparedness teams who are fire focal points in camps, as well as capacity building and support to the Fire Service and Civil Defense on these activities.

**Distributions:** The Shelter and NFI Sector will work with the SMSD Sector, wherever possible, to rationalise distribution through the development of centralized, multi-agency distribution sites for NFIs, Liquid Petroleum Gas and shelter materials. These proposed new sites will integrate Protection Focal Points and helper systems for people who need support carrying assistance to their shelters. In all existing and new distribution sites, the Sector will focus on the safe and efficient circulation of people and goods, minimising protection risks, GBV and SEA improving accessibility and shortening waiting times. Improved amenities at distribution sites will include Child-Friendly Spaces, developed in collaboration with Child Protection partners. The Shelter and NFI Sector partners will develop standard guidelines for distribution.

## HOST COMMUNITY RESPONSE STRATEGY

Shelter support to host communities living near the camps will include shelter construction and repair assistance and the provision of household-level lighting. The interventions will be based on the needs assessment as per Sector guidance, that will be conducted by partners and will target household living in *juphri* shelters as well as the households not connected to the electricity grid. Criteria will be based on the state of the housing, vulnerability and land tenure arrangements. The Shelter partners will coordinate interventions in host communities with local authorities and follow Bangladesh Shelter Cluster and Ministry of Housing and Public Works guidance. Distribution of LPG refills will continue for households selected. The Shelter and NFI Sector will work with the SMSD and Protection Sectors to set up a Housing, Land and Property (HLP) Technical Forum guided by the Housing Land and Property Strategy 2020. HLP information, counselling and training will be provided to the Rohingya and host community. Local authorities and community representatives will benefit from Sector support alternative dispute resolution mechanisms and peaceful co-existence initiatives.

## PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER MAJOR WEATHER-RELATED DISASTERS

The Sector will pilot a revised Shelter Focal Point system in 2020 to strengthen and link day-to-day camp-level shelter coordination with emergency preparedness and response activities. The prepositioning of tarpaulin, rope and floor mats sufficient to cover 30 percent of households in the camps in Ukhiya and 100 percent of households in the more disaster-prone Teknaf camps will facilitate rapid response.

## CROSS-CUTTING ISSUES

### Protection mainstreaming (including child safeguarding)

The Shelter and NFI Sector will encourage meaningful engagement with women, adolescent girls and boys and people with special needs through participatory approaches to programme design, development and implementation. Shelter interventions will aim to achieve safe, secure, gender-responsive and dignified shelter, sites, access and to support resolution of issues related to land tenure. Sector partners will continue to develop shelter designs

and interventions with community involvement to encourage independent decision making and an increased sense of ownership within the community receiving assistance.

The distribution of shelter and NFIs using a voucher system resulted from focus group discussions, and aims to improve access to culturally appropriate items, while also taking into consideration the diversity of needs of women, girls, men and boys. Consultation with the Protection Sector when developing technical guidance will ensure that protection is mainstreamed in shelter and NFI interventions. The Shelter and NFI Sector will also collaborate closely with the Protection Sector through the Housing Land and Property Technical Forum in responding to protection related HLP issues, with a focus on monitoring evictions, intra-community disputes and social cohesion.

### Gender mainstreaming

To understand better the different Rohingya refugee needs related to gender, age and other diversities, the Shelter and NFI Sector will pursue a Knowledge Attitudes and Practices survey with specific questions related to shelter, household items and distributions. The findings of this survey will support future shelter and NFI programming. For all Shelter and NFI interventions, the Sector will collect sex and age disaggregated data for heads of households, as well as at the individual level in relation to training provided to specific population groups. Training activities targeting boys, girls and women will supplement current initiatives that focuses mostly on male heads of households and construction volunteers.

### Environment and eco-system rehabilitation / Disaster Risk Reduction

**Bamboo:** Bamboo treatment plants increase the effective lifespan of this essential material and slow its depletion and the related environmental impacts. To enable multiple agencies to access treated bamboo, the Sector will work with the partners running treatment facilities to establish a supply pipeline. Working together, the Sector partners will progressively improve bamboo quality and create appropriate storage spaces, in order to reduce the need to cut bamboo during the monsoon season.

**Alternative Materials:** The Sector will pilot and promote the use of alternative materials, such as steel frame structures and mud, to shift away from the current reliance on large quantities of bamboo and only a few other materials, which can help mitigate environmental impacts. The use of alternative materials may also make possible new types of shelter solutions, such as two-storey temporary structures, that will also help to address space constraints arising



from population density in the Rohingya camps.

**Repurpose and Recycling:** The Sector will raise awareness and promote activities that repurpose materials through engagement with women's and youth groups on environmental protection. For example, common shelter materials, such as tarpaulins, can be recovered and repurposed for new uses.

48. Sector budget was calculated based on the range of unit cost for the activities. This was developed by Shelter/NFI Sector and provided to the partners as JRP support note. In regard to the trainings, HLP activities, Focal Points, bamboo treatment and community led interventions JRP partners submitted their project and the cost was discussed in the Peer Review Team.

49. Joint Multi Sector Needs Assessment, ISCG, September 2019.

50. Joint Multi Sector Needs Assessment, ISCG, September 2019.

51. Joint Multi Sector Needs Assessment, ISCG, September 2019.

52. IOM Needs and Population Monitoring (NPM) R15.

53. Joint Multi Sector Needs Assessment, ISCG, September 2019.

54. Joint Multi Sector Needs Assessment, ISCG, September 2019.

55. LPG specifications in use can be found at: [https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/rrrc\\_requirements\\_for\\_lpg\\_projects\\_-\\_july\\_2018.pdf](https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/rrrc_requirements_for_lpg_projects_-_july_2018.pdf). These specifications are in line with Bangladesh Energy Regulatory Commission guidelines: LPG Storage, Bottling, Transportation and Dispensing Codes and Standards, 2016, found at: [http://berc.portal.gov.bd/sites/default/files/files/berc.portal.gov.bd/page/a250b6fc\\_8bcf\\_4c96\\_bb20\\_3c3de230467a/berc\\_lpg\\_storage.pdf](http://berc.portal.gov.bd/sites/default/files/files/berc.portal.gov.bd/page/a250b6fc_8bcf_4c96_bb20_3c3de230467a/berc_lpg_storage.pdf).



# SITE MANAGEMENT AND SITE DEVELOPMENT



## SECTOR OBJECTIVES

1. Support the Government of Bangladesh Camp-in-Charge Officials in managing the camps and strengthen their capacity to ensure equitable and safe access by Rohingya refugees, including women, girls, and those with specific needs, to standardized and monitored assistance and protection, and to coordinate multi-hazard emergency preparedness. (SO1 & SO2)
2. Upgrade and improve the settlement areas and their immediate surroundings in a holistic manner, ensuring the centrality of community-led decision making through participatory planning, linked to construction and maintenance works that enable safe, dignified and resilient living conditions, and ensure access for all. (SO1, SO2 & SO4)
3. Strengthen camp level coordination, by facilitating joint initiatives on settlement management and establishing community consultation and dialogue mechanisms, and assess and respond to social cohesion dynamics with host communities in close vicinity to camps. (SO3 & SO4)

## FUNDING REQUIRED

 **USD 95.3M**

## POPULATION TARGETED

 **855,000**



**855,000**  
Rohingya Refugees



**09**  
Sector Projects



**09**  
Appealing Partners



**11**  
Implementing Partners

## CONTACT

Government of Bangladesh: Refugee Relief and Repatriation Commissioner (RRRC)

Sector Co-lead Agency: IOM/DRC

Sector Coordinator:  
Kerry McBroom / smcxb.coord@gmail.com

## SECTOR NEEDS ANALYSIS

As challenges and needs grow in complexity across camps, Site Management partners emphasize the need for strengthened field-level coordination with all relevant actors, through regular coordination and multi-sector solutions at the camp level. Likewise, coordinated facility rationalization across sectors constitutes a substantial SMSD need in 2020. Research by SMSD Sector shows that limited space is an increasingly urgent challenge for partners. Only six camps have any available space for construction.

Site Management and Site Development Sector, together with partners, works to improve Rohingya refugees' living standards through site development interventions. However, deteriorating physical infrastructure physical access remain as key challenges for the Sector. In 2020, SMSD Sector through consultation hopes to holistically upgrade the settlement area.

While community representation structures have been established in three camps, establishing harmonized structures that facilitate community-led decision making in all camps remains a key priority for the Sector. As part of a renewed effort to reduce barriers Rohingya refugees, especially women, face in community decision making, Sector partners will prioritize community representation in 2020, in close consultation with the authorities.

Bangladesh, and the district of Cox's Bazaar are prone to natural disasters

## DISAGGREGATED DATA

Population Type	Children (<18 years)				Adult (>18 years)	
	Total Female	Total Male	Female	Male	Female	Male
Rohingya	441,515	413,190	224,736	234,376	216,779	178,814
Bangladeshi	-	-	-	-	-	-

including landslides, floods, and cyclones. SMSD's tracking for 2019 recorded 915 incidents including: fires (38), floods (37), landslides (338), lightning strikes (2), and windstorms (500) affected 19,118 households or 89,483 individuals. Cox's Bazar was threatened by two cyclone formations in 2019. However, at present, none of the camps have cyclone shelters and steep slopes, inadequate infrastructure, and overcrowding represent substantial challenges in any natural disaster or hazard. In addition to disaster-related infrastructure, infrastructure and support for proper waste management and clean up, as well as proper disposal of waste remains a challenge.

## SECTOR RESPONSE STRATEGY

### ROHINGYA REFUGEE RESPONSE STRATEGY

In 2020, the Site Management and Site Development (SMSD) Sector will support the Government of Bangladesh, principally through the Refugee Relief and Repatriation Commissioner (RRRC) and the Camp-in-Charge (CiC) officials. SMSD partners will provide camp management operational support and strengthen coordination across actors in all camps while collaborating with CiC staff through the capacity sharing initiative led by SMSD partner agencies. Developing CiC staff through comprehensive training programmes will be a core objective for the Sector in 2020.

Site Management support across the 34 camps will focus on building the resilience of Rohingya refugees and creating an environment that affords them a dignified life, in accordance with protection principles. With CiC staff, Site Management partners will deliver reinforced coordination and monitoring of services and facilities, including the use of monitoring tools, to identify gaps and needs in collaboration with other sectors. To ensure effective planning for monsoon and cyclone seasons, Site Management partners will engage Cyclone Preparedness Programme (CPP) focal points and conduct preparedness activities, including drills in each camp.

In 2020, the Site Management partners will work with the Communication with Communities (CwC) Working Group to implement and maintain complaints and feedback mechanisms. A key objective will be to expand community representation systems and to support existing mechanisms. With support of the GIHA Working Group and the Gender Hub, the Site Management partners will strive to make site management and site development efforts, services, structures and facilities gender responsive by ensuring that women's and girls can participate in

representative decision-making structures and that their needs and concerns are addressed.

The Site Management partners will carry out assessments with Child Protection Focal Points to identify and address physical risks to children across the camps. In collaboration with the Protection Sector, CwC and Gender in Humanitarian Action Working Groups, the SMSD Sector will develop community engagement structures that ensure the centrality of protection for Rohingya refugees.

The SMSD Sector will continue advocating for adequate living conditions in the camps, in consultation with the most vulnerable. As part of the macro-planning strategy, the Sector will engage with all relevant Sectors and Government including the Local Government Engineering Department (LGED) to improve physical living conditions, advocating for the prioritization of life-saving facilities when allocating scarce space within the camps. The Sector will collaborate with relevant partners to ensure that site planning and service rationalization of services reflects the needs identified by the community, including protection, gender, age and diversity considerations.

### HOST COMMUNITY RESPONSE STRATEGY

The SMSD will assess tension points in camps located near the host community and advocate for programming aimed at improving peaceful co-existence.

### PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER MAJOR WEATHER-RELATED DISASTERS

Site Management partners contributed to the 72-hour cyclone response plan as part of the Emergency Preparedness Working Group. In 2020, the SMSD Sector will revise this plan based on lessons learned over the past two years, while advocating for site improvement activities that mitigate physical risks in the camps.

With support from UNDP Disaster Risk Reduction (DRR), Site Management partners will also draw upon these experiences to review and update multi-hazard preparedness plans and involve targeted populations in community risk assessments and mitigation measures. Together with the CwC Working Group, the SMSD Sector will provide timely information to the communities about weather related risks, and to coordinate emergency preparedness actions.



## CROSS-CUTTING ISSUES

### Protection mainstreaming

The SMSD Sector will work closely with the Protection Sector to ensure protection mainstreaming across activities, including through close collaboration on community engagement to promote community-led decision making. A Gender Focal Point (GIHA) will support the Sector to ensure gender is mainstreamed, including through joint gender analysis and consultations with communities, to identify gaps, manage and develop sites in a gender responsive way, and advocate for the effective engagement of women in the community representative system. This will be further supported through coordination with

CiC-Gender Officers as well as camp level Protection/ GBV actors.

### Environment and eco-system rehabilitation / Disaster Risk Reduction

Together with UNDP DRR, the Site Maintenance and Engineering Project (SMEP) and agency DRR specialists, the SMSD Sector will engage in mapping disaster risks and developing and implementing DRR strategies and action. Eco-system rehabilitation, such as tree and ground cover planting, will be a core component of these efforts.





# PROTECTION



## SECTOR OBJECTIVES


1. **Monitor and advocate for access to territory, prevention of refoulement, respect for Rohingya refugee rights, while enhancing continuous registration and documentation for all Rohingya refugee women, men, girls and boys,** in order to ensure effective, targeted protection and assistance and work toward sustainable solutions. (SO1 & SO4)
2. **Promote a community-based approach to the response, support community self-protection mechanisms and facilitate meaningful access to specialized services for persons at heightened protection risk,** including girls, boys, women and men of all ages who have diverse needs and vulnerabilities, with the aim of mitigating exposure to protection risks, strengthening the resilience of affected communities in order to build skills for return and reintegration, and placing communities at the centre of the response, as well as by ensuring active and meaningful two-way communication between humanitarian actors and communities of concern, in line with Accountability to Affected Populations (AAP) principles. (SO1, SO2 & SO4)
3. **Support system strengthening together with Government and local partners, including local women-led rights organisations, promoting peaceful coexistence within and between the Rohingya refugee and host communities.** (SO1, SO2 & SO3)
4. **Ensure that boys and girls, including adolescents, facing life-threatening risks of abuse, neglect, violence, exploitation, and severe distress have access to well-coordinated and gender-responsive quality child protection services.** (SO1, SO2 & SO3)
5. **Improve access to quality survivor-centered services by responding to individual needs, preventing and mitigating GBV risks, and supporting women, girls and survivors of GBV in Rohingya refugee camps and targeted areas in host communities.**<sup>56</sup> (SO1, SO2 & SO3)
6. **Promote an integrated and multi-sector Protection, Age, Gender and Diversity approach.**<sup>57</sup> (SO1, SO2 & SO3)

### PROTECTION

#### FUNDING REQUIRED

 **USD40.0M**

#### POPULATION TARGETED

 **949,935**



**855,000**  
Rohingya Refugees



**94,935**  
Bangladeshi Host Community



**11**  
Sector Projects



**11**  
Appealing Partners



**15**  
Implementing Partners

#### CONTACT

Government of Bangladesh: Refugee Relief and Repatriation Commissioner (RRRC)

Sector Lead Agency: UNHCR

Sector Coordinator:  
Anna Pelosi / pelosi@unhcr.org

### CHILD PROTECTION

#### FUNDING REQUIRED

 **USD24.0M**

#### POPULATION TARGETED

 **279,376**



**247,101**  
Rohingya Refugees



**32,275**  
Bangladeshi Host Community



**14**  
Sector Projects



**13**  
Appealing Partners



**21**  
Implementing Partners

#### CONTACT

Government of Bangladesh: Ministry of Women and Children Affairs (MoWCA)

Sector Lead Agency: UNICEF

Sector Coordinator:  
Krissie Hayes / krhayes@unicef.org

### GENDER BASED VIOLENCE

#### FUNDING REQUIRED

 **USD24.0M**

#### POPULATION TARGETED

 **558,617**



**459,319**  
Rohingya Refugees



**99,298**  
Bangladeshi Host Community



**15**  
Sector Projects



**14**  
Appealing Partners



**19**  
Implementing Partners

#### CONTACT

Government of Bangladesh: MoWCA/ District One-Stop Crisis Cell (OCC)

Sector Lead Agency: UNFPA

Sector Coordinator:  
Mwajuma Msangi / msangi@unfpa.org

## SECTOR NEEDS ANALYSIS

### NEEDS OF ROHINGYA REFUGEES

More than two years on, the Rohingya refugee crisis remains a protection and solutions crisis at its core. Psychological distress as a result of traumatic events experienced before and during forced displacement from Myanmar<sup>58</sup> have been further exacerbated by the harsh living conditions and additional protection risks to which Rohingya refugees are exposed while displaced in Bangladesh<sup>59</sup>, as well as ongoing uncertainty about their future.

The Rohingya who arrived in 2017 do not have refugee status in Bangladesh and do not have access to livelihoods or adequate educational opportunities, though there have been recent positive decisions by the Government to expand this access. Their movement is restricted, as is their access to documentation and formal justice mechanisms. These features of the protection environment lead Rohingya refugees to resort to harmful coping mechanisms, including taking on increasing debt<sup>60</sup> and undertaking dangerous onward movements, which expose them to trafficking risks, as well as child protection issues and gender-based violence.<sup>61</sup>

The security environment in and around the camps impacted negatively on the well-being of both Rohingya refugees and host communities, particularly for women and girls, during 2019, limiting access to public spaces and basic services.<sup>62</sup> It is within this context that social cohesion has deteriorated, exposing communities to safety and security risks.<sup>63</sup> With one third of the population exhibiting vulnerabilities, tailored community-based and individualized protection responses are required to ensure access to basic services for persons with specific needs. People with mobility restrictions caused by socio-cultural or physical limitations, such as the elderly, persons with disabilities, adolescent girls, female headed households, transgender populations and other diverse groups face heightened protection risks.<sup>64</sup>

### CHILD PROTECTION

Boys and girls represent 55 percent of all Rohingya refugees;<sup>65</sup> the majority of whom need child protection services. Resilient capacity of communities and children to prevent and respond to child protection concerns has been commendable with ongoing need to build on existing community strengths and capacities. While significant progress has been made, the need to scale up structured psychosocial support and access to effective mental health support (MHPSS) for those most severely affected remains urgent.

Displacement exacerbates risks for children, and Rohingya refugee children are susceptible to abuse, exploitation, violence, including sexual violence and neglect. Children have reported feeling unsafe and vulnerable to violence, including sexual violence.<sup>66</sup> Child marriage with all its negative consequences remains of great concern in the camps.<sup>67</sup> 5 to 10 percent of Rohingya households enter into child marriage: two-thirds of these households consider it a normal practice, while the remaining one-third view it as a coping strategy either to protect girls or reduce economic burdens on the household.<sup>68</sup> The perceived risk of abduction and trafficking remains high, with households reporting fear of kidnapping of boys and girls at 49 percent and 44 percent respectively.<sup>69</sup> Reported child labour involves children as young as 7 years old; 3 percent of children 5 to 17 year old children are reportedly working; with 51 percent of those working exposed to the worst forms of child labour.<sup>70</sup>

By September 2019, 8,596 unaccompanied and separated children (UASC) were identified and deemed to be facing multiple child protection risks.<sup>71</sup> There remains a need to establish and monitor family-based care arrangements for these or those unable to live with their primary caregivers because of separation while fleeing during the conflict and due to abuse or neglect. In this regard, conducting family tracing and reunification and providing support to vulnerable families is also essential. Access to

### DISAGGREGATED DATA

Population Type	Sector	Total Female	Total Male	Children (<18 years)		Adult (>18 years)	
				Female	Male	Female	Male
Rohingya	Protection	441,515	413,190	224,736	234,376	216,779	178,814
	CP	122,449	124,652	109,053	113,606	13,396	11,046
	GBV	295,707	163,612	81,358	66,431	214,349	97,181
Bangladeshi	Protection	47,112	47,823	24,686	25,497	22,426	22,326
	CP	15,904	16,371	14,446	14,921	1,458	1,450
	GBV	74,484	24,814	30,159	11,116	44,325	13,698

education for adolescent boys and girls remains a challenge, especially for girls, with only 13 percent of boys and 2 percent of girls aged 15-18 attending learning centres.<sup>72</sup> Out-of-school children may also be exposed to further risks such as exploitative labour, drugs, and criminal activities.

## GENDER-BASED VIOLENCE (GBV)

Gender-Based Violence continues to be a constant threat, especially to women and girls in the camps. The reported GBV incidents include rape, physical assault, sexual violence, forced marriage, denial of resources, and psychological abuse. According to the GBVIMS data, domestic violence constitutes 76 percent of total reported GBV cases.<sup>73</sup> As GBV is generally under-reported, the recorded cases are likely to represent only a small fraction of the overall number.<sup>74</sup> Adolescent girls, who are more vulnerable to child/forced marriage, trafficking, and sexual violence face heightened obstacles to access services. Several studies also found that Rohingya men and boys are subjected to different forms of sexual violence and the multifaceted impact of violence.<sup>75</sup>

In a recent assessment of Rohingya refugee households in the camps, 57 percent were unable to identify any of the GBV service points, while 85 percent mentioned *Mahjis* – community leaders initially appointed by the Army in the early days of the 2017 influx – as their preferred point of referral for cases of sexual violence.<sup>76</sup> These findings raise concerns given that the *Mahji* system is highly male-dominated and often criticized for being exploitative. As such, upscaling awareness-raising on GBV services and safe referral points and intensifying behavioral change programmes to address socio-cultural barriers to accessing GBV services remain a priority.

