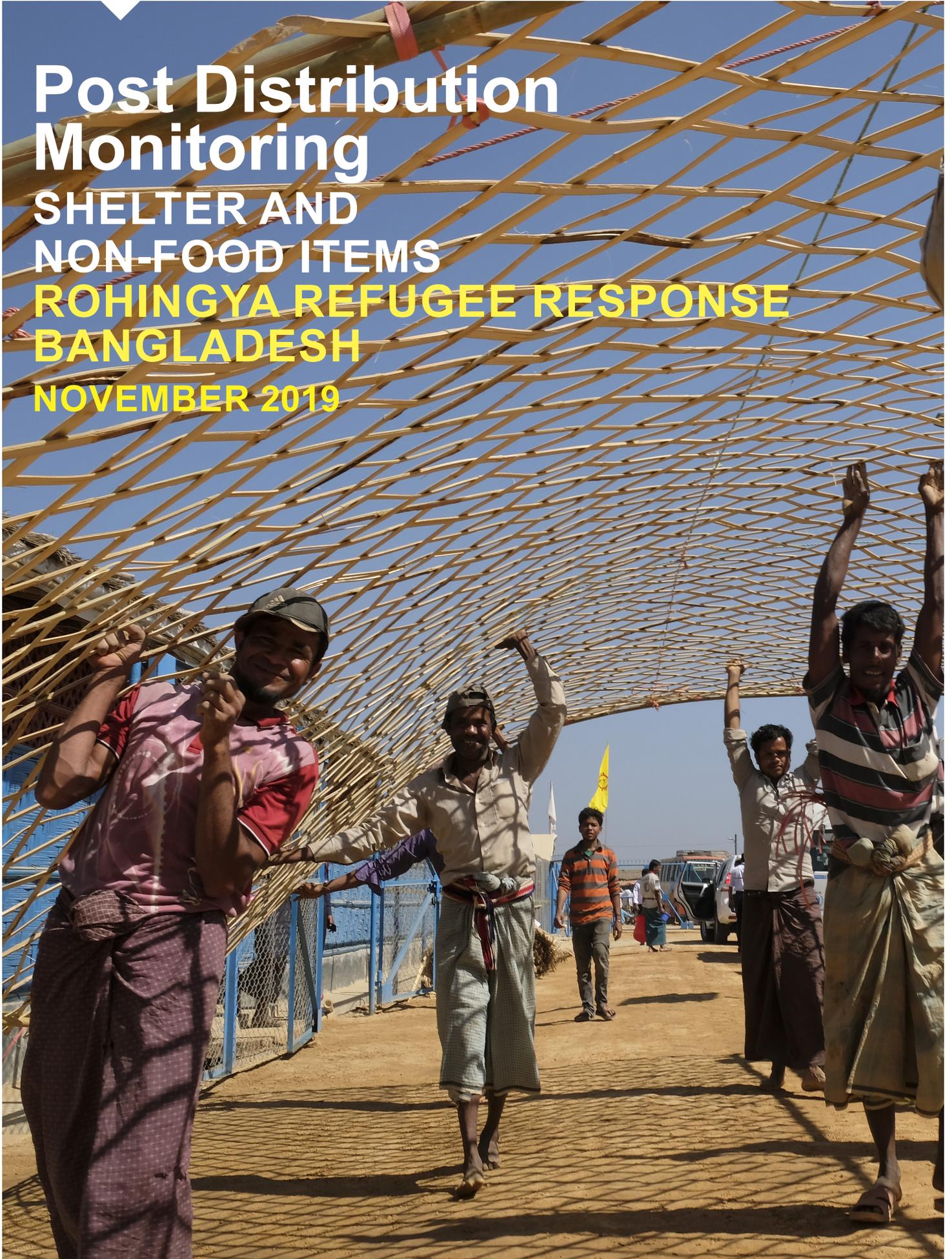


Post Distribution Monitoring SHELTER AND NON-FOOD ITEMS ROHINGYA REFUGEE RESPONSE BANGLADESH NOVEMBER 2019



Acknowledgements

This Post Distribution Monitoring (PDM) is the second PDM conducted in 2019. The PDM was initiated by the UNHCR sub-office in Cox’s Bazar in November to monitor various aspects of Non-Food Item (NFI) distribution through feedback from refugees, including on the quality, usefulness, and sufficiency of the items. The previous PDM on NFIs was conducted in April 2019. UNHCR would like to thank its staff members and a Multi-Functional Team composed of select technical staff who provided support and guidance for the planning and the completion of this exercise, as well as the members of the refugee community who participated in the survey by providing their valuable feedback.

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COVER PHOTOGRAPH:

Rohingya workmen build new facilities at the registration and distribution centre in Camp 17, Kutupalong settlement. © UNHCR/Santiago Escobar-Jaramillo

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Newly-built shelters in Camp 4 extension site @UNHCR/Adam Dean

Introduction

Background

Since August 2017, an estimated 744,400 Rohingya refugees have fled from Myanmar into Cox’s Bazar, Bangladesh, increasing the total number of refugees present in the district to an estimated 914,998¹. Within two months of the first arrivals, the number of refugee population in Cox’s Bazar district quadrupled, which made it the fastest growing refugee crisis in the world. The influx continued over the subsequent months with more and more refugees arriving by foot and by boat. Most of them arrived from Myanmar without taking their belongings or cash, while others reportedly fled home only wearing their clothes, and without the means to buy anything else. Half of the refugees (nearly 55%) are children under the age of 18 years.

UNHCR was among the first humanitarian organizations to respond to the refugee influx through the provision of life-saving assistance. Distributions consisting of blankets, plastic sheets, sleeping mats, family tents, plastic rolls, kitchen sets, jerry cans and buckets initially reached 250,000 refugees within weeks after their arrival. By the end of October 2019, UNHCR had distributed 1.1 million Core Relief Item (CRI) kits to newly arrived refugee families - each kit containing tarpaulins, kitchen set, blanket, jerry can, bucket, sleeping mat and solar lamp. Up until December 2018, 90,569 families had also received an Upgraded Shelter Kit (USK) consisting of multi-type² and borak-type³ bamboo poles, rope, plastic tarpaulins, sandbags and toolkits, meant to reinforce their shelters during the harsh monsoon season. From April to October 2019, UNHCR distributed shelter repair items and provided shelter replacement assistance for more than 97% of households assessed to have shelter in bad condition or

1. RRRRC/UNHCR Family Counting

2. UNHCR Bangladesh specifications: Min 16 feet long. Circumference 2” nominal or 3” nominal. Mix of sizes is acceptable (<https://www.dropbox.com/s/c28fwb8bqkjiw/Bamboo%20specifications.pdf?dl=0>)

3. UNHCR Bangladesh specifications: Min 25 feet long; At least 8” (eight inch) perimeter measurement at 1/3 length from the toe of the borak bamboo. No insect defect in the circumstances of the borak bamboo No split ends (<https://www.dropbox.com/s/c28fwb8bqkjiw/Bamboo%20specifications.pdf?dl=0>)

deemed to be vulnerable households in the camps in areas targeted by UNHCR assistance⁴. As of October 2019, UNHCR has distributed shelter repair items and provided shelter replacement assistance for 78,778 households, and distributed Tie-Down Kit⁵ (TDK) to 88,361 households.

