



IOM

BANGLADESH

APPEAL

2021



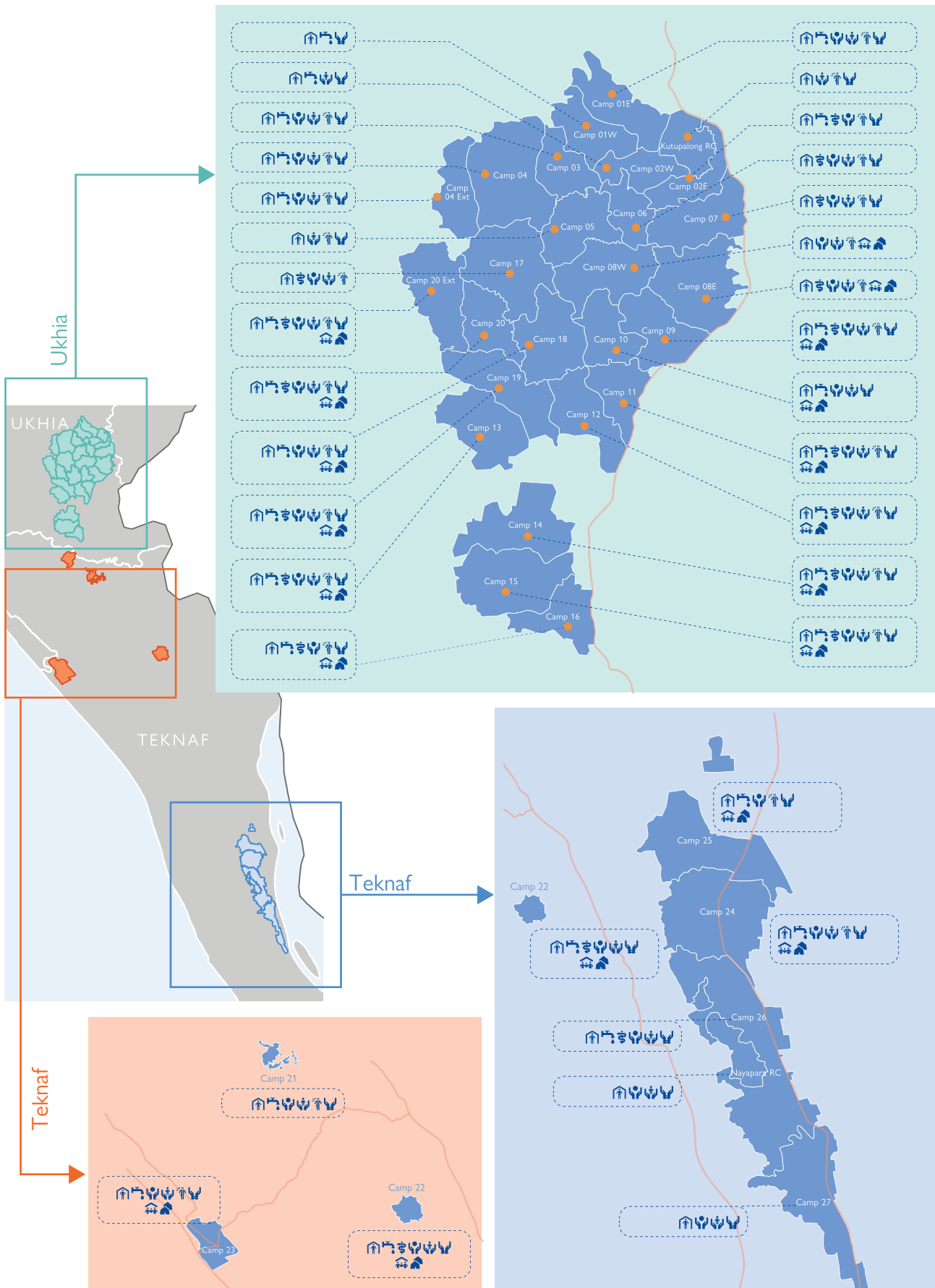




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# IOM ACTIVITY MAP | 2021



# SITUATION OVERVIEW

For the over 800,000 Rohingya in Bangladesh, 2021 marks the fourth year since their mass displacement from Myanmar, preceded in kind by decades of influxes spurned by systematic discrimination and targeted violence. While the Government of Bangladesh and international community have maintained the provision of immediate lifesaving assistance, the needs are immense and complex challenges continue to emerge and reshape the nature of the response.

