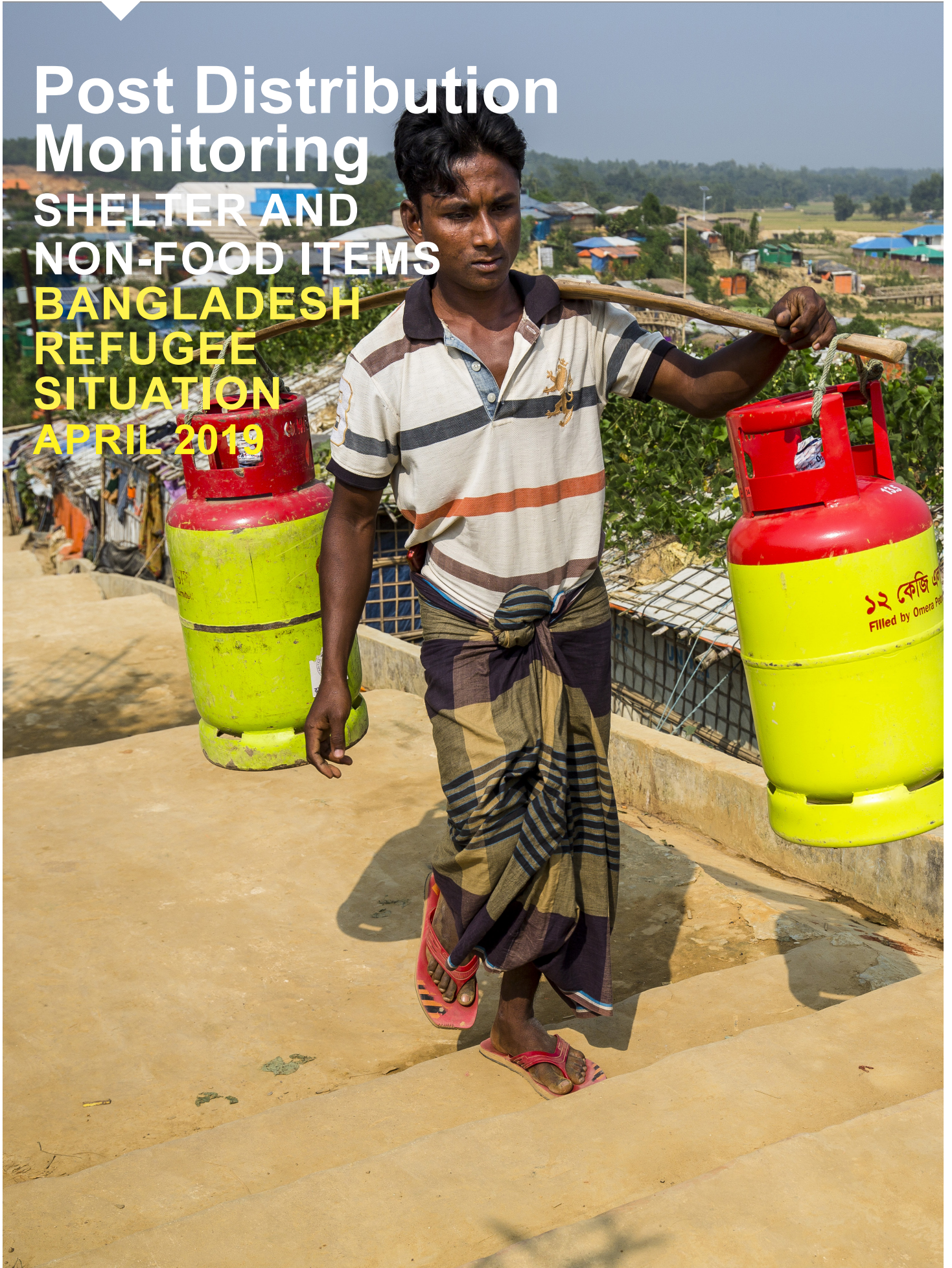




UNHCR
The UN Refugee Agency

Post Distribution Monitoring SHELTER AND NON-FOOD ITEMS BANGLADESH REFUGEE SITUATION APRIL 2019



Acknowledgements

This Post Distribution Monitoring (PDM) was initiated by UNHCR sub-office in Cox's Bazar in mid-April, to have a baseline on Non-Food Item (NFI) distribution through feedback from refugees, including on the quality, usefulness and sufficiency of items. The previous PDM on NFIs was conducted in September 2018. UNHCR would like to thank its staff members and the Multi-Functional Team who provided support and guidance for the planning and the finalizing of this exercise, and the members of the refugee community who participated by providing their valuable feedback.

CONTACT US

United Nations High Commissioner for Refugees

UNHCR, Sub-Office Cox's Bazar, Bangladesh

Email: bgdcoim@unhcr.org

COVER PHOTOGRAPH:

Bottled gas scheme eases fuel crisis for Rohingya refugees in Cox's Bazar, Bangladesh.

© UNHCR/Roger Arnold

Contents

Introduction	4
Background	4
Objectives of Post Distribution Monitoring (PDM)	5
Methodology	6
Findings and Comparative analysis	8
Respondent's profile	8
Key findings	8
Quality of items	10
Sufficiency of items	10
Usefulness of items	11
Quantity of items received versus entitlement	12
Use of items	13
Distribution process	14
Use of help desks	17
Preferred type of assistance	18
Recommendation and way forward	19



Bangladesh. Spacious and safer, Kutupalong work improves refugees' quality of life @UNHCR/Roger Arnold

Introduction

Background

Events in August 2017 in Rakhine State, Myanmar, forced over 741,000¹ Rohingya refugees to seek safety in Bangladesh. Half of the refugees (55%) are children. 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 refugees arriving by foot and by boat. Most of them arrived without taking their belongings or cash.

UNHCR was among the first humanitarian organisation to respond to the refugee influx through provision of life-saving assistance. A package of blankets, plastic sheets, sleeping mats, family tents, kitchen sets, jerry cans and buckets were distributed initially to 250,000 individual refugees within weeks after their arrival. By the end of March 2019, UNHCR had distributed 102,317 Core Relief Item (CRI) kits to newly arrived refugee households, each containing a tarpaulin, a kitchen set, two blankets, a jerry can, a bucket, two sleeping mats and a solar lamp.