Furthermore, exposure to GBV risks is exacerbated by factors related to overcrowded conditions in the camps, the physical camp layout, and service delivery. For instance, Rohingya refugee women and girls have indicated that latrines and water points are among the areas where they feel unsafe; with 50 percent of interviewed women mentioning that inadequate lighting made them feel unsafe in latrines and bathing facilities at night.

## NEEDS OF HOST COMMUNITIES

The host community is faced with the challenge of lack of birth registration for children in Cox's Bazar district which is a critical first step towards safeguarding protection. Promoting children's right to birth registration falls clearly

within the Convention of the Rights of the Child.

Host communities in Cox's Bazar District, especially those residing in close proximity to Rohingya refugee camps have unaddressed basic needs and are also exposed to serious protection risks due to a combination of factors, including poverty, limited access to livelihood opportunities, limited availability of public services (especially healthcare and education) and inadequate infrastructure and markets. The Rohingya influx has resulted in competition for scarce resources, such as land, and livelihoods opportunities. The Rohingya refugee presence has impacted on the environment in host communities, further straining relations between the communities. Criminal elements exploit both communities, while access to formal and informal justice systems and legal remedies is limited. These factors contribute to heightened humanitarian and protection needs among vulnerable segments of host communities.

Based on assessment findings, host communities are particularly concerned by a perceived deterioration in the security environment. They attribute this to the presence of criminal groups engaged in violence, harassment, and abductions for ransom; which create barriers to accessing basic services.<sup>77</sup> Particularly vulnerable host community families are also adopting negative coping mechanisms, including incurring mounting debts to pay for urgent medical treatment,<sup>78</sup> engaging in child labor and child marriage, and resorting to smuggling and trafficking networks. Host communities perceive their urgent needs to have been overlooked by humanitarian actors and, at the same time, have very limited knowledge of community-based strategies to mitigate and respond to protection risks. These assessments highlight the importance of enhancing assistance and services to host communities, in order to address their concerns, while at the same time effectively communicating with communities to inform them of humanitarian and development assistance provided. Communication and community-based protection initiatives for particularly vulnerable and marginalized groups, as well as environmentally friendly interventions are needed to mitigate inter-community tensions and perceptions that Bangladeshi host communities are not receiving adequate support. Developing sustainable gender-responsive community-based strategies to mitigate and respond to protection risks and enhance social cohesion are therefore needed.

## CHILD PROTECTION

Child protection issues have been identified in host communities, with 6 percent of assessed households reporting at least one member under the age of 18 already married or about to get married; 8 percent reporting the presence of at least one child working;

and 52 percent of working children reportedly engaged in hazardous work.<sup>79</sup>

## GENDER-BASED VIOLENCE (GBV)

According to the Bangladesh Bureau of Statistics, Gender-Based Violence (GBV) is one of the most pervasive forms of human rights violations to which Bangladeshi women and girls are especially exposed. According to the Violence Against Women Survey,<sup>80</sup> 73 percent of married women in Bangladesh have experienced some form of violence by their spouse, with 55 percent reportedly experiencing some form of violence in the 12 months prior to the survey, and 50 percent reporting physical violence in their lifetime. Among host community households assessed, 21 percent reported safety concerns being a barrier to accessing public services and facilities such as health, education and markets. Moreover, significant constraints on women's freedom of movement and decision-making powers were reported; in 15 percent of households, married women reported that they were not permitted to go to markets, with the figure rising to 20 percent for unmarried women).<sup>81</sup>

Despite the presence of government-run services such as hospital-based One Stop Crisis Centres (OCCs), women police desks, and legal aid services, as well as GBV service entry points established by NGOs, gaps remain in ensuring adequate coverage of safe and quality GBV services for host communities. In addition, low awareness about available services and deep-rooted socio-cultural barriers, limit the ability of survivors to access services. Access to justice for women and the poor remains of concern due to cost and time-consuming process.<sup>82</sup>

## SECTOR RESPONSE STRATEGY

### ROHINGYA REFUGEE RESPONSE STRATEGY

As the Rohingya response shifts from emergency response to a focus on restoring dignity, safety, rights and working toward solutions, the Protection Sector's Strategy seeks to achieve sustainable protection and solutions outcomes. Anchored in a rights-based, community-based approach, the Sector Strategy aims to ensure accountability to affected populations and place communities at the centre of addressing their own protection and solutions needs, including through tailored initiatives for the most vulnerable and marginalized, and creating a conducive protection environment by promoting resilience and quality services for women, girls, men and boys among affected populations, while enhancing peaceful co-existence through capacity development and support to host communities.

Building upon achievements in 2019, the Sector will work with Government authorities to seek policy changes, strengthen protective systems and protection-centered emergency preparedness and response mechanisms, support protection-oriented alternative dispute resolution mechanisms, community-based security mechanisms, and community representation models, upscale initiatives aimed at contributing to peaceful coexistence to mitigate inter-community and intra-community tensions, and reaffirm and institutionalize the centrality of protection and solutions in the response.

The 2020 JRP will mainstream protection and gender across the response. Rights-based, gender-responsive and evidence-based programming, informed by data collected and analyzed from the now completed registration exercise, will improve access to justice and documentation and advocate for greater access to livelihoods and educational opportunities. Protection monitoring will be enhanced through the adoption of a protection monitoring framework and enhancing the capacity of protection focal points to identify, refer and address protection issues effectively, as well as by establishing protection mainstreaming focal points in other Sectors. Registration and documentation will support protection and solutions for Rohingya refugees in Bangladesh, and securing their identity will help preserve their right to return to Myanmar. Interoperability between registration systems and those for distributing both food and non-food assistance will improve the efficiency and integrity of assistance distribution and ensure protection data is incorporated into assistance distribution.

Protection partners will provide technical support to ensure that protection and AAP are at the centre of camp management and administration through close coordination with Government authorities. Moreover, inclusive and gender-responsive community alternative dispute resolution mechanisms, legal assistance, and community-based security mechanisms, access to justice will be strengthened through camp representation structure, which will also help to prevent and mitigate resort to harmful coping mechanisms, including trafficking. Rohingya refugee volunteers will continue to be used in all protection programming to ensure that communities can identify and respond to the needs of their communities in a sustainable and effective manner.

Quality child protection, SGBV and protection case management, including psychosocial support, effective referral systems, and a multi-functional approach to delivering protection services will also reduce the incidence of negative coping mechanism. Offering counselling and legal services in one centre will facilitate access to services for Rohingya



refugees, while also ensuring that limited space is utilized effectively.

Strengthened emergency preparedness and response activities will place communities at the centre., including through training and capacity building for Protection Emergency Response Units and ensuring that Sectors across the response plan and implement disaster preparedness activities through an inclusive community-based protection and gender lens; including actively engaging with Rohingya refugee volunteers to ensure the effectiveness of activities.

## CHILD PROTECTION

The Ministry of Social Welfare (MoSW) and Department of Social Services (DSS), the Child Protection Sub-Sector (CPSS) response will focus on strengthening the overall child protection system including strengthen systems of Social Welfare and Justice for Children. Multiple protection risks faced by Rohingya refugee children will be addressed through a comprehensive package of activities, which includes:

a) Increasing the capacity of community-based child protection mechanisms (CBCPM) to prevent and mitigate Child Protection risks through multi-layered, cross-sector psychosocial support interventions.<sup>83</sup>

b) Improving the quality of Child Protection services for boys and girls most at-risk and survivors of violence, exploitation and abuse, including those recruited into criminal groups, child labour, unaccompanied and separated children, children with disabilities and those exhibiting severe signs of distress.

c) Optimising Child Protection outcomes through meaningful integration with other sectors and providing various forms of support to caregivers and families of children facing protection risks, to enhance their capacity to care for and protect their children.

d) Systematising efforts to develop sustainable local capacities for child protection, including para-social and social workers from the Department of Social Services, Police, Armed Forces Division, Judiciary and other Government departments.

e) Harmonising and extending case management and alternative care to other key line ministries such as Ministry of Social Welfare (MoSW), while making further efforts to engage all stakeholders to address Child Protection concerns based on global learning and field evidence.

f) Strengthening Child Protection information management for regular Child Protection trends

analysis and evidence-based responses through inter-agency collaboration and CPIMS reports.

g) Continued strong engagement with the Education Sector and selected partners to ensure that adolescent boys and girls have access to life-skills, peace-building initiatives, individual case management services, Adolescents Sexual Reproductive Health (ASRH), specialized MHPSS.

To ensure increased coverage and the sustainability of Child Protection services, the Child Protection Sub-Sector will work to share technical and institutional capacity of international and local actors and the Department of Social Services through coaching, shadowing, mentoring, translation services, secondments of technical staff and joint implementation approaches. The Sub-Sector will build the capacities of new focal points at the camp level to strengthen coordination and responses. The Child Protection partners will continue to strengthen child safeguarding measures including PSEA and codes of conduct to ensure that all interventions are safe for children.

Support to Community-Based Child Protection Mechanisms, focusing on monitoring Child Protection risks, developing community-led response plans, and referring children in need to key services, will enhance the protective environment for children and adolescents.

## GENDER-BASED VIOLENCE (GBV)

Working in collaboration with the Ministry of Women and Children's Affairs (MoWCA), the GBV Sub-Sector strategy aims at expanding comprehensive GBV prevention and response programs, focusing on case management and multi-sector referral systems for GBV survivors. The following are the key strategic priorities:

a) Improving the quality and accessibility of life-saving GBV response services, particularly specialized case management and mental health and psychosocial support that addresses the specific needs of different vulnerable groups.<sup>84</sup> The response will give increased emphasis to capacity building efforts for service providers to deliver quality, harmonized services in line with best practices and minimum standards. The design of service modalities and entry points will be adapted to meet the specific needs of diverse groups, including through the use of mobile services.

b) Engaging in continuous advocacy efforts to enhance survivors' access to justice and security services, without compromising the safety and dignity of survivors;

c) Reinforcing community mobilization strategies through the expansion of proven GBV prevention models that promote positive transformation of social and gender norms that fuel and normalize gender-based violence. Programmes demonstrating strong approaches for engaging influential community members and religious leaders and men and boys will be strengthened to address socio-cultural barriers. Context-specific and culturally sensitive messages will be developed to disseminate life-saving information on available GBV services and referral mechanisms. Skills building and women and girls socio-economic empowerment programming will be expanded to address multiple causes and drivers of violence. Enhanced engagement with other Sectors and the Government on the integration of GBV prevention, mitigation and response programming will also be supported with regular community based GBV risk monitoring and joint safety audits.

## HOST COMMUNITY RESPONSE STRATEGY

Enhanced community-based protection programming and services for particularly affected host communities, especially those who live in close proximity to the camps, will contribute to a conducive and secure protection environment, mitigate an increasingly negative discourse on Rohingya refugees, facilitate peaceful coexistence between communities and address key impacts that the influx has had on the infrastructure, resources, land, livelihoods, and the environment in host communities.

Pursuing a community-based approach to designing and delivering services aimed at contributing to peaceful co-existence and initiatives to build better relations and challenge exclusion and discrimination will be a priority. This will involve adopting a conflict-sensitive approach in promoting inter-community initiatives selected by communities and based on their priorities, with a focus developing activities that bring host and Rohingya refugee community members together to overcome common challenges. Focus areas may include emergency preparedness and response; socio-recreational activities, such as sports; sustainable management of common resources through community projects; self-reliance and portable skills development, and gender-responsive dispute resolution and mediation; depending upon community interest and needs. Supporting the capacity and integrity of documentation systems would build trust that Rohingya refugees are not drawing from resources meant for Bangladeshis and reduce barriers to resuming birth registration for both host communities and Rohingya refugees.

The 2020 response will prioritize joint community-

based initiatives aimed at contributing to peaceful co-existence, as well as dedicated protection services for those most in need. Targeted support to host communities, local authorities and local organisations, including capacity-sharing initiatives, provision of technical support to tackle identified protection issues, establishment of referral pathways and mapping of services, awareness and sensitization and related mitigation measures will aim to improve the protection environment for host communities.

## CHILD PROTECTION

The Child Protection partners will support ongoing projects with adolescents in both Rohingya refugee and host community locations, with the objective of contributing to peaceful co-existence, including through social hubs and joint activities involving Rohingya refugee and host community adolescents. Child Protection programming will also focus on capacity sharing work with Department of Social Services staff to enhance comprehensive case management services for identified at-risk girls and boys as a priority, including through training, mentoring and coaching. The objectives are to strengthen the ability of the Department's staff to coordinate the child protection response and strengthen links to national systems.

With the Ministry of Social Welfare (MoSW) and Department of Social Services (DSS), the CPSS will support Child Protection Systems strengthening. The response will optimize child protection mechanisms through a comprehensive systems approach in combating Violence Against Children (VAC) in the host community. Child Protection partners will advocate for Birth Registration for children in the in the 8 Upazila and 72 Unions in Cox's Bazar which is a critical first step towards safeguarding lifelong protection. Promoting children's right to birth registration falls clearly within the Convention of the Rights of the Child.

## GENDER-BASED VIOLENCE (GBV)

The GBV Sub-Sector will expand comprehensive prevention and response services that are currently accessible to host communities in eleven Unions in Teknaf and Ukhiya Upazilas. Programming will include capacity-development initiatives for Government and non-government service providers, in order to ensure that health, justice, safety and security and social welfare services are in line with survivor-centered approaches and GBV guiding principles. A key focus will be supporting safe and ethical referral pathways through the existing service points in the host community, including the District and Upazila level One Stop Crisis Centres (OCC), Women Help Desks

in police stations, Court Help Desks and psychosocial services providers. Further strengthening of national systems for GBV prevention and response and enhancing the role and participation of national partners, including local women-led organisations, will be an important part of these efforts. Programming will also include joint initiatives and group activities that create opportunities to promote peaceful co-existence between Rohingya refugees and host communities, which will involve joint skills building and self-reliance programs, trainings, supporting women's committees, adolescent and youth clubs, and convening meetings of religious leaders from the Rohingya refugee and host community members.

## PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER WEATHER-RELATED DISASTERS

Rohingya refugee communities will be placed at the centre of preparing and responding to natural hazards. To mitigate risks for persons with specific needs, protection will be mainstreamed into the Emergency Preparedness Response Plan and support will be provided to other Sectors and authorities to ensure that Age, Gender and Diversity are mainstreamed into communication strategies, evacuation and cyclone response plans. The inter-agency Protection Emergency Response Units (comprised of interagency staff and Rohingya refugee volunteers), will work to strengthen the Protection capacities of the multi-sector Emergency Response through awareness and outreach and community-led service projects. Finally, an inter-agency Rapid Protection Assessment strategy will be activated when needed in any weather-related disaster.

Disasters disrupt protective mechanisms, increase the vulnerability of children and women and place additional strains on them and their families and caregivers. In line with the ISCG and Protection Sector 72-hour cyclone response plan, the Child Protection partners PSS will focus on: establishment of inter-agency Child Protection rapid response mobile teams; preparedness measures for speedy family reunification; procurement and pre-positioning of essential Child Protection supplies<sup>85</sup>; community mobilization and awareness; deployment of Child Protection expertise within the Protection Emergency Response Units. The Child Protection partners will also support provision of Psychosocial First Aid, in coordination with Health and MHPSS teams and the Health Sector. The Child Protection emergency response will be extended to affected host communities.

The GBV partners will identify and train case workers

and outreach workers to be deployed after disasters as part of the Protection Emergency Response Units. Emergency referral pathways will be established based upon updated information on accessible or temporary spaces for GBV response services. The GBV partners will also ensure the prepositioning of 40,000 dignity kits containing essential items to support the safety and dignity of women and girls in the immediate aftermath of a disaster.

## CROSS-CUTTING ISSUES

### Protection mainstreaming (including child safeguarding)

Despite improvements, gaps remain in mainstreaming Protection, Age, Gender and Diversity across Sectors and the humanitarian response. The 2020 response will provide support to different sectors to increase inclusive service provision, with a focus on ensuring accountability and equitable access to critical services and assistance to meet basic needs. Priority initiatives aimed at enhancing Protection, Age, Gender and Diversity mainstreaming across the Rohingya response include establishing Protection Mainstreaming Focal Points within other Sectors, with structured Terms of References and clear responsibilities; conducting training for service providers across Sectors as well as protection mainstreaming audits; and undertaking a response-wide multi-sector needs assessment focused on the elderly and people with disabilities to inform more inclusive planning and the implementation of services.

The CPSS will work with the Protection Sector, the GBV SS and other Sectors and Working Groups to agree on mainstreaming key common protection initiatives. Given that children represent over 50 percent of the camp population, the Child Protection partners will develop a standard child safeguarding guide to accompany existing agency-level codes of conduct and policies for staff and volunteers. The Child Protection partners will also provide specific training for other Sectors on Child Protection mainstreaming. Child Protection safety walks will help to identify safety and protection issues in camps and host communities and to develop risk mitigation plans owned by children, community members, service providers and humanitarian actors. The Child Protection partners will also share relevant findings with the Site Management Sector, CiCs, and others to guide required actions.

The GBV Sub-Sector will ensure that response monitoring data collected is disaggregated by sex, age and diversity, which will facilitate closer monitoring of fair participation in and equitable

access to services by women, men, girls and boys, and people with special needs, in different GBV prevention and response activities.

### Gender mainstreaming

Working in close collaboration with the Gender in Humanitarian Action (GiHA) Working Group and the ISCG Gender Hub, the Protection Sector will upscale efforts to prevent and mitigate gender-specific protection risks. Gender mainstreaming will be an integral part of the broader Age, Gender and Diversity approach inherent in the Protection Sector's protection mainstreaming strategy. The Protection sector will also endeavor engagement with local women-led organisations for sustainable protection solutions. Priority areas include: providing of technical support and capacity development for local authorities and community representatives on applying rights-based gender approaches in alternative dispute resolution mechanisms, such as mediation; engaging communities and local authorities in ensuring inclusiveness in camp-level representation mechanisms; and implementing the Protection Sector strategy to address threats against female volunteers. Collaboration with the PSEA Network will focus on operationalising safe and conflict-sensitive SEA reporting mechanisms through the introduction of SEA referral pathways, capacity-development, awareness raising and information initiatives for communities, humanitarian actors and relevant authorities.

Child Protection Sub-Sector will promote gender-sensitive programming by providing training to Child Protection staff on gender sensitive programming which reflect the needs, concerns and interests of girls, boys, women and men; conducting gender-sensitive project risk assessments and gender analysis at every phase of the programming cycle; recruiting female volunteers and endeavoring to ensure their safety and security while they are conducting activities; providing gender and age appropriate activities in all Child Protection facilities; ensuring that monitoring and evaluation frameworks effectively measure Child Protection gender-sensitive service provision.

GBV prevention strategies, including community mobilization activities, will address harmful social norms and systemic gender inequality by promoting women and girls' leadership and empowerment, while also ensuring male engagement in addressing GBV. The GBV partners will facilitate periodic joint safety audits involving other Sectors to assess and analyze GBV risks in the camp and advocate for GBV mainstreaming.

### Environment and eco-system rehabilitation / Disaster Risk Reduction

Environmental protection and conservation have a direct impact on human security and protection at large, with a multiplier effect in large human settlements like the Rohingya refugee settlements and even more so in a disaster-prone areas, particularly vulnerable individuals and families. Building on established good practices, the Protection Sector partners will continue to mainstream environmental considerations in community-based protection initiatives, especially awareness raising activities, sensitization campaigns and community-led service projects focused on sustainable management of common resources for the benefit of the community. Initiatives will focus on sanitation, reforestation, environmental protection, vegetable gardening and tree planting, as well as other priority areas identified by communities. The Protection Sector will continue to strengthen its support for the expanded use of sustainable and cleaner energy sources, such as LPG, solar lighting and energy, in order to mitigate the risk of GBV and other forms of violence.

Child Protection Sub-Sector partners will encourage Rohingya refugees and staff to participate in environmental efforts in the camps. On environmental and social safeguards, several mechanisms have been put in place through ongoing projects, which the 2020 response will scale up and support. Child Protection partners will continue with "greening" projects that encourage children to plant trees and improve vegetation around Child Protection facilities. Children and adolescents will participate in camp-wide tree planting drives and community sanitation activities. In order to reduce disaster risk, Child Protection Sub-Sector partners will continue to improve procedures and pre-position emergency materials at the Lost Child Care Meeting Points and enhance the effectiveness of established communication channels for emergency responses. Child Protection actors will also conduct awareness raising on disaster risk reduction, which will highlight measures to mitigate family separation and other risks to children, especially in the monsoon season.

The GBV Sub-Sector partners will mainstream environmental issues in GBV activities, including integrating environment-related messages in awareness raising and community mobilization activities. These messages will focus on risk mitigation for environmental hazards, such as floods and landslides; waste management; water and energy use, in line with messages disseminated by the Government and other environmental actors. Portable skills building trainings will also integrate consideration environmentally friendly products and technologies.