The humanitarian community swiftly shifted priorities in 2020 to respond to the impact of COVID-19 on the Rohingya residing in the 34 congested refugee camps in Cox's Bazar district. COVID-19 interventions were scaled up, and other humanitarian services adjusted, according to guidelines on access and presence to reduce the spread of infection. The 2020 ISCG Joint Multi-Sector Needs Assessment (J-MSNA) revealed a decrease in shelter maintenance and livelihoods, and deterioration in the protection environment. These challenges, and others such as monsoon and cyclone preparedness and response, will remain at the forefront of the response in 2021.

Similarly, the impact of the crisis on the Ukhiya and Teknaf Upazilas (sub-districts) of Cox's Bazar requires concerted efforts to support host communities affected by price increases and strained livelihoods.

As the crisis protracts, the prospect of a safe, dignified and voluntary return to Myanmar remains unpredictable. The international community continues to promote sustainable solutions in Myanmar that would eventually facilitate what all Rohingya have consistently voiced as their main concern—to return home.

Through its programming, IOM supports the approximately 889,400 Rohingya refugees and 472,000 affected host communities residing in Ukhiya and Teknaf Upazilas of Cox's Bazar District.

The subsequent pages provide a breakdown of achievements over 2020 and outline planned interventions for this year aligned with the 2021 Joint Response Plan for the Rohingya Humanitarian Crisis. With joint coordination and international support, IOM and partners can continue to uphold their commitment to safeguard the well-being and dignity of affected populations in Cox's Bazar.



# SUMMARY OF THE APPEAL



**TOTAL FUNDING REQUIRED**  
**\$139,811,713**

As of December 2020, approximately **889,400** Rohingya refugees and **472,000** affected host communities reside in Ukhiya and Teknaf Upazilas of Cox's Bazar District. To support the achievement of the 2021 Joint Response Plan, IOM is appealing for **\$139,811,713** across the following programmatic areas.

## Protection (General Protection, Counter-Trafficking, Gender-Based Violence and Child Protection)



Protecting Rohingya and Host Communities by facilitating meaningful access to humanitarian assistance, dignity and human rights

Funding Required **\$6,576,740**

Project Target **468,047**

## Waste, Sanitation and Hygiene (WASH)



Improvement of WASH services for the most vulnerable populations in Ukhiya and Teknaf Upazilas of Cox's Bazar District, Bangladesh

Funding Required  
**\$21,400,655**

Project Target  
**301,823**

## Health




Health-related vulnerabilities of Rohingya and Host communities are reduced through increased quality access to comprehensive health services

Funding Required  
**\$19,239,456**

Project Target  
**358,501**

### Shelter/NFI



Comprehensive Shelter and NFI support for Rohingya Refugees and Host communities in Cox's Bazar

Funding Required	Project Target
<b>\$31,979,507</b>	<b>462,362</b>

### Community Safety



Enhancing access to Protection, community safety and peaceful coexistence for Refugees and Host communities

Funding Required	Project Target
<b>\$847,666</b>	<b>36,700</b>

### Site Management (SM), Site Development (SD) and Disaster Risk Management (DRM)



Site Management and Site Development Programming inclusive of Disaster Risk Management measures for Refugees and Host communities across Ukhiya and Teknaf

Funding Required <b>\$30,890,000</b>	Project Target <b>939,407</b>
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### Livelihoods and Social Cohesion



Enhancing conditions for economic inclusion, sustainable incomes and livelihoods and well-being for refugees and affected populations in Cox's Bazar

Funding Required	Project Target
<b>\$5,200,000</b>	<b>27,800</b>

### SafePlus



Addressing the urgent fuel needs of refugees and the host community through provision of alternative clean fuel and technology

Funding Required	Project Target
<b>\$14,000,000</b>	<b>520,209</b>

### Communication with Communities (CwC)



Improving community engagement, accountability, and understanding through community-led approaches

Funding Required	Project Target
<b>\$2,307,238</b>	<b>476,755</b>

### Coordination



Coordination: ISCG Secretariat & Ukhiya Coordination Hub

Funding Required	Project Target
<b>\$2,647,051</b>	<b>15,000</b>

### Needs and Population Monitoring (NPM)



Supporting informed humanitarian decision-making through research and analysis

Funding Required	
<b>\$1,913,000</b>	

### Site Maintenance and Engineering Project (SMEP)



Contributing to a safer and more accessible environment for the camp population and humanitarian actors

Funding Required	Project Target
<b>\$2,810,400</b>	<b>939,407</b>



# General Protection and Counter Trafficking



A Bangladeshi woman, who was a victim of trafficking, received IOM's support that is benefitting her six-member family. The woman, IOM and a local NGO identified the most viable income-generating opportunity for her, initially establishing a small business to sell fabric and clothing. Over time, she expanded the business to also sell vegetables. Her business success as a Bangladeshi woman enables her to earn a monthly income. She has been pleased with the profits and intends to build a house someday.