UNHCR also supported shelter for refugee families. Up until December 2018, 90,569 families received an Upgraded Shelter Kit (USK) consisting of multi-type² and borak-type³ bamboos, rope, plastic tarpaulins, sandbags and toolkits, to reinforce their shelters for the monsoon season. By April 2019 UNHCR started to distribute shelter repair and replacement assistance to more than 40% of households assessed to have bad shelter and deemed vulnerable in camps in UNHCR-managed areas.

1. UNHCR Population factsheet as of 31 March 2019. https://data2.unhcr.org/en/situations/myanmar_refugees

2. UNHCR Bangladesh specifications: Min 16 feet long. Circumference 2" nominal or 3" nominal. Mix of sizes is acceptable (<https://www.dropbox.com/s/c28fwb8bqkjviviw/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 Barak Bamboo. No insect defect in the circumstances of the Borak Bamboo No split ends. (<https://www.dropbox.com/s/c28fwb8bqkjviviw/Bamboo%20specifications.pdf?dl=0>)

UNHCR, in close collaboration with partner agencies and other humanitarian actors, continues to support the Government of Bangladesh in responding to the refugee crisis by ensuring relief items are prepositioned and delivered to the most vulnerable refugees in a timely manner. A significant effort has been made to pre-position emergency relief items in case of disaster striking the camps. 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 registration data on refugees coming from a joint UNHCR-Government of Bangladesh registration process, reducing 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 refugees' feedback on the quality, sufficiency, utilisation and effectiveness of assistance they received. It is conducted after the distribution of relief items is completed. Two PDMs on Non-Food Item (NFI) distributions were conducted in 2018. One in March 2018 covering the period from the beginning of the refugee influx in August 2017 and a second PDM in August 2018 covering specifically, items provided to beneficiaries during the first monsoon season. The current PDM exercise covers the period from September 2018 up to March 2019. A total of 2,467 households who received NFIs from UNHCR took part in this PDM exercise.



Liquid petroleum gas (LPG) canisters are stored, waiting to be distributed, at the transit centre in Camp 17 of Kutupalong refugee settlement @ UNHCR/Santiago Escobar-Jaramillo

This third PDM exercise covers the distribution of seven types of NFI packages by UNHCR and partners to Rohingya refugees from September 2018 to March 2019. It includes Compressed Rice Husk (CRH)⁴, Core Relief Item (CRI)⁵, USK⁶, Tie-Down Kit (TDK)^{7,8}, WASH Hygiene Kit⁹, Female Hygiene Kit¹⁰ and Liquefied Petroleum Gas (LPG)¹¹. LPG distributions in the pilot phase in September 2018 was not included in the previous PDM.

4. Since May 2018, UNHCR has increase 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 phasing-out with introduction Liquefied Petroleum Gas (LPG) in September 2018. 236,167 bags of CRH were distributed from September 2018 to March 2019.

5. Core Relief Items (CRI) - a kit contains sleeping mats (5 pieces); blanket (5 pieces); jerry can (1 piece); solar lamp (1 piece); bucket (1 piece); plastic sheet (1 piece); kitchen set (1 pack). 46,750 families received CRI during January – August 2018 whereas 10,284 families received CRI during September – March 2019.

6. Upgraded Shelter Kit (USK) contains rope (30m); tarpaulin 4 x 5 m (2 sheets); bamboo – borak (4 pieces); bamboo – mulli (60 pieces); sandbag (20 bags); tool kit (1 kit / 5 families); wire (wire is part of pre-monsoon kits not included in the USK). 62,815 USK were distributed during January to August 2018 whereas 7,524 USK were distributed during September – December 2018. It has been decided not to distribute the full kit in 2019, changing the contents and modality with needs-based shelter repair and replacement assistance.

7. Tie-Down Kit (TDK) comprises iron pegs (6 pieces); 60m of rope (1 piece) and wire (1 kg). Since September 2018 to as of March 2019, UNHCR has distributed 10,782 TDK.

8. The Post-Disaster Kit (PDK) is distributed to a refugee family who is directly affected by the monsoon rains. The kit is distributed separately from other NFIs. A kit contains Synthetic sleeping mats (2); tarpaulin 4x5 m (1); plastic bucket (1); rope (60m); wire (1kg) and aqua tabs (130). As of December 2018, UNHCR has prepositioned 190,000 Post-Monsoon Kits in the camps under UNHCR site management. UNHCR has discontinued the distribution of PDK in 2019 and instead planning to distribute Emergency Shelter Kit related to monsoon season through its partners.

9. WASH Hygiene Kit contains drinking water pot (jerry can) 10 liters (4 pieces); jug with lid- plastic (toxin free) (1 piece); mug- made of plastic (5 pieces); potty for safe children excrete disposal (1 piece); bodna, large (1 piece); brush for latrine cleaning (1 piece); sandal for latrine use for children (1 piece); sandal for latrine use for adults (1 piece); disposable nappies (1 piece); detergent powder (2 packs); bathing soap (5 bars); laundry soap (10 bars); non-disposable sanitary cloth (6 pieces); gamcha (local towel) (2 pieces); nail cutter (1 piece); heavy duty plastic bucket w/Lid – 15-litre capacity (1 piece). From September 2018 to March 2019, UNHCR has distributed only 86 WASH Hygiene Kits.

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 5-lt plastic bucket (1 piece) for female refugees aged 12 to 59 years old every six month. From September 2018 to March 2019, UNHCR has distributed 39,510 Female Hygiene Kits.

11. Liquefied Petroleum Gas (LPG) was introduced in Bangladesh Operation in September 2018 as an alternative to address the stress on the forest due to the use of firewood for cooking. The distribution of LPG (gas cylinder and stove) is included in a comprehensive response for the overall Bangladesh operation and target all refugee household including 20,000 host community household around camps under UNHCR site management.