56. Including improving their literacy skills and capacity to engage with information dissemination and helping to recover from the trauma they experienced in Myanmar.
57. The OCC (One Stop Crisis Centre) is part of the national multi-sector program on violence against women led the ministry of Women and Children Affairs (MoWCA). The Cox's Bazar District OCC (located at the district Sadar Hospital) provides health care, police assistance, DNA test, social services, legal assistance, psychological counseling and shelter service.
58. 52 percent of assessed refugee households (HH) reported the presence of at least one sign of distress within their own family, according to the Joint Multi Sector Needs Assessment, ISCG, May 2019.
59. One-third of refugee families have at least one specific protection vulnerability that requires specialized protection attention, according to UNHCR Population fact-sheet, 15 September 2019, available at: <https://data2.unhcr.org/en/documents/download/71429>
60. Based on Joint Multi Sector Needs Assessment, ISCG, May 2019, 69 percent of interviewed HHs reported taking on new debts in the 30 days prior to data collection. This proportion seems to be increasing across different rounds of the MSNA: 35 percent in July 2018, 45 percent in January 2019.
61. Sexual exploitation and abuse, child labor and child marriage, intimate partner violence and polygamy are frequently reported serious protection issues according to ongoing different sources, especially protection monitoring and the Child Protection and Gender-Based Violence Information Management Systems (CPIMS and GBVIMS).
62. Based on Joint Multi Sector Needs Assessment, ISCG, May 2019, 77 percent of interviewed HHs report not having enough light at night to safely access latrines. Latrines and water points are the locations where women feel most at risk.
63. Based on UNHCR's August 2019 Settlement Protection Profile (SPP) Round 5, risk of kidnapping, risk of trafficking and violence in the community are the three most reported perceived risks after natural hazards.
64. Based on Joint Multi Sector Needs Assessment, ISCG, May 2019, 10 percent of HHs interviewed have at least one family member requiring assistance to complete daily activities and 27 percent are unable to access services for their specific needs. A REACH assessment conducted in May 2019, in collaboration with the WASH Sector and using data collected using the Washington Group Short Set of questions, found that only 34 percent of individuals with disabilities were reported as being able to access services to support them.
65. UNHCR Population Factsheet, 15 September 2019.
66. Rohingya Refugee Response Gender Analysis, August 2018, Joint Agency Research Report.
67. Adolescent Girls in Crisis: Voices of the Rohingya, June 2018, Plan International.
68. July 2019 UNHCR SPP 5 and 2019 Joint Multi Sector Needs Assessment, ISCG, May 2019.
69. July 2019 UNHCR SPP 5 and 2019 Joint Multi Sector Needs Assessment, ISCG, May 2019.
70. Joint Multi Sector Needs Assessment, ISCG, May 2019.
71. Child Protection Sub-Sector 5W and CPIMS Plus, September 2019.
72. Joint Multi Sector Needs Assessment, ISCG, May 2019.
73. GBVIMS Report, October 2018- June 2019, GBV Sub Sector Cox's Bazar, Bangladesh.
74. Community Focus Group Discussions indicated that stigma, feelings of shame, self-blame, threats of retaliation, rejection by family and community, low awareness about the benefits of services are among the reasons for under reporting GBV.
75. Women's Refugee Commission (WRC), 2018: "It's Happening to Our Men as Well": Sexual Violence Against Rohingya Men and Boys.
76. Joint Multi Sector Needs Assessment, ISCG, May 2019.
77. Based on Joint Multi Sector Needs Assessment, ISCG, May 2019, 55 percent of HHs interviewed reported safety concerns as a barrier to accessing health and education facilities and markets.
78. Taking on debt was the negative coping mechanism most frequently reported in the Joint Multi Sector Needs Assessment, ISCG, May 2019 host community findings, with 45 percent of HHs interviewed households reporting it.
79. Some children work more than 40 hours per week and are involved with machinery and lifting heavy objects.
80. Report on Violence Against Women (VAW) Survey 2015, Bangladesh Bureau of Statistics.
81. Joint Multi Sector Needs Assessment, ISCG, May 2019 .
82. The 2015 report on the Violence Against Women Survey shows that only 2.6 percent of survivors took legal actions after being subjected to physical violence.
83. Community-based child programming aims to reduce vulnerabilities and risks to children by building a protective environment at family and community levels. This involves active engagement with and by communities on child protection concerns to reinforce protective practices and to encourage social and behavioural changes to address negative or harmful practices.
84. Including women, adolescent girls, children, people with disabilities, male survivors, and persons at heightened risk of trafficking, exploitation and abuse.
85. The lost child care givers meeting points will be stocked with food, water, sleeping mat, blanket, extra clothing, first aid kit, and megaphone for tracing. For more detail please refer to LCCMP guidelines available at: <https://drive.google.com/file/d/1sYarWUErWwFkLz1Oqq8AnmjtJu--4G/view?usp=sharing>.

# HEALTH



## SECTOR OBJECTIVES

1. Improve equitable access to and utilization of quality lifesaving and comprehensive primary and secondary health services for all affected populations with a focus on sexual, reproductive, maternal, neonatal, child and adolescent health; mental health and psychosocial support; and non-communicable diseases. (SO2 & SO3)
2. Ensure prevention and timely response to communicable disease risks including diseases with outbreak potential and prepare for other health emergencies, including during the monsoon and cyclones. (SO2 & SO3)
3. Encourage healthy living, improve health seeking behavior and utilization of the essential service package<sup>86</sup> among Rohingya refugees and host populations through community engagement, with special attention to gender and age considerations and vulnerable groups. (SO1, SO2 & SO3)
4. Strengthen Health Sector coordination, information management and monitoring towards achieving rational, standardized and accountable health service delivery. (SO2 & SO3)<sup>87</sup>

### FUNDING REQUIRED

 **USD 85.6M**

### POPULATION TARGETED

 **1.27M**



**855,000**  
Rohingya Refugees



**417,295**  
Bangladeshi Host Community



**20**  
Sector Projects



**20**  
Appealing Partners



**35**  
Implementing Partners

### CONTACT

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Sector Coordinator:  
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## SECTOR NEEDS ANALYSIS

### NEEDS OF ROHINGYA REFUGEES

Ensuring adherence to quality and the respectful implementation of the minimum standards for services in health facilities is a continuous challenge, in part due to large caseload covered by health facilities and high staff turnover. The Health Sector has identified critical gaps in comprehensive emergency obstetric care; newborn care, family planning provision, particularly long acting methods; availability and timely access to 24/7 comprehensive clinical management of rape/intimate partner violence services; and first line support for gender-based violence survivors.<sup>88</sup> By the end of September 2019, the proportion women accessing facility-based deliveries have improved 47 percent, as compared with 32 percent at the start of the year, but this remains below target and is subject to geographic variations within the camps.<sup>89</sup> Adolescent health will be a priority for 2020. Risks for communicable disease persist due to living conditions in the camps. Immunization coverage among children under 1 year old has improved from 67 percent at the start of 2019 to 78 percent by end of September, but substantive improvements to achieve more than 95 percent coverage still needs to be addressed. Capacities for non-Communicable disease management, laboratory diagnostics; mental health and psychosocial support services, including inpatient/psychiatric care; and specialized services (such as eye-care, geriatric care, oral healthcare and services for people with disabilities and palliative needs, etc.) are not adequate to the needs. An overall health care waste management solution is also required, including for the safe disposal of expired medicines.

### DISAGGREGATED DATA

Population Type	Children (<18 years)				Adult (>18 years)	
	Total Female	Total Male	Female	Male	Female	Male
Rohingya	441,515	413,190	224,736	234,376	216,779	178,814
Bangladeshi	207,071	210,224	108,688	112,281	98,383	97,943

Rational use of medicines to reduce risk for antimicrobial resistance is an emerging priority that requires engaging with private drug shops, as well as health facilities in the camps. Overall, 55 percent of Rohingya refugee households are reportedly taking on debt to cover health care costs,<sup>90</sup> and the Health partners and needs a clearer understanding of the factors driving this phenomenon, and the types of expenditures incurred.

The Rohingya refugee population remains vulnerable to weather-related emergencies which also impact disease trends. Some 31 percent of adult Rohingya men report smoking cigarettes every day.<sup>91</sup> Referrals for emergency medical and obstetric cases, surgery, trauma and complications for Non-Communicable Diseases and chronic conditions remains challenging and costly. Recently imposed restrictions on mobile communications and network coverage in the camps have further compounded these problems. Greater availability of quality data to guide the response is needed.

## NEEDS OF HOST COMMUNITIES

Many of the same needs are present in the host community, particularly regarding healthcare waste management, rational use of medicine, facility-based deliveries, risk factors for communicable diseases and vulnerability to weather-related emergencies. Notably, while the proportion of households who reported taking on debt in the previous month was lower among the host community at 45 percent, the debt levels for medical expenses are higher in absolute terms, suggesting insufficient access to free health services. Mobility restrictions also exist in the host community, with 15 percent of married women and 20 percent of unmarried women reportedly not able to move outside of the home unaccompanied,<sup>92</sup> with potential implications for health seeking.<sup>93</sup>

Efforts to strengthen health facilities serving host communities and encouraging their accountabilities are needed to improve the quality of services. Greater outreach by health care partners serving host community areas is important to encourage both host and Rohingya refugee populations utilization of health services. Currently available services do not adequately address the mental health and psychosocial support needs within the host community population, and stronger coordination of host community support is needed to ensure that these and other gaps are addressed.

## SECTOR RESPONSE STRATEGY

### ROHINGYA REFUGEE RESPONSE STRATEGY

Together with the Civil Surgeon from the Ministry of Health and Family Welfare and the RRRC, the Health partners will work to improve equitable and inclusive access to and utilization of quality lifesaving and comprehensive primary and secondary health services at health posts, primary health centres and hospitals. Focus areas will include capacity building, continuous quality monitoring, functional mechanisms that ensure accountability to the Rohingya refugees, and supportive supervision. The Health Sector will monitor levels of privacy at the health facilities and orient partners on respectful care.

While not seeking funding through the 2020 JRP, key partners and governments providing support bilaterally contribute to the overall Health Sector response. The World Bank, the Global Fund for HIV/AIDS, Tuberculosis and Malaria and other developmental donors and institutions also support health service delivery in host and Rohingya refugee communities. Some national public health programmes (such as EPI, Expanded Program of Immunization) serving host communities have now been extended to cover Rohingya refugee population in camps.

To expand utilization of essential health services, particularly for vulnerable groups, community health workers will engage household decision-makers in health education and awareness following community health care approach. Engaging at the household level aims to strengthen health seeking behaviors related to home-based deliveries and referring to health facilities (and thereby discouraging use of private drug shops for care, which results in debt accumulation). The Health Sector will strengthen community health care activities building community resilience among Rohingya refugee population for health-related issues. Health partners will improve the availability, accessibility, quality and continuity of care through capacity building initiatives, developing and distributing national/standard protocols for procuring medical supplies, laboratory diagnostics, rational use of medicines, and mental health and psychosocial support services.

The Health Sector will implement a health care waste management solution, including for the disposal of expired medical supplies. Health partners will ensure the continuous availability of sexual and reproductive health commodities and equipment through improved supply chain management, including access to and availability of safe, voluntary family

planning services that meet contraceptive needs of Rohingya refugees. Capacity building will continue for healthcare providers on sexual and reproductive health, gender-based violence, adolescent health, obstetric fistula screening, newborn care, and cervical cancer screening.

A robust referral mechanism will strengthen health care delivery for both the camps and host community, supported by trainings and knowledge exchange and implementation of a functional hospital rotation plan. Improved maternal and neonatal death surveillance will help identify gaps and address in an efficient and effective ways. Strengthening routine immunization activities (including needed vaccination campaigns) following national guidelines (including new vaccines introduction) achieving recommended of target coverage for children and pregnant women will ensure protection against vaccine preventable diseases.

Sustained and improved disease early warning and surveillance efforts will focus on the detection of disease outbreaks and support the achievements of measles elimination and polio eradication targets. Health care facilities will also benefit from a strengthened WASH response. The Health Sector will work closely with the District health authorities to extend regular national health programs, including for immunization, HIV, tuberculosis and malaria, to cover the Rohingya refugee population. The Sector will pursue and implement innovative medical record and health card systems and will strengthen District Health Information System reporting rates, which will improve the availability of health information, and will advance discussion on the interoperability of health information systems to reduce reporting burdens. Health Sector programming in 2020 will include actions to improve the working environment for health care service providers to encourage the retention of trained staff, including through incentives and the vaccination of healthcare workers.

## HOST COMMUNITY RESPONSE STRATEGY

Several needs assessments including health care waste management (HCWM), non-communicable diseases (NCD) and TB drug resistance survey have been done to identify gaps and inform interventions. Assessments on substance abuse, adolescent health and infection and prevention control (IPC) are also planned. The regular water quality surveillance in the camps will be extended to the host community. Together with the Civil Surgeon from the Ministry of Health and Family Welfare, and the Upazila Health and Family Planning Officer for Ukhiya and Teknaf, the Health Sector will implement a similar strategy

in the host community. This will include support for a health care waste management system, vaccine and preventable disease surveillance, immunization, strengthened medical referrals, activities to improve health-seeking behaviors, capacity building for health care providers working in Government and NGO facilities that serve the host community, procurement of medical supplies, and strengthening WASH in health facilities with critical needs.

In addition, the Health Sector will strengthen coordination at all levels – District, Upazila and Union – and will map existing support to Government health facilities with a view to addressing unmet needs and prevent duplication. Based on identified needs, the Health partners will provide trainings to Government health care providers and will support the Government to fill gaps for essential health care personnel. Where needed, Sector partners will also provide support for essential medicines and diagnostic supplies, where needed, particularly for maternal and child health services.

The Ministry of Health and Family Welfare Coordination Cell, together with the Civil Surgeon, will receive support to strengthen coordination, quality improvement and accountability mechanisms of health care delivery systems serving both Rohingya refugee and host communities. In addition, the Health Sector will work with national counterparts to strengthen capacities for surveillance and outbreak response and support surveillance mechanisms in the host community, in order to mitigate the risks associated with communicable disease outbreaks.

## PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER MAJOR WEATHER-RELATED DISASTERS

For the Health Sector, contingency planning for disasters encompasses preparedness and response readiness for major weather-related emergencies, as well as large-scale disease outbreaks; particularly diphtheria, cholera, varicella and measles that have been recurrent among the Rohingya refugees and in the host community. To address this, the Health Sector focuses on community first aid and response, mass casualty management including medical mobile teams, emergency referrals, standard operating procedures to manage outbreaks, and the rapid restoration of essential primary and secondary health care services. Health partners will procure, store and distribute life-saving and essential medicines and supplies and will ensure the deployment of surge capacity for emergency health and operations support. Mobile medical teams integrate Protection Officers, and the Health Sector coordination team



will continue to have the support of a dedicated GBV expert in 2020.

## CROSS-CUTTING ISSUES

### Protection mainstreaming (including child safeguarding)

To ensure dignity and safety of persons seeking health services, confidentiality and privacy in consultation and counselling rooms and informed consent in health interventions will remain a key consideration and area for continuous improvement in 2020, which will be a focus of monitoring by the Sector. The Health Sector will collaborate with the Site Management and Site Development to address physical access barriers to health care facilities and with the Protection and other Sectors to improve dignified and safe access to multi-sector services. Primary health care facilities offering round the clock services increased from 17 to 32 during 2019, with the increased availability of ambulances to transport urgent referral cases. Helper systems are in place in some facilities to aid patients with mobility challenges and those living in hard to reach areas. The Health partners will pilot and support the expansion of these community-based helper systems, as a good practice for making services more accessible for the vulnerable, including people living with disabilities. Health care providers will be trained and sensitized on meeting the health care service needs of people living with disabilities. Health partners will make infrastructural improvements, such as the installation of ramps and handrails, to facilitate access to their facilities. Health partners have established specialized health facilities for different vulnerable groups, including age-friendly health services and rehabilitation programs, which will continue in 2020. Health committees made up of men, women and adolescents are established in several camps to offer a mechanism for two-way feedback between the Rohingya refugee community and Health partners. However further strengthening, expansion and inclusion of persons with disability in these groups and other accountability mechanism is needed to meet the needs of women, girls, men and boys adequately in 2020.

### Gender mainstreaming

Health Sector information platforms<sup>94</sup> are designed to capture sex and age disaggregated data, which are analyzed quarterly to understand disease trends, health patterns and health seeking behavior among men, women, boys and girls to inform interventions. These and the MSNA 2019 findings informed the Sector's 2020 priorities, which include greater engagement with men in their decision-making role in the community and home to address barriers for

women and girls in accessing and taking decisions around healthcare. These efforts aim at addressing gendered access barriers to a range of health services, including family planning and facility-based deliveries. Facility maps showing the location and types of health services available for diverse health care needs, will be updated and shared regularly, will also facilitate access. The Health Sector will continue to analyze data and compare the different health results achieved for women and men, girls and boys in comparable age groups. Health partners will prioritize the sex segregation of latrines in the health facilities. The integration of GBV and SRH services at all levels of health service provision will remain a key Sector priority in 2020.

### Environment and eco-system rehabilitation / Disaster Risk Reduction

The Health Sector has a strong commitment to ensuring the safe disposal of medical waste in the camps. A significant number of health facilities are currently disposing waste on-site through burning or burying, and a good number are not using color coded waste bins. Improvement of healthcare waste management is crucial to prevent and mitigate the health impacts associated infectious diseases and other environmental risks, and the Sector will devise and implement a strategy in 2020. The Health Sector will monitor adherence to guidelines for medical waste disposal by health facilities. Partners will also expand the use of safe, clean and sustainable energy sources at the health facilities, including solar energy.

For disaster risk reduction, the Health Sector will continue to encourage and monitor the retrofitting of health facilities, in order to ensure operational continuity during monsoon and cyclone seasons. Health partners will also invest in community resilience through capacity development actions targeting community health workers, such as first aid training. The Health partners will invest in improved vaccination coverage and will work in close coordinate with the WASH and Site Management Sectors to minimize the risk epidemic disease outbreaks, taking into consideration seasonal variability in disease trends.

86. The Health Sector minimum package of essential health services, which is part of the Health Sector's 2019 Strategic Plan, guides and standardizes health service delivery.

87. The sector budget was calculated based on partner proposals which were based on estimated costs per unit of operational health facilities. The costs of acquisition of supplies for contingency planning was also factored in. Other health programmes such immunization, TB, communicable disease control, surveillance, coordination was budgeted based on organisational previous programme costs.

88. In 2019, 70 percent of Primary Health Care facilities had no systems in place to inform community and stakeholders of the available GBV health services, and staff were not adequately trained to identify signs and symptoms of sexual and intimate partner violence. (GBV Service Quality assessment 2019).

89. There is a need to better understand the reasons/social beliefs around decision making and engage men in health education as only 13% reported that pregnant women themselves are the decision maker on where to deliver their baby (MSNA 2019). Mobility restrictions among women may also impact their health seeking behaviors with 20% of married women and 28% of unmarried women reportedly not able to move in the camps unaccompanied (Joint Multi Sector Needs Assessment, ISCG, September 2019).

90. Joint Multi Sector Needs Assessment, ISCG, September 2019.

91. Joint Multi Sector Needs Assessment, ISCG, September 2019. (based on community health tool data).

92. Joint Multi Sector Needs Assessment, ISCG, September 2019.

93. Similarly, with decision making, as only 15% of host community households reported that pregnant women themselves are the decision maker on where to deliver their baby (MSNA 2019).

94. For example, Who, What, Where and When (4Ws), Early Warning Alert and Response System (EWARS), District Health Information System (DHIS2), Sexual and Reproductive Health (SRH) service delivery data, Community Health Working Group (CHWG) data.



# EDUCATION



## SECTOR OBJECTIVES

1. **Access** – Expand and strengthen immediate access to equitable learning opportunities, in a safe and protective environment, for affected Rohingya refugee and host community girls and boys aged 3-24 years old. (SO1, SO2, SO3 & SO4)
2. **Quality** – Provide quality inclusive education to Rohingya refugee and host community girls and boys aged 3-24 years old, aligned with Education Sector standards and within the separate frameworks for education, and increase teaching-related professional development opportunities. (SO1, SO2, SO3 & SO4)
3. **Community Engagement** – Ensure Rohingya refugee and host community ownership and active participation and engagement in the education of girls and boys aged 3-24 years old. (SO1, SO2 & SO3, SO4)<sup>95</sup>

### FUNDING REQUIRED

 **USD 69.0M**

### POPULATION TARGETED

 **421,771**



**375,924**  
Rohingya Refugees



**45,847**  
Bangladeshi Host Community



**19**  
Sector Projects



**19**  
Appealing Partners



**28**  
Implementing Partners

### CONTACT

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## SECTOR NEEDS ANALYSIS

### NEEDS OF ROHINGYA REFUGEES

Despite significant progress during the last two years in providing safe and systematic access to learning opportunities, more than 30 percent of Rohingya children and youth aged 3-24 years old still require access to education. 69 percent of Rohingya refugee households reported at least one 5-17 years old aged child not benefiting from any learning opportunities.<sup>96</sup> Furthermore, an alarming 83 percent of the adolescents and youth aged 15-24 years old don't have access to any educational or skills development activities, including some whose limited education was interrupted by displacement from Myanmar.

Education in emergencies provides children with a positive sense of purpose and equips learners, of all ages, with the life skills, knowledge, values, attitudes and behaviours that foster, critical thinking, empathy and the ability to build communities. Education provides children with life-saving information aimed at building an understanding of their rights and responsibilities and strengthening disaster awareness, hygiene, and other survival skills. Conversely, the lack of basic education services has lifelong consequences. In the absence of education and other opportunities, children, adolescents and youth are more vulnerable to the risk of early marriage, child labour, trafficking, sexual and gender-based violence, exploitation and abuse, and increases the likelihood of engaging in harmful activities including criminality.

Socio-cultural barriers (23 percent), early marriage (36 percent) and the need to provide support at home (20 percent) are the main factors preventing children and youth from fully accessing educational opportunities.<sup>97</sup> While much work has been done, issues of gender inclusiveness in learning centres also requires further attention with greater effort required to provide gender segregated latrines and gender separated classrooms. Children with disabilities encounter additional barriers to access, such as the lack of ramps, the steep, rough terrain, as well as the unavailability of inclusive teaching-learning materials. Consequently, children with disabilities are 10 to 40 percent less likely to attend learning facilities than children without.

