

CRRF Documentation Technical Committee Workshop 24 May 2018, Capital Hotel, Addis Ababa

Introduction

Following the launch of the CRRF in Ethiopia in November 2017, the National Co-ordination Office (NCO) organized a series of workshops in order to collate views on the understanding and implementation of the pledges. The workshop on Documentation was held on 24 May 2018 with 77 participants including the Federal Vital Events Registration Agency (FVERA), Federal Transport Authority, Central Statistics Agency and the Commercial Bank of Ethiopia (see Annex II for the full List of Participants). This note is intended to provide a summary of presentations made and discussions held within the various groups with a view to informing the next steps on the co-ordination mechanism.

The workshop benefited from opening remarks by the UNHCR Deputy Representative, Matthew Crentsil in which reference was made to the progress on the pledges including the opportunity for refugees to receive civil documentation and the advances made on the Ethiopia Economic Opportunities Project. Nonetheless, the UNHCR Deputy Representative highlighted the significant distance to go in order to operationalize all of the pledges. To that end, he noted the important opportunity the workshops provide to gauge views and identify the most suitable co-ordination mechanisms that will drive implementation of the documentation pledge. Additionally, it was emphasized that the Technical Committee workshops were a starting point with continued dialogue expected on this issue with all participants.

The Federal Vital Events Registration Agency (FVERA) also provided a presentation outlining the progress made to date on issuing civil documents to refugees, including the changes in the legislation, the statistics on the vital events registration documents issued in the various regions, the roles and responsibilities of staff as well as the challenges faced in implementing the pledge.

SESSION I

Vital Events Registration

Issues that implementation of the Pledge raise

The various groups raised a number of points in respect to the issues that implementation of the pledge has raised, these are highlighted below:

- **Lack of funding** - affects RVER offices and staffing and thereby the quality and effectiveness of refugee vital events registration. The number of refugees requesting vital events registration is high but the capacity of ARRA to respond to the caseload is limited.
- **Delays in data transfer** - from the camp to Addis Ababa hinders the refugee's access to timely vital events registration.
- **Limited awareness** – there is limited awareness amongst refugee communities on the importance of vital events registration. Where there is awareness, the registration of death is very low as it results in ration cuts.
- **Use of Sharia courts for divorces** - divorces are undertaken by Sharia courts whereas official court decisions are required to register a divorce. Whilst civil courts can be accessed for free, many refugees such as the Yemeni refugee population opt for Sharia courts when facing a divorce and therefore lack the requisite documentation when attempting to register the divorce.

- **The registration of polygamous marriages** – the federal family law, which applies to refugees, does not allow polygamous marriages. Those party to polygamous marriages particularly in Somali and Afar communities are therefore unable to register the marriage.
- **The registration of mixed marriages** – whilst FVERA has indicated that refugees married to Ethiopian nationals can access either the national or refugee vital events registration systems, in practice spouses in mixed marriage are facing challenges in accessing the national vital events registration system.
- **Significant backlog** – there is an existing backlog of 70,000+ cases for birth registration and no indication as to when retroactive registration will begin.
- **Concerns with regards to interpretation of the law** - The Proclamation and the Directive are not compatible on the requirement of both parents to be present for issuance of birth certificates, yet in practice this has been a significant barrier for some parents and is particularly difficult on occasions where one parent has departed on secondary movement for example.
- **Lack of understanding amongst civil registrars** – this is leading to inconsistent application of the law.
- **Manual registration** – has led to errors which later require correction. In addition, manual registration leads to the risk of double registration.
- **Lack of co-ordination** – between ARRA and FVERA has hampered implementation of vital events registration.
- **Absence of birth registration notifications** – has meant that refugees have not been able to receive birth certificates. Similarly, caregivers of separated children need a judicial decree of custody to register a birth, which is often difficult to obtain.
- **Registration of a child born from a minor** – in such cases the child born from a minor is not issued a birth certificate. Equally, since the child does not meet the legal age for marriage, the marriage cannot be registered either.
- **Definition of ‘guardian’** – has impacted the ability of separated and unaccompanied children to receive birth certificates.
- **Previous certificates** – refugees that have previous certificates have been requested by Embassies to provide the new VERA documentation, this is problematic since it adds to the backlog.
- **Nationality of children is unidentified** – despite the nationality laws in Ethiopia specifying that children born in Ethiopia are considered Ethiopian nationals, often the nationality section in birth certificates is left blank.
- **Potential tension over the differing fees for vital events registration** – it was noted that refugees are exempted from fees in order to obtain civil documents, this preferential treatment may cause tensions with Ethiopian nationals that are required to pay fees.
- **Asylum seekers do not enjoy the same rights to vital events registration** – since they are not included within the legislation.
- **Continued use of parallel systems** – in practice ARRA is issuing civil registration documents which reinforces a parallel system for refugees instead of an integrated system alongside Ethiopian nationals.