Distribution of Shelter Kits and Toolkits © UNHCR/Caroline Gluck

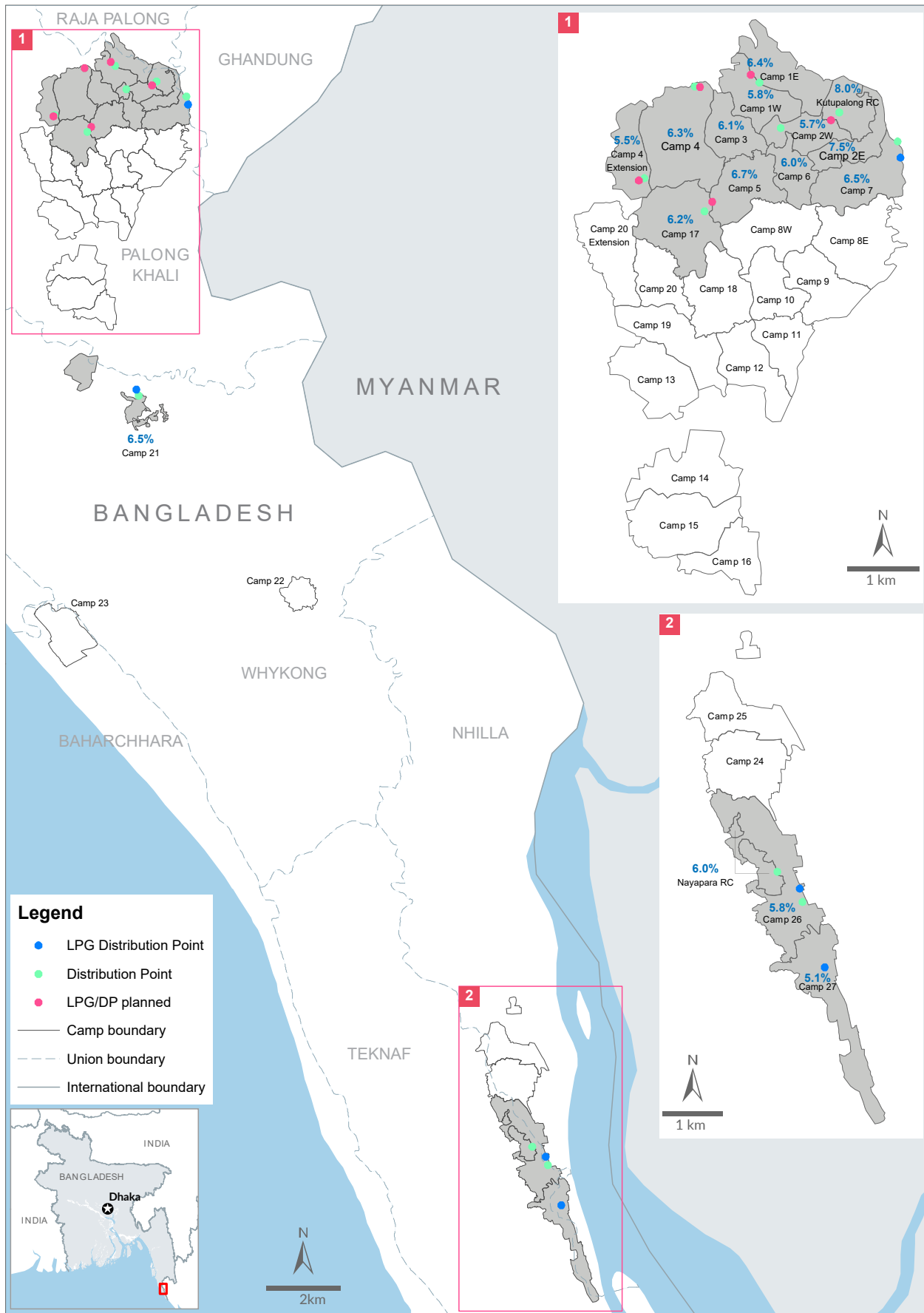
Since November 2017, UNHCR distributed CRH briquettes as a cooking alternative to wood to reduce the need for firewood collection. UNHCR started to scale down the distribution of CRH briquettes in the last quarter of 2018 while introducing LPG as an alternative source of energy. In April 2019 the CRH package was distributed to 2,673 families. LPG is a cheaper, more sustainable and cleaner form of fuel for cooking than CRH. It has fully replaced the distribution of CRH in all camps under UNHCR site management with 87,785 households receiving LPG cylinders and refills by the end of March 2019. Following a pilot in the host community, 606 households are currently also benefitting from LPG cylinders and refills. An assessment is ongoing looking at the targeting of 20,000 host community households.

Methodology

For this PDM exercise, sampled households were selected with 95% confidence level and a 5% margin of error. In order to ensure that a minimum target number of respondents was met for the desired level of precision, a 10% buffer was added, bringing the total randomly selected households to approximately 143 per camp. A total of 2,467 households were interviewed by 60 trained independent enumerators from 18 to 25 April 2019. The survey was conducted in 16 refugee camps (see map 1) where UNHCR and partners are directly distributing non-food items. Data was collected using a Kobo¹² online data collection system.

12. Form based data collection tool, for more information go to the websites (<https://kobo.unhcr.org/><https://www.kobotoolbox.org/>)

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



As a lesson learnt from the second PDM, a qualitative survey is now incorporated into the PDM exercise on NFIs on recommendation of UNHCR’s Multi-Functional Team. For the third survey a total of 8 Focus Group Discussions (FGD), including 4 female and 4 male groups, were held from 28 to 29 April 2019 in 4 camps with a team of 8 UNHCR staff. Six trained enumerators also assisted as translators and facilitators¹³.

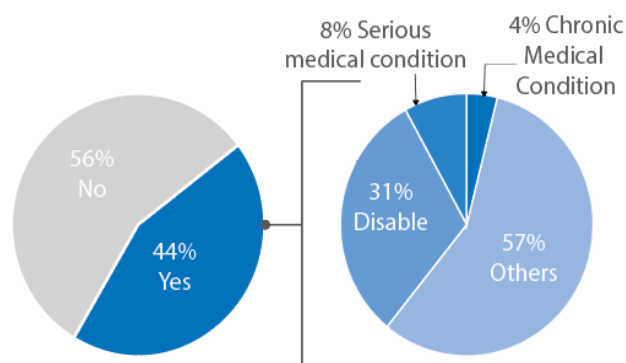
Findings and comparative analysis

Respondent’s profile

About 43% female and 57% male refugees provided feedback on various items distributed in different camps. The majority of surveyed refugees (66%) were aged between 26 to 59 years old, while 25% were aged between 18 to 25 years old, and only 1% were below 18 years of age. About 8% of refugees were above 60 years of age. More than 86% of surveyed refugees were heads of household, which was 39% female and 61% male.

Forty four percent (Chart 1) of surveyed refugees reported having specific needs. Of the 44% who reported having a specific need, 4% stated having a chronic medical condition, 8% reported having a serious medical condition, while 31% said they had a disability. The average family size was four. Some 87% of the surveyed refugee households had less than seven members, 12% 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, USK and TDK, CRH, WASH Hygiene Kit, Female Hygiene Kit and LPG met the household needs¹⁴

The overall satisfaction score emanating from the survey was positive, albeit lower than a previous survey’s results. The refugees reported high satisfaction for the items received and rated them above 4.1 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.

