



UNHCR
The UN Refugee Agency

Post Distribution Monitoring

SHELTER AND NON-FOOD ITEMS

ROHINGYA REFUGEE RESPONSE

BANGLADESH

SEPTEMBER 2021



Acknowledgements

The Post Distribution Monitoring (PDM) was conducted by UNHCR's Sub-Office in Cox's Bazar in September 2021 to monitor various aspects of Non-Food Item (NFI) and shelter material distribution through feedback from refugees, including on the quality, usefulness, and sufficiency of the items.

The field data collection was supported by a team of HELVETAS/REACH enumerators under the supervision of UNHCR and followed by focus group discussions in eight camps conducted by a Multi-Functional Team composed of selected staff with diverse expertise. Members of the refugee community and community leaders participated actively and provided valuable feedback.

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COVER PHOTOGRAPH:

Bangladesh. Solar lamps illuminate the darkness for Rohingya refugees © UNHCR/Patrick Brown

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I. Background

More than 900,000¹ Rohingya refugees are living in extremely congested camps in Cox's Bazar, Bangladesh. Most of them were forced to flee from violence and persecution in Myanmar in August 2017. Since their arrival in Bangladesh, they have been dependent on humanitarian aid for their survival, including food, core-relief items, shelter and other basic services. Additionally, more than half of all Rohingya refugees (nearly 51%) are children.

As part of a joint interagency response, UNHCR has been providing non-food items and shelter support to Rohingya refugees since 2017. Having provided households with initial shelter kits upon arrival, UNHCR is now supporting families providing the necessary materials to maintain their shelters and cover basic needs. From January to the end of August 2021, UNHCR distributed Upgraded Shelter Kits (USKs) consisting of multi-type² and borak-type³ bamboo poles, rope, plastic tarpaulins, sandbags and toolkits to 90,569 families. These kits allow them to reinforce their shelters during the harsh monsoon season. As of August 2021, UNHCR had also provided shelter repair items and shelter replacement assistance to 9,993 households, and distributed Tie-Down Kits⁴ (TDK) to 87,894 households. During the same period, UNHCR also distributed 726 Core Relief Item kits to newly arrived refugee families. Each such kit includes tarpaulins for shelter construction, a kitchen set, blanket, jerry can, bucket, sleeping mat and solar lamp.

To prevent the use of firewood and deliver a greener and safer cooking fuel, Liquefied Petroleum Gas (LPG) was introduced as the main source of energy for households in all camps since 2021. As of August 2021, over 90,000 refugee families received a LPG cylinder and regular refills. Additionally, more than 17,000 Bangladeshi households from the nearby communities also received LPG cylinders and refills.

UNHCR conducts Post Distribution Monitoring (PDM) to collect refugees' feedback on the quality, sufficiency, utilization, and effectiveness of the assistance we provide, which helps improve and adapt the services as per the refugees' needs. This is crucial, as UNHCR, in close collaboration with its partner organizations 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 prepositioned and available to be delivered to the most vulnerable households in a timely manner.

Facilities for the distribution of materials have been upgraded in the camps. Furthermore, the introduction of the Global Distribution Tool in 2020 has significantly improved the distribution process, reducing waiting times, speeding up the recognition of beneficiaries and allowing for immediate confirmation of households and identity of refugees through the joint UNHCR-Government of Bangladesh registration process.

The humanitarian situation in Cox's Bazar has been affected by the COVID-19 pandemic and as a result, only critical activities approved by the Refugee Relief and Repatriation Commissioner are possible in the camps. UNHCR continues to provide critical services focusing on Protection, Health, WASH, nutrition, fuel support (LPG), distribution of non-food items, and other activities, including continuous communication with the community. Restrictions, however, have impacted the distribution process and hindered the regular Post Distribution Monitoring (PDM). The PDM initially planned in April 2021, was delayed due to the lockdown imposed at the beginning of the COVID-19 pandemic and had to be conducted in September of the same year, instead.

1. UNHCR population factsheet: (<https://data2.unhcr.org/en/documents/details/89093>)

2. UNHCR Bangladesh specifications: Min 16 feet long. Circumference 2" nominal or 3" nominal. Mix of sizes is acceptable (<https://www.dropbox.com/s/c28fwb8bqkjiviv/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/c28fwb8bqkjiviv/Bamboo%20specifications.pdf?dl=0>)

4. 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.



Bangladesh. Rohingya refugees repair damaged shelters in Kutupalong camp @UNHCR/ Saikat Mojumder

II. Objectives of Post Distribution Monitoring (PDM)

UNHCR uses Post Distribution Monitoring (PDM) as a mechanism to collect refugees' feedback on the quality, sufficiency, utilization and effectiveness of assistance they receive.

The underlying principles behind the process are linked to accountability to refugees, donors and other stakeholders, as well as a commitment to improve the quality and relevance of the support provided, and related services. Usually, the surveys that form the basis of the assessment are conducted soon after the distribution of relief items is completed.

Five PDM exercises⁵ on Non-Food Items and shelter material (NFI) have been conducted since 2018. The current PDM survey and recommendations cover the period from September 2020 up to August 2021. The findings from this report will be used to improve the upcoming distributions while considering the implications of COVID-19 on the distribution process. This PDM exercise covers the distribution of five types of assistance provided through UNHCR and partners to Rohingya refugees in 2021. It includes Liquefied Petroleum Gas (LPG)⁶, Non-Food items (NFI)⁷, WASH items⁸, Female Hygiene items⁹ and shelter material items¹⁰.

5. The first one in March 2018 covering the period from the beginning of the refugee influx to September 2017, the second in August 2018 covering distributions made during the monsoon season, the third covering the period from September 2018 to March 2019, the fourth covers the period from April to November 2019 and the fifth from December 2019 to July 2020.

6. 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.

7. Non-food Items (NFI) are sleeping mats; blankets; jerry can; solar lamp; bucket; plastic sheet; kitchen set; umbrella; face masks; bath; laundry soap. 92,009 families received NFI items from January– August 2021 from January to August 2021.

8. WASH items are drinking jerry can 10 liters; potty for children for safe excreta disposal; disposable nappies; bathing soap; laundry soap; non-disposable sanitary cloth; heavy duty plastic bucket with lid – 15 litre capacity; aqua tab. From January to August 2021, UNHCR has distributed 3,791 WASH item kit.

9. Female Hygiene items are drinking sanitary napkin, female underwear, antiseptic soap, bath soap, laundry soap; bucket. From January to August 2021, UNHCR has distributed 111,803 Female hygiene kits.

10. Shelter material items are rope (30m); tarpaulin 4 x 5m; bamboo – borak; bamboo – muli; sandbag; wire. UNHCR has provided a need-based shelter assistance in 2021. Following a comprehensive shelter assessment, shelter repair and replacement assistance items have been provided to 9,993 household by August 2021.

III. Methodology

For this PDM exercise, a mixed methodology incorporating both qualitative and quantitative methods was used. By qualitative method, FGD (Focus Group Discussion) disaggregated by gender and age were conducted with recipients of NFI and shelter material in 08 camps. 73 group discussions (49 groups for NFI recipients and 23 groups for shelter material recipients) took place between 03 and 20 October 2021. Whereas by quantitative method, in-person survey with structured reviewed questionnaires for NFI and shelter recipients. A total of 3942 households were interviewed by trained independent enumerators from 05 September 2021 in 16 refugee designated camp locations where UNHCR and its partners are directly distributing non-food items and shelter material.