Potential solutions to the issues raised

The points below were raised in discussions:

- **A plan could be devised to clear the backlog** – including estimates of the costs to clear the backlog. It was suggested that certain groups could be prioritized for example those with specific vulnerabilities.
- **Data transfer could be resolved through L3 registration** - with RVER in the ‘one stop shop,’ this would also ensure a consistent process across the country.
- **Revision of the Directive** - to ensure consistent interpretation of the law particularly with regards to the presence of both parents for birth certificates, where vital events should be registered in the case of mixed marriages and clarification of the registration process for polygamous marriages. It was recommended to use the regional family code for the registration of polygamous marriages.

- **Capacity building initiatives** – could be undertaken to address capacity building issues of civil registrars.
- **Data management** – to resolve the data management issues, it was suggested that a standardized tool be developed.
- **Comprehensive communication strategy** – could be developed to ensure refugees understand the importance of vital events registration. The FAQs produced by UNHCR and ARRA is a useful start in this regard.
- **Establishment of mobile courts** - to deal with civil cases and UNHCR/ARRA could facilitate refugees' transportation to the nearest courts, particularly where courts are not available in the camp. This may reduce the number of refugees turning to Sharia courts.
- **Advocacy for additional staffing and resources** - to increase efficiency and address the delays in obtaining vital events registration documents.
- **Additional consultations** - could be held between FVERA and ARRA to consider ways to integrate the refugee vital events registration within the national system.

Linkages with other Pledges

The points below were raised in discussions:

- **Out of camp pledge** - Documentation facilitates freedom of movement. However, concerns were raised in respect to the ability of refugees to access vital events registration once they move outside of the camps.
- **Work and livelihoods** – birth registration is an important identity document and could be used in order to access employment opportunities.
- **Local integration** - birth certificates indicate the date of registration of the child which will serve as a proof of how long the refugee has remained in Ethiopia to facilitate the local integration in line with the pledge's requirement of 20 years.
- **Driver's License and Bank Account** - Birth certificate is one of the requirements to obtain a driving license and bank account.
- **Access to basic and social services** – birth certificates can provide access to basic and social services such as education and health systems.

SESSION II

Bank Accounts

Understanding of the pledge

The points below were raised in discussions:

- **Revised Refugee Proclamation** – will provide every refugee with the right to open a bank account, make transactions including saving, transferring and withdrawing money.
- **Internal banking procedures** – currently the accepted documents to open bank accounts are the following: Kebele ID, Passport, Driving License, University/College IDs, and Farmer's Association IDs. However, refugees do not have ID cards and the one they possess is exclusively for free movement making it difficult for them to access banking services.

Issues that implementation of the pledge raise

The points below were raised in discussions:

- **Revised Refugee Proclamation** – does not indicate whether refugees will have access to financial services such as loans, nor whether refugees will be able to access micro finance institutions. Similarly the Proclamation does not outline the requisite documents to be able to open a bank account.