13. UNHCR Bangladesh PDM concept note and FGD guidance and instruction (<https://www.dropbox.com/sh/0mvj2g4rqiqvs6j/AACOLxa7YB-eHkuUfh3MkGSja?dl=0>).

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

Some highlights of the survey:

- About 29% of surveyed refugees stated they preferred a combination of in-kind and cash assistance, a decrease from the 56% reported in the September 2018 PDM exercise. However, the value increased for the preference for cash assistance with 27% of surveyed refugees stating it as their preference. In September 2018 the value was 24%.
- About 73% of surveyed refugees reported receiving sufficient quantities of items as compared to 59% surveyed in September 2018. This finding indicates an improved distribution planning and implementation that meet the stated needs of targeted beneficiaries.
- Almost all refugee respondents surveyed (99%) reported using the kits received. Approximately 1% stated they stored the items. LPG scored the highest (4.26) in usefulness by almost 100% of surveyed refugees, followed by the Shelter Kit (4.19), CRHs and Female Hygiene Kits (4.15).
- LPG distributed since September 2018 received the highest score (4.21) on quality among all seven NFI packages. The Female Hygiene Kit scored next with 4.08 followed by the Shelter Kit with 4.04. Laundry soap from the WASH Hygiene Kit, reusable sanitary napkins and female underwear from the Female Hygiene Kit received the same score of 4.13 (the highest score for particular items).
- Refugees reported the organisation of the NFI distribution with a score of 3.9 (0.1 less from the previous survey in September). 97% (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.
- An average of 2% of surveyed refugees reported problems during distribution and 1% of the surveyed refugees reported a problem after distribution. Most of the refugees expressed concerns over long waiting times, a limited number of distribution points, and the distance to and from distribution points. Seventy-five percent of the surveyed refugees stated that the distribution site was far from their shelters, as compared to September 2018 PDM where 79% of the refugees made the same statement. 10% of refugees reported paying between BDT10-200 to collect and transport their relief items from distribution points to their shelters as compared to 27% of refugees reporting portering payments in the September 2018 PDM.
- The average waiting time at distribution centres was about 177 minutes (close to 3 hours) as compared to the time cited in the September 2018 PDM where the average waiting time was 1.5 hours.
- About 77% of refugees stated that they received information on distributions and their entitlements prior to the NFI distribution, as compared to 53% in the September 2018 PDM. Similar to the September PDM 2018, the majority of surveyed refugees identified majhis (block leaders appointed by the army) as the main source of information (38%), followed by UN/NGO staff (34%). 82% of the surveyed refugees received information on their items during distributions compared to what was reported in the September PDM where information sharing during distributions was reported by less than 23% of surveyed refugees. 10% of refugees reported paying between BDT10-200 to collect and transport their relief items from distribution points to their shelters as compared to 27% of refugees reporting payment in September 2018 PDM.

Quality of items

Overall, the quality of items received was rated 4.1¹⁵ on a 5-point scale. The same score was received in the PDM conducted in September 2018 which was a 0.2 increase on the results in the first PDM (March 2018). The findings reveal that the standards applied since September 2018 PDM have been maintained. 74% of the surveyed refugees who received the seven NFI packages rated the quality of items as high, scoring above 4.0 point.

LPG scored the highest among all seven NFI packages with 4.21 (Chart 2), while among the items distributed, laundry soap, reusable sanitary napkins and female underwear were all rated as the highest in quality among the items, with 4.13 (Chart 3). Underwear for children in the WASH hygiene kit was the least rated among the above average items (3.81).

Chart 2: Score on quality of items

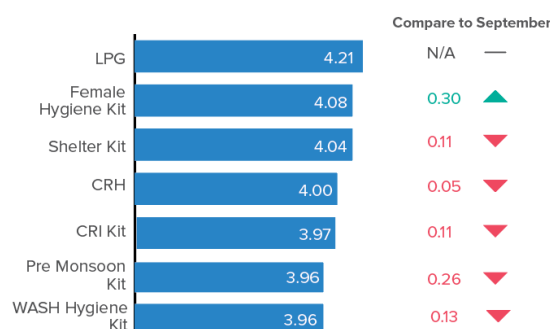
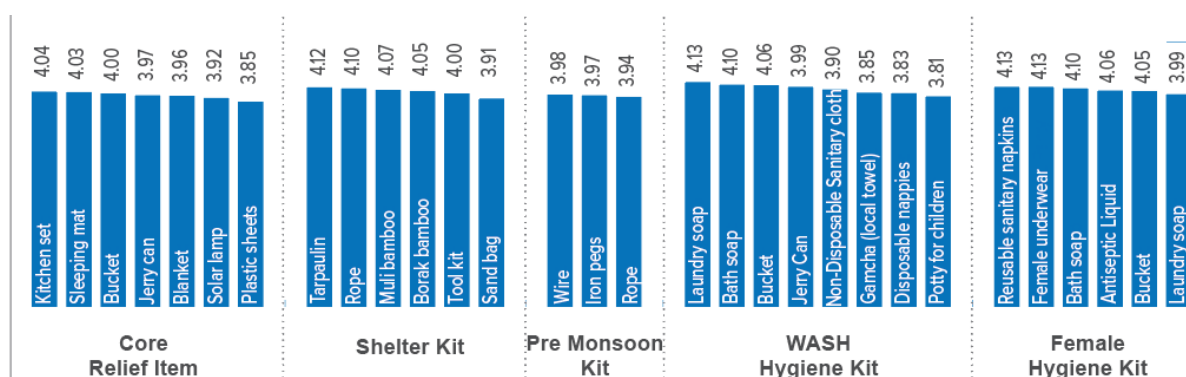


Chart 3: Score on quality of items



Almost all refugees also expressed their satisfaction with regards to the quality of items received during the 8 FGDs conducted in 4 refugee’s camps. Only one item (solar lamp) was flagged during one FGD for its poor quality. Refugees reported that the lamps stopped working after a week of use and in some cases, it was not charging at all. They suggested instead, distribution of lamp with battery.

Sufficiency of items

Seventy-three percent of the refugee respondents reported receiving a sufficient quantity of items. This figure represents a 14% increase compared to the results in the September 2018 PDM when only 59% of the respondents reported they received a sufficient quantity of items.

