



Photo: Refugee Safety Unit Volunteers during a fire drill. @ Mohammed Ibrahim Hossain, EPRO ActionAid.

UNHCR and partners closely collaborate with government counterparts as well as refugees (volunteers, representatives, and community members) to conduct site management and site development activities in 17 camps (16 in Cox's Bazar and 1 in Bhasan char). To ensure equitable access to services, UNHCR supports coordination of humanitarian interventions across sectors, emergency preparedness and response with particular focus on fire prevention awareness, a functional complaints and feedback mechanism, provision of non- food items and LPG, and relocations within the camps.

KEY ACTIVITIES



Emergency Preparedness and Response

In Q1 2023, disaster preparedness and response continued to be a priority with particular focus on fire prevention and response. The temporary and highly flammable nature of the shelter materials approved by the Government combined with extreme weather conditions and high density of the camps increases the occurrence of fires, especially in the dry season (December to March). UNHCR's response strategy is to build refugee volunteers' capacities through training and equipping them to respond efficiently to fire incidents, protecting themselves and their communities as first responders. In Q1, UNHCR also donated 29 three-wheeler vehicles equipped with water pumps/tanks to IOM camps (adding to existing three-wheeler capacity), installed approximately 50 water tanks (1,000 litre capacity) in 16 UNHCR managed camps and facilitated awareness and capacity building sessions. The effectiveness of the response strategy was observed during several Q1 fire incidents, where trained volunteers were critical first responders.



First Onsite Response Team (FORT)

First onsite response team (FORT) supports response efforts during large-scale emergencies. UNHCR's multi-functional team encompasses diverse expertise in emergency response, including public health, mental health, legal protection, community-based protection, child protection, water, sanitation, and hygiene. FORT supports partners, refugee volunteers, and government counterparts as part of the broader emergency response.



NFIs and LPG distribution

UNHCR and partners provide regular/seasonal non-food items (NFIs) including bath and laundry soap, female hygiene kits and tote bags, WASH hygiene kits, core relief items (e.g., blankets, sleeping mats, tarpaulin sheets, kitchen sets, solar lamps, jerry cans, buckets, mosquito nets, compressed rice husk, etc.) to all households in 16 camps of Cox's Bazar. In Q1 2023, 83,302 households were assisted through 10 UNHCR distribution points in the camps. UNHCR also provides liquid petroleum gas (LPGs) refills for household cooking needs. In Q1, 222,125 LPG refills were provided to 89,696 refugee households. Of them, 480 households received new stoves and accessories and 31,918 households received energy-saving pressure cookers to help reduce LPG needs.



Capacity Sharing Initiative



The Government and UNHCR, in collaboration with the sectors and partners, continued to implement the capacity sharing initiative to exchange information and knowledge between government officials and humanitarians. In Q1, UNHCR facilitated sessions on basic Camp Coordination and Camp Management (CCCM) for 29 government officials. A training of trainers on facilitation skills and techniques critical to CCCM was also conducted, with participants from the Government, UNHCR, IOM and site management partners. Both sessions offered opportunities for site management partners to develop shared understandings of roles and responsibilities in accordance with international principles and standards.

CCCM Training of Trainers Participants, March 2023. Photo by UNHCR



Relocation

UNHCR supports the Government to relocate refugee households within the Cox's Bazar camps. Relocations take place for various reasons: to move refugees from the Transit Centre to the camps, reunite families, mitigate protection concerns, or provide safer accommodation for specific protection cases. UNHCR and partners ensure that each relocation is organized and conducted with respect to protection standards. In Q1 2023, UNHCR supported the relocation of 676 individuals (152 households) between camps. Additionally, at the request of the Government, UNHCR supported the relocation of 2,518 individuals (536 households) from the border area of Konapara to the Ukhiya and Teknaf camps, ensuring they received food, basic non-food items and shelter upon arrival.



Complaints, Feedback and Response Mechanism (CFRM)

The complaints, feedback, and response mechanism (CFRM) provide a platform for refugees to raise issues related to service provision, including documentation, shelter, site management, water and sanitation facilities. Refugees can access this mechanism by visiting CFRM desks across the camps. Cases are recorded and referred to relevant sectoral agencies or Camp-in-Charge offices. Every complaint receives a response, informing the refugee of the solution or the limitations. UNHCR is working with IOM to transition to a harmonized complaints and feedback platform (CFP) to be used by all relevant camp actors.



Community Led Projects



Refugee communities identify, prioritize, and lead projects ranging from small-scale construction and repair of pathways to fixing bridges and stairs to facilitate safe movement in the camps. The projects provide refugees livelihood opportunities to support their families and communities while creating a sense of ownership over camp infrastructure. In Q1 2023, consultations with households and communities within blocks and sub-blocks ramped up, identifying key projects for implementation.

Community led scheme. Identified, prioritized, and implemented by refugees. Photo by Rashik Mubtasim, ActionAid

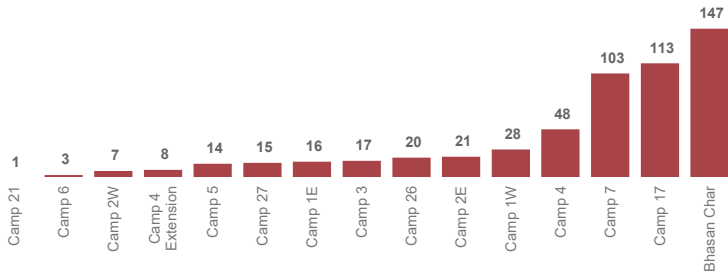
Total camps coverage

17

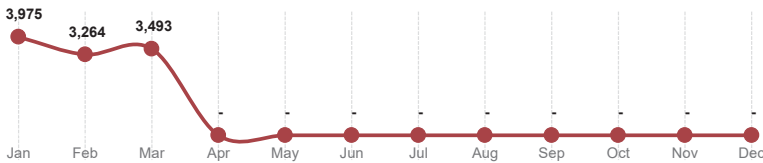
UNHCR and its partners, working closely with government counterparts, conducting site management, and site development activities, in 16 of the 33 refugee camps in Cox's Bazar district and 1 settlement in Bhasan char, Noakhali district.

| | | |
|---|---|--|
|  1,670 Rohingya refugees supporting site management and response |  17 # of complaints and feedback mechanisms (CFRM) established and functional |  1,240 # of fire stands (bucket water/sand) ready to be used for firefighting response |
|---|---|--|

Households facilitated for relocations in camps (incoming)



Monthly trend (# of complaints registered at SMS CFRM)



Geographic overview (# of water tanks - fire hydrants)

Legend

- # of water tanks
- Camp boundary
- Water body

Contacts:

Romain Desclous, Senior External Relations Officer, Dhaka, desclous@unhcr.org









Amy Jo Davies, External Relations Officer, Cox's Bazar, davies@unhcr.org

Information Management Unit bgdcoim@unhcr.org

The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations

Key achievements

Progress against target

| | |
|---|------------------------|
|  # of camp-level coordination meeting with CiCs 24% | 49 208 |
|  # of awareness sessions conducted with the community 88% | 53,269 60,387 |
|  # of existing volunteers trained in disaster management 65% | 1,493 2,280 |
|  # of trainings conducted for refugee volunteers 11% | 3 28 |
|  # of complaints closed through CFRM 32% | 8,456 26,800 |
|  # of unique refugee household received LPG assistance 97% | 89,696 92,000 |
|  # of pressure cookers distributed to refugee households 31,918 | 31,918* |
|  # of Female Hygiene Kits distributed 673 | 673* |