- ***Harmonizing practice across all banks*** – currently some banks allow refugees to open bank accounts. For example some NGOs have been able to reach agreements with certain banks and act as guarantors for refugees, this is the case for the urban population in Addis Ababa for example. However, in other areas such as Gambella, ARRA recently ordered the closure of bank accounts for refugees.

Knowledge gaps in relation to the pledge

The points below were raised in discussions:

- ***Practical implementation of the pledge*** – will require further Directives to ensure changes in the internal bank procedures to specify whether refugee ID cards will be an acceptable form of identification to open bank accounts.
- ***Unclear whether bank accounts will be restricted to refugees outside of camps*** – or whether refugees within camps can also exercise such rights.
- ***Knowledge gaps amongst Bank staff*** - on the right of refugees to open bank accounts.
- ***Limited awareness amongst refugees*** - in respect to their right to open a bank account.

Linkages with other pledges

The points below were raised in discussions:

- ***Work and Livelihood*** - access to bank accounts is an important instrument to facilitate work and livelihood activities.
- ***Basic and Social Service*** - access to bank accounts encourages saving and facilitates access to basic and social services.
- ***Documentation*** - a birth certificate is required to open bank accounts for children. Similarly a death certificate is necessary for making transactions for joint bank accounts particularly if one of the account owners passes away.
- ***Out of camp*** - access to bank accounts facilitates freedom of movement and provision of assistance out of camp.

Drivers Licenses

Understanding of the pledge

- ***Revised Refugee Proclamation*** – provides that refugees or asylum-seekers in possession of a valid foreign or international driving license recognized by the Government of Ethiopia may apply for and be issued with an equivalent driver's qualification certification license in Ethiopia. Similarly refugees are entitled to apply for an Ethiopian driver's license provided they take the necessary training or tests.

Issues that implementation of the pledge raise

The points below were raised in discussions:

- ***The Federal Transport Authority has different educational requirements*** in its Proclamation to obtain drivers licenses, this could pose problems for refugees who no longer retain certificates to verify their educational background.
- ***Interplay between the revised Refugee Proclamation and Proclamation 1074/2010*** – currently the national legislation on driver's licenses does not make explicit reference to refugees, nonetheless it is possible for refugees to potentially acquire driver's licences using birth certificates. It is unclear as to whether refugees have been successful in doing so. Equally it is unclear how the revised Refugee Proclamation will align with Proclamation 1074/2010.
- ***The cost of applying for a driving license*** - could pose a problem for refugees, as both mandatory training and medical examination have cost implications.

- **Language barrier** - could be an obstacle for refugees undertaking the training course to obtain a driver's license.
- **Accessibility of training centres** - for refugees should also be taken into consideration.
- **Data sharing** – between the Federal Transport Authority and ARRA will be required in order to prevent instances of fraud.

Knowledge gaps in relation to the pledge

The points below were raised in discussions:

- **Lack of clarity** as to whether the driver's licenses apply to Bajaj and motorbikes.
- **Related issues such as insurance** must be taken into consideration during implementation.
- **Unclear as to whether drivers licences can be utilised as ID documents** by refugees.
- **Limited knowledge** by service providers such as the Federal Transport Authority on how to implement this right.

Linkages with other pledges

The points below were raised in discussions:

- **Work and Livelihood** - driving license creates access to employment opportunities.
- **Documentation** - birth certificate, ID and other documentation required to obtain a driving license under Proclamation, 1074/2010.
- **Education pledge** - certification of education is required to access driving licenses.
- **Access to basic and social services** - it is possible that driving licenses can serve as identity documents.
- **Out of camp** - driving license helps refugees to work out of the camps and move from place to place.