UNHCR, in close collaboration with its partner agencies, and other humanitarian actors, continues to support the Government of Bangladesh in responding to the refugee situation in Cox's Bazar by ensuring relief items are also prepositioned and available to be delivered to the most vulnerable households in a timely manner. Facilities for the distribution of materials were improved in the camps during 2018 and 2019. Furthermore, a Global Distribution Tool was introduced to speed up the recognition of beneficiaries and align the accounting of materials distributed with the available registration data on refugees coming from a joint UNHCR-Government of Bangladesh registration process, thus reducing waiting times and the potential for multiple distributions to the same recipient.

Objectives of Post Distribution Monitoring (PDM)

UNHCR uses Post Distribution Monitoring (PDM) as a mechanism to collect refugee's feedback on the quality, sufficiency, utilisation and effectiveness of assistance received. It is conducted after the distribution of relief items is completed. The first PDM on Non-Food Item (NFI) was done in March 2018 covering the period since the beginning of the refugee influx in August 2017. The outcome of the PDM exercise was used to inform the procurement efforts as well as subsequent NFI distribution which was monitored through the second exercise conducted in August 2018, or a year after the influx. A total of 2,298 households who received NFIs from UNHCR took part in this PDM exercise.



Refugees carrying WASH Hygiene kit and Core Relief Item @UNHCR/
Sabrina Sayed

This fourth PDM survey and exercise covers the distribution of six types of NFI assistance provided through UNHCR and partners to Rohingya refugees from April to October 2019. It includes Compressed Rice Husks (CRH)⁶, Core Relief Item kits (CRI)⁷, shelter repair and replacement assistance⁸, WASH Hygiene kits⁹, Female Hygiene kits¹⁰ and Liquefied Petroleum Gas (LPG)¹¹.

4. UNHCR is one among a number of actors that are distributing assistance based on agreed target areas, which is well coordinated among the major agencies working in Cox's Bazar

5. Tie-Down Kit (TDK) comprises iron pegs (6 pieces); 60m of rope (1 piece) and wire (1 kg). It is also called Pre-Monsoon Kit

6. In May 2018, UNHCR increased the quantity of Compressed Rice Husks (CRH) from one to two bags of 19 kg for families with sizes of 7 and above. 705,782 bags of CRH were distributed from January to August 2018 in all camps where UNHCR was directly distributing non-food items. Distribution of CRH was progressively phased-out with the introduction Liquefied Petroleum Gas (LPG) from September 2018 onwards. 236,167 bags of CRH were distributed from September 2018 to March 2019. Only 10,612 bags of CRH were distributed from April - October 2019

7. Core Relief Items (CRI): a kit contains sleeping mats (5 pieces); blankets (5 pieces); jerry can (1 piece); solar lamp (1 piece); bucket (1 piece); plastic sheet (1 piece); kitchen set (1 pack). 57,034 families received CRIs from January 2018 – April 2019, and 891 families received CRI from April – October 2019

8. Shelter repair and replacement assistance: contains rope (30m); tarpaulin 4 x 5m; bamboo – borak; bamboo – muli; sandbag; wire. UNHCR has provided a need-based shelter assistance in 2019. Following a comprehensive shelter assessment, shelter repair and replacement assistance items have been provided to 78,778 household by October 2019

9. WASH Hygiene Kit contains drinking water pot (jerry can) 10 liters (4 pieces); potty for children for safe excreta disposal (1 piece); disposable nappies (1 piece); bathing soap (8 bars); 130mg laundry soap (8 bars); non-disposable sanitary cloth (6 pieces); gamcha (local towel) (2 pieces); heavy duty plastic bucket with lid – 15 litre capacity (1 piece). From April to October 2019, UNHCR has distributed only 5,155 WASH Hygiene Kits, while a total of 61,992 were distributed since January 2019

10. A Female Hygiene Kit consists of reusable sanitary napkins (3 packs x 6 pieces); female underwear (3 pieces); 125ml antiseptic liquid (4 bottles); 100mg bath soap (8 bars); 130mg laundry soap (8 bars) and a 5 lt plastic bucket (1 piece) for female refugees aged 12 to 59 years old. The kits are for distribution every six month. UNHCR has distributed 147,520 Female Hygiene Kits since January. 120,545 Female Hygiene Kits were distributed from April to October 2019

11. Liquefied Petroleum Gas (LPG) was introduced in the Operation in September 2018 as an alternative fuel to address the tree cutting witnessed in local forest for use as firewood and for cooking. The distribution of LPG gas cylinder and stove is provided as part of a comprehensive response to this situation, targeting all refugee households, as well as 20,000 host community households around the camps where UNHCR is undertaking distributions



Storage of Shelter repair and replacement kit before distribution © UNHCR/Andre Therik