The development of the education strategy was informed by a number of reports and assessments to garner beneficiary feedback including the REACH Education Needs Assessment March 2019, the 2019 Multi Sector Needs Assessments, and research on the 'Voices of children' conducted by World Vision International.

## NEEDS OF HOST COMMUNITIES

The rapid influx of August 2017 has stretched the resources, of the communities and schools of Ukhiya and Teknaf Upazilas, where enrolment and retention are among the lowest in the country. Only 60 percent of children and youth aged 12-24 reporting having completed primary school in Teknaf and 75 percent in Ukhiya.<sup>98</sup>

Barriers to education are varied and include being engaged in household chores or economic activities necessitated by high rates of inflation,<sup>99</sup> as well as increased feelings of insecurity attributed to criminality and road traffic congestion. As for host community youth, only 26 percent reported attending formal education during the current academic year.

The quality of education has also been impacted due to the choices made by some community para-teachers to seek higher-paid employment available in the camps with humanitarian organisations.

## SECTOR RESPONSE STRATEGY

### ROHINGYA REFUGEE RESPONSE STRATEGY<sup>100</sup>

Together with the Refugee Relief and Repatriation Commissioner (RCCC) and the Ministry of Primary and Mass Education, the Education Sector will ensure uninterrupted education for Rohingya children using the Learning Competency Framework and Approach (LCFA), and with the piloting of the Myanmar curriculum for secondary level learners, as recently approved by the Government of Bangladesh in a positive step to expand access to education for Rohingya refugees. To date, levels 1-2 of the LCFA have officially been approved by the Government of Bangladesh, through the Guideline for Informal Education Programme (GIEP), while Levels 3-4 remain under review.

Education partners aim to further improve the quality of the teaching-learning environment, with qualified instructors and adequate learning materials. The Education Sector will keep working with competent entities on quality assurance of current LCFA materials, books, teachers' guides, teacher training materials, and learning assessment tools, many of which will also be used to help the eventual transition to other curriculum options, such as the Myanmar national curriculum.

As an initial step to transition to formal learning, the Education Sector plans to initiate the Myanmar Curriculum Pilot (MCP) project in 2020 for Rohingya refugee children and youth, with a view to improving their access to and quality of education and facilitating the sustainable repatriation of children once conditions necessary to support safe, voluntary and dignified return exists. This also meets the long and consistent desire of parents and children in the camps to access education in the Myanmar curriculum. The curriculum will be aligned with the Myanmar national curriculum framework, with adaptations appropriate for the context of the camp and the needs and feedback of Rohingya children. Starting from the second quarter of 2020, the Myanmar middle school curriculum (Grades 6 to 9) will be introduced on a pilot basis for 10,000 adolescents. In 2021, this will be further expanded to introduce Grade 10 and Grade 1, the first year of primary school. Using the English version of the Myanmar curriculum will ease the transition from the current LCFA, where English is used as the medium of instruction, and help to overcome the challenge of teacher availability.

In addition, the Education Sector is developing gender-responsive and age-appropriate Early Childhood Development (ECD) content and materials for 3 to 5, year old children. With the guidance for the newly developed inter-sectoral ECD Working group, this will utilise an integrated approach, inviting the Child Protection Sub-Sector, Health, Nutrition and WASH sectors and the Gender Hub to work together to address the development needs of children.

Some 83 percent of youth and adolescents do not have access to any education causing frustration and preventing this cohort from accessing practical skills training opportunities. Education partners will build on progress made since mid-2019,<sup>101</sup> in enrolling youth in education programmes, including basic literacy

## DISAGGREGATED DATA

Population Type	Total		Children (0-3)		Children (4-5)		Children (6-14)		Children (15-18)		Children (19-24)	
	Total Female	Total Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Rohingya	186,256	189,668	17,514	17,849	31,756	33,038	103,757	111,103	26,843	23,026	6,386	4,652
Bangladeshi	22,797	23,050	-	-	7,556	7,492	14,070	14,429	836	816	335	313



and numeracy, and will expand skills development programmes and vocational training to engage adolescents and youth productively and facilitate their sustainable reintegration back into Myanmar society. Rohingya refugees from 3 to 24 years old will also receive informal education in English and Myanmar language, in line with the Government of Bangladesh's policy framework.

The Education Sector will enhance the engagement of affected populations in their children's education through cooperation with community leaders, religious authorities and community-based informal education networks, some of which have been using Myanmar textbooks. The expansion of existing alternative modalities,<sup>102</sup> such as the community-based learning facilities or structures established by other Sectors, will facilitate access to populations that cannot enroll into the traditional learning centres, in consultation with the communities within the catchment area. These efforts will complement the strategy of constructing two-storey medium hazard-resistant learning centres and help to mitigate the challenge of space scarcity in the camps. These structures, which are safer and more sustainable, have respectively been developed with the Shelter and the SMSD Sectors and can be adapted to other Sector needs.

## HOST COMMUNITY RESPONSE STRATEGY

Following systematic consultations with the Additional Deputy Commissioner, the District Primary Education Officer (DPEO) and the District Education Officer (DEO), the Education Sector's host community strategy is aligned with the priority needs identified by the Government of Bangladesh. Further, to ensure the transparency of aid provision and avoid duplication, efforts are underway to improve information sharing, including by establishing an Education Sector work area within the DPEO premises and a conference and training room where Education Sector meetings, as well as DPEO trainings and conferences, will take place. The DPEO and DEO will also be supported to improve data systems and strengthen their institutional capacities.

Based on the needs identified with Government authorities, Education partners will focus on the, rehabilitation of school infrastructure, and the provision of education supplies, with priority given to the 10 primary and 10 secondary schools selected by DPEO and DEO in Ukhiya and Teknaf. Partners will also support the DPEO and DEO to improve the quality of education through the professional development of teachers and para-teachers working in government and informal schools.<sup>103</sup>

In order to mitigate the effects of the influx, which has particularly hampered the continuation of education for adolescents and youth, and to mitigate negative coping mechanisms and protection risks, education partners will give special attention to support programming targeting adolescents and youth, especially girls. Education partners will provide a comprehensive package of adolescent and youth programming, following Government guidelines, in the most vulnerable communities in Cox's Bazaar district. This will include basic literacy and numeracy, the provision of life skills and expanding existing skills development and vocational training programmes based on relevant needs and in collaboration with other sectors. All skills development programmes will be developed in consultation with district educational authorities. Further, 300 youths from Ukhiya and Teknaf will be given the opportunity to access vocational college and polytechnic institute courses in Cox's Bazar.

The Education Sector will also engage with communities through School Management Committees, parenting sessions, and community awareness and sensitization on disaster risk management and the importance of education. Learning facilities are one of the platforms used to disseminate life-saving messages to the community. During the regular monsoon, learning centres are also used as 72-hour temporary collective shelters when the need arises.

## PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER MAJOR WEATHER-RELATED DISASTERS

The Education Sector will preposition material supplies, including emergency kits in preparedness for cyclones and other natural disasters.

## CROSS-CUTTING ISSUES

### Protection mainstreaming (including child safeguarding)

Equitable consideration of all children's protection, safety, and other vulnerabilities, including the specific needs of children with disabilities, will facilitate the implementation of key elements of protection mainstreaming: safety, dignity and avoiding causing harm; accountability; participation and empowerment; and meaningful access.

Learning facilities are protective and child friendly. Programme activities to refurbish and provide materials and equipment take into consideration safety, protection, age-appropriateness, and security.

Learning facilities are located with due consideration to distance from traffic risks, crowding, and natural hazards. Gender segregated WASH facilities ensure protection and dignity and are designed to prevent diseases and other health risks.

A participatory approach to the development of teaching and learning materials will ensure the content and approach are gender, cultural, and conflict sensitive. Teaching and learning materials contribute to strengthening protection principles, including child and adolescent rights, civic education, and the importance of critical services being accessible.

Awareness sessions provided to caregivers will ensure community engagement, increase knowledge of child rights, and mitigate such protection risks as child and forced marriage, child trafficking and child labor. Partners will be sensitized to the rights of dignity to children and positive discipline. “Community watch” programmes help to ensure protection of the most vulnerable children, which is reinforced through the dissemination of messages developed in consultation with relevant Sectors.

### Gender mainstreaming

The Education Sector will continuously collect and analyze data (disaggregated by age, sex and disability) to ensure that all targeted children have access to safe, protective, gender-responsive and accessible learning environment, including through the Myanmar Curriculum Pilot.

Education partners will provide gender and inclusion sensitive trainings for facilitators and design and develop gender-responsive content and material for teaching-learning, planning, managing and coordinating such as integrating menstrual health and hygiene sessions for adolescents and youth. Programming will minimize gender and inclusion barriers for children and youth through the improvement of access to alternative learning

facilities, which Education partners will expand and strengthen to prevent exclusion of girls and boys, as well as access to child and gender-friendly WASH services. Alternative learning facilities will, for example, offer the possibility of enrolling adolescents and youth in sex-segregated facilities after a certain age, or with same-sex facilitators. Community-focused programmes will raise awareness of the importance of education for all.

### Environment and eco-system rehabilitation / Disaster Risk Reduction

The 2020 response will ensure the upgrading of learning facilities with proper drainage, waste management systems and space allocation based on WASH and SMSD minimum standards. Teaching-learning and life skills materials will include environment-friendly sensitization programmes, enabling children and youth to cascade awareness raising to their communities. Initiatives, such as the greening of learning facilities and establishment of kitchen gardens will continue, with children and youth being encouraged to plant trees and to manage waste and water properly in order to maintain a healthy ecosystem.

The introduction of the two-storey medium hazard resistant learning centres would facilitate more effective management of limited space within the camps and offer safer emergency shelter in case of disasters arising from natural hazards. Disaster risk reduction is integrated within in capacity-sharing activities for learning facilitators. Facility-wise emergency plans, adjusted to different types of disasters include alternative arrangements for learning facilities, the safety of persons, psycho-social support and the security of materials. Disaster risk management awareness sessions held in learning centres for the community, followed by periodic simulation and mock drills, will strengthen preparedness.

95. To cost the JRP 2020, the Education Sector held a budget planning workshop during the development of the JRP in November 2019. The methodology used calculate partners budgets was based on costing activities per child guided by the HRP Costing Methodology Options 2017 document, found at [https://www.humanitarianresponse.info/files/documents/files/hrp\\_costing\\_methodology\\_options.pdf](https://www.humanitarianresponse.info/files/documents/files/hrp_costing_methodology_options.pdf). A cost per beneficiary/activity guidance note was developed by sector partners to then frame their submission to the JRP.

96. Joint Multi Sector Needs Assessment, ISCG, September 2019.

97. Joint Multi Sector Needs Assessment, ISCG, September 2019.

98. Joint Multi Sector Needs Assessment, ISCG, May 2019.

99. Joint Multi Sector Needs Assessment, ISCG, September 2019.

100. In addition to the activities outlined in the Joint Response Plan, the Education Sector will closely work with other Education actors, such as the World Bank and the Islamic Development Bank.

101. From 3 percent to 11 percent of enrolment within four months.

102. Community-based (home-based, religious schools, etc.) and cross-sector shared learning facilities (i.e., Girls Friendly Spaces, Child Friendly spaces, Adolescents clubs, etc.) currently account for 40 percent of all learning facilities. They provide access to 22 percent of the children enrolled in the camps.

103. Community-based schools, established and implemented by the population where no government schools exist, are led by para-teachers. The humanitarian community also establishes learning centres in host community where government schools are not available.

# NUTRITION



## SECTOR OBJECTIVES

1. Reduce excess mortality and morbidity among boys and girls under 5 years old, Pregnant and Lactating Women and other vulnerable groups through provision of life-saving interventions to treat Severe and Moderate Acute Malnutrition. (SO2 & SO3)
2. Reduce the burden of malnutrition among boys, girls, Pregnant and Lactating Women and other vulnerable groups through the strengthening and scale-up of malnutrition prevention interventions. (SO2 & SO3)
3. Strengthen the collective Nutrition Sector response through timely collection and analysis sex and age disaggregated nutrition data, information management and effective coordination. (SO1)

### FUNDING REQUIRED

 **USD 39.9M**

### POPULATION TARGETED

 **395,050**



**271,403**  
Rohingya Refugees



**123,647**  
Bangladeshi Host Community



**09**  
Sector Projects



**09**  
Appealing Partners



**13**  
Implementing Partners

### CONTACT

Government of Bangladesh:  
Civil Surgeon (Ministry of Health and  
Family Welfare)

Sector Lead Agency: UNICEF

Sector Coordinator:  
Bakhodir Rahimov / brahimov@unicef.org

## SECTOR NEEDS ANALYSIS

### NEEDS OF ROHINGYA REFUGEES

The Nutrition Sector partners scaled up nutrition services across all camps resulting in further stabilisation of the nutrition situation in 2019. It is currently below the WHO emergency threshold for Global Acute Malnutrition (GAM) of >15 per cent but remains serious according to the most recent Standardised Monitoring and Assessment of Relief and Transitions (SMART) nutrition surveys conducted in October 2019.

The findings indicate a significant decline in the prevalence of GAM in the camps from 19.3 percent after the influx to 10.9 percent in October 2019. In Nayapara Registered Camp, which existed before the 2017 influx, GAM prevalence declined only slightly from 14.3 percent to 13.3 percent though statically no significant difference. Anaemia prevalence among children 6 to 23 months – 59.6 percent – and stunting among children <59 months – 32.6 percent – remains a major public health concern.

Coverage of nutrition services across the camps has increased. All communities can reach a nutrition facility on foot in less than 30 to 45 minutes. Utilisation of nutrition services by some Severe Acute Malnourished (SAM) and Moderate Acute Malnourished (MAM) children and Pregnant and Lactating Women (PLW), however, is limited by other reasons related to socio-cultural and behavioural issues, as shown in an Infant and Young Child Feeding (IYCF) monitoring exercise. Other assessments indicate that relevant nutrition sensitive interventions, such as income generating activities, kitchen gardens, etc. – which can contribute to the reduction of malnutrition are difficult to implement due to space and other constraints.

The report indicated that infant and young child feeding practices are sub-optimal, with 50 percent of children under six months not exclusively

### DISAGGREGATED DATA

Population Type	Children (<18 years)				Adult (>18 years)	
	Total Female	Total Male	Female	Male	Female	Male
Rohingya	200,000	71,403	128,936	71,403	71,064	-
Bangladeshi	99,604	24,043	67,091	24,043	32,513	-

breastfed (EBF) by their mothers in the camps and 26 percent of children less than six months not exclusively breastfed in Nayapara Registered Camp. Some 45 percent of infants in the camps and 24 percent in the Nayapara Registered Camp were not being breastfed within one hour after birth.

The rationalization of service delivery for nutrition has progressed, with the Nutrition Sector coordinating the allocation of individual catchment areas for more than 90 percent of the curative facilities, which has resolved problems of overlap and duplication. The Sector will complete the integration and restructuring process in 2020.

## NEEDS OF HOST COMMUNITIES

A SMART survey conducted in Teknaf and Ukhiya Upazilas in March 2018 indicated GAM prevalence to be 11.4 percent with approximately 8,322 children suffering from acute malnutrition, a situation classified as serious according to the WHO emergency thresholds. The same survey estimated the rate of the Severe Acute Malnutrition (SAM) rate to be 1.5 percent in both Upazilas, indicating that around 1,095 children are affected, which is a serious concern.

Expanding utilisation of Outpatient Therapeutic Program (OTP) and Supplementary Feeding Program (SFP) services, particularly for vulnerable groups, requires increased access and coverage. Effective community outreach activities are essential to allow for the timely identification, referral and follow up for the treatment of Severe Acute Malnourished, Moderate Acute Malnourished and Pregnant and Lactating Women at the centre level, coupled with continuous nutrition and health education promotion activities.

Infant and Young Child Feeding (IYCF) survey results revealed that nearly half of the mothers did not initiate breastfeeding within one hour after birth and that only 50.7 percent of mothers exclusively breastfed their children within the first 6 months. These findings also indicated that children receiving the minimum acceptable diet remain at 17 percent, which is low, as is the score for minimum dietary diversity at 20.6 percent. A coverage survey conducted in March 2019 found that only 60.9 percent of SAM cases have access to OTP services and that less than 49.5 percent of the children suffering from Moderate Acute Malnutrition (MAM) had access to Targeted Supplementary Feeding Programme (TSFP) services, which reflects a 10 per cent decline compared to a 2017 survey. According to these findings, almost 25 percent of respondents were not aware that their child was sick and did not have information about the availability of Community-based Management of Acute Malnutrition (CMAM) services, which shows

the need for continuous awareness creation and sensitisation.

The Nutrition sector recognises the need and importance of multi-sector collaboration in addressing the causes of malnutrition, especially in Teknaf and Ukhiya, particularly because of the uncertain prospects for solutions for the Rohingya refugees and the strains created for the host community.

## SECTOR RESPONSE STRATEGY

### ROHINGYA REFUGEE RESPONSE STRATEGY

Together with the Civil Surgeon of the Ministry of Health and Family Welfare and the Refugee Relief and Repatriation Commissioner, the Nutrition Sector will support and operate facilities and deliver services that ensure malnourished children under age 5, Pregnant and Lactating Women and other vulnerable persons are identified, effectively referred for treatment and followed up after the successful completion of their treatment. In 2020, the Nutrition partners will focus strongly on (i) improving the quality of services provided by nutrition facilities, including outreach, referral and follow-up. Also, the (ii) the Nutrition Sector will continue to tackle the fragmentation of services to ensure rationalisation of services provided through facilities in each camp. The nutrition partners have agreed to restructure facilities to ensure the continuum of care by integrating TSFP, OTP and other nutrition services. The Sector will promote the strengthening of services through the application of standardised tools, roll out of training and regular re-training for staff in all facilities, as well as through supportive supervision and coaching on the job to ensure that the knowledge, skills and confidence of all staff enable them to provide high-quality services.

The Nutrition Sector will complement these curative approaches with significantly strengthened preventive actions aimed at reducing the risk of children under five, Pregnant and Lactating Women and other vulnerable groups of becoming malnourished. These efforts will include Blanket Supplementary Feeding and an enhanced focus and strategy for promoting Infant and Young Child Feeding Education (IYCF-E) services, both at the household level through, for example, information dissemination, as well as through community groups and meetings to share information about important hygiene, behavioural and other issues that affect nutrition.

The Nutrition Sector in a close partnership with the health sector in general and with the Sexual and Reproductive Health (hereafter referred to as



SRH) partners specifically, will pilot a joint training programme for midwives, community health workers and traditional birth attendants (hereafter referred to as TBA) on promoting of exclusive breastfeeding in communities. The antenatal care centres could support nutrition sector in promoting of recommended feeding for pregnant and lactating women and preventing of anaemia.

The Nutrition Sector will continue to strengthen coordination and collaboration of partners to ensure high-quality services are available and easily accessible to the Rohingya refugees and to eliminate gaps and duplications gaps in service provision. The Nutrition Sector will strengthen the camp-level coordination among nutrition partners and with related Sectors, including continuing work on the rationalisation of services and facilities and day-to-day problem-solving at the operational level, complemented by coordination and technical working group activities in Cox's Bazar.

Improvement of monitoring and data analysis tools and the regular collection of evidence will continue, including a series of assessments and surveys, to guide the Sector response. The Nutrition Sector will study the perceptions, knowledge, attitudes and behaviours of the communities, establishing a better understanding of the relevant socio-cultural, religious and other factors that influence their understanding and behaviour. Based on this knowledge, existing IYCF and other materials, the Nutrition Sector may revise and the communication approach with the communities modified. The Nutrition Sector will establish gender and age-responsive feedback and communication mechanisms, enabling the communities to have a voice in planning and monitoring of the quality and effectiveness of nutrition services.

## HOST COMMUNITY RESPONSE STRATEGY

Three Nutrition Sector partners support the Civil Surgeon's office in providing nutrition services for the host communities in the eight Unions in Cox's Bazar District – Palongkhali, Jaliapalong, Whykong, Nhila, Baharchara, Teknaf Sadar, Teknaf Pouroshova, Rajapalong – that are most affected by the large presence of the Rohingya. Nutrition partners scaled-up support for the delivery of curative nutrition services – SAM and MAM – in all health centres in 2019, including the provision of equipment and commodities and capacity-strengthening support for staff. These partners also support preventive interventions, such as IYCF and other services, working in cooperation with such other Sectors as WASH, Education and Food Security. The Nutrition Sector has established

a survey plan for assessments that will be carried out in the host communities in 2020, following the 2018 SMART survey and coverage survey conducted this year, which will inform efforts to scale up assistance further.

## PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER MAJOR WEATHER-RELATED DISASTERS

The Nutrition Sector is prepared to take the following actions in a severe weather scenario:

1. If access to facilities becomes difficult, the Sector will provide double rations so that people only need to come once every 2 or 4 weeks for treatment.
2. If facilities cannot function, the Sector staff trained to operate as "Mobile Nutrition Teams" will ensure continuity in services. All Nutrition partners will have a budget allocation in 2020 to enable emergency repairs or re-establishment of damaged facilities.
3. In the case of cyclones, the Sector will request all facilities to close 1 to 2 days in advance and inform the people receiving services accordingly. In-patients treated in Stabilisation Centres will be transferred to cyclone-resistant health facilities before landfall.

The Government of Bangladesh will lead disaster preparedness and response in the host communities. The Nutrition Sector has brought the JRP partners and Government officials and agencies together during 2019 through workshops and other activities to sharing information on their respective plans and understand better how all actors could work together most effectively should a large-scale weather-related disaster impacting on the Rohingya camps and the neighbouring host communities.