Probabilistic and non-probabilistic samplings were used to prepare the samples and groups for the interviews. Stratified random sampling (probability sampling) methodology was used to create the sample of households to be interviewed using camp as a stratum with head of household gender consideration. The NFI sample size was determined from the recipient households on 95% confidence level and 5% margin of error. The sample was increased by 15% for contingency and non-response rate purposes. A total of 2139 households randomly selected were interviewed. The shelter sample size was determined from the recipient households on 90% confidence level and 10% margin of error. The sample was increased by 15% for contingency and non-response rate purposes. A total of 1803 households randomly selected were interviewed. Purposive selection was used to identify FGD participants using non-probability sampling. Participants were selected based on the reception of NFI and shelter material assistance. Community leaders with the support of the camp management authorities worked on the preparation of group of participants following gender and age disaggregation.

08 teams of enumerators and team leaders consisting of 24 females and 32 males were trained on data collection techniques, interviews ethics and code of conduct. Each enumerator was equipped with a tablet, phone with map navigation package to facilitate the localisation of households in the camps and the data was collected using the Kobo online platform.

IV. Limitations

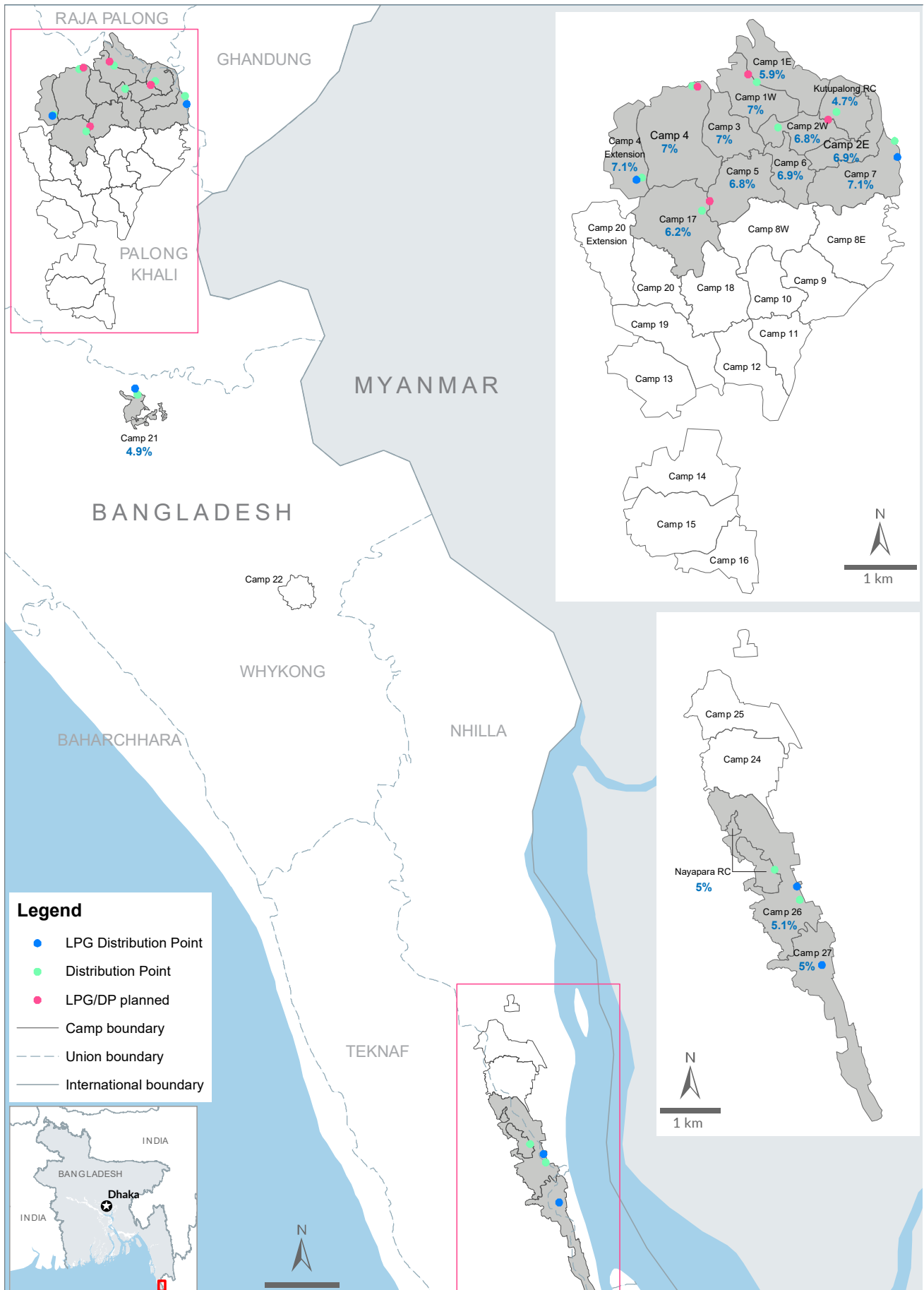
There are several limitations which should be considered in interpreting and applying findings to decision-making or response planning:

Confidence levels and precision of findings: Questions were only asked to a sub-set of the population namely refugees who received NFI and shelter assistance.

Sampling bias: The sampling approach used could have skewed the probability of some households being selected for interview relative to others, such as households with persons with disabilities, with elderly persons, etc. These households would not be identified in the distribution database and could not be selected for interviews, which could account for some small differences in results.

Sensitive topics: Further to the limitations regarding perception-based questions, respondents may have been uncomfortable or unwilling to answer questions relating to some topics as they do not want to offend those who are implementing the programmes or are afraid that, if they speak negatively, they may no longer receive assistance.

V. Coverage of Post-Distribution Monitoring in Kutupalong and Teknaf



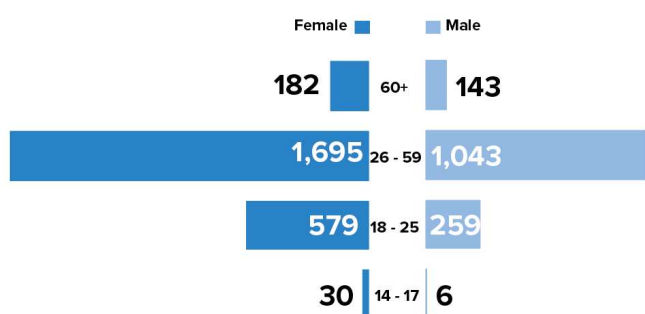
VI. Findings and Comparative analysis

1. Respondents' profile

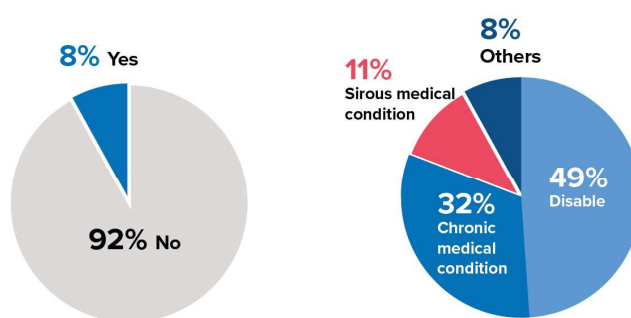
About 63% of female and 37% of male refugees provided feedback on various items distributed.