## 2020 Achievements



**8,814**  
Rohingya refugees identified and assisted with meaningful and equitable access to humanitarian services



**340,717**  
Rohingya refugees sensitized about Protection risks and COVID-19 through community-led activities and capacity building initiatives



**7,044**  
persons received training and capacity building on protection and related areas



**339**  
victims of trafficking identified and assisted with case management support including livelihood, medical and psychosocial assistance

## Strategic Partnerships and Sector Engagement

- Co-chair of the Protection Sector's Anti-Trafficking Working Group, Core member of the following Working Groups: Protection, Age and Disability and Gender and Diverse Populations
- Protection lead focal point in Camps 9, 18, 19, 20, 20 Extension, 23, 24 and 25





\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Monitor and advocate for access to territory, prevention of refoulement, respect for Rohingya refugee rights, while enhancing continuous registration and documentation for all Rohingya refugee women, men, girls and boys, in order to ensure effective, targeted protection and assistance and work toward sustainable solutions.
<b>2</b>	Promote a community-based approach to the response, support community self-protection mechanisms and facilitate meaningful access to specialized services for persons at heightened protection risk, including girls, boys, women and men of all ages, who have diverse needs and vulnerabilities.
<b>3</b>	Promote an integrated and multi-sectoral Protection, Age, Gender and Diversity approach.

## Activities

**Protection Mainstreaming** - Lead protection mainstreaming activities by training partners providing direct humanitarian assistance in WASH, health, nutrition and food assistance and provide technical guidance for addressing structural gaps identified in service delivery.

**Community Based Protection Networks (CPBNs)** - Enhance the self-protection capacities amongst Rohingya refugees by supporting CPBN Networks and by establishing community committees and engaging Rohingya volunteers.

**Individual Protection Assistance** - Provide assistance to extremely vulnerable individuals (EVIs) in particular, support the meaningful and equitable access of refugees to all humanitarian services and restoring their safety and dignity during and after displacements and identification, and provide direct assistance to victims of trafficking.

**Emergency Preparedness and Response** - Contribute to emergency preparedness and response by raising awareness prior to an anticipated disaster/crisis, supporting the Protection Sector's Emergency Response Unit (PERU), and supporting disaster-affected persons' protection needs and meaningful and equitable access to all humanitarian services.

**Protection Monitoring** - Conduct protection monitoring and rapid protection assessments through direct observation, FGDs and KIIs in order to establish key protection trends, threats and risks faced by Rohingya refugees and compile, analyze data to publish quarterly reports.

**Capacity Building** - Raise awareness and build capacity of refugee community, with special focus on persons with disabilities, elderly, pregnant women, single-headed households, widows, and other EVIs on COVID-19, protection, counter trafficking, smuggling and human rights messages.

## 2021 Key Indicators and Targets

**300** individuals supported with legal aid and related services, including victims of trafficking and exploitation, disaggregated by age and sex

**6,000** identified and assisted refugees, including EVIs, with meaningful and equitable access to humanitarian services

**188,199** persons sensitized about Protection risks, counter-trafficking and COVID-19

## Gender-Based Violence (GBV)



“Since I started going to IOM’s Women and Girls Safe Space, I have learned many things,” said 15-year-old Rohingya refugee Jannat. “When I had my first menstruation cycle, the staff gave me sanitary pads and explained to me how use them as I didn’t know what to expect. I am grateful for my sisters here who always provide helpful advice.”