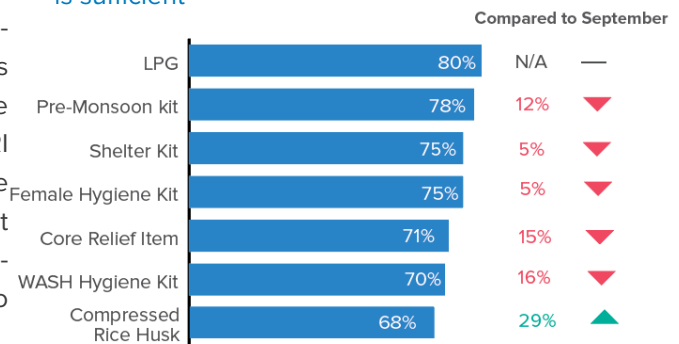
LPG was rated by the refugees as the package most meeting their needs in terms of sufficiency of item provided, with 80% of the respondents reporting that it was enough. Pre-Monsoon kit was the second most appreciated package by the refugees for its sufficiency with 78% of the respondents reporting it was enough

¹⁵ On a scale of 1 – Very Poor; 2 – Poor; 3 – Average; 4 – Good and 5 – Very Good

to meet their needs. This score is 12% less than the survey result from September 2018 PDM when the Pre-Monsoon Kit was rated a high score of 90% by the respondents on the kit’s sufficiency. The WASH Hygiene kit was considered by 70% of the respondents as sufficient.

For the items distributed, rope from the Pre-Monsoon Kit and both female underwear and anti-septic liquid from the Female Hygiene Kit were considered most sufficient in meeting refugee’s needs with 81% of the respondents reporting ‘yes’ on the sufficiency question. Plastic sheets from the CRI Kit and non-disposable sanitary napkins from the WASH Hygiene Kit were both considered the least sufficient by the refugees with only 66% of the respondents reporting their items were enough to meet their needs.

Chart 4: % of respondents reporting items received is sufficient



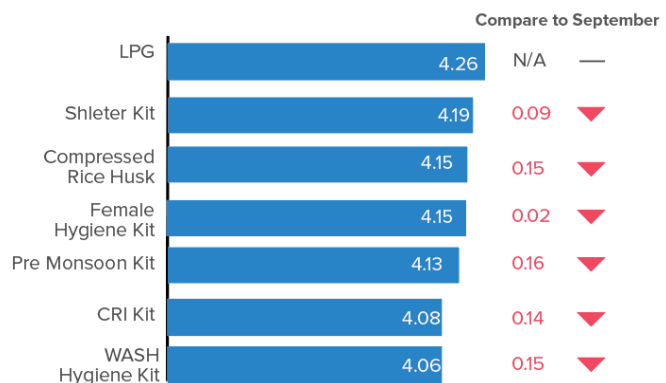
During the FGDs, refugees were complaining about the insufficiency of the items provided in general and particularly for soap which came up in 7 FGDs out of 8 conducted. LPG was the second item subject of complaints from the refugees. Refugees were mainly expressing the view that the quantity received was not enough compared to the size of their families. Refugees also mentioned an insufficiency of tarpaulin and bamboo within the Shelter Kit in 1 FGD out of 8 conducted.

Usefulness of items

Almost 100% of surveyed refugees rated the items they received as useful, with an overall score of 4.2 on a 5-point scale¹⁶, a decrease of 0.1 compared to the previous September PDM exercise which scored it as 4.3, however the score was the same as that recorded in the PDM conducted in March 2018.

LPG was rated as the most useful form of assistance out of the NFI packages distributed, scoring 4.26 (Chart 5), followed by Shelter Kit (4.19), CRH and Female Hygiene Kit (4.15).

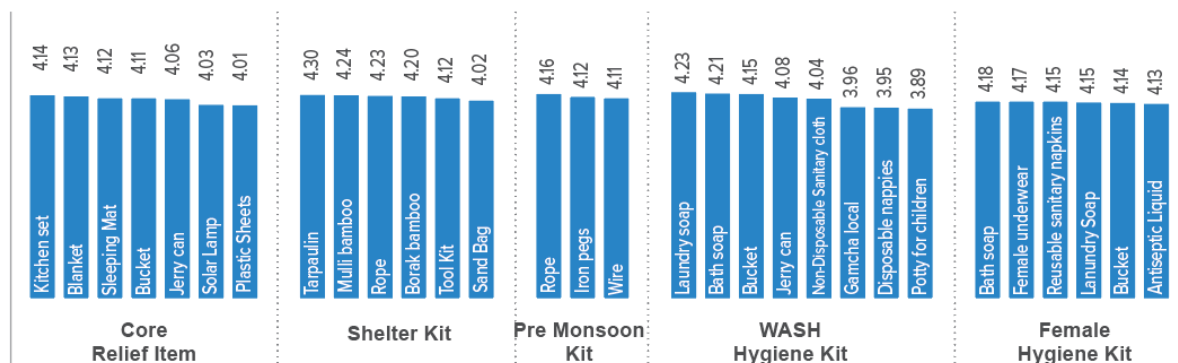
Chart 5: Score on usefulness of items



In the CRI package, kitchen sets scored the highest (4.14) (Chart 6) for their usefulness whilst plastic sheets were the lowest with 4.01. Within the Shelter Kit, tarpaulin was rated as the most useful item (4.30) whilst sand bags were considered the least useful (4.02). Rope was the most useful item as part of the Pre-Monsoon Kit, scoring the highest (4.16), whilst wire was viewed as the least useful (4.11). The third item, iron peg, received a score of 4.12. Among the items distributed as part of a WASH Hygiene Kit, laundry soap was rated the most

16. On a scale of 1 (not useful at all), 2 (not useful), 3 (average), 4 (useful) to 5 (very useful)

Chart 6: Score on usefulness of items



useful (4.23) and a potty for children as the least (3.89). For the Female Hygiene Kits, bath soap was the most useful item (4.18) and antiseptic liquid rated the least useful (4.13) compared to other items in the kit.

Quantity of items received versus entitlement

The refugees were asked whether they received the quantity of NFIs as entitled. Chart 7 shows their responses are divided between those who received the correct number of items according to UNHCR standard operating procedure for NFIs, and refugees who received more and less than their entitlements.