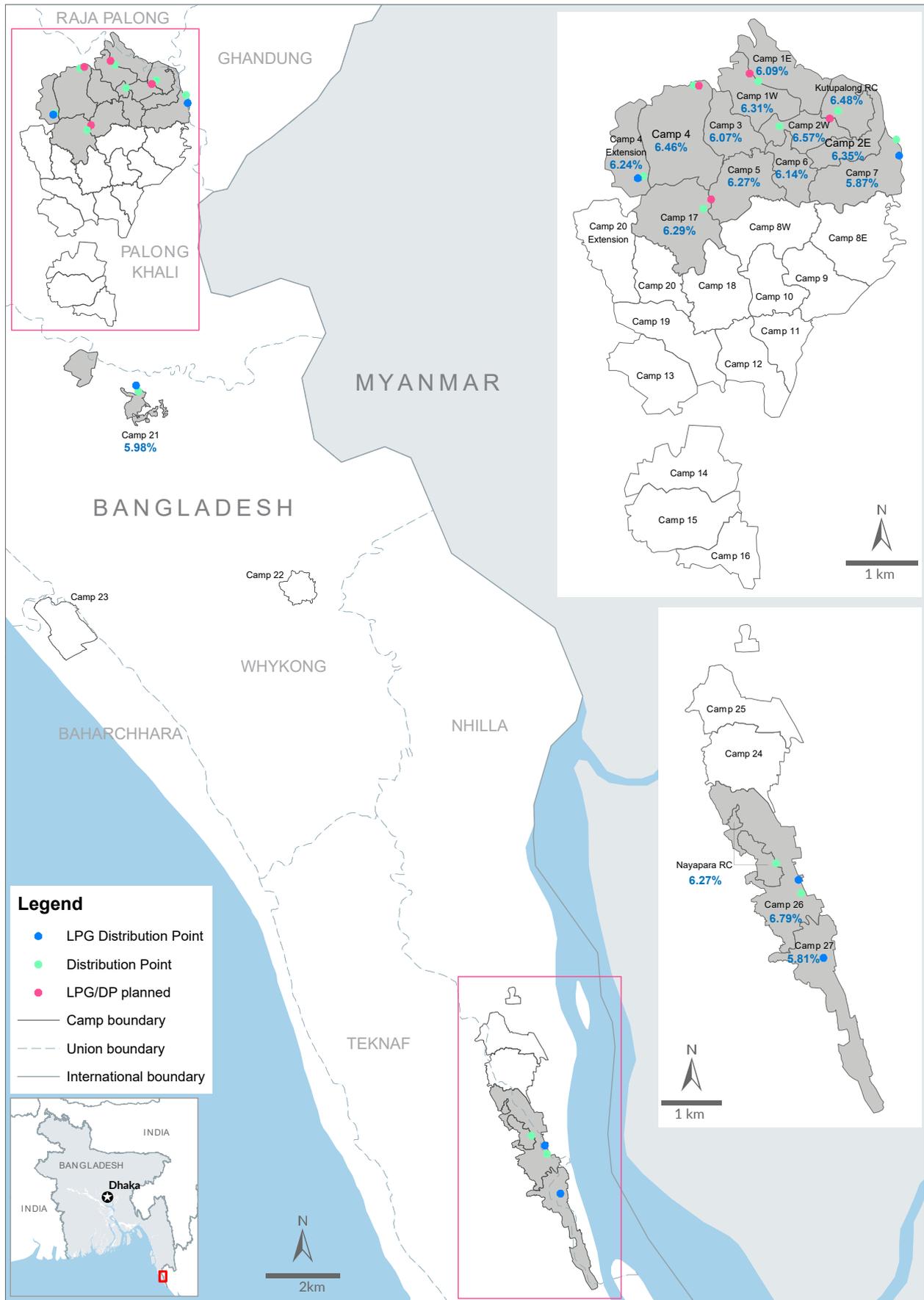
UNHCR has almost fully replaced distribution of CRH with LPG in all camps under UNHCR target distribution areas in 2019. This has been a big step forward for NFI support with significant cost savings and implications for UNHCR’s distribution work overall. Some 87,785 households were receiving LPG cylinders and refills by the end of October 2019. 1,361 host community households are also benefitting so far from LPG cylinders and refills which will eventually reach 20,000 local households. Most importantly, the assistance has been greatly welcomed by refugees with a high uptake and interest in it.

Methodology

For this PDM exercise, sampled households were selected with 95% confidence level and 5% margin of error. In order to ensure that a minimum target number of respondents were included for the desired level of precision, 10% buffer was added. A separate sampling method was carried out for shelter beneficiaries, which had put forward specific questions related to the distribution and provision of shelter repair and replacement assistance. The total randomly selected households participating in the survey was approximately 280 persons per camps (135 for shelter and 145 for other NFI). A total of 4,596 households were interviewed by 60 trained independent enumerators from 12 to 25 November 2019 in 16 refugee designated camp locations (see map 1) where UNHCR and its partners are directly distributing non-food items. Data was collected using a Kobo online data collection system.

Each enumerator was given a tablet which included the Kobo form and a mobile map package (MMPK) where all beneficiary locations have been added. The MMPK was used as a means of navigation to retrieve targeted beneficiaries in the camps and proceed with the interview using the Kobo form.

Map 1: Proportion of sample size by refugee camps where PDM was conducted



Since the second PDM conducted in September 2018 there have been qualitative surveys incorporated into the PDM exercises on NFI post-distribution monitoring. This followed a review on the methodology used in the first PDM carried out in March 2018 by UNHCR’s Multi-Functional Team. For the current survey, a total of 8 Focus Group Discussions (FGD) (including 4 female and 4 male groups) were held from 12 to 25 November 2019 in 4 camps with a team of 8 UNHCR staff and 6 trained enumerators used as translators and facilitators.

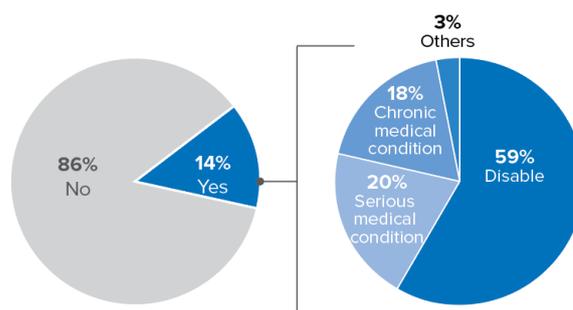
Findings and comparative analysis

Respondent’s profile

About 46% of female and 54% of male refugees provided feedback on various items distributed. The majority of the surveyed refugees (69%) were aged between 26 to 59 years old, while 22% were aged between 18 to 25 years old, and only 1% was below 18 years of age. Some 8% of refugees were above 60 years of age. More than 81% of surveyed refugees were heads of household, consisting of 39% females and 61% males.

14% percent (Chart 1) of surveyed refugees reported having specific needs in their households. Out of the 14% who reported having a specific need, 18% stated having chronic medical conditions, 20% reported having serious medical conditions, while 59% said they had a disability. More than 92% of the surveyed had less than seven members per household; 7% lived with seven to ten family members; and, less than 1% had more than 10 family members.

Chart 1: % of respondents with specific needs



Key findings

The PDM survey found that NFI packages distributed by UNHCR and partners, including CRI, shelter repair and replacement assistance, CRH, WASH Hygiene kits, Female Hygiene kits and LPG generally met the declared household needs¹².

The overall satisfaction score emanating from the survey was positive and was in general higher than the previous results. The refugees reported high satisfaction for the items received and rated them on average as 4.3 on a 5-point Likert scale for quality and usefulness. They also reported a general satisfaction with the organisation of the NFI distributions, with an average score of 3.9 on the Likert scale.

