

KEY ACTIVITIES

Site Management and Site Development

UNHCR and its partners, working closely with government counterparts, conduct site management and site development activities in 16 of the 33 refugee camps in Cox's Bazar district. This includes coordination of humanitarian activities across the sectors, emergency response and preparedness, working closely with refugee volunteers, refugee representatives, and communities, and ensuring a functional complaints and feedback mechanism for service delivery.

Emergency Preparedness and Response

UNHCR and other humanitarian organizations continued to focus on disaster preparedness and response after extensive flooding and devastating fires marked 2021. The Government of Bangladesh ensures building materials used in the camps reflect the temporariness of the Rohingya's stay in Bangladesh by defining the types of materials to be used. Shelters are made from bamboo and tarpaulin which are highly flammable as well as easily damaged by strong winds and heavy rains. Additionally, the impact of fires is particularly severe due to the densely populated camps and the limited space between shelters to act as natural fire breaks. The dry season between December and March increases the occurrence of fires. Three-wheeler vehicles equipped with water pumps/tanks and fire extinguishers (modified by UNHCR and partners) are used to respond more efficiently to fire incidents.



Refugee Safety Unit Volunteers learn and train to respond to fires.
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Site Management and Safety Unit Volunteers

Refugee volunteers are engaged as the "backbone" of service delivery and first responders in emergencies. Training conducted by UNHCR, and other humanitarian actors takes place throughout the year to ensure that volunteers are well equipped to respond to cyclones, monsoon, fires, floods and other emergencies. Training includes simulation exercises and demonstrations. While Safety Unit Volunteers respond to emergencies, Site Management Volunteers support their communities through site management and community outreach activities.

First Onsite Response Team (FORT)

FORT was created to respond when emergencies strike. The multifunctional team of UNHCR staff brings together diverse expertise in emergency response, including public health, mental health, legal protection, community-based protection, child protection, water, sanitation and hygiene. When FORT is deployed, the team works to support partners, refugee volunteers and government counterparts as part of the wider and more comprehensive emergency response.

Complaints, Feedback and Response Mechanism

The mechanism provides a platform for individual refugees and households to raise any issues related to service provision including shelter, site management, and water and sanitation facilities. Refugees can access this mechanism by either visiting the physical complaints, feedback, and response desk, or speaking with mobile site management volunteers. Cases are recorded and referred to the humanitarian agency responsible for responding to a particular issue, or the Camp-in-Charge office. Every complaint receives a response, informing the refugee of the solution or the limitations. UNHCR is working to fully digitalize the system in 2022.

Community Led Projects

Refugee communities are identifying and leading on projects ranging from small scale construction and repair of pathways to building bridges and stairs to facilitate safe movement in the camps. The projects provide refugees the opportunity to support their families and community.

Capacity Share Initiative

The Government, UNHCR and partners continue to rollout an initiative developed to share information and knowledge of all aspects of the humanitarian response between Government officials working in the camps and the humanitarian community. Exchanges on nutrition, mental health and psychosocial support, information management and energy and environment are conducted on a regular basis.

Relocation

UNHCR supports the Government in facilitating relocation within the Cox's Bazar camps. Relocation can take place for various reasons including, to move refugees from the transit centre to the camps, to reunite families, to mitigate protection concerns, or to provide safer accommodation in areas not prone to floods and landslides. UNHCR and its partners ensure that each relocation is organized and conducted in line with protection standards.

Bhasan Char

Working closely with Bangladeshi authorities, UNHCR and its partner conduct site management activities in support of the Government led response on the island. This includes coordination of humanitarian activities across the sectors, emergency response and preparedness, distribution of non-food items, ensuring a functional complaints and feedback mechanism, and working closely with the refugee communities. In 2022, UNHCR has trained 1,128 refugee Emergency Preparedness and Response volunteers to respond to emergencies and support site management activities.

KEY FIGURES COX'S BAZAR CAMPS

- 

1,586

Rohingya refugees supporting site management and response
- 

276

Refugee volunteers trained on firefighting using three wheeler vehicles
- 

16

Camps managed by site management support partners
- 

34

Firefighting three wheelers modified and equipped for fire response
- 

3,168

Fire extinguishers in the camps
- 

1,339

Fire stands (bucket water/sand) available for fire response
- 

8

Rafting boats available in the camps for flood response
- 

14

Trainings conducted on camp coordination and management
- 

4

Fire drills conducted
- 

37

Community risk assessments conducted
- 

88,671

Refugee households received LPG (liquefied petroleum gas) cooking sets
- 

116,331

Female hygiene kits distributed
- 

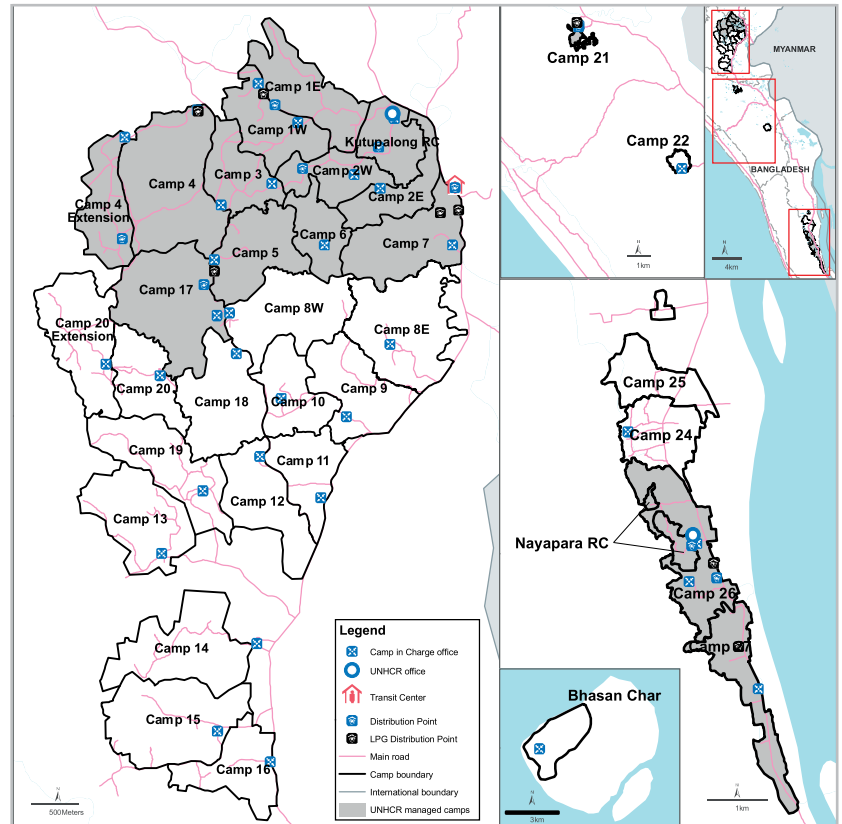
510

Refugee households received core relief items after incidents/ disasters
- 


85,222

Refugees households received jute bag to carry non-food items


AREA OF RESPONSIBILITY




KEY FIGURES BHASAN CHAR

- 

1,128

Refugee volunteers trained on disaster management
- 

1

Information session organized on community engagement, camp operation and communication with communities
- 

28

Cyclone preparedness drills conducted



Rohingya refugee volunteers train to become first responders in case emergencies on Bhasan Char. © BDRCS