- Most of the respondents 70% were aged between 26 to 59 years old, followed by those aged 18 to 25 years with 21%. 7% of refugees were above 60 years of age and only 1% was below 18 years of age.
- Around 77% of respondents were heads of household of which 56% headed by females and 44% by males.
- More than 90% of the surveyed had less than eight members per household; around 10% lived with eight to ten family members; less than 1% had more than 10 family members.
- 8% percent of surveyed refugees reported having specific needs in their households.
- Out of the 8% who reported having a specific need, 32% stated having chronic medical conditions, 11% reported having serious medical conditions, while 49% said they had a disability.

Breakdown respondents by age and sex



% of respondents with specific needs



Bangladesh. LPG gas distribution benefits Rohingya refugee families © UNHCR/Saikat Mojumder



2. Key findings

The PDM survey found that items distributed by UNHCR and partners, including NFI items, shelter materiel, WASH Hygiene kits, Female Hygiene kits and LPG generally met the declared household needs and the minimum quality standards for NFIs as approved by the Bangladesh Shelter/NFI Sector in Cox's Bazar.

Regardless the difficulties and challenges which have been raised as a result of the spread of corona virus in the country and the camps, UNHCR and partners continued distributions to meet refugees needs including the emerging needs to mitigate the risks of COVID-19.

The satisfaction emanating from the survey was positive with respondents reporting high satisfaction from the items received and rating the overall quality and usefulness at 4.49 on a 5-points Likert scale¹¹ which is an increase compared to last year PDM where they rated the quality and usefulness at 4.40. They also reported a general satisfaction with the organisation of the NFI distributions, with an average score of 4.23 an increase compared last year score which was 3.85.

Some highlights of the survey:

- All shelter material items were found useful by 99.5% of respondents although the quality decreased with the overall quality of shelter items scored 4.24 compared to 4.40 in the last PDM.
- The overall quality of NFI, WASH items and female hygiene kits has improved compared to last year except the umbrella in the NFI, which was introduced this year and scored 3.58 by respondents, which indicate that the quality of the umbrella is average.
- 92% of respondents reported using their shelter materials items to fix their shelters while 8% reported keeping/storing them for future use. This finding indicates a significant decrease compared to last year PDM where 99% of respondents reported using their shelter material items. Only 4 respondents reported selling their shelter materials items.
- 75% of respondents reported running out of LPG before the next refill cycle spending an average 8 days without LPG till the next cycle. Collecting firewood from the forest for cooking and buying firewood in the market are the main coping mechanisms when respondents run out of LPG with respectively 75% and 46% of respondents resorting to them.
- There is an overall decrease in sufficiency of items distributed with the shelter material being the most insufficient with 58% of respondents reporting not receiving enough shelter material items compared to 11% in the last PDM.
- There is an overall increase of the usefulness of all shelter and NFI items¹² distributed, with an average of 99% of respondents rating the items distributed as useful or very useful.
- 99% of LPG of respondents received training on the safe use of LPG of which 97% like the training.

11. 5-points Likert scale: 1- Very poor, 2- Poor, 3- Average, 4- Good and 5- Very good

12. Referred to footnote number 6 in page number 5.

- **The overall utility/usage rate of all shelter and NFI items¹³ is decreasing compared to previous PDM results, with more than 4% of respondents not using the items received.**
- 78% of respondents are informed on their entitlements before and during the distribution and the main source of information remains NGO staff and volunteers which is an increase from 51% reported in the last year PDM.
- **9 respondents (0.51%) paid or done a favour to get in the shelter distribution list or get shelter material items. But it's worth mentioning this is a downward trend compared to last year where almost 76 respondents (1.7%) claimed to have paid or done favour to get in the distribution list or get their assistance.**
- 22% of respondents paid or asked for favours to porters to collect and transport their assistances from the distribution points to their shelters which is an increase compared to last year PDM where 20% of respondents were paying porters to collect and transport their assistances.
- **For some NFI and Shelter items, 75% of respondents would prefer in-kind assistance which is an increase from 38% in the last year PDM while 7% of respondents will prefer cash/voucher compared to 41% in the last year PDM. This trend is closely linked to the difficulty respondents are facing while transporting the items received (LPG, Bamboo, Iron sheets, etc) from the distribution points to their shelters.**
- 92% of respondents take less than 30 minutes to reach the distribution points which is an increase compared to the 84% reported in last year PDM.
- **The waiting time in the distribution queue is decreasing with 68% of respondents waiting less than an hour compared to the 52% reported in last year PDM and 30% of respondents waiting between 1 to 2 hours compared to the 44% reported in last year PDM.**
- LPG, NFI, WASH and female hygiene kit distribution has considerably improved from last year's PDM with an average of 97% satisfied with the organisation of the distribution. Shelter material items' distribution is the less organised with 87% of respondents satisfied with the organisation of the distribution and 13% not satisfied.
- **Around 4% of respondents reported having problems with the items received during and after the distribution of which 40% made a complaint.**
- 91% of respondents get the information on their entitlements before the distribution from the NGO staff and volunteers followed by 8% of respondents who get their information from Mahji. This is a downward trend compared to last year's PDM findings where 73% of respondents got their information before distribution from Mahji followed by UN/NGO staff with 22%.

“Distribution is well organized. There are separated distribution lines for pregnant women, new mothers, person with disabilities who are served faster at the distribution point, but additional shed/umbrella and toilets could be provided in the distribution points”, Male FGD participant, Ukhiya

13. Referred to footnote number 6 in page number 5.

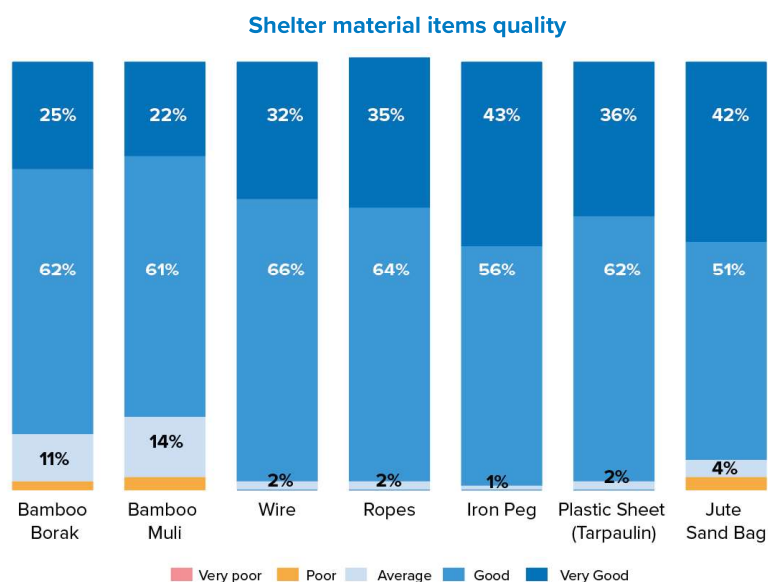
2.1. Quality of items

Shelter material items

The respondents rated the overall quality of NFI items as good with a score of 4.26 with an average 94% of respondents rating them good or very good which is a decrease of 0.14 compared to last year PDM.

There is an overall decrease of the shelter material items quality which is much pronounced with Bamboo Borak and bamboo Muli, the two shelter material items with the lowest scores with respectively 4.01 and 4.09 which a significant decrease compared last year PDM where Bamboo Borak scored 4.33 and Bamboo Muli 4.29 on quality.

This is confirmed by the Focus Group Discussions findings where most of the participants mentioned Bamboo Borak and Bamboo Muli as the shelter items of poor quality.



“We received immature bamboo, bamboo infected by insects, and very thin tarpaulin”, FGD female participant, Ukhiya.