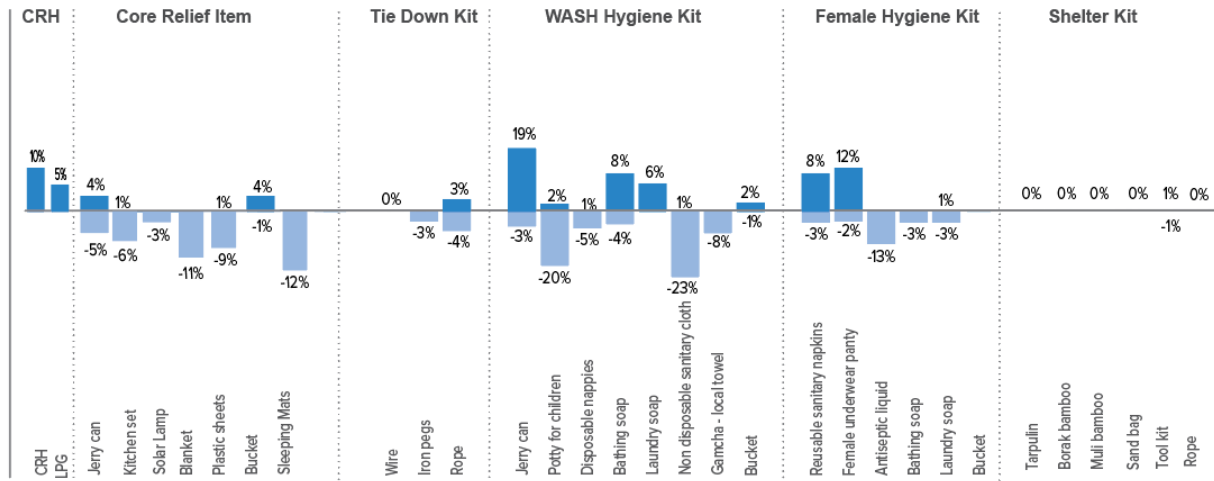
Ninety-two percent of the refugees reported receiving the same quantity as per their entitlement, an increase of 15% compared to September 2018 PDM. An average of 3% of the respondents stated that they received more items than they were entitled in 17 out of the 31 individual items distributed, in particular jerry cans, which are distributed as part of the WASH hygiene kit (19% of the respondents saying they received more than their entitlement). An average of 4% of the respondents reported receiving less items than they were entitled to in 22 out of 31 relief items provided in all standard NFI packages, particularly for non-disposable sanitary cloths which are included in the WASH hygiene kit (23% of the respondents said they received less than their entitlement). Unlike in the September 2018 PDM, rope was reported to be received in the exact quantity in shelter kits and only 3% of the respondents reported receiving more than their entitlements. 4% of the respondents reported receiving less than their entitlements in the Pre-Monsoon Kit.

Refugees reported receiving the exact quantity for all items within the shelter kit except for tool kit. Only 2% of the respondents reported receiving more and less than entitled.

Similar to the March and September 2018 PDMs, more refugees reported receiving more or less than their entitlements for the WASH Hygiene Kit. A sensitization for refugee on the contents of the package and advice on the way to use the items included may help raise awareness of the quantity of items expected in a kit and help reduce discrepancies during distributions.

17. On a scale of 1 – Very Poor; 2 – Poor; 3 – Average; 4 – Good and 5 – Very Good

Chart 7: Quantity of items received versus entitlement



For CRH and LPG packages distributed and monthly refills, refugees reported receiving their entitlement or more. The monthly periodicity of the distribution and refilling may partially explain this result and led to a positive perception of quantity being met. However, during the FGDs conducted, LPG was the second most item refugees complained on regarding insufficiency.

Use of items

About 99% of the surveyed refugees reported using all NFI items received while only 1% stored the items, 0.3% sold them, with very few refugees reporting their items either stolen or exchanged. The overall utility rate is similar to March and September PDM 2018 results.

Only 1% of refugees reported storing their items for future use. Refugees reported they stored items from most of the packages except the Shelter Kit (from which only sand-bag and toolkit were in some cases not kept). The items reported to be kept in other packages were the kitchen set from the CRI Kit, the iron-peg from the Pre-Monsoon Kit, the bathing soap from the Female Hygiene Kit and the disposable nappies from the WASH Hygiene Kit (which had the highest number of respondents (17). About 2% of the respondents stated that they were storing the WASH Hygiene Kit (Table 1), while only 0.1% of the refugees reported that they were keeping their LPG cylinder for future use.

Refugees reported selling items only from the CRI and WASH Hygiene Kits. In the September 2018 PDM refugees reported selling items from all assistance provided, except the WASH Hygiene Kit.

The most sold item was the kitchen set, part of the CRI Kit, reported by only 2 respondents. The rest of items reported to be sold were jerrycans and blankets, included in CRI Kit, and jerrycans and gamchas from the WASH Hygiene Kits. They were reportedly sold mainly to earn money and to buy food and clothes. Refugees reported they were selling their assistance items for the same reasons in the September 2018 PDM. During the FGDs a few refugees also mentioned selling some of their items at distribution centres in ex-

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

Item Type	Used	Kept/Stored	Sold	Gifted	Stolen	Exchanged
Compressed Rice Husk	99.65%	0.35%	0.00%	0.00%	0.00%	0.00%
LPG	99.84%	0.12%	0.00%	0.00%	0.04%	0.00%
Core Relief Item Kit	98.58%	1.21%	0.21%	0.00%	0.00%	0.00%
Shelter Kit	99.62%	0.38%	0.00%	0.00%	0.00%	0.00%
WASH Hygiene Kit	98.34%	1.52%	0.03%	0.03%	0.05%	0.02%
Pre Monsoon Kit	99.43%	0.57%	0.00%	0.00%	0.00%	0.00%
Female Hygiene Kit	99.16%	0.80%	0.00%	0.04%	0.00%	0.00%

change for money to pay for the transportation of their items back to their homes.

Items sale value were reported to be around BDT 400-700 for kitchen sets, BDT 200 for jerrycans, and between BDT 200-1000 for blankets in the CRI Kit. Refugees also reported they were selling jerrycans for BDT 40 and gamcha was sold for BDT 50. Unlike in the September PDM, refugees did not report selling their NFIs to pay for healthcare services, which was however reported to be an underlying reason for 21% of refugees selling items who participated in the PDM exercise in March.

Distribution process

In this PDM exercise the refugees gave an average score of 3.9 points for the organisation of distributions (0.1 less than the score in September 2018 PDM and a 0.1 more than the March 2018 PDM result when they scored it as 3.8). The distribution of the WASH Hygiene Kit was rated better than all, followed by LPG and CRH packages - both having the same score (Chart 8). Shelter distribution is rated the least satisfactory, with a score of 3.43 on a 5-point Likert scale, or average.