SESSION III

Existing Co-ordination Mechanisms

The various groups identified the following existing co-ordination mechanisms:

- **Technical Working Group** – this group is made up of six members including ARRA and FVERA. This group was instrumental in developing the Directive.
- **CRVS Technical Working Group** - The group is chaired by FVERA and holds monthly meetings. Other members include UNICEF, UNHCR, development partners, donors, Central Statistics Agency, Ministry of Health and Addis Ababa University.
- **AMIF Joint Co-ordination Group on Documentation** – this group convenes to deliberate on AMIF funded programmes on documentation. Members include UNFPA, Central Statistics Agency, UNICEF, Netherlands, UNHCR, EU, FVERA and ARRA.

It was noted that for the pledges on driver's licenses and bank accounts that currently there are no existing co-ordination mechanisms in place.

Proposals

Taking into consideration the existing co-ordination mechanisms at the national and regional levels, the participants suggested the below possible recommendations for a mechanism to drive the pledges on documentation:

Group 1:

This group noted that there has been differing levels of progress in respect to each pledge; vital events registration for refugees is significantly advanced vis a vis the pledges on drivers licences and bank accounts. As a result, an overarching co-ordination mechanism addressing all three areas may not be effective and workable. Nonetheless the group agreed that the CRRF governance structure should build on existing mechanisms and strengthen these, while avoiding the establishment of new committees.

To that end, two possible proposals were put forward. It was suggested that the AMIF Joint Co-ordination Group on Documentation could oversee all three areas of the pledges, inviting additional partners such as the Commercial Bank of Ethiopia, the Federal Transport Authority, refugees and host community representatives. Recognising that not all partners may have an interest in each of the three areas of the pledge, it was suggested that the agenda focus on different areas for each meeting. However other challenges in respect to this proposal were also raised, in particular that the AMIF Joint Co-ordination Group on Documentation is limited to AMIF funded programmes and does not have a wider remit.

A further suggestion proposed that the current CRVS Technical Working Group continue its work on advancing the pledge on vital events registration. Given the driver's licences and bank accounts pledge is still in its early stages, the relevant agencies including ARRA, Commercial Bank of Ethiopia, Federal Transport Authority and UNHCR could hold regular meetings to discuss the way forward in respect to these specific pledges, without necessarily creating a 'committee' as such.

Group 2:

This group noted that the existing mechanisms do not incorporate all three pledges and unanimously agreed that a new Technical Committee was required. It was recommended that the overall coordination mechanism be based on the current CRVS Technical Working Group with wider membership including the National Bank of Ethiopia, the Commercial Bank of Ethiopia, the Federal Transport Authority, as well as refugee and host community representatives.

Group 3:

This group recommended that the CRVS Technical Working Group continue to drive the pledge on Vital Events Registration. In parallel, it was also suggested that separate Technical Committees be established in respect to bank accounts and drivers licenses to begin the discussions on implementation following the promulgation of the revised Refugee Proclamation.

Group 4:

This group emphasised the need to ensure any co-ordination mechanism is led by a government agency with active participation from relevant stakeholders. There was also recognition of the need to avoid multiple layers of co-ordination which may not prove to be effective in driving the documentation pledge.

It was recommended that the existing CRVS Technical Working Group continue its work on advancing the vital events registration pledge. For the pledge on driver's licenses, it was suggested that a small Technical Committee be established, constituting the following members: Federal Transport Authority, Traffic Police, Private sector schools, UNHCR and ARRA.

In respect to bank accounts, the group opted for bilateral engagements between ARRA and the Commercial Bank of Ethiopia, with UNHCR providing support where necessary.

Group 5:



This group suggested two possible proposals. The first is to have an overarching Technical Committee covering all three components of the pledges. However, it was noted that the agencies leading the co-ordination must be mandated to oversee the implementation of the pledge and be able to address issues such as bottlenecks with respective Line Ministries.

An alternative to the above-mentioned proposal is the possibility of utilising existing structures such as the CRVS Technical Working Group for which refugee vital events registration could be a standing agenda item. Separately, ad hoc Technical Committees could be established for bank accounts and drivers licenses, and once implementation is successfully underway such committees could be disbanded.