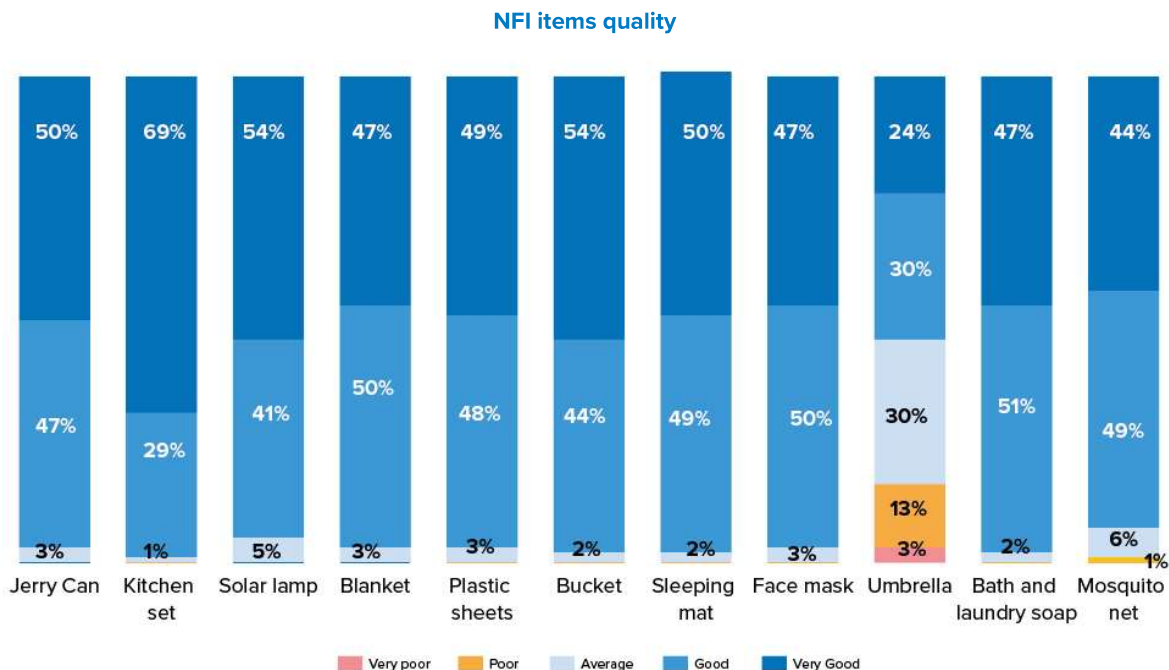
LPG

93% of respondents rated the LPG stove, hosepipe and regulator quality as good or very good while 7% rated them average or poor quality. 87% of respondents received their LPG stove, hosepipe and regulator more than two years ago of which 73% of have repaired their LPG stove, hosepipe and regulator at least once. 96% of respondents have LPG stove, hosepipe and regulator still functioning although almost 50% of LPG stove, hosepipe and regulator get repaired just six months after being distributed.

LPG usage	Less than six months ago	More than six months ago	More than one year ago	Two years ago
Never repaired	67%	50%	40%	26%
1 month	17%	14%	17%	14%
3 months	17%	9%	15%	15%
6 months	0%	14%	10%	16%
More than 6 months	0%	14%	18%	28%

NFI

The respondents rated the overall quality of NFI items as good with a score of 4.4 with an average 93% of respondents rating them good or very good which is similar if compared to the last PDM.



“Except LPG, most of the items we received are enough...but for small families the quantity of soaps is not enough, 6 soaps for 2 adults are not enough”, FGD female participant, Ukhiya.

WASH material items

The respondents rated the overall quality of WASH items as good with a score of 4.49 with an average 97% of respondents rating them good or very good which is an increase of 0.14 point compared to the last PDM. The potty for children is the items with the highest score, rated 4.6 by respondents followed by the bucket and laundry soap with a score of 4.5.





“Quality of the items is good, but the umbrella is not good and it’s easy to break, the handle is not strong, the fabric is very thin” FGD Female participant, Teknaf

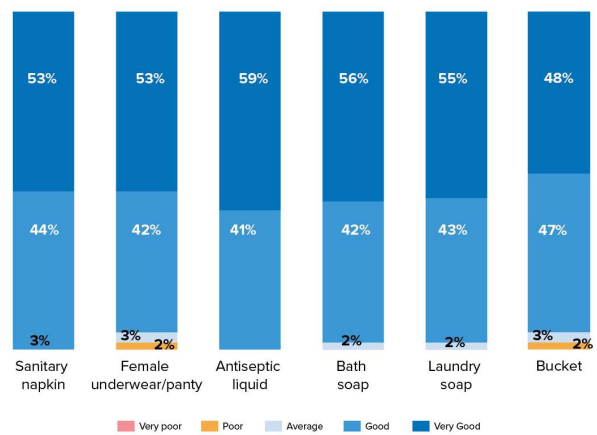
Bangladesh. UNHCR helps with preventive measures to stop spread of COVID-19 @UNHCR

Female hygiene items

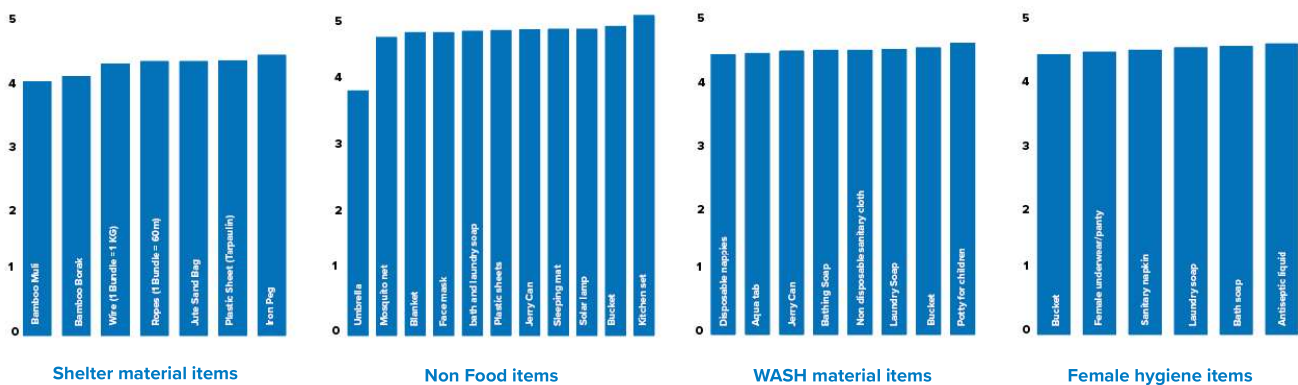
The respondents rated the overall quality of female hygiene items as good with a score of 4.50 with an average 97% of respondents rating them good or very good which is an increase of 0.09 point compared to the last PDM.

The overall quality of female hygiene items has improved compared to last year with all the items getting an improved score compared to last PDM.

Female Hygiene items quality



Overall quality of items



2.2. Sufficiency of items

Shelter material items

42% of respondents reported receiving enough quantity of shelter material items which represents 47% decrease compared to last PDM where 89% of respondents reported receiving sufficient quantity of shelter material items.

NFI

81% of respondents reported receiving enough quantity of NFI which represents 4% decrease compared to last year PDM where 85% of respondents reported receiving sufficient quantity of NFI. From all the items assessed, the mosquito net scored the lowest in term of sufficiency with 34% of respondents rating the quantity received as insufficient.