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

Chart 8: Score on distribution process

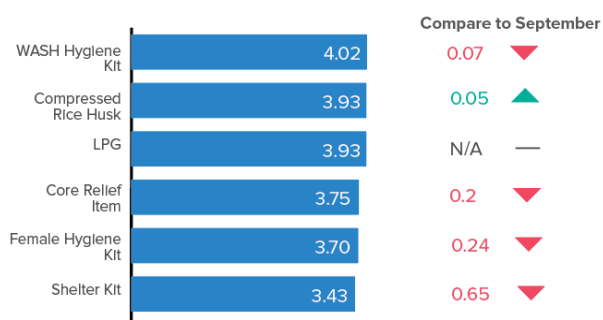
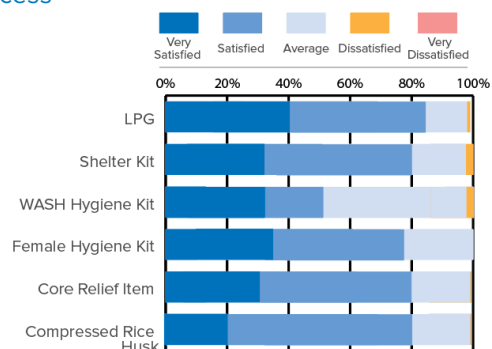


Chart 9: % of respondents rating on distribution process



97% (Chart 9) of the surveyed refugees rated the distribution process as average or above average. This finding represents a 2% decrease from September 2018 PDM. Those who were not satisfied cited long waiting times, travel distance and limited distribution points where they could collect their entitlements. Refugees reported the same criticisms during the September 2018 PDM.

Seventy-five percent of the surveyed refugees stated that the distribution site was far from their shelters, 4% less than in the September 2018 PDM when 79% of the interviewed refugees shared 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 177 minutes (close to 3 hours). The time has doubled from the previous September PDM when the average waiting time was 1.5 hours.

The increase in average waiting time at distribution centres could be attributed to the time spent by the refugees at LPG distribution centres. Indeed, the finding of a recent LPG PDM¹⁷ carried out in other camps not managed by UNHCR also revealed that 29% of the respondents stated spending 1-2 hours at the distribution centre before receiving their items, while 44% were waiting more than 2 hours.

Less than 1% of refugees reported paying a fee (ranging between BDT 10 - 500) to be placed on the distribution list, which is represented by a total of 14 refugees in this PDM. The FGDs conducted in 4 refugee camps nonetheless revealed that refugees have not been asked any favour to be put on the distribution list, unlike the FGDs conducted in September in all camps where refugee participants from 3 camps mentioned that they were asked favours to be put on the list.

Ten percent of refugees reported paying between BDT 10-200 to porters to collect and transport their relief items from distribution points to their shelters as compared to 27% who reported paying in the September PDM 2018. The reasons why refugees were paying for this included: distance (73%), heavy weight of items (12%), single headed family (9%), and mobility issues (5%).

Seventy-seven percent of surveyed refugees stated that they were informed of their entitlements prior to distributions as compared to 53% in September and 38% in March 2018. This progression matches with UNHCR's continued effort to improve the NFI distribution services for refugees, including by ensuring they receive information on distributions and entitlements in a timely fashion.

About 82% of surveyed refugees reported obtaining information on their entitlements at the same time they received the relief items, as compared to the results in the September 2018 PDM where information sharing during distribution was reported by less than 23% of the surveyed refugees.

Similar to the result in the September 2018 PDM, the majority of surveyed refugees identified majhis as the main source of information (38%), followed by UN/NGO staff (34%). FGDs confirmed the findings of the re-reported answers. Refugees also mentioned majhis as main communication channels. A few refugees also

17. Link to IOM LPG PDM (<https://www.dropbox.com/s/913hlezhzv45o3i/LPG%20PDM%20-%20Report%201%20-%20Sep%2019.docx?dl=0>)

mentioned NGO staff and NGO volunteers as other sources of information through microphone announcements to inform refugees (1 FGD).

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

Site/Camp name	120 minutes	150 minutes	160 minutes	180 minutes	240 minutes	30 minutes	5 minutes	Grand Total
Camp 17	2%	0%	0%	1%	3%	1%	0%	6%
Camp 1E	1%	0%	0%	1%	3%	1%	0%	6%
Camp 1W	1%	0%	0%	1%	2%	2%	0%	6%
Camp 21	2%	0%	0%	1%	3%	0%	0%	7%
Camp 26	1%	0%	0%	2%	2%	0%	0%	6%
Camp 27	1%	0%	0%	1%	2%	1%	0%	5%
Camp 2E	1%	0%	0%	1%	4%	1%	0%	7%
Camp 2W	1%	0%	0%	1%	3%	1%	0%	6%
Camp 3	0%	0%	0%	1%	4%	1%	0%	6%
Camp 4	1%	0%	0%	1%	3%	1%	0%	6%
Camp 4 Extension	0%	0%	0%	1%	3%	1%	0%	5%
Camp 5	1%	0%	0%	1%	4%	1%	0%	7%
Camp 6	1%	0%	0%	2%	3%	1%	0%	6%
Camp 7	1%	0%	0%	1%	3%	1%	0%	6%
Kutupalong RC	1%	0%	0%	2%	4%	1%	0%	8%
Nayapara RC	0%	0%	0%	1%	4%	1%	0%	6%
Grand Total	17%	1%	0%	20%	49%	14%	0%	100%

An average 2% of surveyed refugees reported challenges during distribution, the same as results reported in the September 2018 PDM. Like in previous PDMs, the challenges mentioned included long waiting times at distribution points and loss of ration cards. Information regarding unfriendliness of volunteers at distribution points was not reported in this PDM though it was the case for the September 2018 PDM. The FGDs revealed that fewer refugees felt they did not have information on the distribution dates. Refugees stated they usually receive information of distributions through majhis and suggested that volunteers should be also in charge of providing the information about distribution dates to all refugees. An average 1% of surveyed refugees reported challenges after distribution, the same percentage in the September 2018 PDM findings. The challenges mentioned were heavy loads and long distances from distribution points to shelters. Heavy loads were reported during the FGDs, in particular for LPG and especially for persons with specific needs to carry back items to their shelters. Some of the refugees received help from NGO volunteers whilst some others had to provide money to other volunteers or sell items in exchange for the assistance of porters.



