

KEY ACTIVITIES

Site Management and Site Development

UNHCR and partners, work closely with government counterparts, to conduct site management activities in 16 camps in Cox's Bazar district. This includes coordination of humanitarian activities across the sectors, emergency preparedness and response, 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. 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 and easily damaged by weather elements. 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.

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, and training on Three-Wheeler vehicles equipped with water pumps/tanks and fire hoses for efficient firefighting. 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, protection, Shelter, WASH. 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.

NFIs and LPG distribution

Monthly distribution of Bath and Laundry soap, Female Hygiene Kits and Tote Bags covered 16 Camps under UNHCR AOR. This in addition to seasonal distribution of Tie Down Kits to reinforce refugees' shelters in harsh weather conditions, and other ad-hoc distribution. Continuous LPG refills cover 90,000 refugee HHs.

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. So far this year, over 380 projects were completed in 16 camps.

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 the humanitarian community. Modular training on specific sectors/sub sectors are conducted on 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 from risky areas. UNHCR /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.



Volunteers of C1W are participating in a cyclone drill. © UNHCR/Sabrina Sayed

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



3,271

Fire extinguishers in the camps



1,211

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



9

Rafting boats available in the camps for flood response



15

Trainings conducted on camp coordination and management



8

Fire drills conducted



37

Community risk assessments conducted



90,641

Refugee households received LPG (liquefied petroleum gas) cooking sets



115,563

Female hygiene kits distributed



511

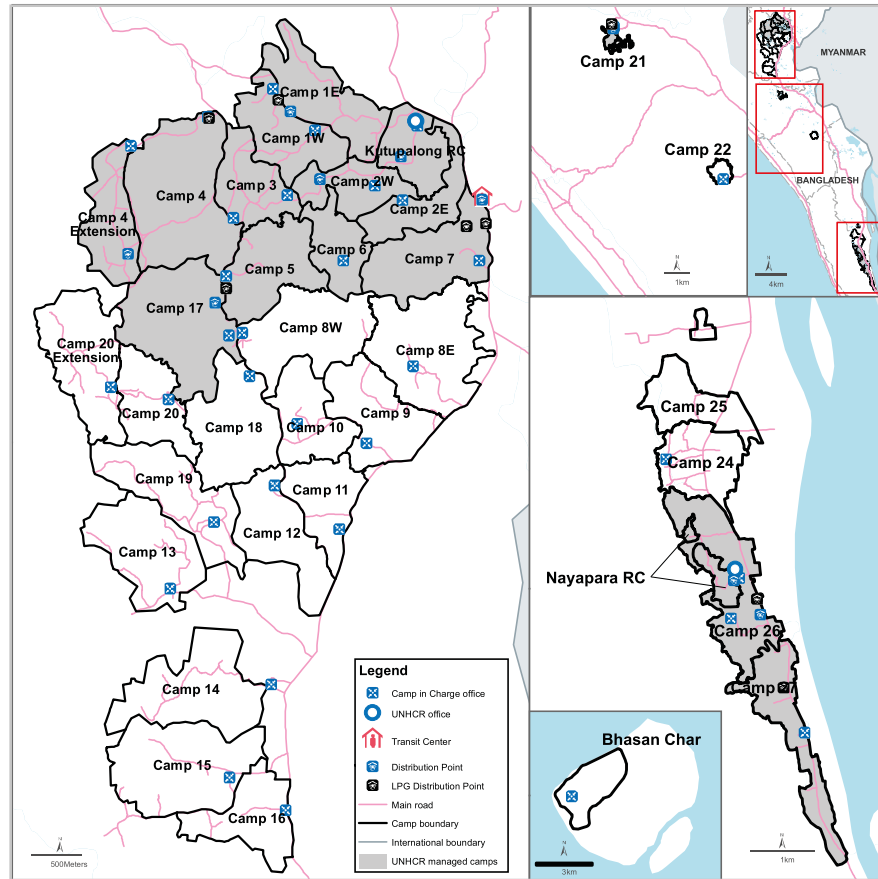
Refugee households received core relief items after incidents/ disasters



343,673

Refugee 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