12. Meet minimum quality standard for NFI approved by the Shelter/NFI Sector in Cox’s Bazar

Some highlights of the survey:

- The findings show that the quality of the distributed materials was considered to have been maintained or improved, with the overall quality of items scoring 4.3 on a 5-point Likert scale, comparing favourably with the April 2019 PDM overall score of 4.1.
- About 91% of surveyed refugees reported receiving sufficient quantities of items, compared to 73% reporting the same who were surveyed in April 2019. This finding indicates an improved understanding of distribution needs as well as delivery of that the items to meet the stated needs of targeted beneficiaries.
- Almost all refugee respondents surveyed (99%) reported using all the NFI items received, while very few refugees (less than 1%) reported that their items were either stored, sold or stolen.
- All of the six NFI packages scored above 4 on a 5-point Likert scale in terms of usefulness.
- The CRI Kit received the highest score (4.37) for quality among all six NFI assistance packages. The CRH Kit scored next with 4.31, followed by the WASH Hygiene Kit with 4.23. Plastic sheeting and the solar lamp from the CRI kit received respectively the highest (4.45) and second highest scores (4.43) for quality among all the individual items distributed.
- The CRI Kit received the highest score (4.35) in response to questions on usefulness compared with the other six NFI assistance packages. CRH kits scored next with 4.35, followed by the Female Hygiene Kit (4.29). Solar lamps and plastic sheeting from the CRI kit received respectively the highest (4.41) and second highest scores (4.40) for usefulness among all items.
- Refugees reported on the organisation of the NFI distribution with a score of 3.9 (the same score received during the previous April 2019 survey). 99% (Chart 9) of the surveyed refugees rated the distribution process as average or above average with a score of 3.0 points or more on a Likert scale. LPG and Female Hygiene Kit distributions were indicated as the most appreciated by the respondents with a score of 3.91.
- An average of 1% of surveyed refugees reported problems during and after distribution. Most of the refugees expressed concerns about the unfriendliness of some volunteers.
- Long waiting times due to crowded distribution points and transportation issues due to heavy load of items were also complaints. The average waiting time at distribution centres was about 129 minutes (over 2 hours), compared to the time duration reported in the April 2019 PDM when the average waiting time was some 3 hours.
- Sixty-nine percent of the surveyed refugees stated that the distribution site was far from their shelters, which is 6% less than the April 2019 PDM when 75% of the refugees made the same statement. 13% of refugees reported paying between BDT10-1,000 to collect and transport their relief items from distribution points to their shelters, compared to 10% who reported paying cash for these services in the April 2019 PDM.
- Fifty-eight percent of refugees stated that they received information on distributions and their entitlements prior to the NFI distribution, compared to 77% reporting on this in the April 2019 PDM. Like in previous PDMs, the majority of surveyed refugees identified majhis (Army-appointed block leaders) as the main source of information (69%), followed by UN/NGO staff (26%).
- 56% of the surveyed refugees received information on their items during distributions, which was lower to what was reported in the April 2019 PDM when information sharing during distributions was stated to have taken place by 82% of surveyed refugees.
- An average of 97% of the surveyed refugees reported being/feeling safe during the distribution, and while collecting their items.
- About 43% of surveyed refugees stated they preferred a voucher assistance system, an increase from the 27% reporting this preference in the April 2019 PDM exercise. 38% indicated a preference for a combined voucher and cash assistance, an 11% increase from the 29% reporting this preference in the April 2019 PDM.

Quality of items

Refugee respondents rated the overall quality of distributed items with a score of 4.3 on a 5-point Likert scale. This represents an increment of 0.2 points from the previous overall score on the quality of NFIs from last April 2019 PDM. Each of the kits saw an incremental in the survey. 87% of the surveyed refugees who received the six NFI packages rated the quality of items highly, scoring 4.0 point and above.

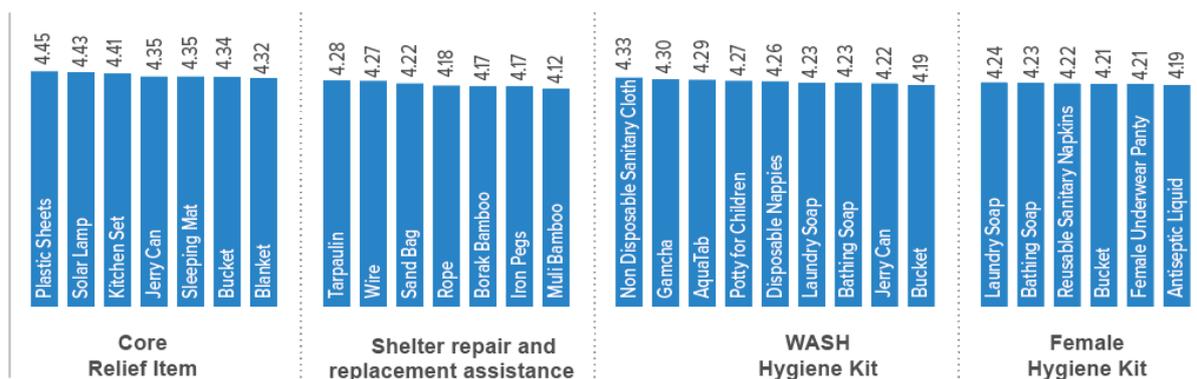
Chart 2: Score on quality of items



CRI kit scored highest among all six NFI package with 4.37 (Chart 2), whereas shelter repair and replacement assistance scored lowest with 4.19 (Chart 2) with an increment of 0.15 compared to the April 2019 PDM.

Plastic sheets were rated the highest in quality amongst the items, with a score of 4.45 (Chart 3), followed by solar lamps (4.43), and Kitchen sets (4.41). Multi bamboo from the Shelter Kit scored the lowest amongst the items (4.12).

Chart 3: Score on quality of items



Almost all refugees also expressed their satisfaction with regards to the quality of items received during the 8 focus group discussions (FGD) conducted in 4 camps. However, some concern was expressed by refugees about the quality of the bamboo available and the size of the tarpaulins. Participants also mentioned that some of the solar lamps received were damaged in the kit and they requested the possibility to return or exchange such damaged items in future. Comments were received also about the quality of LPG cylinders and pipes being distributed. There is a need to reinforce existing monitoring of the quality of items provided to refugees through suppliers and partners.

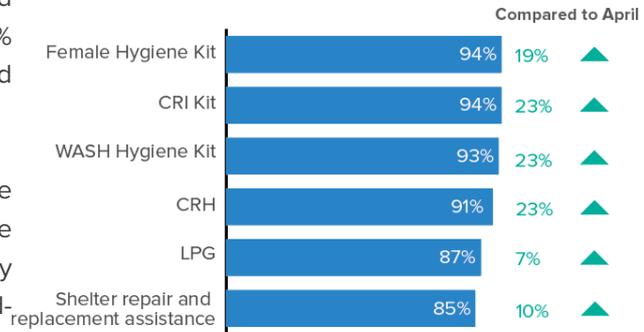
The views of refugees are important and validate UNHCR’s current ongoing efforts to ensure high quality and durable items procured at the best value through available resources. The FGDs were particularly informative and generated ideas on further enhancing quality in future.