Co-ordination mechanisms at the regional level were also discussed, it was acknowledged that sub-structures on bank accounts and drivers licenses was not feasible and should remain at the national level. A possibility to incorporate these issues into the existing regional co-ordination structures such as the Refugee Protection Working Group was also suggested.

There was strong support for regional co-ordination mechanisms for vital events registration, with involvement from ARRA, RVER, FVERA, UNHCR and UNICEF.

Annex I – Documentation Workshop Agenda

Series of Technical Workshops on the Nine Pledges and the CRRF in Ethiopia: From Commitment to Action

PROGRAM for the Documentation WORKSHOP

THURSDAY 24 MAY 2018

- 8:30 am Arrival and registration
- 9:00 am ***Welcome and opening***
- Opening remarks, Co-chair of the CRRF Steering Committee(MOFEC)
 - Presentation on the New York declaration and the Global Compact on Refugees (UNHCR)
 - Presentation on the progress to date on the Government of Ethiopia 9 Pledges (FVERA and ARRA)
- Questions and discussion
- 10:00 am Break
- 10:15 am ***Group Work – Focus on the pledge – Vital Events Registration***
- Questions to address:
- Issues that implementation of the pledge raise
 - Potential solutions to the issues raised
 - Linkages with other pledges
- 12:30pm Lunch
- 1.45- 3.15pm ***Group Work -Focus on the pledge – Bank Accounts***
- Questions to address:
- Views of the participants on the understanding of the pledge
 - Issues that implementation of the pledge raise
 - Knowledge gaps in relation to the pledge
 - Linkages with other pledges
- Group Work – Focus on the pledge – Drivers Licenses***
- Questions to address:
- Views of the participants on the understanding of the pledge
 - Issues that implementation of the pledge raise
 - Knowledge gaps in relation to the pledge
 - Linkages with other pledges
- 3.15-4.00pm ***Group Work – Coordination mechanisms***
- Questions to address:



- Take stock of existing coordination mechanism in relation to the pledge, do these mechanisms suffice in driving forward the implementation of the pledge?
- Going forward, what is your recommendation for the most effective co-ordination mechanism of the Documentation Pledge?

4:00pm Break

4:15 – 5.30pm *Restitution and closing*

- Group work restitution (10 min each)
- Closing remarks

Annex II – Participant List

Group 1

Name	Organisation	Title
Gezahagn Mekonnen	FVERA	Director of Research and System Development
Anteneh Habte	Central Statistics Agency	Senior Statistician
Geta Wodaj	ARRA--Assosa	Program Coordination Officer
Yibeltl Aychew	Federal Transport Authority	
Tariku Getahun	Federal Transport Authority	
Baraki Abraha Gebreweld	VERA – Mekelle	VER Higher Expert
Elisabeth Cossor	UNICEF	Child Protection Specialist
Mary Karanja	UNHCR	Senior Cash Based Intervention Officer
Mohbuba Choudhury	UNHCR	CRRF Liaison Officer
Kidan Ashebr	UNHCR (Shire)	Senior Protection Assistant -Child Protection
Tsion Tefera	Save the Children	Head of Child Protection
Mahelt Teekalegne	ZOA	Junior Program Advisor
Semere Yohanes	Refugee	Refugee Outreach Volunteer (Child Protection)
Pascal	Refugee	Refugee Representative
Cecil Groot	Netherlands Embassy	Policy Officer (Migration)
Mustafa Abdu	Refugee	Refugee Outreach Volunteer