In coordination with the Ministry of Health and Family Welfare, Nutrition partners support the strengthening of the emergency preparedness and response planning and capacities based upon three severity scenarios for weather-related disasters. These measures will be similar to those foreseen to ensure continuity in nutrition services in the camps.

## CROSS-CUTTING ISSUES

### Protection mainstreaming (including child safeguarding)

The nutrition sector in a close partnership with the Protection Sector will pilot expanded active

community nutrition screening interventions. During nutrition screening, it could be possible to identify a child protection concerns including violence, abuse and neglect. The nutrition front-line service providers will be trained on child protection principles, confidentiality, identification of signs of abuse and referral pathways. The front-line nutrition service providers also could provide aggregate data on suspected cases of neglect, abuse and domestic violence, and, in line with principles of data protection and confidentiality, support referral for follow up specialised home visits. Also, Nutrition Sector will support identification of children with different types of disability (in line with the Washington Group Short Set of Disability Questions: WGSSQ) and, where a child has any signs of disability (according to the general observation or information from a caregiver) a caregiver (mother) will be advised, if unaware, to visit the specialised facilities (the referral pathway will be received from the Protection sector) for getting support in caring of a child with the respective disability.

The Sector will use “naturally fit” service integration which at this stage mostly includes Health and WASH sectors. However, the Nutrition Sector will further explore integration opportunities with education for possible piloting of comprehensive intersectoral early childhood care and development under IYCF-E (Mother Support Groups, IYCF corners, OTP facilities). Early childhood care and development modules for IYCF-E service needs will be developed in a consultation and technical support of the Education Sector.

The Nutrition partners will ensure that attending nutrition facilities will be safe and that outreach activities provided by female staff will be carried out in a manner that it will not jeopardise their safety. The Sector will work more closely with the Protection Sector and GBV Sub-Sectors and others to ensure that women and girls receive the information and messages they need to have improved access to nutrition services. The training of Nutrition Sector staff on GBV issues will strengthen their ability to refer women, girls and children who might have been subject to violence to relevant facilities operated by the Protection GBV or Child Protection partners.

The Nutrition Sector has undertaken and supported surveys aimed at identifying and better understanding the socio-cultural, religious and other factors that affect the ability of caregivers in the Rohingya refugee and host communities to utilise nutrition services. These efforts will continue with the objective of reducing gender, age and other diversities related barriers and improve access to important information and services. Nutrition partners initiated structured community engagement in 2019, and these meetings

will be conducted systematically and regularly in 2020 in every camp.

Training and capacity building for staff represents an ongoing commitment by the Nutrition partners. All partner personnel are well-trained on GBV and Child Protection and have signed commitments in relation to PSEA, as part of the Code of Conduct. Nutrition staff will also receive additional training on PSEA, GBV, gender issues and interpersonal communication next year so that women seeking services are treated with respect and referred appropriately.

Nutrition partners also advocate on the key cross-cutting issues within the host community by engaging with forums with men, adolescent boys, Community Groups, Community Support Groups and local level coordination meetings, to ensure the safety of all-female staff and people receiving nutrition services.

### **Gender mainstreaming**

Nutrition partners will ensure that Pregnant and Lactating Women, adolescent girls and children attending nutrition facilities and that female staff engaged in outreach activities will be safe, as emphasised above. As also noted, the Nutrition Sector will ensure the coordinated and effective mainstreaming of gender, together with the GiHA WG, Gender Hub, Protection Sector and GBV Sub-Sector and others, to improve awareness of available services and access to them. Through training will also help staff to identify possible those among the women, girls and children receiving nutrition services who may need a referral for Protection, GBV or Child Protection Services.

### **Environment and eco-system rehabilitation / Disaster Risk Reduction**

The Nutrition Sector advocates for fuel-efficient cooking and food preparation, and planting of trees within the grounds of nutrition facilities. In the host community, the Nutrition partners support an initiative to collect and transport empty therapeutic food sachets and other waste for recycling in collaboration with recycling services in Dhaka.

# COMMUNICATION WITH COMMUNITIES



## SECTOR OBJECTIVES

1. Improve access to information for women, girls, men and boys – with a focus on currently underserved areas and groups – through rationalized, community-centric, gender-responsive and evidence-based communication and community engagement approaches. (SO1, SO2, SO3 & SO4)
2. Improve participation of and accountability to women, girls, men and boys from affected populations following minimum standards for the referral and resolution of community feedback and through increased use of collective data analysis. (SO1, SO2, SO3 & SO4)
3. Reinforce coordination, advocacy and technical support across different Sectors and stakeholders for mainstreaming CwC and Accountability to Affected Populations (AAP) principles<sup>104</sup> enabling people to have access to life-saving information and knowledge on rights and services, working with respect for the laws and policies of the Government of Bangladesh. (SO1, SO2, SO3 & SO4)<sup>105</sup>

### FUNDING REQUIRED

 **USD 10.0M**

### POPULATION TARGETED

 **910,060**



**687,395**  
Rohingya Refugees



**222,665**  
Bangladeshi Host Community



**06**  
Sector Projects



**06**  
Appealing Partners



**11**  
Implementing Partners

### CONTACT

Government of Bangladesh: Refugee Relief and Repatriation Commissioner (RRRC)

Working Group Lead Agency: IOM

Sector Coordinator:  
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## SECTOR NEEDS ANALYSIS

### NEEDS OF ROHINGYA REFUGEES

The response has achieved some good progress in terms of the affected population being able to access information. Earlier assessment showed, seventy-five percent<sup>106</sup> of the Rohingya community feel it is easier to get information in the last six months, and ninety-two percent<sup>107</sup> feel that they have enough information to make decisions for themselves and their families. Gaps remain, however, in who can access information, which are driven by vulnerability and geographic locations. Women, people with disabilities and older people are underserved by current community engagement strategies and information channels. Access to information also varies across issues.

Seventy-eight percent of households report no barriers when interacting with the humanitarian community, although the barriers that remain tend to impact more strongly on vulnerable groups. Seventy-six percent of households say their opinion is sometimes or always taken into account – leaving almost a quarter who feel that their opinion is rarely or never taken into account. A substantial number of Rohingya refugees – around forty percent – are still not aware of complaints and feedback systems or how to use them. Language is also an issue for Rohingya refugees when considering giving feedback, with fifty-five percent saying they cannot talk to aid providers and fifty-nine percent saying only some aid workers speak their language. Standards for Complaints and Feedback Mechanism referral pathways are under development.

### DISAGGREGATED DATA

Population Type	Total Female	Total Male	Children (<18 years)		Adult (>18 years)	
			Female	Male	Female	Male
Rohingya	359,239	328,156	144,890	151,463	214,349	176,693
Bangladeshi	110,598	112,067	49,626	50,285	60,972	61,782

## NEEDS OF HOST COMMUNITIES

While access to electronic and print-based information channels is more widespread in the host community, some of these channels have a tendency to provide information from a single perspective or focus on sensational or extreme angles to stories rather than on supporting members of the host community with advice or information. A lack of credible information results increasingly in rumours and misinformation filling the information void.

A few CwC face-to-face information hubs in the host community and some broadcast radio content and face-to-face community engagement activities have targeted host communities. The scale and scope of this work, however, is currently too low to meet information needs. Similarly, access to complaint and feedback mechanisms is much lower within the host community, with only 37 percent of those who received services or support from humanitarian organisations saying that they knew how to make suggestions or complaints about those services. More systematic community engagement targeted to the host community is needed, in recognition of the fact that they have different communication preferences from Rohingya refugees.

## SECTOR RESPONSE STRATEGY

Based on different assessments (e.g. MSNA), focus group discussions (e.g. NPM), beneficiary perception surveys (e.g. GTS) and analysis of regular feedback received in 2019 through community outreach as well as different CFM mechanisms, the following strategies have been adopted:

### ROHINGYA REFUGEE RESPONSE STRATEGY

Together with the Refugee Relief and Repatriation Commissioner, the CwC Working Group will work on ways to improve the availability of information and access to complaints and feedback mechanisms in harder to reach geographic areas and camps populations, including such potentially vulnerable individuals as women and girls, the elderly and people with disabilities. The CwC Sector will achieve this through a review and analysis of geographic coverage and agreement on general standards based on access and coverage ratios. The substantive information exchanged through CwC platforms will also be reviewed to ensure Rohingya refugee perspectives on the situation in Myanmar and their prospects for return drive the pursuit of Strategic Objective 4.

The CwC partners will continue to support a range of approaches, methods and platforms that address the different and changing ways through which Rohingya refugees access information and give feedback, taking into account age, gender and other diversity-related barriers. In 2020, this will include agreement of minimum standards for complaints and feedback mechanisms, which will be promoted to all Sectors and their partners for adoption into their systems. The Sector will support introduction of the minimum standards with capacity building support, along with joint efforts to improve community awareness of and access to feedback and complaints mechanisms.

The Working Group will continue, strengthen and structure capacity building on CwC issues through consolidated planning, harmonization of curriculums where appropriate, and forming a central pool of trainers to support Sector-level capacity building initiatives. Government staff in camps will be oriented on CwC principles, standards, processes and activities through the Site Management Sector's capacity sharing initiative.

Following the response-wide agreement to adopt common indicators on accountability to affected populations (AAP), the CwC Working Group will support the whole humanitarian community through continued operationalisation of the Accountability Manifesto. The Working Group will continue to provide advocacy and technical support to other Sectors including Protection, PSEA Network, GiHA WG and Site Management. Efforts will focus on developing overall and Sector-specific strategies mainstreaming and technical collaborations.

With CwC 4Ws, assessments and analysis being well-planned and coordinated in order to monitor progress, the Working Group will continue to identify gaps and provide evidence-base for prioritization of efforts in different sectors.

### HOST COMMUNITY RESPONSE STRATEGY

Complementing ongoing coordination with Refugee Relief and Repatriation Commissioner's office, the CwC Working Group will establish formal and regular collaboration with Bangladesh Betar, the State-owned radio institute, the District Relief and Rehabilitation office and the District Information Office.

The host community population (above 5 years) in unions adjacent to camps (within the 5 km radius) will be targeted. The communities will be reached through different communication means including radio programming, community mobilization various campaigns which allows to reach widespread



population in host community. The CwC Working Group will seek to improve access to information and accountability services within the host community, based on analysis of local capacity and gaps. Needs that are specific to the host community will be addressed by providing services that help the community identify and dispel rumors and fake news in the community that leads to disharmony. The CwC partners will promote communication approaches that support peaceful co-existence both within the host community and between the host and Rohingya community, including increased use of information hubs and radio listener groups with focused radio programming. The materials will use appropriate languages and adapt messaging to the cultural context.

## PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER MAJOR WEATHER-RELATED DISASTERS

The CwC Working Group will implement the following preparedness activities:

- Enable Rohingya refugees to listen to Early Warning messages.
- Ensure the most vulnerable and marginalized groups, including women and girls, persons with disabilities, and elderly, can access information through all CwC dissemination channels.
- Collect, analyse and share relevant concerns and feedback from women, girls, men and boys from the community.
- Prepare and adjust CwC messages, materials and content for the Rohingya community, as well as for the host community.
- Provide technical support to different Sectors in developing and adjusting their community-focused messages and materials.
- Coordinate with Site Management Sector to ensure that communication materials are prepared and in place, such as megaphones, flags, flag posts, sirens, and display boards.
- Train the trainers to enable them to facilitate field-level training, orientation and planning sessions, including with camp-level Disaster Management Committees.
- Conduct awareness campaigns with relevant messages and materials through all CwC dissemination channels, including radio, information hubs, listener groups, and inter-personal communication sessions.

## CROSS-CUTTING ISSUES

### Protection mainstreaming (including child safeguarding)

The CwC Working Group will strengthen coordination with the Protection Sector, Child Protection Sub-Sector, Gender Hub and PSEA Network, ensuring joint initiatives on information, communication and feedback provisions.

In consultation with protection sector and its subsectors CwC WG will continue to identify key areas for collaboration/technical support and accordingly work together to develop messages, contents and information services to serve the population with simple, easily accessible and understandable information on issues that relates to their day to day life as well their future concerns. Continuous collaboration will be maintained with relevant actors including different sectors and government entities for information provision on community's concerns as they arise. Based on needs and gaps identified through analysis of community feedback and assessment findings, CwC actors will develop information products (message/materials) and disseminate them through multiple means for awareness raising, sensitization and advocacy.

### Gender mainstreaming

The Working Group will strengthen coordination with PSEA network, GBV Sub-Sector, GiHA Working Group, Gender Hub and gender focal points. During community mobilization, CwC partners will consult with specific groups, including women and children, and organisations to identify gender-related issues and solutions. The Working Group will also undertake more targeted campaigns on those issues for specific audiences and strengthen referral pathways and follow up, as well as providing training for information hub and other CwC staff and volunteers that deal with reporting and referral of sensitive cases.

### Environment and eco-system rehabilitation / Disaster Risk Reduction

Environment and eco-system rehabilitation: The CwC Working Group will pursue stronger coordination with the Energy and Environment Technical Working Groups and provide support for needs and community feedback analysis. The CwC partners will offer technical support for the development and adjustment of messages and materials, as well as support for rolling out awareness campaigns.

Disaster Risk Reduction: The CwC partners will prepare Disaster Risk Reduction messages and related content, collaborating with Government and other Disaster Risk Reduction structures, advocating for CwC efforts to reach vulnerable and marginalized communities.; and supporting evidence-based advocacy for Sector-specific actions aimed at integrating CwC within Disaster Risk Reduction efforts.

104. AAP is defined as 'an active commitment by humanitarian actors and organisations to use power responsibly by taking account of, giving account to, and being held to account by the people they seek to assist'.

105. The funding requirement (\$10 M) includes allocation for refugees (\$7.5 M) and host communities (\$2.5 M) to implement information service center and CFM mechanism (35%), communication resources (21%), community mobilization (19%), capacity development (20%) and Assessment/research (05%).

106. Common Service for Community Engagement & Accountability / Internews: Information Needs Assessment, 2019

107. Common Service for Community Engagement & Accountability: How effective is communication in the Rohingya refugee response?, 2018



# COORDINATION



## SECTOR OBJECTIVES

1. Support leadership and coordination to ensure an effective response, with protection and solutions as the foundation. (SO1, SO2, SO3, & SO4)
2. Foster a common understanding of the context, needs, priorities, response progress and gaps. (SO1, SO2, SO3, & SO4)
3. Promote an efficient and well-resourced response through effective advocacy and resource mobilization efforts. (SO1, SO2, SO3, & SO4)

### FUNDING REQUIRED

 **USD 3.6M**

### POPULATION TARGETED

 **1.3M**



**855,000**  
Rohingya Refugees



**444,000**  
Bangladeshi Host Community



**04**  
Sector Projects



**04**  
Appealing Partners



**06**  
Implementing Partners

### CONTACT

Government of Bangladesh: Refugee Relief and Repatriation Commissioner (RRRC), Deputy Commissioner (DC)

Senior Coordinator:  
Nicole Epting / [seniorcoordinator@iscgcb.org](mailto:seniorcoordinator@iscgcb.org)

## NEEDS ANALYSIS

Delivering a timely, effective and efficient humanitarian operation that has protection at the centre requires solid coordination to hear the voices of Rohingya refugees and people living in host communities, assess their needs and translate these findings into solid, evidence-based strategies and programmes that have Government's backing, and earn the support of international donors.

Under the overall leadership and coordination of Government of Bangladesh, nine United Nations agencies and more than a hundred international and national NGOs and other humanitarian entities are responding to the crisis.<sup>108</sup> This number of organisations require coordination in order to continue working together, in support of the Government, to deliver protection and assistance collectively and work toward solutions for Rohingya refugees, and to address the impact of the Rohingya presence for Bangladeshi host communities.

Coordination has grown stronger, more coherent and effective over the nearly two and half years since the Rohingya humanitarian crisis began. Improvements and adaptations have been made as the response moved from the most critical emergency phase during 2017 and 2018, to greater stabilisation during 2019. Adapting to the operational reality, the UN and NGOs in the response, with the support of the inter-agency ISCG Secretariat, have created a workable coordination system and structure in practice, in a very complex and challenging environment. The structure was established in mid-2017, just before the influx began: and thus, it has been able to support the response overall, since its very outset.

Building on this progress, further adjustments and rationalization are needed to ensure that the coordination architecture is streamlined, efficient and fit for purpose, with clear lines of accountability, in order to respond in an agile and effective way to emerging challenges.

## DISAGGREGATED DATA

Population Type	Total Female	Total Male	Children (<18 years)		Adult (>18 years)	
			Female	Male	Female	Male
Rohingya	441,515	413,190	224,736	234,376	216,779	178,814
Bangladeshi	222,000	222,000	133,200	146,520	88,800	75,480



## RESPONSE STRATEGY

In 2020, coordination will support an effective, predictable, and evidence-based response, with strengthened prioritization. In 2019, progress has been achieved in such areas as increased clarity on the functioning, objectives, roles and responsibilities of some sectors, the streamlining of some sector coordination mechanisms; strengthening of some sectors' camp-level focal point mechanisms; forward steps in the framework for coordination, leadership and accountability through the start of the rollout of the capacity sharing initiative with the Camps-in-Charge teams, which has been built into the work of all sectors and is being progressively implemented, led by the Site Management Sector; multiple examples of results-oriented inter-sector coordination; development of new key information management products and tools; agreement on a monitoring framework for common indicators for coordination; and progress towards the optimization of synergies with development planning efforts. This progress will be built upon in 2020.

Through the heads of UN agencies and NGOs working in Cox's Bazar, the Senior Coordinator will ensure overall coordination of the response, supported by the Inter-Sector Coordination Group (ISCG) Secretariat and Sectors (each of which has a designated lead agency, a dedicated Coordinator and in some cases a co-coordinating NGO), and working closely with key Government of Bangladesh officials in leadership positions, including the RRRC and the District Deputy Commissioner.

The ISCG Secretariat will continue to deliver the core coordination functions for the response, including managing the joint response planning cycle (from assessment and strategic planning, to supporting resource mobilization, monitoring, and reporting), information management, external relations and communications, and support to field and thematic coordination (including emergency preparedness and response, Protection of Sexual Exploitation and Abuse (PSEA), and gender mainstreaming, for example). The ISCG Secretariat supports the overall coordination structure, including the Strategic Executive Group in Dhaka, the Head of Sub-Office Group, and Sector Coordinators in Cox's Bazar, to take decisions, and align and advocate on key policy, security and operational matters, informed by protection considerations.

Identified gaps and areas for improvement which will be key areas of focus in 2020 to further strengthen and realign the coordination architecture and system include:

- Further **harmonization of standards and**

**implementation approaches** across the camps, and additional focus on strengthening **camp-level coordination**, through renewed efforts to define a standard model for camp-level inter-sector coordination and a more robust system of camp-level sector focal points. The network of Camp Sector Focal Points is the foundation for supporting Government management and coordination of the response through the RRRC and the strengthened Camp-in-Charge teams. Redoubled efforts across all Sectors and camps are needed to ensure that coverage is complete and Focal Points with the right capacities are on the ground to fulfil these essential roles. More investment is required to develop clear, agreed modalities and systems for information sharing, securing permissions, and taking key operational decisions on such critical issues as the allocation of scarce land within the camps and the rationalization of services. Plans have also been put in place for more regular coordination and communication between humanitarian actors in Cox's Bazar with Camps in Charge.

- Increased **facilitation of humanitarian access issues** through dedicated resources and personnel and establishment of required mechanisms, with a key focus on liaison with NGOs and the improvement of access monitoring tools and analysis.
- Strengthening of **strategic communications**, including **advocacy messaging** to address policy challenges and programmatic access issues, as well as a more **collective media strategy** and **enhanced outreach and communication to host communities**. This goes hand-in-hand with the need to ensure a **more robust and transparent information management system**, which can generate relevant and timely products to guide operational implementation and communications and advocacy that keeps the humanitarian needs of the Rohingya, the impacts that the large Rohingya refugee presence is having on Bangladeshi host communities and the achievements of the humanitarian operation on the national and global agenda, and which can **better track host community contributions and programming** by development actors and international financial institutions, such as the World Bank and Asian Development Bank, as well as other actors working outside of the JRP framework. The need to **improve coordination and optimize synergies with development actors** is becoming more critical as the response moves into its third year, more multi-year and development funding comes online and national, District and local levels development planning processes accelerate.



- Facilitating more inclusive and effective **NGO engagement** and contributions within the coordination arrangements, working with the NGO Platform and individual agencies.
- Aligning with and mainstreaming the work of the Localisation Task Force, so that **localisation objectives and considerations** inform the development and working modalities of the coordination architecture in the response.
- Further clarifying and documenting the **roles, responsibilities, objectives and functions** of the various coordination mechanisms in Cox's Bazar, and further **streamlining of sectors and working groups** where possible, to serve a sustainable and results-oriented response.
- With the Site Management Sector, strengthen the coordination of **Disaster Risk Reduction activities** in the response, including the linkages with DRR structures in Dhaka.
- **Enhancing linkages** between Cox's Bazar and Dhaka-based agencies and organisations, including those in the role of sector-lead agencies or co-coordinating NGOs, to support more inclusive and predictable operational coordination, advocacy efforts, decision-making, and implementation of policy, security and operational matters.