Sufficiency of items

Ninety-one percent of the refugee respondents reported receiving a sufficient quantity of items. This figure represents a 17% increase compared to the results in the April 2019 PDM in which 73% of the respondents had reported they received a sufficient quantity of items.

The Female Hygiene Kit and the CRI Kit were rated by refugees as the two types of assistance most meeting their needs in terms of sufficiency of the items provided, with 94% of the respondents reporting that they were enough.

Chart 4: % of respondents reporting items received is sufficient



The WASH Hygiene Kit was the second type identified by refugees for being provided in sufficient quantity, with 93% of the respondents reporting it was enough to meet their needs. CRH assistance was considered by 91% of the respondents as provided in sufficient quantity. The findings indicate that the quantity of items available is generally considered to be meeting needs.

Antiseptic liquid from the Female Hygienic Kit was considered by those surveyed as sufficient with 99% of the respondents reporting positively. Borak bamboo from the shelter repair and replacement assistance items saw less agreement on the sufficiency of quantity provided with only 80% of the respondents reporting their items were enough to meet their needs.

During the FGDs, refugees raised concerns about the insufficiency of quantity of the items, particularly related to replenishment of the items. In 1 FGD some participants mentioned the fact that they had not received any shelter materials (borak and muli bamboo and tarpaulin) or a CRI Kit for over a year. Some commented that LPG cylinder fuel supply was not sufficient enough for their use and that they needed to use alternative sources of fuel to cook food. These issues have been referred in the course of 2019 to the relevant UNHCR technical units as part of the follow up in drafting the present report to review the current established monitoring mechanism for measuring and adapting calculations in quantity of assistance provided. In the case of LPG a mechanism to measure family size and average usage is in place to guide the amount of LPG provided to individuals and households of various sizes.

Usefulness of items

Almost 92% of surveyed refugees rated the items they received as useful, with an overall score of 4.3 on a 5-point Likert scale, which is an increase of 0.1 compared to the previous April 2019 PDM exercise which scored the usefulness of items as 4.2.

CRI and CRH kits were rated as the most useful form of assistance out of the NFI packages distributed, scoring 4.35 (Chart 5), followed by the Female Hygiene Kit (4.29), LPG and the WASH Hygiene Kit (4.28), and lastly shelter repair and replacement assistance (4.24).

Chart 5: Score on usefulness of items

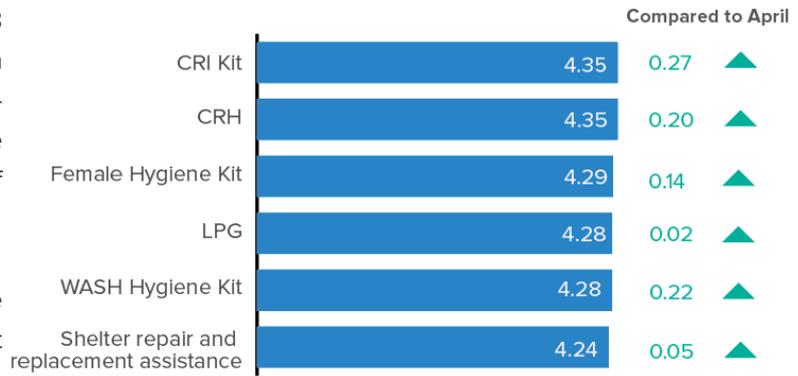
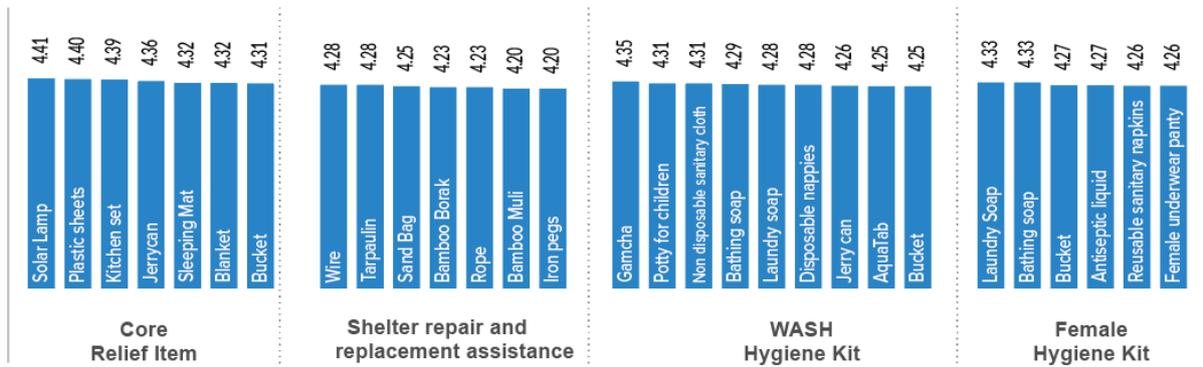


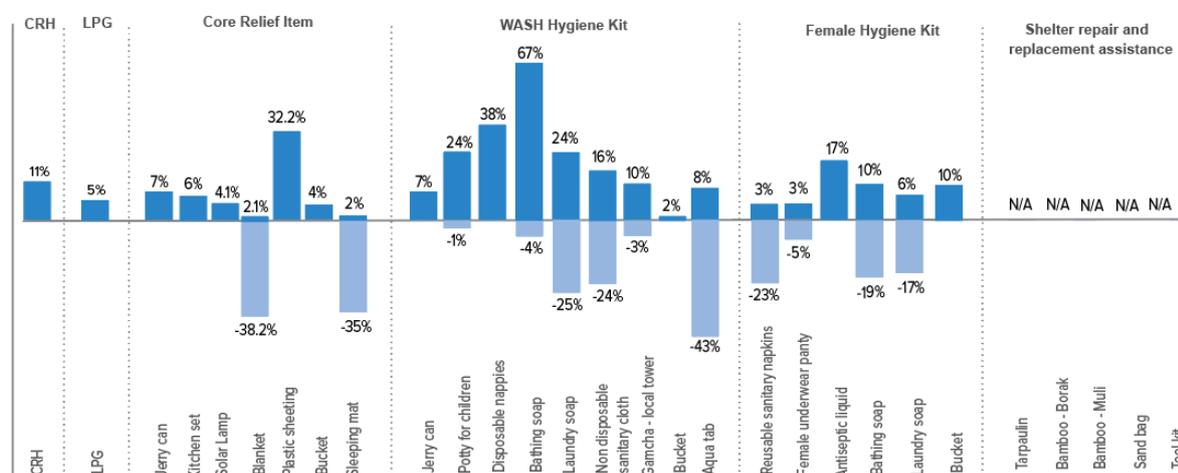
Chart 6: Score on usefulness of items



In the CRI Kit, solar lamps scored the highest (4.41) (Chart 6) for their usefulness, whilst buckets scored the lowest with 4.31. Within the shelter repair and replacement assistance, wire was rated as the most useful item (4.28), whilst muli bamboo poles and iron pegs were considered the least useful (4.20). Gamchas were considered the most useful items as part of the WASH Hygiene Kit, scoring the highest (4.35), whilst aqua tabs and buckets were viewed as the least useful (4.25). Amongst the items distributed as part of the Female Hygiene Kit, laundry and bathing soaps were rated the most useful (4.33), whilst reusable sanitary napkins and female underwear were rated the least useful (4.26).