Group 2

Name	Organisation	Title
Nikodimos Alemayehu	UNICEF	Child Protection Specialist
Mikael Mengesha	FVERA	Communications and PR Director
Wodessen Assefa	Central Statistics Agency	Junior Programmer
Abreham haile	Ministry of Women and Children's Affairs	Child Protection Inspection officer
Geda Jembere	Benishangul Gumuz Regional State VERA Agency--Assosa	Regional VERA Data Compilation Assistant
Kemal Hassen	ARRA--Gambella	Refugee VER Officer
Biruk Ewnetu	Federal Transport Authority	
Abeselom Tizazu	Federal Transport Authority	
Jacqueline Awino	UNHCR	Protection Officer
Huaru Kang	UNHCR	Associate Liaison Officer
Mursal Ahmed	UNHCR (Jijiga)	Associate CRRF officer
Søren Knudsen Møller	Danish Embassy	Senior Regional displacement and Migration Advisor
Christine Thorup	Danish Embassy	Intern
Miheret Betscha	IRC	

Kongolo Jacques	Refugee	Refugee Representative
Simona Leali	Italian Cooperation	Child Protection Programme Coordinator
Maserasha	NCO	Administration Officer
Salim	Refugee	Refugee Representative

Group 3

Name	Organisation	Title
Sinayehu Kassa	ARRA	VER Officer
Dreje Daniel	ARRA--Melkadida	Refugee VER Officer
Abenet Gebremariam	VERA--Gambella	Regional VERA data collection, archiving core process owner
Mekdim Tilahun	Federal Transport Authority	
Benjamin Reese	UNICEF	
Henok Yilma	UNHCR	Assistant Child Protection Officer
Wodisha Habte	UNHCR (Assosa)	Assistant Protection Officer
Rebecca Lacroix	World Bank Group	Senior Development Specialist
Semahar Mehari	Refugee	Refugee Outreach Volunteer
Suleyman Ali	NCO	Head of Secretariat
Frehiwot	NCO	Administrative Assistant
Theodros	Commercial Bank of Ethiopia	Director
Shemsu	Commercial Bank of Ethiopia	Manager Operations

Group 4

Name	Organisation	Title
Getachew Gebo	FVERA	Archives Director
Abdu Mohammed Ummer	Afar VERA--Semera	Planning, Budget Monitoring and Evaluation
Mohamed Ali	ARRA--Jijiga	Refugee VER Officer
Bekalu Dagnechew	ARRA	System Admin Officer
Esubalew Almaw	Federal Transport Authority	
Mulugeta Tigabu	Federal Transport Authority	
Kaleab Zelalem	UNHCR	CRRF Economist
Hailu Biresaw	UNHCR	Senior Database Assistant
Rokya Diakite	UNHCR (Gambella)	Senior Protection Officer
Dargu Meresa	ARRA--Shire	Refugee VER Officer
Mehretab Ghebremeskel	DRC	Legal protection coordinator
Temesgen Solomon	Refugee	Refugee Representative
Marti Romero	UNHCR	Senior Protection Officer
Bahati Junior	Refugee	Refugee Representative

Group 5

Name	Organisation	Title
Tadele Geneti	ARRA	VER Officer
Tesfaye Takele	ARRA	VER Officer
Abdifatah Mohamed Ahmed	ESRS VERA--Jiggia	Documentation Team Leader
Atsebeha G/stadik	ARRA--Semera	Refugee VER Officer
Mekdelawit Girma	Federal Transport Authority	
Habtamu Kiflu	Federal Transport Authority	
Jonathan Andrews	UNHCR	CRRF Co-ordinator
Dominique Reinecke	UNHCR	Child Protection Officer
Ephrem Tadesse	UNHCR	Protection Associate
Johansen Kasenene	UNHCR (Melkadida)	Associate Protection Officer
Elena Ruiz	EU Delegation	Migration Expert at the EU Delegation
Awol Yimam	IHS Ethiopia	Manager of Shire operation
Fethia Ismail	NRC	ICLA (Information, Counselling and Legal Assistance) Project Coordinator for the Urban Programme
Nikson Amule	Refugee	Refugee Representative
Tadesse Belabeh	UNICEF	Liaison/Adviser