108. Common Service for Community Engagement & Accountability: How effective is communication in the Rohingya refugee response?, 2018



# EMERGENCY TELECOMMUNICATIONS



## SECTOR OBJECTIVES

1. Maintain existing ETS services including the provision of security telecommunications services and internet connectivity in common operational areas to facilitate the response and ensure the safety and security of staff. (SO2)
2. Conduct capacity building exercises to strengthen emergency preparedness and response skills of inter-agency responders on the ground and to ensure the sustainability of services. (SO2)
3. Provide coordination for Emergency Telecommunications Sector (ETS) and develop and share operational information to facilitate the entire humanitarian response and avoid duplication of efforts. (SO2)

## FUNDING REQUIRED



## ORGANIZATION TARGETED



**01**  
Sector Projects



**01**  
Appealing Partners



**01**  
Implementing Partners

## CONTACT

Government of Bangladesh: Refugee Relief and Repatriation Commissioner (RRRC)

Sector Lead Agency: WFP

Sector Coordinator:  
Habib Shashati / [habib.shashati@wfp.org](mailto:habib.shashati@wfp.org)

## SECTOR RESPONSE STRATEGY

The ability for humanitarian responders to communicate in an emergency is paramount. Effective communication not only facilitates the response and ensures humanitarian assistance reaches those who need it most, it also ensures the safety and security of humanitarian workers. The Emergency Telecommunications Sector will provide overall coordination for the development of plans and activities and the identification and filling of gaps, in order to ensure the smooth delivery of services to facilitate the response.

The ETS will facilitate liaison between the humanitarian community and the Government of Bangladesh, including obtaining, sharing and clarifying guidelines for the importation of telecommunications equipment into the country and the necessary licenses. The Sector will provide technical support and share regular Information Management products to support coordination and advocacy efforts and increase visibility of the operation. During the first Quarter of 2020, the ETS will put in place planning for the coordination and continuity of critical communications services.

In 2020, the ETS will maintain current support and services, including the provision of security telecommunications services by radio in eight operational areas and internet connectivity services at two logistics hubs, which ensures the security of humanitarian staff and enables them to do their work, ultimately saving more lives. In addition, the Sector will maintain support for 40 information hubs that provide multimedia equipment and connectivity to the CiC staff and the Rohingya refugee community, which enable people to find out lifesaving information about the response.

The ETS recognized a continuing need to strengthen emergency telecommunications preparedness and response capacity on the ground, not only to enable a swift, coordinated response to future disasters, but also to ensure the sustainability of critical communications services after the Sector has left. The ETS will conduct training session on VHF and tower climbing as well as 'Let's Comm' session, which equip humanitarian personnel with the skills and knowledge they need to design, implement and maintain VHF and HF radio infrastructure and networks according to UN standards.

# LOGISTICS



## SECTOR OBJECTIVES

1. Augment logistics capacity through the design and implementation of temporary common logistics services and enhance supply chain resilience to allow continuous and unimpeded flow of humanitarian supplies. (SO1, SO2 & SO3)
2. Support decision-making by collecting and sharing timely and accurate information, producing relevant business intelligence strategies and promoting transparent Sector activities. (SO2)
3. Encourage logistics coordination among humanitarian partners and facilitate the rollout of collaborative operational efforts through strengthening existing local logistics systems. (SO2)

## FUNDING REQUIRED

 **USD 1.4M**

## ORGANIZATION TARGETED

 **148**

 **01**  
Sector Projects

 **01**  
Appealing Partners

 **01**  
Implementing Partners

## CONTACT

Government of Bangladesh: Refugee Relief and Repatriation Commissioner (RRRC)

Sector Lead Agency: WFP

Sector Coordinator:  
Cameron Kiss / [cameron.kiss@wfp.org](mailto:cameron.kiss@wfp.org)

## SECTOR NEEDS ANALYSIS

Logistics capacities have improved significantly during 2019 as the response matured operationally. Logistics will continue to be critical in 2020, as well as a major preparedness challenge for natural disasters in the area.

While storage capacity has increased, the limited availability of commercial facilities and lack of space within the camps remains a constraint. The humanitarian community's demand for common storage services continues and utilization rates are high. Demand for additional storage capacity in Cox's Bazar town have resulted from cargo verification requirements prior to "last-mile" delivery, causing significant pressure on local facilities, as have requirements for other storage services, such as temperature-controlled and weather-resistant storage.

Poor conditions and traffic congestion of the road network in Cox's Bazar District are an additional constraint, with road construction making cargo transportation even more difficult, creating uncertain lead times. Major road works planned for the region, such as the Asian Development Bank-funded rehabilitation of the route from Cox's Bazar to Unchiprang, present both near-term difficulties and longer-term solution.

Emergency preparedness to ensure supply chain continuity is a key activity, due to such seasonal weather-related risks as heavy rains, severe flooding and cyclonic storms. Severe weather can impact on cargo transport through waterlogging, landslides and slower average speeds. Transport planning continues to be complex, requiring up-to-date information on road conditions. The maximum suggested truck payload varies from 3 metric tons to 5 metric tons, based upon road conditions. Customs procedures add to the challenges. To ensure accountability detailed regulations and clearance processes can result in extended lead times, combined with limited infrastructure at points of entry, such as the lack of suitable bonded storage.

## SECTOR RESPONSE STRATEGY

The Logistics Sector strategy responds to the major constraints that currently limit operational capacity and impose significant risks on supply chain continuity. To support humanitarian logistics and supply partners in addressing these challenges, the Logistics Sector provides:



- A dedicated coordination cell to strengthen horizontal cooperation among agencies and the synchronization of logistics efforts.
- A forum for discussing Sector-specific logistics operations and requirements and facilitate access to technical expertise in order to improve existing processes.
- Support to humanitarian agencies to build their operational capacity through training, simulation exercises and advisory services.
- Support and advice to other Sectors, the ISCG and the Government of Bangladesh on the logistics-related implications of cross-cutting issues and advocate for streamlined policies and processes that improve logistics performance.
- Tools designed to collect, consolidate and make available timely information and logistics-related intelligence, such as market capacities, asset capacities and access constraints.
- Shared platforms for the data sharing among humanitarian organisations in order to minimise overlaps, reduce duplication of effort and enhance resource utilisation.
- Approaches for overcoming systemic constraint – and as a last resort - assess gaps, design and implement common services for the handling of humanitarian cargo; and
- Measures to reinforce operational resilience by prepositioning standby operational capacity and augmenting agency preparedness activities with technical support to mitigate logistics disruption.

The Logistics Sector will enhance the response through locally driven logistics systems that achieve synergies and collaboration among agencies. The Sector's activities are ultimately aimed at building capacity of humanitarian actors allowing independence, and gradual reduction in reliance on Logistics Sector common services.<sup>109</sup>

## PREPAREDNESS AND RESPONSE FOR CYCLONES AND OTHER MAJOR WEATHER-RELATED DISASTERS

The Logistics Sector will support preparedness for natural disasters by:

- Facilitating access to information sharing platforms that provide agencies with timely logistics updates for operational decision-making, particularly in relation to road conditions and transport constraints;
- Augmenting last-mile storage capacity, particularly with weather-resistant structures, to support the prepositioning of supplies;
- Maintaining available operational standby capacity for rapid deployment based upon identified operational risks, either through physical or virtual stocks of storage and support equipment that can be deployed in support of the humanitarian community.
- Designing and consolidating infrastructure assessments to support government policy development such as the physical road access management.

109. The Logistics sector budget was calculated through establishment of the actual implementation costs of each activity, including staffing, construction, asset, and sub contracted services.



# ANNEXES

ANNEX I : Monitoring Framework

ANNEX II: Organisations and funding requirements by Sector



# ANNEX I

## MONITORING INDICATORS



### COMMON INDICATORS

INDICATOR	IN NEED
COORDINATION: Number of camp focal points in place, providing effective camp-level Sector coordination across all Camps (ToRs in place, attending all Camp meetings, maintaining relationship with CiC, SMS, and Sector Coordination team, identifying and referring gaps and issues in the Camp)	Focal Point
COORDINATION: Number of national non-governmental organisations active in the Sector (receiving funds, regularly participating in meetings, reporting to 4W)	Organisation
COORDINATION: Number of GoB/NGO staff engaged in capacity sharing (training/mentoring)	Individual
AAP: Number of information products distributed to the affected population through a variety of mechanisms on Sector program planning, functioning and progress, which reflect feedback and input received from affected populations on the Sector response	IM Products
PROTECTION AND GENDER MAINSTREAMING: Number of Sector partners that regularly report sex, age and disability disaggregated data for individuals/households in IM products	Partners
PROTECTION AND GENDER MAINSTREAMING: Sector/Inter-sector Action Plans / Strategies which mainstream Age, Gender and Diversity developed, monitored and implemented	Sector/Inter-sector Action Plans / Strategies
GENDER MAINSTREAMING: Percentage of partner project proposals that score 4 based on the IASC Gender with Age Marker self- assessment throughout the stages of the program cycle from planning, to monitoring and evaluation	Project proposal
Each Sector has set baselines and targets for these shared indicators and will track these within the Sector throughout the year. They have not been included in the annex due to space limitations but are available on request.	
The ISCG will consolidate progress against these indicators throughout the year	



### FOOD SECURITY

**SECTOR OBJECTIVE 1 : Ensure and sustain the timely provision of life-saving food assistance for women, girls, men and boys among the Rohingya refugees.**

[Related to Strategic Objective 1 & 2](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of Rohingya refugees receiving regular food assistance through in-kind or e-voucher disaggregated by gender and sex	855,000	855,000	855,000	Food distribution records, 4Ws	Implementing Partners	Monthly
Percentage of individuals who do not reach minimum dietary diversity	855,000	10%	5%	Voucher redemption records, Food Security Outcome Monitoring, REVA	Implementing Partners	Monthly

Percentage of distribution centers accessible by people with special needs and gender-sensitive	N/A	N/A	100%	Implementing partners	Implementing partners Facility mapping	Monthly
Percentage of people in need reached with timely food assistance (in case of a disaster)	200,000	N/A	100%	Food distribution records, 4Ws	Implementing Partners	Monthly
Percentage of targeted people with acceptable Food Consumption Score (FCS)	100%	57%	70%	End line surveys, Refugee Vulnerability Assessments	Partners, Food Security Sector	Midterm and end year
Number of meetings held by/with camp FSS focal point persons	12	N/A	12 (at least one prt monthly)	Meeting records/ Minutes	Food Security Sector	Monthly

**SECTOR OBJECTIVE 2 : Promote portable skills development opportunities for Rohingya women, men and adolescent girls and boys, and enhance the livelihoods and resilience of host communities.**

Related to Strategic Objective 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of households receiving livelihoods support disaggregated by sex (host-community)	88,800	48,000	88,800	Beneficiary records, 4Ws	Implementing Partners	Monthly
Number of households receiving portable skills support and self-reliance disaggregated by sex (Rohingya refugees)	N/A	30,000	40,000	Beneficiary records, 4Ws	Implementing Partners	Monthly
Percentage of host community households using crisis coping strategy (livelihood coping strategy index) disaggregated by sex	N/A	20%	10%	End line surveys Refugee Vulnerability Assessments	Partners Food Security Sector	End of year
Percentage of Rohingya refugee households using crisis coping strategy (reduced coping strategy index) disaggregated by sex	N/A	55%	30%	End line surveys Refugee Vulnerability Assessments	Partners Food Security Sector	End of year

**SECTOR OBJECTIVE 3 : Support peaceful co-existence through enhancement and restoration of natural resources.**

Related to Strategic Objective 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of hectares covered/ rehabilitated through environmental restoration activities in Rohingya refugee camps	N/A	174	200	Field observations, geographical surveys/ measurements	Implementing Partners	End of year
Number of hectares covered/ rehabilitated through environmental restoration activities in host communities	N/A	N/A	200	Field observations, geographical surveys/ measurements	Implementing partners	End of year
Number of host community population participating in DRR activities	200,000	N/A	200,000	Projects' monitoring reports	Implementing Partners	Monthly and end of year report
Percentage of women represented in natural resource management committees	N/A	N/A	25%	Partners' reports	Implementing parnters	Quarterly



## WATER, SANITATION AND HYGIENE

**SECTOR OBJECTIVE 1 : Ensure regular, sufficient, equitable and dignified access for Rohingya refugee women, men, boys and girls living in camps, and affected host communities, to safe water for drinking and domestic needs.**

Related to Strategic Objective 1, 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of targeted people disaggregated by sex, age and disability benefitting from at least 20 l/p/d of safe water for drinking and other domestic purposes	1,284,000	607,600	1,125,000	4W, Infrastructure mapping, water quality monitoring, key informant interviews	WASH Partners/ REACH, DPHE / WHO/ WASH Partners, IOM/ UNICEF/UNHCR	Monthly
Percentage of water quality tests meeting minimum water quality standards	7,000	64%	80%	Water quality monitoring	DPHE / WHO/ Partners	Every 3 Month
Number of targeted people disaggregated by sex in host communities who are benefiting from safe and maintained water and improved sanitation services.	440,000	130,100	285,000	4W, water quality monitoring, key informants' interviews	WASH Partners, DPHE / WHO, IOM/ UNICEF/ UNHCR	Monthly

**SECTOR OBJECTIVE 2 : Ensure women, girls, men and boys living in camps and affected host communities have adequate, appropriate and acceptable sanitation facilities to allow rapid, safe and secure access at all times.**

Related to Strategic Objective 1, 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of targeted people disaggregated, by sex, age and disability in camps who have access to functional and improved sanitation facilities.	855,000	602,750	855,000	4W, Infrastructure mapping, key informants' interviews	WASH Partners/ REACH, IOM/ UNICEF/UNHCR	Monthly
Percentage of households reporting visible waste in the vicinity of their accommodation	270,609	59%	30%	Household Survey	REACH	Every 6 Month
Percentage of targeted people disaggregated by sex, age and disability who are accessing safe, functioning and dignified communal bathing facilities.	1,299,000	86%	90%	4W, Infrastructure Mapping, Household Survey, Key informant interviews	WASH Partners/ REACH, REACH, IOM/ UNICEF/ UNHCR	Monthly

**SECTOR OBJECTIVE 3 : Ensure access and exposure to innovative hygiene promotion, as well as hygiene items, for all Rohingya refugees living in camps and affected host communities, in order to discourage potentially dangerous behaviours.**

Related to Strategic Objective 1, 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Percentage of targeted people disaggregated by sex, age and disability able to demonstrate 3 critical hygiene practices	1,299,000	46%	80%	KAP Survey, Household Survey, Key informant interview	IOM/ UNICEF/ UNHCR, REACH	Every 3 months
Percentage of targeted people disaggregated by sex, age and disability washing hands with water and soap after defecation.	1,299,000	82%	90%	Household Survey	REACH	Every 6 months



Percentage of women and girls adopting safe and healthy menstrual hygiene management practices	413,178	TBD	80%	Household Survey, KAP Survey, Feedback and Complaints Mechanism	REACH, IOM/ UNICEF/UNHCR, WASH Partners	Every 6 months
Number of targeted households accessing hygiene supplies (voucher or in-kind system).	270,609	0	80%	Household Survey	REACH	Every 6 months



## SHELTER AND NON-FOOD ITEMS (NFI)

**SECTOR OBJECTIVE 1 : Improve site safety, shelter quality, and household living conditions for women, girls, men and boys from the Rohingya refugees and the host communities living adjacent to camps, as well as to reduce environmental impact of the Shelter and Non-Food Items response.**

[Related to Strategic Objective 1, 2 & 3](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Percentage of Rohingya households with shelters meeting all Minimum Performance standards	N/A	Unknown	35%	Shelter/NFI Survey and PDM	Shelter/NFI Sector (NPM/REACH)	Yearly/ Quarterly
Percentage of Rohingya households with shelters meeting at least 50% of Minimum Performance standards	N/A	Unknown	60%	Shelter/NFI Survey and PDM	Shelter/NFI Sector (NPM/REACH)	Yearly/ Quarterly
Percentage of Rohingya households with shelters meeting Desired Performance standards	100%	3%	5%	4W	Shelter/NFI Sector	Monthly
Percentage of Rohingya households reached with NFI voucher system	100%	0%	87%	4W	Shelter/NFI Sector	Monthly
Percentage of Rohingya households benefiting from treated bamboo	98%	20%	66%	4W	Shelter/NFI Sector	Monthly
Percentage of Rohingya households receiving LPG refills	100%	92%	100%	4W	Shelter/NFI Sector	Monthly
Percentage of Rohingya households with access to at least one functioning household-level solar light	>80%	60%	90%	4W	Shelter/NFI Sector	Monthly
Number of site improvement works at the Rohingya household-level carried out	N/A	N/A	80%	4W	Shelter/NFI Sector	Monthly

**SECTOR OBJECTIVE 2 : Encourage self-reliance and peaceful coexistence by increasing the Rohingya refugees' involvement in decisions concerning Shelter and Non-Food Items assistance and providing support to the host community living adjacent to camps.**

[Related to Strategic Objective 1, 2 & 3](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of blocks benefiting from community-led shelter programmes	N/A	N/A	10	4W	Shelter/NFI Sector	Monthly

Number of people trained	N/A	62,000	115,000	4W	Shelter/NFI Sector	Monthly
Number of host community households benefiting from shelter support	3,000	N/A	2,500	4W	Shelter/NFI Sector	Monthly
Number of host community households receiving solar lights or support for connection to the grid	3,400	3,589	2,600	4W	Shelter/NFI Sector	Monthly
Number of HLP cases addressed through alternative dispute resolution (Rohingya and host community)	N/A	N/A	30	4W	Shelter/NFI Sector	Monthly

**SECTOR OBJECTIVE 3 : Improve coverage and complementarity of shelter interventions by taking steps to enhance coordination with other Sectors and Government.**

Related to Strategic Objective 1, 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of camps with gender balanced effective Focal Points in place (either camp Focal Points or Catchment Focal Points)	34	34	34	Shelter/NFI Sector	Shelter/NFI Sector	Twice a year
Number of cross-cutting Sector including HLP guidance/advocacy documents developed that advance the Sector's strategic objectives	N/A	0	5	Shelter/NFI Sector webpage	Shelter/NFI Sector	Yearly
Percentage of catchment areas with emergency shelter kits prepositioned	100%	TBD	100%	4W	Shelter/NFI Sector	Quarterly
Percentage of Rohingya households with emergency assistance provided after damage verification	100%	End of year data	100%	4W	Shelter/NFI Sector	Monthly



## SITE MANAGEMENT AND SITE DEVELOPMENT

**SECTOR OBJECTIVE 1 : Support the Government of Bangladesh Camp-in-Charge Officials in managing the camps and strengthen their capacity to ensure equitable and safe access by refugees, including women, girls, and those with specific needs, to standardized and monitored assistance and protection, and to coordinate multi-hazard emergency preparedness.**

Related to Strategic Objective 1 & 2

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Percentage of Rohingya refugees living in camps where a camp representation system is in place	90%	10%	50%	Site Reports/4W/ number of elected camp committees	SMS Agencies	Fortnight

Percentage of Rohingya refugees living in camps where community led initiatives are set up	100%	N/A	100%	Site Reports/4W/ number of initiatives, campaigns, consultations	SMS Agencies	Fortnight
Percentage of Rohingya refugees living in camps where a service monitoring system is operationalized	100%	0	100%	Site Reports/4W/ number of service monitoring updates produced and disseminated	SMS Agencies	Fortnight
Percentage of Rohingya refugees living in camps where a multi-hazard plan has been updated and tested	100%	0	100%	SPSD Reporting/ Desktop Analysis/ Area Calculation	SMS Agencies	Fortnight

**SECTOR OBJECTIVE 2 : Upgrade and improve the settlement areas and their immediate surroundings in a holistic manner, ensuring the centrality of community-led decision making through participatory planning, linked to construction and maintenance works that enable safe, dignified and resilient living conditions, and ensure access for all.**

[Related to Strategic Objective 1 2 & 4](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of Rohingya refugees safely living within acceptable space standards and with rationalized access to services (site planning)	840,000	10,795	210,000	SPSD Reporting	SM/SPSD Agency	Fortnightly
% of DRR-SD Partners targeting specific vulnerable groups.	100%	0	95%	NAT HAZ WG/DRR-SPSD Reporting	SM/SPSD Agency	Fortnightly
Percentage of individuals living in camps where natural hazards have been mapped and an operational plan tested	100%	0	100%	NAT HAZ WG/DRR-SPSD Reporting	SM/SPSD Agency	Fortnightly

**SECTOR OBJECTIVE 3 : Strengthen camp level coordination, by facilitating joint initiatives on settlement management and establishing community consultation and dialogue mechanisms, and assess and respond to social cohesion dynamics with host communities in close vicinity to camps.**

[Related to Strategic Objective 3 & 4](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of joint SMS and CIC field level workshops facilitated	68	0	68	Sector (Internal) Reporting	SMS Agencies/ Sector	Monthly
Number of community discussions on macro-settlement facilitated	34	0	34	Sector (Internal) Reporting	SMS Agencies/ Sector	Fortnightly
Number of joint activities carried out with government representatives	12	0	12	Sector (Internal) Reporting	SMS Agencies/ Sector	Monthly



## PROTECTION (INCLUDING CP AND GBV)

**SECTOR OBJECTIVE 1 : Monitor and advocate for access to territory, prevention of refoulement, respect for Rohingya refugee rights, while enhancing continuous registration and documentation for all Rohingya refugee women, men, girls and boys, in order to ensure effective, targeted protection and assistance and work toward sustainable solutions.**

Related to Strategic Objective 1 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of situational protection reports produced by the Protection Working Group (PWG), based on common Protection Monitoring Framework and/or ad hoc assessments (e.g. rapid protection Assessments, Border Monitoring, Settlement Protection Profiles, etc.), with recommendation on programming and advocacy priorities.	N/A	14	12	Protection Monitoring, Settlement and Protection Profiles; Focus Group Discussions; Protection Assessments; Protection analysis reports; Monthly Situational Report.	PWG Coordination Team	Quarterly + ad-hoc reports and as needed
Number of cases supported with legal aid and related services including victims of trafficking and exploitation disaggregated by age and sex	All Rohingya refugee Population.	7,796	5,000	5W	Protection Partners	Monthly
Percentage of camps and targeted host community locations in which trainings on mediation and other alternative dispute resolution mechanisms are organized for local authorities and community representatives <sup>110</sup>	All Rohingya refugee camps and targeted host community.	N/A	70% of camps and targeted HC locations	5W	Protection Partners	Monthly
Percentage of persons of concern for whom data disaggregated by sex, age, location and specific needs is available and updated	All Rohingya refugees.	100%	100%	UNHCR Registration	UNHCR	Monthly

**SECTOR OBJECTIVE 2 : Promote a community-based approach to the response, support community self-protection mechanisms and facilitate meaningful access to specialized services for persons at heightened protection risk, including girls, boys, women and men of all ages who have diverse needs and vulnerabilities, with the aim of mitigating exposure to protection risks, strengthening the resilience of affected communities in order to build skills for return and reintegration, and placing communities at the centre of the response, as well as by ensuring active and meaningful two-way communication between humanitarian actors and communities of concern, in line with Accountability to Affected Populations (AAP) principles.**

Related to Strategic Objective 1, 2 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of people reached by community-led messaging on key protection risks and related mitigation measures	All Rohingya refugee population	881,649	661,237	5W	CPSS, GBV and Protection Partners	Monthly
Number of community-led initiatives supported by humanitarian actors	All Rohingya refugee population	3,933	2,950	5W	CPSS, GBV and Protection Partners	Monthly

<sup>110</sup>. Mediation includes both legal and community-based mediation on different possible areas, including: family disputes, contractual obligations, financial and business transactions, Housing, Land and Property Rights (HLP), etc.