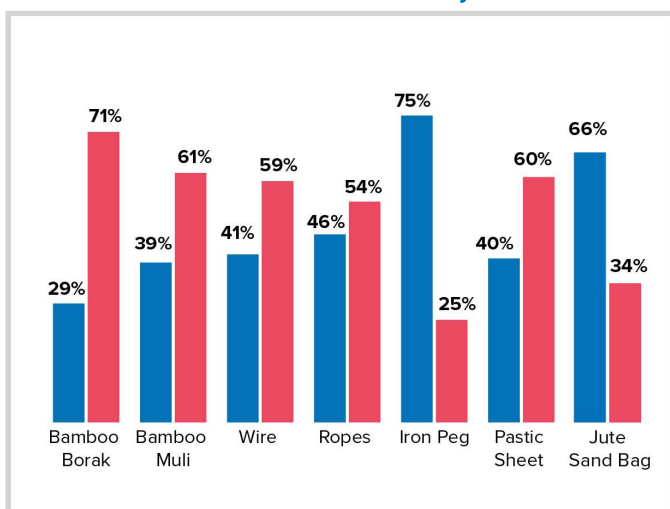
WASH items

92% of respondents reported receiving enough quantity of WASH items which is a similar figure compared to last PDM.

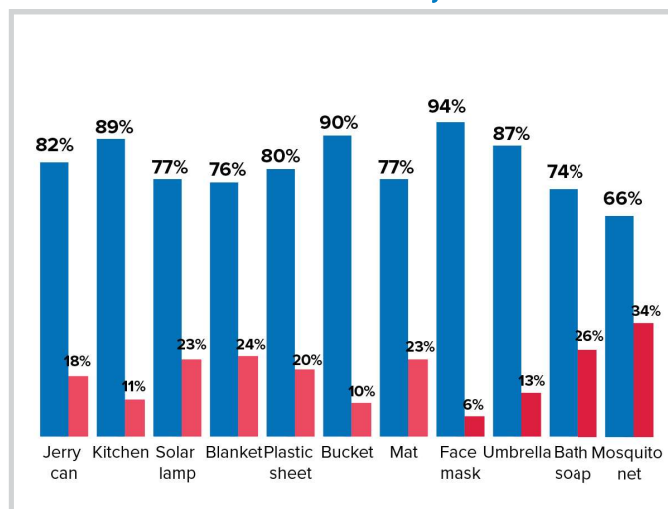
Female hygiene items

94% of respondents reported receiving enough quantity of female hygiene items which represents 2% decrease compared to the last PDM where 96% of respondents reported receiving enough items.

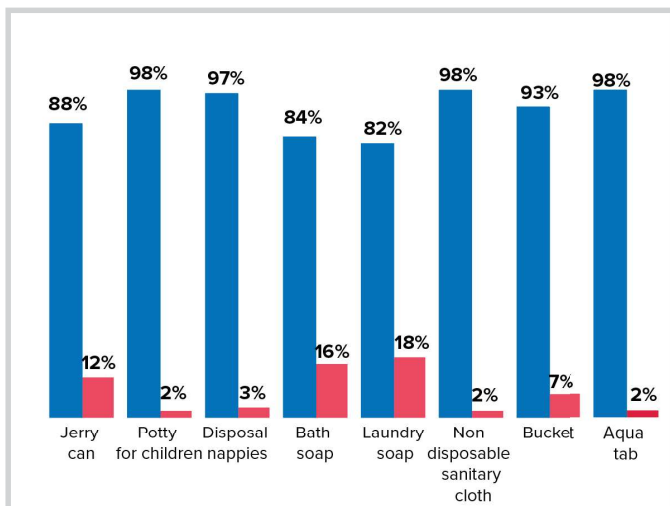
Shelter items sufficiency



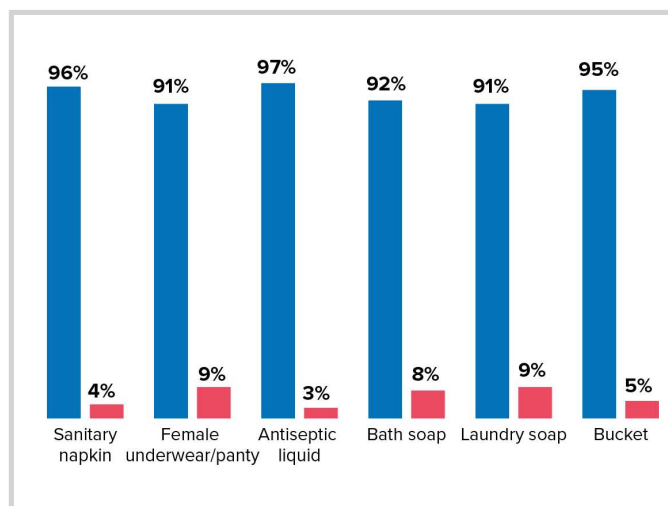
NFI items sufficiency



WASH items sufficiency



Female hygiene items sufficiency



■ Sufficient ■ Not Sufficient



“Quantity which was received is not sufficient to repair our shelter, we bought from local market by selling our other assistance and sometimes we squeeze our shelter using single layer instead of double layer...” FGD male participant, Teknaf

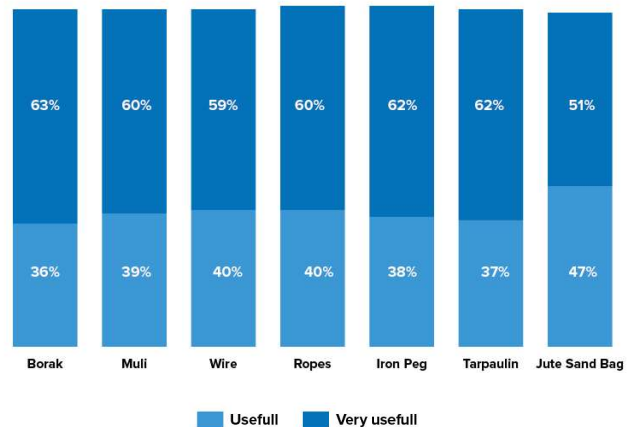
Bangladesh. Rohingya refugees face new challenges in world’s largest settlement @UNHCR/ Amos Halder

2.3. Usefulness of items

Shelter material items

Almost 99% of respondents rated all shelter material items they received as useful, with an overall score of 4.59, which is an increase of 0.17 compared to the last PDM exercise where the score for usefulness of items was 4.42. 4% of respondents received jute sandbags of which 97% found them useful and 3% not useful which make it the item less useful of all the shelter material item distributed.

Shelter material items usefulness

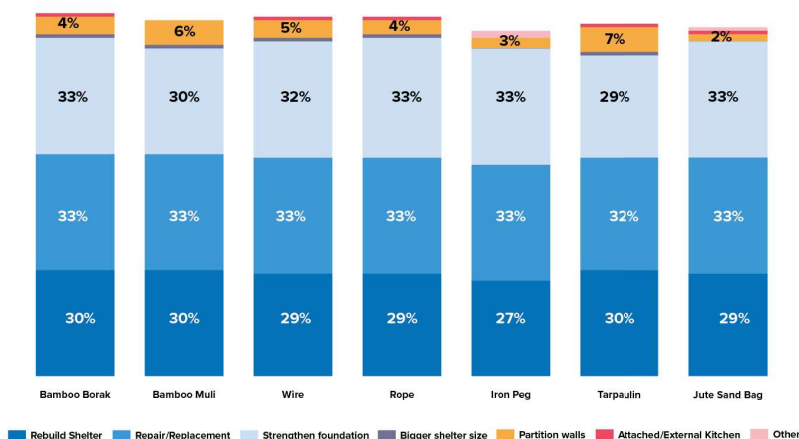


“We have not received the shelter material in proper time due to the pandemic”, FGD male participant, Ukhiya.