Quantity of items received versus entitlement

Chart 7: Quantity of items received versus entitlement



Refugees were asked whether they received the quantity of NFIs that were outlined as being part of the kits they received¹³. Chart 7 shows their responses in detail for each item.

Eighty-one percent of the refugees reported receiving the same quantity as per their entitlement, a decrease of 11% in refugees reporting that they had not received the correct allocation of items compared to the April 2019 PDM. An average of 12% of the respondents stated that they received more items than they were entitled from the set of 25 individual items generally distributed. In particular, bathing soap distributed as part of the WASH Hygiene Kit - 67% of the respondents stated that they received more than their entitlement. In the April 2019 PDM, 3% of respondents averagely reported that they had received more than their entitlements.

An average of 7% of the respondents reported receiving less items than they were entitled to in 12 out of 25 relief items provided in all standard NFI packages.

43% of the respondents said they received less than their entitlement of aqua tabs during distributions taking place for an acute watery diarrhoea emergency response in 2019.

WASH Hygiene kits have had previous reporting on discrepancies by refugees. UNHCR's initial investigations into the matter reveal that it is possible that refugees are also receiving WASH items from other agencies working in the camps and not distinguishing sources of assistance in their reporting.

13. In 2019, UNHCR did not distribute a standard kit for shelter but undertook a targeted distribution of shelter items based on specific need of each household, following a blanket shelter need assessment. Therefore Chart 7 do not include refugee's responses for shelter

Use of items

About 99% of the surveyed refugees reported using all NFI items received, and very few - less than 1% - reported their items were either stored, sold or stolen. The overall utility rate is similar to previous PDM results. Among refugees reporting that they stored items, these items were from all packages, except the CRH Kit. The items reported to be kept were kitchen sets from the CRI Kit, laundry soap from the WASH Hygiene Kit, muli bamboo from the shelter repair and replacement materials, and reusable sanitary napkins from the Female Hygiene Kit (which had the highest number of respondents 19). About 2% of the above respondents stated that they were storing the WASH Hygiene Kit (Table 1). Only 1% of the refugees reported that they were keeping their shelter repair and replacement materials for future use.

Table 1: % of respondents reporting on actual use of items received

Item Type	Used	Kept/Stored	Sold	Gifted	Stolen	Exchanged
Compressed Rice Husk	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
LPG	99.00%	0.20%	0.00%	0.00%	0.80%	0.00%
Core Relief Item	99.50%	0.10%	0.00%	0.00%	0.30%	0.10%
WASH Hygiene Kit	97.40%	0.30%	0.00%	0.00%	2.30%	0.00%
Female Hygiene Kit	99.00%	0.50%	0.00%	0.00%	0.50%	0.00%
Shelter repair and replacement assistance	97.90%	1.30%	0.10%	0.00%	0.70%	0.00%

Refugees reported selling items from the shelter repair and replacement materials only. In the April 2019 PDM refugees reported selling items from CRI and WASH Hygiene Kit. The most sold item was the muli bamboo, reported by only 3 respondents. The rest of items reported to be sold were borak bamboo and tarpaulin. UNHCR will review the shelter assessment methodology for 2020 distribution by taking into consideration refugees' feedbacks.

Items sale value was between BDT 400-800 for muli bamboo, BDT 100-600 for borak bamboo, and BDT 600-1,400 for tarpaulins.

Items were reportedly sold to gain cash in hand and for the purpose of buying food. Refugees reported selling their items also to gain cash in the April 2019 PDM. Notably, refugees did not report selling their NFIs to pay for healthcare services in this PDM as compared to April 2019 PDM where 21% of the respondents reported selling their items for above mentioned reason.

Distribution process

In this PDM exercise the refugees gave an average score of 3.9 points for the organisation of distributions (same score given in April 2019 PDM). The distribution of both LPG and Female Hygiene Kit was rated better than the distribution of other items or kits. Wash Hygiene Kit scored 3.87; CRH rated as average, with a score of 3.82 on a 5-point Likert scale (Chart 8). Overall, the scores showed a general improvement.

On a scale of 1 (Very dissatisfied), 2 (Dissatisfied), 3 (Average), 4 (Satisfied) to 5 (Very satisfied)

Chart 8: Score on distribution process

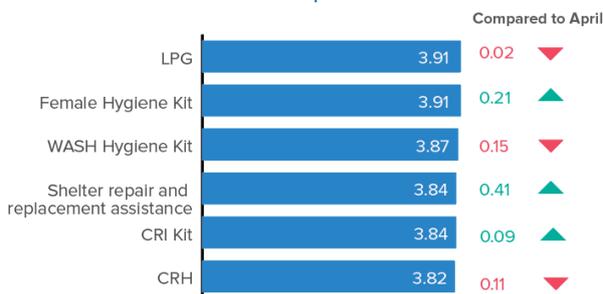
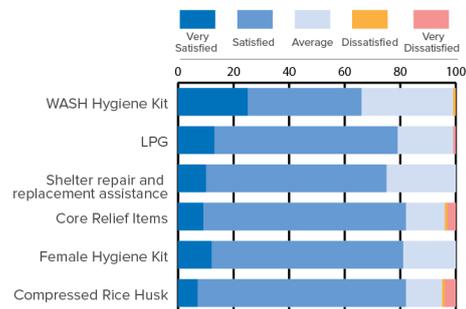


Chart 9: % of respondents rating on distribution process



Ninety-nine percent (Chart 9) of the surveyed refugees rated the distribution organisation as average or above average. This finding represents a 2% increase from the April 2019 PDM. Among the respondents who said they were not satisfied, an important number believed the organization of distribution was good enough, but did not want to elaborate their views, or did not know what to suggest to improve the distribution process. A few respondents mentioned the need of soap, gamcha and blankets. Very few respondents suggested to change the distribution method (with one respondent claiming that it was too fast).

Sixty-nine percent of the surveyed refugees stated that the distribution site was far from their shelters, 6% less than the April 2019 PDM when 75% of the surveyed refugees reported the same answer.

Table 2 refers to the time the beneficiaries waited at distribution centres before receiving their entitlements. The average waiting time at distribution centres was about 129 minutes (over 2 hours). The average waiting time is nevertheless an hour less than that reported in April 2019 PDM, which demonstrates some improvement.