Percentage of the CBCPMs that demonstrate ability to monitor, respond and mitigate child protection risks in their blocks in the camps and in the host communities	75% of 836 CB-CPMs	0	75% (for both Rohingya refugees and host)	CPSS reports	CPSS partners	Quarterly
Percentage of camps with established Protection Emergency Response Units whose members are trained and ready to be deployed	All camps	100%	100%	PWG reports	Protection Working Group	Monthly

**SECTOR OBJECTIVE 3 : Support system strengthening together with Government and local partners, including local women-led rights organisations, promoting peaceful coexistence within and between the Rohingya refugee and host communities.**

Related to Strategic Objective 1, 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of initiatives that foster social cohesion between Rohingya refugees and host community	All Rohingya refugee Population and number of Host community under Protection PIN for 2020 JRP	65	60	5W	Protection partners	Monthly
Number of community groups led by women and girls	All camps	50	60	5W	CPSS, GBV and Protection Partners	Monthly
Number of community groups led by men and boys	All camps	50	60	5W	CPSS, GBV and Protection Partners	Monthly
Number of community discussions on macro-settlement facilitated	All Rohingya refugees	Unknown	15	PWG	CPSS, GBV and Protection Partners	Monthly
Number of individuals from service providers and authorities trained on protection including gender.	N/A	1,701	3,500	5W	CPSS, GBV and Protection Partners	Monthly
Percentage of Interagency Child Protection SOPs developed endorsed and implemented by both agencies and the government	80%	10%	80%	Training report and SOPs	CPSS Partners and DSS	Quarterly

**SECTOR OBJECTIVE 4 : Ensure that boys and girls, including adolescents, facing life-threatening risks of abuse, neglect, violence, exploitation, and severe distress have access to well-coordinated and gender-responsive quality child protection services.**

Related to Strategic Objective 1, 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of targeted affected and at-risk girls and boys including adolescents with access to quality age, diversity and gender sensitive child protection services.	"294,516" <sup>111</sup> (Rohingya refugee) 33,913 (host)"	178,175 (Rohingya refugee); 16,656 (host)	"222,654 (Rohingya refugee) 29,363 (host)"	CPSS - 5W	CPSS Partners	Monthly
Number of girls and boys benefiting from age, diversity and gender sensitive structured and sustained, mental health and psychosocial support services	"294,516" <sup>112</sup> (Rohingya refugee); 33,913 (host)"	99,821 (Rohingya refugee); 8,261 (host)	"117,627 (Rohingya refugee) 11,375 (host)"	CPSS - 5W	CPSS Partners	Monthly

111. CPSS overall children in need 328,429 Rohingya refugee [294,516 CiN represents 36 % of the total population and 68% of children affected in the camps] and 33,913 host = [130, 435 (100%) = 33,913 (26%) CiN and 75 % targeted host =29,369]

112. CPSS overall children in need 328,429 Rohingya refugee [294,516 CiN represents 36 % of the total population and 68% of children affected in the camps] and 33,913 host = [130, 435 (100%) = 33,913 (26%) CiN and 75 % targeted host =29,369]

113. Children targeted for individual Case Management service about 15% of overall Rohingya refugee CiN who are at risk of child marriage (5%) 19,031 and child labour (5%)21,782 and other protection concern.

Number of identified girls and boys at risk who received specialized age and gender sensitive child protection service through individual case management to meet their unique needs	"44,037" <sup>113</sup> (Rohingya refugees) 6,900 (host)"	20,916 (Rohingya refugees)	"44,037 (Rohingya refugee) 6,900 (host)"	CPSS - 5W	CPSS Partners	Monthly
Number of caregivers who receive MHPSS, positive parenting and other kind support leading to improved relationships with the children under their care	15000	7,718	9,209	CPSS - 5W, training report and pre and post- test, survey	CPSS Partners	Monthly
Percentage of the total number of CP actors [social workers, community volunteers, government officials] and non-child protection actors who have received CP training who demonstrate increased knowledge and skills in providing age- and gender-sensitive child protection services	80% of total (4500 staff and commu- nity volun- teers)	N/A	80% (for both Rohingya refugee and host)	CPSS - 5W and CPSS report, training report	CPSS Partners	Quarterly
Number of adolescents receiving services including life skills, and pre-vocational skills, resilience activities and peacebuilding skills	89,842 <sup>114</sup> (Rohingya refugee); 11,087 (host)	57,415 (Rohingya refugee); 8,395 (host)	"59,627 (Rohingya refugee) 11,087 (host)"	CPSS - 5W	CPSS Partners	Monthly

**SECTOR OBJECTIVE 5 : Improve access to quality survivor-centered services by responding to individual needs, preventing and mitigating GBV risks, and supporting women, girls and survivors of GBV in Rohingya refugee camps and targeted areas in host communities.**

[Related to Strategic Objective 1, 2 & 3](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of community activists (women, adolescent girls, adolescent boys and men) trained and engaged in GBV prevention strategies using tested social change approaches in the camps and targeted host community	35,500	N/A	22,500	5W	GBV SS Partners	Monthly
Number of individuals benefitting from structured PSS services that meet minimum standards (by age, sex, diversity), in the camps and targeted host community	180,000	92,264	140,000	5W	GBV SS Partners	Monthly
Number of women and girls benefiting from skills development and empowerment programming (by age, diversity) in the camps and targeted host community	295,707	81,182	125,000	5W	GBV SS Partners	Monthly
Percentage of trained GBV service providers and other humanitarian staff who achieved at least 60% post-test score after attending trainings in case management, GBVIMS, CMR and GBV IASC Guidelines, in the camps and targeted host community	100%	N/A	85%	5W Training report with Post- test result	GBV SS Partners	Monthly

<sup>114</sup>. This figure represents about 68 % of the total adolescent population in the Rohingya refugee communities

Number of sectors that have GBV risk mitigation actions included in their sector plans and activity implementation in line with the IASC GBV Guidelines	7	N/A	7	Sectors' strategic plan and reports	Sector Coordinators	Quarterly
Percentage of reported sexual violence cases that were referred and received medical care within 72 hours	100%	29%	100%	GBVIMS Monthly Statistical Report	GBV SS	Monthly
Percentage of camps/sites where there is functional GBV referral system with effective field level coordination mechanism of multi-sectoral GBV response services	100% (34 camps and 11 host community unions)	N/A	80%	GBV SS Service Mapping, Field Report	GBV SS	Quarterly

## SECTOR OBJECTIVE 6 : Promote an integrated and multi-sector Protection, Age, Gender and Diversity approach.

Related to Strategic Objective 1, 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Percentage of other sectors with established and trained Protection Mainstreaming Focal Points	Number of existing/active Sectors within the ISCG.	N/A	100%	Training reports / PM FP ToRs, Number of existing/active Sectors within the ISCG	PS and other Sector Coordinators	Monthly
Number of Protection Mainstreaming trainings organized for other sectors' staff	Numbers of All Sectors	7	100	Training reports / 5W	CPSS, GBV and Protection Partners	Monthly
Percentage of other sectors with strategic and/or operational frameworks (sectors' strategies, work plans, SOPs, assessments, etc.) which mainstream Protection	Number of existing/active Sectors within the ISCG.	30%	80%	Should come from Sector IM.	PS and other Sector Coordinators	Monthly
Percentage of sectors' partners that have at least one trained PSEA and child safeguarding focal point	100%	N/A	60%	Training reports, FP ToRs, 5W	PSEA Coordinator, Child Protection SS and other Coordinators	Quarterly
Percentage of sectors' partners that have at least one trained PSEA and child safeguarding focal point	100%	N/A	60%	Training reports, FP ToRs, 5W	PSEA Coordinator, Child Protection SS and other Coordinators	Quarterly



## HEALTH

## SECTOR OBJECTIVE 1 : Improve equitable access to and utilization of quality lifesaving and comprehensive primary and secondary health services for all affected populations with a focus on sexual, reproductive, maternal, neonatal, child and adolescent health; mental health and psychosocial support; and non-communicable diseases.

Related to Strategic Objective 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Under 5 mortality rate	N/A	0.40/1000/month	<1.5/1000/month	CHWG/EWARS	Health Sector Partners	Monthly

Number of clinical mental health consultations per year	1,224,000 (Rohingya refugees and host community)	19,000 (for 2019)	24,000 (25% increase from 2019)	Health sector 4Ws	Health Sector	Quarterly
Percentage of deliveries assisted by a skilled birth attendant	20,500 (approximate number of delivery)	47%	>65%	Community health monitoring tool	Community Health Working group	Quarterly
Percentage of primary health centres that deliver prioritized health services* * defined as: offer CMR services; can manage 3 major NCD groups (excluding cancer); offer at least 3 modern family planning methods including LARC; have a baby resuscitation kit; and have at least one person trained on MHGAP	32 (covering 855,000 Rohingya refugees)	Unknown	>80%	Health sector quarterly monitoring assessment	Health Sector	Quarterly
Number of consultations/person/years disaggregated by age and gender	1,224,000	Unknown	2/person/year	4W	Health Sector	Monthly
Number of women of reproductive age (WRA) using any method of contraception	309,000 (approximate number of women of reproductive age)	127,500	140,180 (10% increment on the baseline)	SRH Service data	SRH WG	Monthly

**SECTOR OBJECTIVE 2 : Ensure prevention and timely response to communicable disease risks including diseases with outbreak potential and prepare for other health emergencies, including during the monsoon and cyclones.**

Related to Strategic Objective 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of diarrhoea treatment beds available in case of an outbreak in host community and Rohingya refugee camp setting	250(cov- ering 1,224,000 Rohingya refugees and host community)	250	250	Health sector data collection	Health Sector	Quarterly
Proportion of EWARS alerts investigated within 48 hours	100%(cov- ering 1,224,000 Rohingya refugees and host community)	100%	100%	EWARS	WHO	Quarterly
Coverage of DPT3 among <1-year-old	(31,000 (children <1)	78%	>95%	DHIS/Concur- rent monitoring	DGHS/WHO/ UNICEF	Quarterly



**SECTOR OBJECTIVE 3: Encourage healthy living, improve health seeking behavior and utilization of the essential service package among Rohingya refugees and host populations through community engagement, with special attention to gender and age considerations and vulnerable groups.**

Related to Strategic Objective 1, 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Percentage of Community Health Workers/volunteers trained on at least 4 core training packages	1,208 (covering 855,000 Rohingya refugees)	Unknown at Q3 2019, 66% at 2019 mid-term	85%	Community health monitoring tool	Community Health Working group	Quarterly
Percentage of women who had at least 4 ANC visits by the time of delivery	100% 22,000 (approximate number of delivery)	30%	>50%	DHIS2 (measured as a ratio of ANC4/ANC1)	DGHS/UNICEF	Quarterly
Percentage of households visited every two weeks by community health workers	100% (Covering 96,652 HHs)	65%	85%	Community health monitoring tool	Community Health Working group	Quarterly
Number of persons reached through community psychosocial group activities per year	1,224,000 (Rohingya refugees and host community)	165,300 (for 2019)	206,700 (25% increase from 2019)	Health sector 4Ws	Health Sector	Quarterly

**SECTOR OBJECTIVE 4: Strengthen Health Sector coordination, information management and monitoring towards achieving rational, standardized and accountable health service delivery.**

Related to Strategic Objective 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
% of primary health centres, health posts, and field hospitals who received supportive supervision at least twice per year	100% (Currently 32 PHCs and 129 Health Posts - all functional)	47% at Q3 2019	100%	Health sector monitoring	Health Sector	Quarterly
# of camp-level health coordination meetings held	408	Unknown	408 meetings (1/camp/month)	Health sector monitoring	Health Sector	Quarterly
Average reporting rate in DHIS2 for FDMN server	100% (Currently 275 functional facilities)	65.5% at Q3	80%	DHIS-2	DGHS/UNICEF	Quarterly
% of PHCs and health posts where individual satisfaction is monitored through exit surveys or other community feedback mechanism	100% (Currently 32 PHCs and 129 Health Posts - all functional)	91%	100%	Health sector quarterly monitoring assessment	Health Sector	Quarterly



## EDUCATION

**SECTOR OBJECTIVE 1 : Access – Expand and strengthen immediate access to equitable learning opportunities, in a safe and protective environment, for affected Rohingya refugee and host community girls and boys aged 3-24 years old.**

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of Rohingya refugee girls and boys aged 3-24 years old having access to equitable learning opportunities, including life skills and resilience programs, in a safe, inclusive and protective environment	496,569	333,282	375,913	5W	Education Sector partners	Monthly
Number of crisis-affected host community girls and boys aged 4-24 years old provided support to equitable learning opportunities, including life skills and resilience programs, in a safe, inclusive and protective environment	70,000	-	45,847	5W	Education Sector partners	Monthly
Number of safe and equipped learning facilities, including learning centres, community-based and cross-sectoral structures, with sex segregated accessible WASH facilities in Rohingya refugee camps	7,000	5,843	7,000	5W	Education Sector partners	Monthly
Number of government and informal schools in the host community benefitting from rehabilitation including accessibility works	230	113	230	5W	Education Sector partners	Monthly

**SECTOR OBJECTIVE 2 : Quality – Provide quality inclusive education to Rohingya refugee and host community girls and boys aged 3-24 years old, aligned with Education Sector standards and within the separate frameworks for education, and increase teaching-related professional development opportunities.**

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of learning facilitators from the host and Rohingya refugee community trained in advanced/thematic education principles, including Disaster Risk Reduction	11,000	8,915	11,000	5W	Education Sector partners	Monthly
Number of Rohingya refugee girls and boys aged 3-24 years old receiving adequate education materials, supplies and equipment aligned with Education Sector standards	496,569	310,813	375,913	5W	Education Sector partners	Monthly
Percentage of Rohingya refugee girls and boys aged 3-24 years old who have achieved their grade level competencies	-	N/A	75%	Education Learning Outcomes Assessment	Education Sector	Annual
Number of crisis-affected host community girls and boys aged 3-24 years old receiving adequate education materials, supplies and equipment aligned with Education Sector standards	70,000	56,747	45,847	5W	Education Sector partners	Monthly

**SECTOR OBJECTIVE 3 : Community Engagement – Ensure Rohingya refugee and host community ownership and active participation and engagement in the education of girls and boys aged 3-24 years old.**

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of Learning Facility Education Committees (in the Rohingya refugee camps), including caregivers, trained on learning facility management, Disaster risk reduction, and Community participatory engagement	4,000	3,766	4,000	5W	Education Sector partners	Monthly
Number of Rohingya refugee girls and boys aged 3-24 years old engaged in social cohesion initiatives	496,569	N/A	375,913	5W	Education Sector partners	Monthly
Number of caregivers in the Rohingya community (disaggregated by sex) sensitized on gender, child/youth rights, protection and parenting	46,714	192	35,363	5W	Education Sector partners	Monthly
Number of Disaster Risk Reduction awareness sessions conducted in the host community (informal / community-based schools)	210	N/A	100	5W	Education Sector partners	Monthly



## NUTRITION

**SECTOR OBJECTIVE 1 : Reduce excess mortality and morbidity among boys and girls under 5 years old, Pregnant and Lactating Women and other vulnerable groups through provision of life-saving interventions to treat Severe and Moderate Acute Malnutrition.**

Related to Strategic Objective 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of malnourished boys and girls aged 6-59 month, including children with disabilities, and PLW reached by the essential curative nutrition services.	76,000	0	73,000	Monthly reports	Sector partners	Monthly
Percentage of discharged SAM and MAM cases disaggregated by sex who recovered ≥ 75%.	≥ 75%	0	≥ 75%	Monthly reports	Sector partners	Monthly

**SECTOR OBJECTIVE 2 : Reduce the burden of malnutrition among boys, girls, Pregnant and Lactating Women and other vulnerable groups through the strengthening and scale-up of malnutrition prevention interventions.**

Related to Strategic Objective 2 & 3

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of 6-59 months boys, adolescent girls and PLW are prevented from vitamin A and anaemia; received deworming medicine and hygiene promoting messages.	246,000	2020: Zero	222,000	"Monthly reports. Campaigns coverage reports"	All sector partners.	Monthly
Number of Boys and Girls aged 6-59 Months reached with Blanket Supplementary Feeding services.	141,000	0	141,000	Monthly	Sector partners	Monthly reports

Number of new PLWs and caregivers of children under five receiving Maternal Nutrition, IYCF counselling and participated in the IYCF group sessions.	54,000	0	48,000	Monthly reports	Nutrition sector	Monthly
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**SECTOR OBJECTIVE 3 : Strengthen the collective Nutrition Sector response through timely collection and analysis sex and age disaggregated nutrition data, information management and effective coordination.**

Related to Strategic Objective 1

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of agencies, government and community stakeholders with enhanced capacity in managing and supporting nutrition sector interventions.	9 partners, 20 Camps -UNICEF and 14 Camps -UNHCR. ACF – 10 Camps, CWW – 3, SCI – 3, SHED – 4, WC – 4, WVI – 6, and SARPV – 5. Community Leader for Host Community – Union Chairman – 8. Total # CiC and ACiC– 35. Total # of Head Majhis – 112.	Zero	≥ 50% for each proposed group.	The list of trainees or participants of the orientation seminars and technical trainings (IYCF-E, CMAM, CMAMi etc.), training and/or seminar reports, minutes of the meetings.	Nutrition sector	Monthly
Number of assessments/surveys conducted in 2020 (HC and Rohingya)	N/A	0	3 (includes NCA, SMART and Coverage assessments).	Survey/Assessment reports	Nutrition sector	Once
The Sector EPR plan is fully updated; all partners are aware of their roles in preparedness and response.		2019: Yes	2020: Yes	Minutes of the meeting and reports from the sector partners.	NSCT	Once
Number of camps with fully functional <sup>115</sup> AAP mechanism supported by the nutrition implementing partners.	N/A	10%	≥75%	Monthly reports of the sector partners, supportive supervision and monitoring trip reports.	Nutrition sector	Quarterly

115. At least 3 out of 6 AAP functioning criteria: (a). Orientation seminar for the community leaders on AAP is completed; (b) IEC/BCC materials are accessible in the critical points in communities;(c). All IP staff is trained on AAP;(d). All field staff (service providers) are oriented in AAP basics; (e). The critical points (community centres, health facilities, etc.) have feedback collection points (AAP boxes); (f). Number of the meetings with the targeted communities on the collected feedback (AAP meetings).





## COMMUNICATION WITH COMMUNITES

**SECTOR OBJECTIVE 1 : Improve access to information for women, girls, men and boys – with a focus on currently underserved areas and groups – through rationalized, community-centric, gender-responsive and evidence-based communication and community engagement approaches.**

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of Rohingya refugee and host community members reached through CwC services	1,018,763	561,835	700,000	4W	CwC WG Secretariat	Every six months
Percentage of Rohingya refugee and host community members who reported that CwC content/ messages are accessible and understandable, disaggregated by sex and age.	100%	90%	90%	MSNA	ISCG/REACH	Every six months
Percentage of Rohingya refugee and host community members feel informed about the kind of aid and services available to them, disaggregated by sex and age.	100%	53%	75%	Needs Assessment	GTS	Every six months

**SECTOR OBJECTIVE 2 : Improve participation of and accountability to women, girls, men and boys from affected populations following minimum standards for the referral and resolution of community feedback and through increased use of collective data analysis.**

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of training/orientations organised for organizations / Sectors to mainstreaming common feedback standards	12	0	10	Minutes/reports	CwC WG Secretariat	Every months
Number of organisations following the common feedback mechanism standards	148	0	20	4W, Sector reports	Sectors, CwC WG Secretariat	Every months
Percentage of Rohingya refugee and host community members who reported that they have no barriers to using complaint/ feedback mechanisms, disaggregated by sex and age.	100%	79%	90%	MSNA	ISCG/REACH	Every months

**SECTOR OBJECTIVE 3 : Reinforce coordination, advocacy and technical support across different Sectors and stakeholders for mainstreaming CwC and Accountability to Affected Populations (AAP) principles enabling people to have access to life-saving information and knowledge on rights and services, working with respect for the laws and policies of the Government of Bangladesh.**

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of agencies, sectors and platforms used services and tools produced by CwC Working Group members.	148	90	100	4W	Common service, CwC agencies	Every six months
Number of humanitarian staff/ volunteer trained/oriented on CwC and humanitarian principles	2,893	1,185	1,500	4W	Common service, CwC agencies	Every six months

Number of humanitarian organisations regularly participating in coordination meetings	45	20	30	Minutes	CwC WG Secretariat	Every six months
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## COORDINATION

### SECTOR OBJECTIVE 1 : Support leadership and coordination to ensure an effective response, with protection and solutions as the foundation.