UNHCR is delivering distribution items in Kutupalong camp, Bangladesh. © UNHCR/Iffath Yeasmin

Use of help desks

The majority of refugees (73%) reporting challenges during distributions filed complaints to help desks and NGOs. 59% of refugees who reported their problems complained at the helpdesk and 30% to UN/NGO staff. Only 1 beneficiary (4%) filed their complaint at an information point and 2 other beneficiaries (7%) did not elaborate to whom or where they filed their complaint. 76% of the refugees who reported challenges after the distribution complained to help desks and UN/NGO staff. 32% of the refugees filed their complaint at a help desk and 26% to UN/NGO staff. Here also, only 1 refugee (5%) reported filing a complaint to an information point, while 37% of refugees reported filing their complaint after distribution without elaborating to whom or where they filed their complaint.



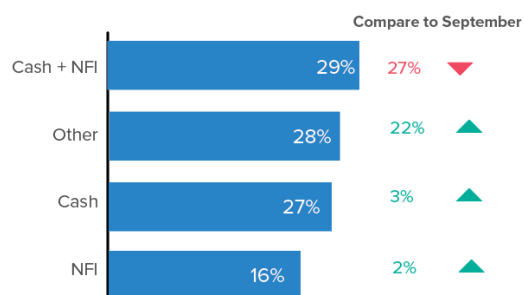
UNHCR undertaking Shelter Items distribution © UNHCR/Caroline Gluck

Preferred type of assistance

About 29% of surveyed refugees stated that their preference was for a combination of in-kind and cash assistance, regardless of the type of items. This response shows a decrease since the September PDM when 56% of the refugees reported a preference for a mix of in-kind and cash support. In current survey, 27% of the respondents stated that they would prefer to receive all assistance as cash, a 3% increase compared to results reported in September 2018 PDM when 24% of the respondents reported their preference for cash assistance only.

The remaining 16% stated that they would prefer in-kind assistance. This also represents a 2% increase over results in the September PDM when 14% of the respondents selected NFIs as their preferred type of assistance.

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



Recommendation and way forward

This PDM exercise found that the NFI packages distributed by UNHCR and partners largely met the household needs and minimum quality standards for NFIs as approved by the Shelter/NFI Sector in Cox's Bazar. However, the overall satisfaction score has decreased from the previous PDM survey in September 2018.

Based on the key findings outlined in previous pages, the following recommendations put forward:



Recommendations

- Advocate with the authorities for consideration and authorization of a mixed cash and in-kind materials when possible, which allows the refugees the flexibility to choose food and non-food items according to their family size and needs, and discourage them from selling relief items to local market.
- The current distribution of LPG is based on family size, including for scheduling the cylinder refill. Distribution based on family size was introduced earlier with the distribution of CRH. UNHCR should continue and ensure all distributions are done with consideration of the family size to avoid complaints from refugees on insufficiency of items.
- The joint Government of Bangladesh-UNHCR's registration exercise which aims to provide a secure identity documentation for refugees is still ongoing and will open the door to using distribution technologies that can eliminate duplications and allow refugees to access services and assistance according to their specific needs. The Global Distribution Tool (GDT) will allow faster processing at distribution points. GDT is currently under implementation for LPG distribution and is expected to other NFI assistances in all camps under UNHCR site management by mid-December.
- Improvements are needed to further enhance communication of information on the range of available services at distribution points such as free porter services, and free services not requiring any payment or commission for an intermediary including majhis and volunteers.
- Explore feasibility, given terrain challenges, for better location of distribution points that can lessen travel time and distances for refugees. UNHCR has 14 distributions facilities across the camps which are undergoing improvement. UNHCR is also planning 2 additional distribution points in Kutupalong and Nayapara registered camps. UNHCR should continue putting efforts and resources on increasing the number of distribution points.
- Organisation of distribution to improve the comfort and safety of the most vulnerable refugees. Mainly, UNHCR should ensure supports are available to the refugees to help them carry back their items to their shelters, in particular for the most vulnerable.
- Explore possibility for providing trolleys or shoulder strap bags to enable easier portage of non-food items provided to refugees.
- Communication channels with refugees by humanitarian organisations still needs improvement, especially in communicating the challenges that exist and efforts being made to help assure refugees that efforts are being made to continuously improve services.
- Although reporting on the quality of solar lamp came as poor out of one FGD, insufficiency issue related to solar lamp was also raised in the first PDM done in March 2018. UNHCR should review the quality of the solar lamp provided to the refugees.
- Ensure sensitization for refugee on the contents of the assistance and advice on the usage of the items included, in order to help raise awareness of the correct of items included in a kit and appropriate usage.

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:

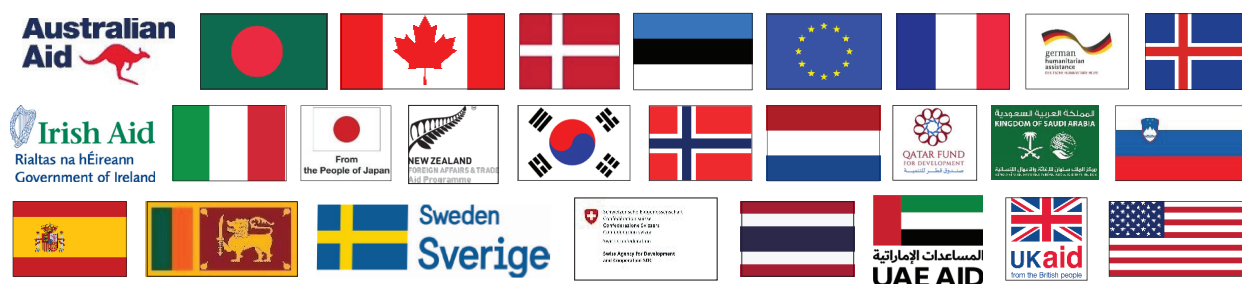
MDMR (Ministry of Disaster Management and Relief) | **Action Aid Bangladesh** | **ACF** (Action Contre la Faim) | **BNWLA** (Bangladesh National Woman Lawyer's Association) | **Bangladesh Red Crescent Society** | **BRAC** (Bangladesh Rehabilitation Assistance Committee) | **Caritas Bangladesh** | **Center 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 Jessoro**

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.

Contact

Steven O'Brien, External Relations Officer, UNHCR Bangladesh, obrien@unhcr.org; **Mai Hosoi**, External Relations Officer, UNHCR Bangladesh, hosoi@unhcr.org; **Information Management**, bgdcoim@unhcr.org

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

Post Distribution Monitoring

SHELTER AND NON-FOOD ITEMS BANGLADESH REFUGEE SITUATION

APRIL 2019



United Nations High Commissioner for Refugees
UNHCR, Sub-Office Cox's Bazar, Bangladesh