Forty-seven percent of the respondent spent 1-2 hours waiting their items at the distribution while less than 1% of the respondents said they spent over 6 hours before collecting their items. 52% of the women respondents waited 1-2 hours to receive their Female Hygiene Kit at the distribution point (The highest percentage of people waiting at distribution point among six the distribution services).

Table 2: % of respondents reporting time to receive their entitlement at the distribution center

Item Type	Less than an hour	1-2 hours	3-4 hours	5-6 hours	6 hours or more
Compressed Rise Husk	12.5%	45.3%	32.8%	8.6%	0.8%
LPG	16.3%	44.7%	30.9%	7.6%	0.6%
Core Relief Item	21.5%	46.2%	28.0%	3.4%	0.8%
WASH Hygiene Kit	19.3%	46.5%	29.9%	3.9%	0.3%
Female Hygiene Kit	20.6%	52.2%	24.4%	2.3%	0.4%
Shelter repair and replacement assistance	16.4%	48.1%	28.2%	6.3%	1.0%
Grand Total	17.8%	47.2%	29.0%	5.3%	0.7%

The highest average waiting time for an individual item was for the distribution of the CRH Kit (145 minutes), followed by LPG (137 minutes). Respondent spent the least amount of time at the distribution centres providing Female Hygiene kits (114 minutes).

During this PDM exercise it was reported by less than 1% that they paid a fee (ranging between BDT 20 - 200) to be placed on the distribution list. The PDM findings revealed that payments were paid to majhis. UNHCR has continued, with its partners, to emphasise in oral and pictorial messaging to refugees and within their communities that distributions are free of charge and refugees need not provide payment at any stage to be eligible for assistance items.

Thirteen percent of respondents reported paying between BDT 10-1000 to porters to collect and transport their relief items from distribution points to their shelters as compared to 10% who reported paying for this service in the April 2019 PDM. The highest amount paid for portering was reported for LPG transportation. The reasons why refugees cited for using porters included distance from shelters (62%), heavy weight of items (17%), mobility issues (16%), and single headed family (6%).

Fifty-eight percent of surveyed refugees stated that they were informed of their entitlements prior to distributions, compared to 77% in April 2019, and 53% in September 2018. This is a regression of 19% from the last April 2019 PDM. About 56% of surveyed refugees reported obtaining information on their entitlements at the same time they received the relief items, compared to the April 2019 PDM where information sharing during distribution was reported by 82% of the surveyed refugees.

UNHCR has initiated further enquiries into this matter in order to find out the reason why there is such a significant decrease in reported information sharing on distributions.

The majority of surveyed refugees identified majhis as the main source of information before distribution (69%), followed by UN/NGO staff (26%). During the March 2019 PDM, majhis were also identified as main source of information by 38% of respondents (31% less compared to this PDM), while UN/NGOs were also identified as the second source of information with 34% of the respondent (8% more than current PDM).

Refugees also mentioned majhis closely followed by UN/NGO volunteers as main communication channels during the FGDs conducted.



UNHCR and refugees prepare for monsoon season. © UNHCR/Roger Arnold

Less than 1% of the surveyed refugees reported challenges during and after distribution. In this PDM, challenges reported by respondents were mainly focused on unfriendliness of some volunteers, long waiting times due to crowding at the distribution points, and difficulties of transportation due to the weight of items received. The same challenges were also reported in the previous April 2019 PDM.

Refugees also mentioned the difficulties older persons face in reaching distribution points, as well as pregnant women. This emerged in 3 FGDs out of the 8 conducted for this PDM. They explained that heads of households are required at distribution point to collect their items, while some of them (older persons and pregnant women) are unable to walk the distribution point and often need to send other family members who can collect the items on their behalf.

An average of 97% of the surveyed refugees reported feeling safe while collecting their items. 96% of the surveyed refugees expressed their satisfaction for the safety of the distribution centres for WASH, CRH Kits and shelter repair and replacement assistance. 98% of the respondents reported the same for Female Hygiene and CRI Kit distributions.



Bamboo treatment brings more sustainable housing to camps © UNHCR/Will Swanson

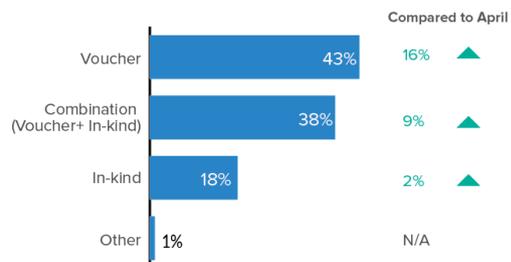
Use of help desks and complaint mechanisms

Few of the respondents reported challenges during and after distribution. Among the respondents who reported challenges in this survey during and after distribution, only 10 respondents (11%) filed complaints to the different complaint mechanisms. 7 refugee respondents filed complaints to UN/NGO staff, while the 2 others filed complaints at help desks and information points. The last respondent did not elaborate to whom or where the complaint was filed.

Preferred type of assistance

About 43% of surveyed refugees stated that their preference was for cash voucher type assistance. This represents a 16% increase since the April 2019 PDM when only 27% of the refugees reported a preference for cash voucher support. 38% of the respondents stated that they would prefer a combination of voucher and in-kind, a 9% increase compared to results reported April 2019 PDM when 29% of the respondents reported their preference for a combination of voucher

Chart 10: % of respondents reporting on preferred type of assistance



and in-kind assistance.

The remaining 18% stated that they would prefer in-kind assistance. This also represents a 2% increase over results in the April 2019 PDM when 16% of the respondents selected NFIs as their preferred type of assistance.