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of people in need disaggregated by sex and age, and by Rohingya refugee and host, receiving multi-sector assistance	1,300,000	N/A	1,300,000	Sector Reports/ SitReps	ISCG Secretariat	Monthly
Number of SEG, Inter-Sector Coordination and HoSOG meetings held and minutes shared	N/A	N/A	130	Meeting Minutes	ISCG Secretariat/ RCO/UNHCR/IOM	Quarterly
Number of partners using the Ukhiya coordination hub	N/A	40	45 partners	Hub reports	ISCG Secretariat	Quarterly
Number of PSEA discussions facilitated at Sector level	N/A	0	50	PSEA reports	ISCG Secretariat	Quarterly

### SECTOR OBJECTIVE 2: Foster a common understanding of the context, needs, priorities, response progress and gaps, and an integrated and multi-sector approach to gender mainstreaming.

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of sitreps produced and shared, which include detailed sex, age and diversity disaggregated data, situation and gender analysis from all sectors, and clearly identify gaps in Rohingya refugee and host community response	N/A	N/A	12	Sitreps	ISCG Secretariat	Monthly
Number of 4W and other IM products released that are comprehensive, gender sensitive and are actively used for operational and strategic decision making	N/A	N/A	12	Products	ISCG Secretariat	Monthly
Number of updates produced on monsoon and cyclone (including monsoon reports, and reports on status of cyclone preparedness)	N/A	N/A	15	Reports	ISCG Secretariat	

### SECTOR OBJECTIVE 3: Promote an efficient and well-resourced response through effective advocacy and resource mobilization efforts.

Related to Strategic Objective 1, 2, 3 & 4

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of donor and high-level visits to Cox's Bazar facilitated, and donor events supported	N/A	N/A	30	Visits tracking	ISCG Secretariat	Quarterly

Number of funding updates produced and shared	N/A	N/A	12	Updates	ISCG Secretariat	Monthly
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Number of JRP monitoring reports produced and shared that provide update on both Rohingya refugee and host community response progress and funding	N/A	N/A	3	Reports	ISCG Secretariat	Quarterly
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Number of issue-based advocacy papers produced and supporting common messaging (including humanitarian access tracking and analysis)	N/A	N/A	4	Papers/reports	ISCG Secretariat	TBC
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## EMERGENCY TELECOMMUNICATIONS

**SECTOR OBJECTIVE 1 : Maintain existing ETS services including the provision of security telecommunications services and internet connectivity in common operational areas to facilitate the response and ensure the safety and security of staff.**

[Related to Strategic Objective 2](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
User satisfaction survey	-	80%	80%	-	-	1

**SECTOR OBJECTIVE 2 : Conduct capacity building exercises to strengthen emergency preparedness and response skills of inter-agency responders on the ground and to ensure the sustainability of services.**

[Related to Strategic Objective 2](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Conduct capacity building for humanitarian staff		0	20			

**SECTOR OBJECTIVE 3 : Provide coordination for Emergency Telecommunications Sector (ETS) and develop and share operational information to facilitate the entire humanitarian response and avoid duplication of efforts.**

[Related to Strategic Objective 2](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Information sharing platform maintained	-	1	1	-	-	-



## LOGISTICS

**SECTOR OBJECTIVE 1 : Augment logistics capacity through the design and implementation of temporary common logistics services and enhance supply chain resilience to allow continuous and unimpeded flow of humanitarian supplies.**

[Related to Strategic Objective 1, 2 & 3](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Percentage of Logistics Sector partners' satisfaction feedback rated as "Satisfied" and "Very Satisfied" in regard to common logistics services	-	87%	85%	Sector Performance Survey	Logistics Sector	6 months
Percentage of storage service requests delivered in full (accepted, storage provided and released)	-	100%	90%	RITA	Logistics Sector	Quarterly
Number of organisations using common logistics services	-	31	20	RITA	Logistics Sector	Quarterly
Number of organisations accessing preparedness equipment/support	-	19	15	RITA	Logistics Sector	Quarterly

**SECTOR OBJECTIVE 2: Support decision-making by collecting and sharing timely and accurate information, producing relevant business intelligence strategies and promoting transparent Sector activities.**

[Related to Strategic Objective 2](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of IM products produced and published	-	52	50	Logistics Sector Website	Logistics Sector	Quarterly
Percentage of Logistics Sector partners' satisfaction feedback rated as "Satisfied" and "Very Satisfied" in regard to IM products	-	96%	85%	Sector performance survey	Logistics Sector	6 months
Number of Logistics and GIS assessments conducted	-	3	6	Sector Reporting	Logistics Sector	Quarterly
Number of visits to the Logistics Sector Bangladesh website and PRAC access map	-	8,500	8,500	Google Analytics	Logistics Sector	Quarterly

**SECTOR OBJECTIVE 3: Encourage logistics coordination among humanitarian partners and facilitate the rollout of collaborative operational efforts through strengthening existing local logistics systems.**

[Related to Strategic Objective 2](#)

INDICATOR	IN NEED	BASELINE	TARGET	DATA SOURCE	ORGANIZATION	FREQUENCY
Number of logistics staff (national/ international/ male/female) attending training activities	-	194	200	Sector Reporting	Logistics Sector	Quarterly
Number of organisations actively participating in coordination meetings	-	47	40	Sector Reporting	Logistics Sector	Quarterly
Percentage of Logistics Sector partners' satisfaction feedback rated as "Satisfied" and "Very Satisfied" in regard to coordination initiatives	-	92%	85%	Sector performance survey	Logistics Sector	6 months
Number of workshops addressing technical logistics gaps	-	2	4	Sector Reporting	Logistics Sector	
Number of logistics staff who receive basic gender training	-	10	10	Sector reporting	Logistics Sector	Bi-monthly



## ANNEX II

### ORGANIZATIONS AND FUNDING REQUIREMENTS

### PROTECTION

PEOPLE TARGETED	Bangladeshi Host Communities	Refugees in Camps
<b>PROTECTION</b> <b>949,935</b> <sub>ppl</sub>	<b>94,935</b> <sub>ppl</sub>	<b>855,000</b> <sub>ppl</sub>
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>19</b>	<b>19</b>
<b>CHILD PROTECTION</b> <b>279,376</b> <sub>ppl</sub>	<b>32,275</b> <sub>ppl</sub>	<b>247,101</b> <sub>ppl</sub>
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>24</b>	<b>25</b>
<b>GENDER BASED VIOLENCE</b> <b>558,617</b> <sub>ppl</sub>	<b>99,298</b> <sub>ppl</sub>	<b>459,319</b> <sub>ppl</sub>
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>14</b>	<b>21</b>

### PROTECTION

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
Caritas Bangladesh	\$244,636
International Rescue Committee	\$391,000
Bangladesh Rural Advancement Committee	\$465,469
Norwegian Refugee Council	\$512,800
Light House Bangladesh	\$600,290
OXFAM GB	\$1,150,000
UN Women	\$1,684,083
Handicap International / Humanity & Inclusion	\$2,264,049
Danish Refugee Council	\$2,268,540
International Organization for Migration	\$3,734,279
United Nations High Commissioner for Refugees	\$26,684,060
<b>TOTAL</b>	<b>\$39,999,206</b>

### CHILD PROTECTION

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
PULSE - Bangladesh	\$150,600
Association for Aid and Relief Japan	\$251,002

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
International Rescue Committee	\$455,400
Terre des Hommes - Lausanne	\$468,728
Educo - Fundación Educación y Cooperación, ChildFund Alliance member	\$552,357
Caritas Bangladesh	\$653,761
World Vision Bangladesh	\$867,423
Danish Refugee Council	\$1,000,000
Plan International Bangladesh	\$1,000,090
Bangladesh Rural Advancement Committee	\$1,001,854
International Organization for Migration	\$1,400,000
Save the Children	\$1,914,930
United Nations High Commissioner for Refugees	\$5,131,550
United Nations Children's Fund	\$9,152,304
<b>TOTAL</b>	<b>\$23,999,999</b>

## GENDER BASED VIOLENCE

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
Caritas Bangladesh	\$116,234
Action Against Hunger	\$294,005
ACT Alliance / DanChurchAid	\$304,000
Friendship	\$311,263
International Rescue Committee	\$400,000
Association for Aid and Relief Japan	\$426,120
Danish Refugee Council	\$466,000
Bangladesh Rural Advancement Committee	\$954,000
World Vision Bangladesh	\$1,300,000
International Organization for Migration	\$1,572,000
CARE Bangladesh	\$1,728,000
United Nations Children's Fund	\$3,000,000
United Nations High Commissioner for Refugees	\$6,168,384
United Nations Population Fund	\$6,959,994
<b>Total</b>	<b>\$24,000,000</b>

## SITE MANAGEMENT

PEOPLE TARGETED	Bangladeshi Host Communities (Emergency)	Refugees in Camps
<b>SITE MANAGEMENT</b> <b>855,000</b> <sub>ppl</sub>	-	<b>855,000</b> <sub>ppl</sub>
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>8</b>	<b>9</b>
PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)	
Nabolok	\$50,593	

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
HEKS - Hilfswerk der Evangelischen Kirchen Schweiz	\$674,650
ACT Alliance / Christian Aid	\$766,192
Caritas Bangladesh	\$1,047,700
ACT Alliance / DanChurchAid	\$1,074,076
Danish Refugee Council	\$6,086,714
World Food Programme	\$9,401,300
International Organization for Migration	\$34,079,000
United Nations High Commissioner for Refugees	\$42,157,640
<b>TOTAL</b>	<b>\$ 95,337,865</b>

## FOOD SECURITY

PEOPLE TARGETED	Bangladeshi Host Communities	Refugees in Camps
<b>FOOD SECURITY</b> <b>1.3M</b> ppl	<b>444,000</b> ppl	<b>855,000</b> ppl
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>38</b>	<b>32</b>

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
Loving Care for Oppressed Society	\$131,392
Mukti Cox's Bazar	\$347,697
ACT Alliance / DanChurchAid	\$540,290
Solidarités International	\$572,636
Helvetas Swiss Intercooperation	\$974,313
UN Women	\$1,159,186
ACT Alliance / Interchurch Organisation for Development Co-operation	\$1,617,358
ACT Alliance / Christian Aid	\$1,950,000
Food & Agriculture Organization of the United Nations	\$1,990,000
Friends in Village Development Bangladesh	\$2,020,667
United Nations High Commissioner for Refugees	\$2,052,620
OXFAM GB	\$4,397,884
Save the Children	\$4,727,914
Action Against Hunger	\$5,377,135
Bangladesh Rural Advancement Committee	\$6,154,862
International Organization for Migration	\$7,200,000
World Vision Bangladesh	\$9,328,165
World Food Programme	\$204,100,000
<b>TOTAL</b>	<b>\$254,642,119</b>

## EDUCATION

PEOPLE TARGETED	Bangladeshi Host Communities	Refugees in Camps
<b>EDUCATION</b> <b>421,771</b> ppl	<b>45,847</b> ppl	<b>375,924</b> ppl
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>5</b>	<b>14</b>

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
Shehora Bohumukhi Samaj Kallan Samity	\$76,500
Integrated Social Development Effort Bangladesh	\$100,000
Friends in Village Development Bangladesh	\$119,816
Reaching People in Need	\$122,030
Unite Theatre for Social Action	\$130,600
Prantic Unnayan Society	\$230,073
UN Women	\$275,000
Allama Fazlullah Foundation	\$339,840
ACT Alliance / DanChurchAid	\$341,896
International Rescue Committee	\$452,400
Voluntary Service Overseas	\$562,800
Handicap International / Humanity & Inclusion	\$612,148
World Vision Bangladesh	\$1,057,540
Norwegian Refugee Council	\$1,611,600
Save the Children	\$2,500,000
Plan International Bangladesh	\$3,003,750
Bangladesh Rural Advancement Committee	\$3,266,984
United Nations High Commissioner for Refugees	\$12,315,720
United Nations Children's Fund	\$41,858,740
<b>TOTAL</b>	<b>\$68,977,437</b>

## HEALTH

PEOPLE TARGETED	Bangladeshi Host Communities	Refugees in Camps
<b>HEALTH</b> <b>1.27M</b> ppl	<b>417,295</b> ppl	<b>855,000</b> ppl
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>38</b>	<b>41</b>

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
ORBIS International	\$318,474
Health and Education for All	\$350,000
ACT Alliance / Christian Aid	\$399,451
Food for the Hungry	\$500,000



PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
Reaching People in Need	\$590,700
Action Against Hunger	\$615,059
Terre des Hommes - Lausanne	\$641,139
Peace Winds Japan	\$800,000
CARE Bangladesh	\$800,000
HOPE Foundation for Woman and Children of Bangladesh	\$1,739,036
Friendship	\$1,799,612
International Rescue Committee	\$2,000,000
Handicap International / Humanity & Inclusion	\$3,000,000
Save the Children	\$3,500,000
Bangladesh Rural Advancement Committee	\$4,336,013
World Health Organization	\$10,000,000
International Organization for Migration	\$10,874,585
United Nations High Commissioner for Refugees	\$14,342,030
United Nations Population Fund	\$14,500,000
United Nations Children's Fund	\$14,500,013
<b>TOTAL</b>	<b>\$85,606,112</b>

## NUTRITION

PEOPLE TARGETED	Bangladeshi Host Communities	Refugees in Camps
<b>NUTRITION</b> <b>395,050</b> <sub>ppl</sub>	<b>123,647</b> <sub>ppl</sub>	<b>271,403</b> <sub>ppl</sub>
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>13</b>	<b>14</b>

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
World Concern Development Organization	\$182,000
Concern Worldwide	\$267,000
World Vision Bangladesh	\$385,542
Save the Children	\$561,000
Bangladesh Rural Advancement Committee	\$681,568
Action Against Hunger	\$1,565,000
United Nations High Commissioner for Refugees	\$6,206,544
United Nations Children's Fund	\$12,578,200
World Food Programme	\$17,500,000
<b>TOTAL</b>	<b>\$39,926,854</b>

## SHELTER & NFI ITEMS

### PEOPLE TARGETED

Bangladeshi Host  
Communities

Refugees in Camps

**SHELTER & NFI**  
**877,000**<sub>ppl</sub>

**22,000**<sub>ppl</sub>

**855,000**<sub>ppl</sub>

**NUMBER OF JRP  
ORGANIZATIONS**

**9**

**15**

### PARTICIPATING ORGANIZATION

### REQUIREMENTS (US\$)

Integrated Social Development Effort Bangladesh	\$131,838
Uttaran Organization	\$162,816
Friendship Luxembourg	\$375,882
World Concern Development Organization	\$389,000
Norwegian Refugee Council	\$415,130
ACT Alliance / Christian Aid	\$420,647
Nabolok	\$533,165
HEKS - Hilfswerk der Evangelischen Kirchen Schweiz	\$750,000
CARE USA	\$1,800,000
Save the Children	\$2,929,209
Danish Refugee Council	\$3,000,000
Caritas Bangladesh	\$5,500,011
Bangladesh Rural Advancement Committee	\$6,796,913
International Organization for Migration	\$44,000,000
United Nations High Commissioner for Refugees	\$44,000,000
<b>TOTAL</b>	<b>\$111,204,611</b>

## WATER, SANITATION AND HYGIENE

### PEOPLE TARGETED

Bangladeshi Host  
Communities

Refugees in Camps

**WASH**  
**1.14M**<sub>ppl</sub>

**284,587**<sub>ppl</sub>

**855,000**<sub>ppl</sub>

**NUMBER OF JRP  
ORGANIZATIONS**

**32**

**35**

### PARTICIPATING ORGANIZATION

### REQUIREMENTS (US\$)

Association for Aid and Relief Japan	\$127,175
Loving Care for Oppressed Society	\$145,921
Caritas Bangladesh	\$210,988
Reaching People in Need	\$254,356
Nabolok	\$293,777
Helvetas Swiss Intercooperation	\$506,000
Friendship Luxembourg	\$852,804

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
ACT Alliance / Norwegian Church Aid	\$965,000
ACT Alliance / Christian Aid	\$1,127,518
HEKS - Hilfswerk der Evangelischen Kirchen Schweiz	\$1,234,500
Terre des Hommes - Lausanne	\$1,804,720
Save the Children	\$1,809,232
World Vision Bangladesh	\$1,892,830
OXFAM GB	\$2,500,000
Solidarités International	\$2,786,419
Bangladesh Rural Advancement Committee	\$7,028,615
Action Against Hunger	\$7,304,077
International Organization for Migration	\$19,160,199
United Nations Children's Fund	\$27,500,000
United Nations High Commissioner for Refugees	\$37,973,470
<b>TOTAL</b>	<b>\$115,477,601</b>

## COMMUNICATION WITH COMMUNITIES (CWC)

PEOPLE TARGETED	Bangladeshi Host Communities	Refugees in Camps
<b>CWC</b> <b>910,060</b> <sub>ppl</sub>	<b>222,665</b> <sub>ppl</sub>	<b>687,395</b> <sub>ppl</sub>
<b>NUMBER OF JRP ORGANIZATIONS</b>	<b>15</b>	<b>15</b>

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
ACT Alliance / Christian Aid	\$149,000
Action Against Hunger	\$705,063
Bangladesh Rural Advancement Committee	\$896,155
International Organization for Migration	\$2,500,000
United Nations Children's Fund	\$2,750,000
BBC Media Action	\$3,000,000
<b>TOTAL</b>	<b>\$10,000,218</b>

## LOGISTICS

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
World Food Programme	\$1,400,000
<b>TOTAL</b>	<b>\$1,400,000</b>

## EMERGENCY TELECOMMUNICATIONS

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
World Food Programme	\$2,500,000
<b>TOTAL</b>	<b>\$2,500,000</b>

## COORDINATION

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
Helvetas Swiss Intercooperation	\$100,000
UN Women	\$200,000
International Organization for Migration	\$1,393,180
United Nations High Commissioner for Refugees	\$1,896,020
<b>TOTAL</b>	<b>\$3,589,200</b>



## FUNDING REQUIREMENTS BY AGENCY

PARTICIPATING ORGANIZATION	REQUIREMENTS (US\$)
Shehora Bohumukhi Samaj Kallan Samity	\$76,500
Unite Theatre for Social Action	\$130,600
PULSE - Bangladesh	\$150,600
Uttaran Organization	\$162,816
Prantic Unnayan Society	\$230,073
Integrated Social Development Effort Bangladesh	\$231,838
Concern Worldwide	\$267,000
Loving Care for Oppressed Society	\$277,313
ORBIS International	\$318,474
Allama Fazlullah Foundation	\$339,840
Mukti Cox's Bazar	\$347,697
Health and Education for All	\$350,000
Food for the Hungry	\$500,000
Educo - Fundación Educación y Cooperación, ChildFund Alliance member	\$552,357
Voluntary Service Overseas	\$562,800
World Concern Development Organization	\$571,000
Light House Bangladesh	\$600,290
Peace Winds Japan	\$800,000
Association for Aid and Relief Japan	\$804,297
Nabolok	\$877,535
ACT Alliance / Norwegian Church Aid	\$965,000
Reaching People in Need	\$967,086
Friendship Luxembourg	\$1,228,686
Helvetas Swiss Intercooperation	\$1,580,313
ACT Alliance / Interchurch Organisation for Development Co-operation	\$1,617,358
HOPE Foundation for Woman and Children of Bangladesh	\$1,739,036
CARE USA	\$1,800,000
Food & Agriculture Organization of the United Nations	\$1,990,000
Friendship	\$2,110,875
Friends in Village Development Bangladesh	\$2,140,483
ACT Alliance / DanChurchAid	\$2,260,262
CARE Bangladesh	\$2,528,000
Norwegian Refugee Council	\$2,539,530
HEKS - Hilfswerk der Evangelischen Kirchen Schweiz	\$2,659,150
Terre des Hommes - Lausanne	\$2,914,587
BBC Media Action	\$3,000,000
UN Women	\$3,318,269
Solidarités International	\$3,359,055
International Rescue Committee	\$3,698,800
Plan International Bangladesh	\$4,003,840
ACT Alliance / Christian Aid	\$4,812,808
Handicap International / Humanity & Inclusion	\$5,876,197
Caritas Bangladesh	\$7,773,330
OXFAM GB	\$8,047,884
World Health Organization	\$10,000,000
Danish Refugee Council	\$12,821,254
World Vision Bangladesh	\$14,831,500
Action Against Hunger	\$15,860,339
Save the Children	\$17,942,285
United Nations Population Fund	\$21,459,994
Bangladesh Rural Advancement Committee	\$31,582,433
United Nations Children's Fund	\$111,339,257
International Organization for Migration	\$125,913,243
United Nations High Commissioner for Refugees	\$198,928,038
World Food Programme	\$234,901,300
<b>TOTAL</b>	<b>\$876,661,222</b>



[www.humanitarianresponse.info/en/operations/bangladesh](http://www.humanitarianresponse.info/en/operations/bangladesh)



[www.facebook.com/Rohingya-Response-ISCG-Coxs-Bazar-455703051511415](https://www.facebook.com/Rohingya-Response-ISCG-Coxs-Bazar-455703051511415)



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