Annex III – Evaluation Forms

1	<p>Which aspect of the workshop was the most valuable to you? Why?</p>	<ol style="list-style-type: none"> 1. Group discussion—enables participants to harvest different views on the issues pertaining to pledges, way forward and coordination mechanisms. Also, most challenges were raised for the Steering Committee to consider. 2. Presentations—for presentation on CRRF, it’s a great idea to interpret with camp photos; for presentation from CBE and ETA, it explained regulations on bank accounts and driving licenses and how these regulations will have impact on refugees. 3. The fact that all stakeholders participated in the workshop and all the issues of concern were raised by participants, particularly, relevant government agencies were represented and provided clarifications on various issues. 4. For the session associated with vital events of refugees a large number of participants emphasized the importance of vital events registration and the value of the discussion on this topic.
2	<p>Which aspect of the workshop requires most improvement? How?</p>	<ol style="list-style-type: none"> 1. To inform participants of CRRF and their role in the discussion prior to the workshop. 2. To have participation from other concerned organs like NBE, Federal Legal Authority. 3. To have the presence of senior ARRA officials—they need to show their support to the implementation of the pledges. 4. The workshop organizers could have invited refugees in the field to participate in activities like this. 5. To have more time for group discussion as the topics were so broad and needed more time to break them down and to discuss in detail, e.g. more time for participants to share their experiences, more time for discussing bank accounts and driving licenses. 6. To have more time for restitution which would enable participants to understand better what other groups have discussed. 7. The workshop could have better structured the group discussion for solid outcomes. 8. To have clarification on agreed action points and common way forward—consolidating the presentation from 5 groups and providing an agreed summary of key points and next steps would have been great. 9. To indicate the consideration of refugees as productive people and consideration of their human rights.



3	<p>Which session was the most useful to your work? How and why?</p>	<ol style="list-style-type: none"> 1. Group discussion—a chance to hear from refugees and all participants on their experiences, challenges and the way forward, the part specifically focusing on the challenges and solutions was very important. 2. The deliberations on the legal framework—issues relating to the legal framework should be discussed more for common understanding. <p><i>Some participants indicated that all sessions are very useful. Some indicated that vital events registration is the most useful part. Several participants indicated bank accounts or drivers licenses given that their work directly relates to these issues.</i></p>
4	<p>Which session was the least useful to your work? How and why?</p>	<ol style="list-style-type: none"> 1. Driver’s license, because it is not among the priority needs for refugees. <p><i>Mostly participants said all sessions are very useful.</i></p>
5	<p>Which aspect of the logistics and organization could be improved?</p>	<ol style="list-style-type: none"> 1. Not enough breakout rooms so some big groups had to share one room for discussion. 2. Starting time was a bit delayed. 3. The organization part had gaps. ARRA should have been involved. 4. The transport reimbursement for refugee representatives needs to be increased because not all of them come from the same district. 5. Food for fasting participants should be taken into consideration. 6. It would be better if all the participants have the hardcopy of relevant laws/regulations/Directives.
6	<p>Other comments</p>	<ol style="list-style-type: none"> 1. There should be translation for those who cannot understand or speak English well. 2. ARRA protection staff must participate in this workshop. 3. It would be better if representatives of local youth, women and other parts of the host community could participate in the workshop and share their views on the pledges and their support for the implementation of the pledges. 4. Create high level consultation on the issues. 5. Senior camp level vital events registration officer should get continuous training. <p><i>Under this point, many participants gave positive comments on the workshop. Several participants said ‘keep doing events like this’ or ‘look forward to more events like this.’ One typical comment: ‘It’s really an</i></p>



		<p><i>interesting and engaging workshop and really important as it brings forth various stakeholders which enables every participant to get a clear understanding of what is happening in the ground level and to put forth recommendations for the future.'</i></p>
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