Main improvements done with shelter materials items

Most the items distributed are used mainly to repair/replace and strengthen the foundation, 33% of respondents used the material to repair and replace old shelter items followed by 32% of respondents who used their materials to strengthen the foundation of their shelter. 29% of respondents used the material items received to rebuild their shelters.

Main improvements made with shelter material received



LPG

Almost 99% of respondents rated LPG received as useful or very useful, with an overall score of 4.71, which is an increase of 0.33 compared to the last PDM exercise where the score for usefulness of items was 4.38.

NFI

Almost 98% of respondents rated all NFI received as useful or very useful, with an overall score of 4.61, which is an increase of 0.21 compared to the last PDM exercise where the score for usefulness of items was 4.40.

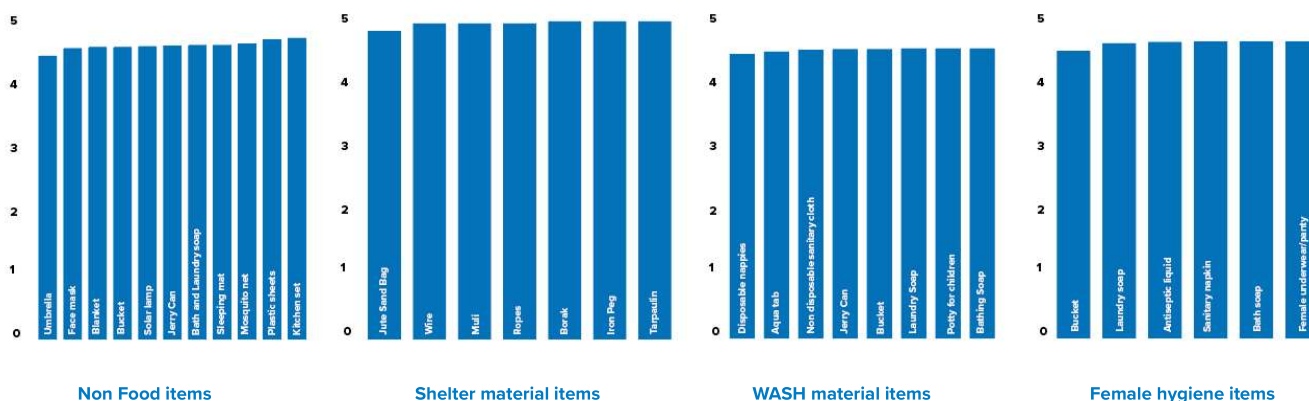
WASH items

Almost 98% of respondents rated all WASH material items received as useful or very useful, with an overall score of 4.52, which is an increase of 0.13 compared to the last PDM exercise where the score for usefulness of items was 4.39.

Female hygiene items

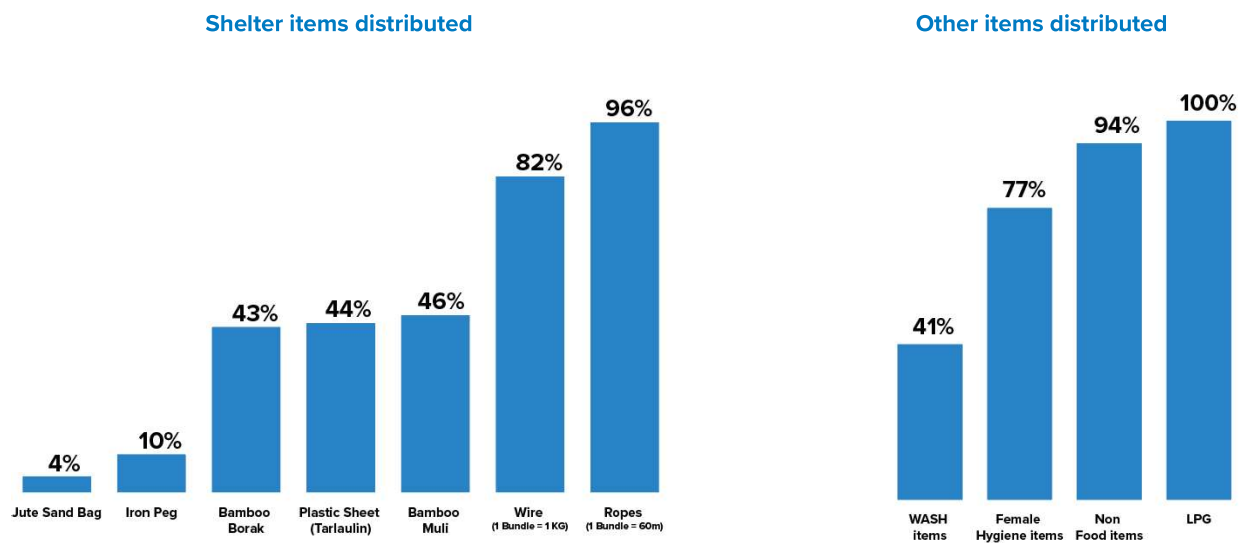
Almost 99% of respondents rated female hygiene items received as useful or very useful, with an overall score of 4.62, which is an increase of 0.17 compared to the last PDM where the score for usefulness of items was 4.45.

Overall usefulness of items



2.4. Items distributed

Ropes and wires are the most distributed shelter material items with respectively 96% and 82% of respondents having received at least one of each. Between 43% and 46% of respondents received bamboo and plastic sheets while jute sandbag and iron peg were distributed respectively to 4% and 10% of respondents. Almost all respondents received LPG (except 2 respondents) which is the item the most widely distributed in the camps followed by NFI where 94% of respondents claimed to have received at least one NFI. 77% of respondents received at least one female hygiene item while only 41% of respondents received a WASH item. 21% of female headed households have not received any female hygiene items.



2.5. Actual use of items

On average, 96% of respondents reported using the items received with the remaining 4% reported keeping, storing, selling or repurposing them. This represents a decrease compared to last year where almost 99% of respondents had reported using the items received.

Female hygiene kits and NFI items are the most used with reported 98% of respondents using the items received while shelter material items are the less used with 92% of respondents.

An average 4% of items distributed are kept or stored by the recipients with NFI items being the most kept and stored with 8% of respondents keeping/storing them. Around 10% of respondents are keeping/storing

their bamboo. Face masks and laundry soap are the items most sold with around 1% of respondents selling them. Around 3% of WASH items are repurposed with non-disposable sanitary cloth and potty for children being the most repurposed with respectively 4% and 3% of respondents repurposing them.