Recommendations

- **Improve the options for refugees to have a choice of materials fitting their specific needs:** While more than 40% of the refugee respondents stated their preferences for voucher assistance, UNHCR has successfully piloted a new CRI pick-and-choose assistance approach during November/December 2019 in Camp 21. UNHCR is looking to expand the use of this approach to all camps, which will provide refugees with greater freedom to choose items of particular use to their households above other types of assistance that come packaged in strictly defined kits.
- **Reinforce existing monitoring of the quality and quantity of items provided to refugees through suppliers and partners:** 2 out of the 8 FGDs conducted mentioned the quantity of materials being made available as a concern, particularly for LPG and quality of solar lamp which have been also regularly flagged in the FGDs during the 2 PDMs conducted in 2019. UNHCR should reinforce its monitoring of quality of goods.
- **UNHCR needs to address potential long waiting times reported, including a portion of distributions where waiting times up to or over 6 hours are reported:** At the time of writing, UNHCR is switching from a largely manual distribution tracking and recording system to a new software that is linked with registration data. The Global Distribution Tool (GDT) has been rolled-out for all NFI distribution sites, except for the registered camp and camps 2E and 2W. The direct outcome is expected to double the processing speed at distribution points and the accuracy of eligibility identification. This will reduce the average waiting time at distribution points. Significant improvements were identified for LPG distribution which was the first to utilize GDT. As all other non-LPG NFI distributions also started using GDT from mid-November 2019, overall processing speeds will noticeably improve across UNHCR distributions, especially when coupled with increased capacities and numbers of existing distribution sites. UNHCR is invested in ensuring the expansion and smooth running of the GDT in all managed camps.
- **UNHCR needs to find mechanisms to lessen the burden on refugees to travel to collect assistance, especially given terrain challenges for persons with specific needs:** UNHCR's 14 distributions facilities across the Rohingya camps are undergoing improvements. Additional distribution points planned in Kutupalong registered camp (mentioned in April 2019 PDM) have not yet been constructed. There is also a plan for an LPG warehouse and distribution point between camps 2E and 2W, but this has not advanced. The percentage of refugee respondents reporting paying for the transportation of their items from the distribution point to their shelters has increased from 3% since last April 2019 PDM. UNHCR supported porter services need to be more visible and monitored. The agency may also consider innovation around providing trolleys or shoulder strap bags to enable refugees to more easily carry non-food items home.
- **UNHCR should continue its efforts to improve the comfort of waiting at distribution sites or management of people at collection sites:** 97% of the respondents stated feeling safe at the distribution centres, but FGD findings revealed that distribution centres are often overcrowded.
- **Improve communication of information with refugees before and during distributions:** The survey points to a need for more information to be made available on the range of available services at distribution points, including free porter services, and the fact that in-kind or other assistance is free-of-charge. Further investigation is needed into reported charging of fees by mahjls. Information sharing related to refugee respondents' entitlements prior to distribution has decreased 19% as compared to the last April 2019 PDM. As indicated in previous PDM, communication channels with refugees by humanitarian organisations still needs improvement, especially in communicating the challenges that exist and efforts being made to continuously improve services for refugees.

Working in partnership

UNHCR co-chairs a Strategic Executive Group (SEG) in Bangladesh with the UN Resident Coordinator and IOM. The Refugee Agency leads on the protection response for all refugees, and heads a Protection Working Group in Cox's Bazar. UNHCR welcomes its valuable partnership with a number of UN agencies and coordinates the delivery of its assistance with humanitarian partners through a number of working groups under the Inter-Sector Coordination Group (ISCG). UNHCR's main government counterpart is the Ministry of Disaster Management and Relief and its Cox's Bazar-based Refugee Relief and Repatriation Commissioner (RRRC). UNHCR staff work closely with the Camp-in-Charge officials in different refugee settlements, as well as a range of international and national actors. It has a strong network of 33 partners:

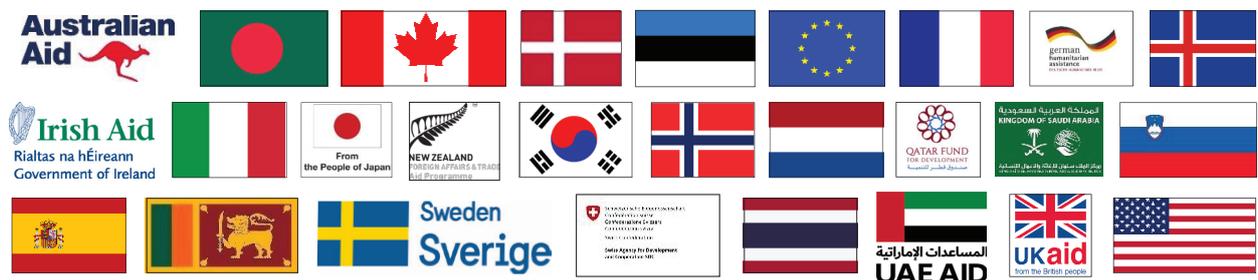
MDMR (Ministry of Disaster Management and Relief) | **Action Aid Bangladesh** | **ACF** (Action Contre la Faim) | **BNWLA** (Bangladesh National Woman Lawyer's Association) | **Bangladesh Red Crescent Society** | **BRAC** (Bangladesh Rehabilitation Assistance Committee) | **Caritas Bangladesh** | **Center for Natural Resource Studies** | **CODEC** (Community Development Centre) | **COAST** (Coastal Association for Social Transformation Trust) | **Danish Refugee Council** | **FH Association** (Food for the Hungry) | **GK** (Gonoshasthaya Kendra) | **IUCN** (International Union for Conservation of Nature and Natural Resources) | **Handicap International** | **Helvetas Swiss Intercooperation** | **Light House** | **Oxfam GB** | **Relief International** | **Mukti Cox's Bazar** | **NGO Forum for Public Health** | **RTMI** (Research, Training and Management International) | **Save the Children International** | **World Vision** | **Solidarites International** | **Terre des Hommes** | **TAI** (Technical Assistance Incorporated) | **NRC** (Norwegian Refugee Council) | **WFP** (World Food Programme) | **UNDP** (United Nations Development Programme) | **IOM** (International Organization for Migration) | **BLAST** (Bangladesh Legal Aid and Services Trust) | **Rights Jessore**

UNHCR would also like to acknowledge the crucial role played by the refugees in the response; with over **3,000 volunteers from the refugee community** who are often the first responders on the ground. UNHCR and partners have trained and work with **safety unit volunteers (SUVs)** who support the emergency response, **community outreach members** who support raising awareness on important issues and in addressing protection risks, **community health workers** who assist with outreach for health and nutrition, and others who provide further critical support to the refugee response.

Donor support

The Government and the people of Bangladesh have shown extraordinary generosity in responding to the crisis. However, more support and solidarity is required from the international community to assist the ongoing humanitarian response. Continued political efforts to work towards a solution to the situation remains vital. UNHCR is appealing for USD 500,000 in order to respond to the needs of hundreds of thousands of refugees per year.

UNHCR Bangladesh is grateful for the generous contributions of donors who have provided unrestricted and broadly earmarked funds, as well as to donors who have contributed directly to the Operation in 2017, 2018 and 2019:



With thanks to the many private donations from individuals, foundations, and companies such as Bill & Melinda Gates Foundation, the Church of Jesus Christ of Latter-day Saints, Education Cannot Wait, Kuwait Finance House, Qatar Charity, and Thani Bin Abdullah Bin Thani Al Thani Humanitarian Fund.

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LINKS: [UNHCR data portal](#) – [UNHCR operation page](#) – [Facebook](#) – [Twitter](#) – [Latest stories](#) – [Instagram](#)

Post Distribution Monitoring

SHELTER AND

NON-FOOD ITEMS

ROHINGYA REFUGEE RESPONSE

BANGLADESH

NOVEMBER 2019



United Nations High Commissioner for Refugees

UNHCR, Sub-Office Cox's Bazar, Bangladesh