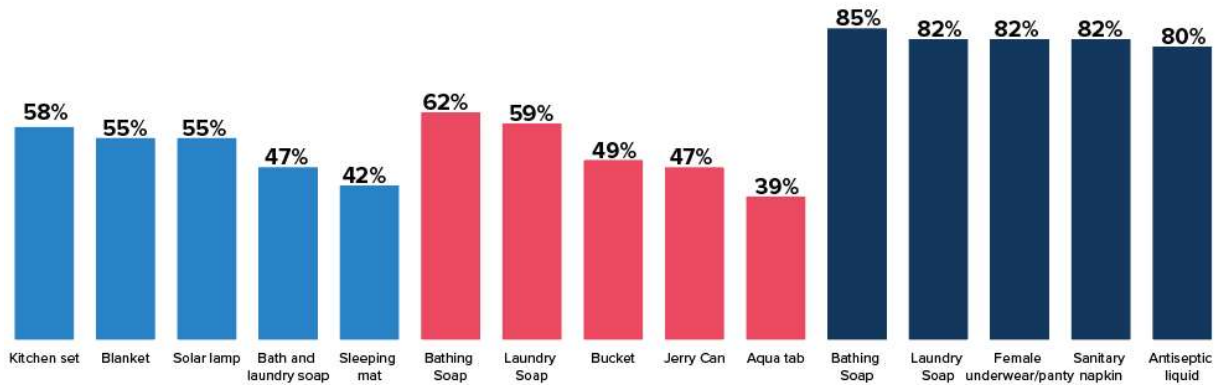


Bangladesh. New treatment plant in Kutupalong camp provides fresh water for refugees @UNHCR/ Kamrul Hasan

Items	Exchanged	Sold	Gifted	Kept/Stored	Stolen	Used	Repurposed
NFI							
Jerry Can				1%		99%	
Kitchen set				1%		98%	
Solar lamp				4%	1%	95%	
Blanket				3%		97%	
Plastic sheets				1%		99%	
Bucket				1%		99%	
Sleeping mat				2%		98%	
Face mask				1%		99%	
Umbrella		1%		3%		96%	
Bath and laundry soap				1%		99%	
Mosquito net				1%		98%	
WASH material items							
Jerry Can				1%		96%	2%
Potty for children			2%	3%	1%	93%	3%
Disposable nappies			1%	5%		93%	1%
Bathing Soap				1%		99%	1%
Laundry Soap				1%		98%	1%
Non disposable sanitary cloth			2%			93%	4%
Bucket				2%		96%	1%
Aqua tab				1%		98%	
Female Hygiene items							
Sanitary napkin				1%		98%	
Female underwear/panty				2%		97%	1%
Antiseptic liquid				1%		98%	
Bath soap				1%		98%	
Laundry soap		1%		1%		98%	
Bucket				2%		98%	
Shelter Material items							
Bamboo Borak				9%		91%	
Bamboo Muli				11%		89%	
Wire (1 Bundle = 1 KG)				7%		93%	
Ropes (1 Bundle = 60m)				7%		93%	
Iron Peg				4%		96%	
Plastic Sheet (Tarpaulin)				9%		91%	
Jute Sand Bag				8%		92%	

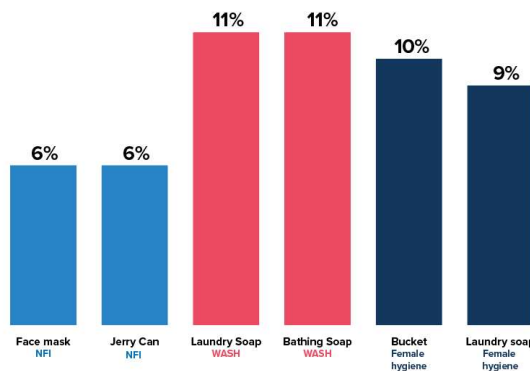
2.6. Most needed items within NFI, WASH & Female Hygiene assistance

Top 5 most needed items



2.7. Items could be replaced within NFI, WASH & Female Hygiene

Two items to be replaced is asked



2.8. Items to be added to NFI, WASH and Female Hygiene assistance

Respondents also mentioned that solar fan, babies winter clothes, solar batteries and waterpot (kolsi) could be added in the NFI list, toilet brush in the WASH items and torch light and female clothes in the female hygiene kit.

2.9. Preferred type of assistance

For some NFI and Shelter items, 75% of respondents would prefer in-kind assistance which is an increase from 38% in the last year PDM while 7% of respondents will prefer cash/voucher compared to 41% in the last year PDM. This trend is closely linked to the difficulty respondents are facing while transporting the items received (LPG, Bamboo, Iron sheets, etc) from the distribution points to their shelters. 18% of the respondents stated that they would prefer a combination of cash/voucher and in-kind, which is a decrease compared to the last PDM where 38% of respondents preferred combined cash/voucher and in-kind assistance. It should be mentioned that the number of respondents receiving shelter material who preferred cash/voucher is still significant with 28% of respondents.

2.10. Information sharing and complaint mechanisms on the distribution

4% of respondents mainly shelter material items recipients, reported facing problems with items received during the distribution of which 43% make a complaint. 56% of the complaints are made to the Help Desk at distribution points and information points while 41% of complaints are made to NGO and UN staff. 3% of respondents mainly shelter material items recipients, reported facing problems with the items received after the distribution of which 38% made a complaint. 90% of the complaints are made to the Help Desk at distribution points and information points while 10% of complaints are made to NGO and UN staff. 91% of respondents get the information on their entitlements before the distribution from the NGO staff and volunteers followed by 8% of respondents who get their information from Mahji. This is a downward trend compared to last year PDM findings where 73% of respondents got their information before distribution from Mahji followed by UN/NGO staff with 22%. 96% of respondents got the information on their entitlements during the distribution from the NGO staff and volunteers followed by 3% of respondents who get their information from Mahji. 17% of respondents will appreciate if they are informed well ahead of the distribution while 8% of respondents would like the change of the distribution site. 6% of respondents would prefer the change of the time of distribution. Among other requests received from respondents are the home delivery of assistance especially for LPG and shelter and the improvement of the waiting areas with additional seats.

“Volunteers go door to door to inform about the distribution date and time and also provide distribution tokens...with the token distributed, it’s easy to know the information about the distribution and the entitlements”, FGD male participant, Ukhiya.



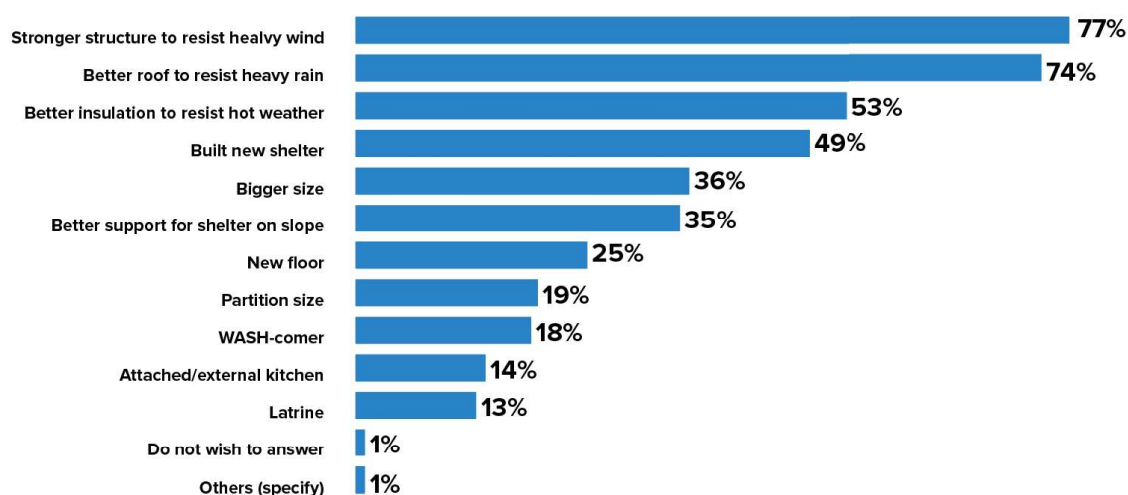
Bangladesh. Rohingya refugees receiving LPG refill @BDRCS/ Rahat

Source of information by assistance type

LPG usage	LPG	NFI	WASH	Female hygiene	Shelter	Overall
Before distribution						
NGO Staff	86%	78%	76%	77%	76%	79%
Majhi	5%	6%	7%	7%	15%	8%
Volunteers	5%	15%	16%	16%	9%	11%
Others	4%	0%	0%	1%	0%	1%
During distribution						
NGO Staff	45%	42%	40%	41%	42%	85%
Majhi	1%	1%	2%	1%	3%	3%
Volunteers	2%	7%	7%	7%	5%	11%
Others	2%	0%	0%	0%	0%	1%

70% of shelter material recipients would be interested to replace their bamboo shelter with 10ftx10ft double storied steel frame although only 29% have seen it. 73% of respondents think their shelters are not strong enough to resist bad weather (heavy rain, wind, etc.) and the preferred type of improvements that could be made to their shelters in the future are stronger structures to resist heavy wind and better roof to resist heavy rain with respectively 77% and 74% of respondents. 66% of respondents were not able to build/upgrade/repair their shelters themselves of which 47% received support from their communities and NGOs.

Type of improvements preferred for any future shelter



“We know that permanent structures are not allowed but we want strong shelter...and we only receive shelter assistance if there is an approval”, FGD female participant, Teknaf.

VII. Distribution process

Only 9 out of 1745 respondents reported that they were asked to pay or were asked for favours to be put in the shelter distribution list or to receive their items. The respondents who received NFI, WASH items and female hygiene items did not make such claim. But there is an improvement compared to last year's PDM where 1.70%, 76 respondents reportedly payed between BDT 20 – 200 to be placed on the distribution list. The payments are made to Mahjee and volunteers. An average of 22% of the respondents reported to have paid porters to collect and transport their assistance from the distribution points to their shelters which is an increase compared to last year's PDM where 20 % of respondents had reported paying between BDT 10-350 to porters. LPG and Shelter recipients are the most likely to pay for collection and transportation as 48% of respondents reported paying to collect and transport LPG cylinders followed by 36% of respondents receiving shelter material.

The reasons refugees cited to be using porters included distance from shelters (60%), heavy weight of items (25%), mobility issues (10%) and single headed family (5%). 4% of respondents reported coming to the distribution points with their children and 3% confirmed bringing them to assist transporting distributed items. 21% respondents are not informed on their entitlements before the distribution which is a decrease compared to 42% reported in last year's PDM. 56% of respondents reported taking between 15 to 30 minutes to reach the distribution points followed by 37% of respondents who take less than 15 minutes to reach the distribution points. More than 7% of respondents take an hour and more to reach the distribution points. Overall, 68% of the respondents spent less than one hour at the distribution points and 30% spent between 1-2 hours waiting for their items at the distribution while only 2% of the respondents said they spent between 3 to 4 hours. That's an improvement compared to last year's PDM findings, where only 52% spent less than an hour and 44% between 1 and 2 hours.



“Yes, sometimes Mahjee ask for money.... They demand about Tk. 300” FGD male participant, Ukhiya

Refugees receiving items from distribution point @BDRCS/ Rahat

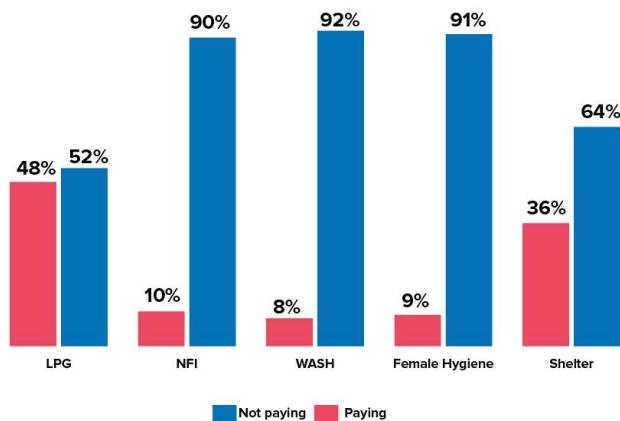
Although there is an improvement, shelter distribution still has a high number of respondents, 6% reporting spending more than 3 hours at the distribution points. The respondents gave an average score of 4.32 for the organisation of distributions which is a considerable improvement compared to last year’s PDM where the organisation of distributions scored 3.85. An overwhelming number of respondents are satisfied with the organisation of the distribution with more than 95% of respondents satisfied or very satisfied.

% of respondents waiting time in the queue at the distribution points

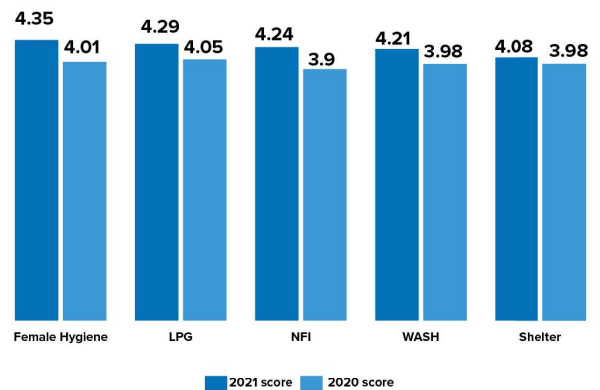
Waiting time	LPG	NFI	WASH	Female hygiene	Shelter	Overall
Less than an hour	60%	71%	76%	77%	56%	68%
1-2 hours	37%	28%	22%	22%	38%	30%
3-4 hours	2%	1%	2%	1%	6%	2%
6 hours or more	0%	0%	0%	0%	0%	0%

The improvement of the organisation of the distribution of LPG, NFI and WASH was noticeable except the organisation of the shelter distribution which scored the lowest with 4.08 which is very close to last year’s PDM score 3.98. 13% of recipients of shelter material items rated the organisation of the distribution average, dissatisfying or very dissatisfying.

of respondents reporting paying or not paying porters



Comparative scores organisation of distributions



“We need porter services to carry our assistance to the shelter. We only get support to the gate or while crossing roads with heavy items. It is difficult to manage payment since there is no cash even before getting the item in hand we sold them to pay porters. Sometimes some people help and we give a small portion in return”, FGD female participant, Ukhiya

VIII. Recommendations and way forward

- UNHCR to continue, with its partners, to emphasise in oral and pictorial messaging to refugees and within their communities that distributions are free of charge since refugees do not have to pay at any stage to be eligible for any assistance.
- UNHCR to explore ways to monetise or combine in-kind with cash assistance especially for shelter where 45% of shelter material recipients expressed preference for cash or combined in-kind/cash.
- UNHCR needs to find alternate solution to assist refugees to transport their relief items: More than 22% of respondents have said they are paying some money to porters to carry their items from the distribution points to their shelters.
- UNHCR to continue, with its partners, to improve information sharing on entitlements before the distribution relying on NGO, UN staff and volunteers.
- UNHCR to continue to look for alternatives to improve the quality of bamboo multi-type and borak-type.
- UNHCR should consider introducing some new items (solar fan, babies' winter clothes, solar batteries, waterpot (kolsi), toilet brush, torch light and female clothes) in the NFI items as recommended by respondents.
- Although there is an overall improvement in the organization of the distributions, there should be a focus on few cases that still spend more than 6 hours at the distribution points.

Post Distribution Monitoring

SHELTER AND NON-FOOD ITEMS

ROHINGYA REFUGEE RESPONSE

BANGLADESH

SEPTEMBER 2021



UNHCR
The UN Refugee Agency

United Nations High Commissioner for Refugees

UNHCR, Sub-Office Cox's Bazar, Bangladesh

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