### 2020 Achievements



**31,762**

women and girls were provided with psychosocial support or individual case management services



**50,019**

individuals reached by community awareness and outreach on GBV



**27,296**

individuals were sensitised through community-led GBV prevention efforts



**1,814**

women and girls received dignity kits

### Strategic Partnerships and Sector Engagement

- Member of the GBV Subsector Working Group and related GBVIMS Task Team, Male Engagement Task Team, GBV Case Management Task Team including the Interagency Pool of Trainers
- Co-chair of the PSEA Network



\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Improve access to quality survivor-centered services by responding to individual needs, preventing and mitigating GBV risks, and supporting women, girls and survivors of GBV in Rohingya refugee camps and targeted areas in host communities.
<b>2</b>	Promote a community-based approach to the response, support community self-protection mechanisms and facilitate meaningful access to specialized services for persons at heightened protection risk, including girls, boys, women and men of all ages and with diverse needs and vulnerabilities.
<b>3</b>	Support system strengthening together with the Government and local partners, including local women-led rights organizations and disabled persons organizations promoting peaceful coexistence within and between the Rohingya refugee and host communities.

## Activities

**Women and Girls Safe Spaces (WGSS)** - Continue providing comprehensive and quality case management services to refugees and host communities in Ukhiya and Teknaf Upazilas through the 10 Women and Girls Safe Spaces (WGSS) with one emergency safe shelter for women and girls at critical safety and security risks for GBV survivors, victims of trafficking, and children in need of emergency protection. The WGSS act as critical life-saving entry points in providing individual case management including referral to multi-sectoral service to ensure vulnerable at-risk women and girls and GBV survivors have their physical and psychosocial needs supported and addressed.

**Women and Girls' Empowerment** - Conduct training for Rohingya women to enhance their leadership and decision-making skills at the individual, household and community levels as well as their political leadership to influence camp coordination and camp management and overall community engagement activities.

**Community Engagement** - Build the capacity of community members to facilitate sessions and disseminate GBV prevention messages in the community to spark dialogue with men and boys on GBV. This is implemented through the IOM developed community outreach 'Poribortok!' (Change Makers) initiative.

**Psychosocial Support** - Continue providing psychosocial support through the WGSS to address the critical need in improving the safety and dignity of the women and girls. Activities include life skills building activities and recreational activities, such as radio listening groups, creative arts therapy, tailoring training, basket weaving/handicrafts and basic computer literacy training.

## 2021 Key Indicators and Targets

<b>28,892</b>	people reached by community-led messaging on key protection risks and related mitigation measures
<b>41,186</b>	individuals benefitting from structured Psychosocial Support (PSS) services in the camps and targeted host communities
<b>1,200</b>	community activists (women, adolescent girls, adolescent boys and men) trained and engaged in GBV prevention strategies using tested social change approaches in the camps and targeted host community



## Child Protection (CP)



When she found out her parents had arranged a marriage for her, 13-year-old Minara approached IOM's Child Protection team. "We visited Minara's family and after talking with her parents about the consequences of early child marriage, the parents agreed to not go through with it," said one IOM Protection staff. "Today, Minara attends regular discussions at the camp's adolescent center to learn more about her rights."

### 2020 Achievements



**244 boys**  
**297 girls**

at risk of harm received individual support through child protection case management services



**4,408 boys**  
**4,863 girls**

received psychosocial support in Child Friendly Spaces, Child Friendly Corners in Women and Girls Safe Spaces and mobile spaces



**15,074 boys**  
**14,383 girls**  
**13,959 women**  
**16,834 men**

reached through Child Protection messages, including through community-led initiatives

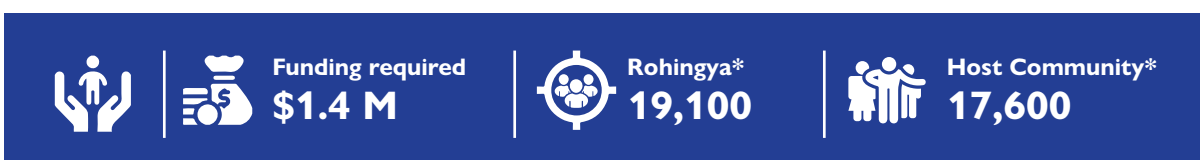


**63**

sessions were conducted with community groups on child protection and related topics

### Strategic Partnerships and Sector Engagement

- Member of Child Protection Sub-sector, Case Management Technical Working Group, Children MHPSS Sub-Group
- Member of the Child Protection Sub-Sector Strategic Advisory Group



\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Promote a community-based approach to the response, support community self-protection mechanisms and facilitate meaningful access to specialized child protection services for boys and girls at heightened protection risk with the aim of mitigating exposure to protection risks, strengthening the resilience of affected communities.
<b>2</b>	Ensure that boys and girls, including adolescents, facing life-threatening risks of abuse, neglect, violence, exploitation, and severe distress have access to well-coordinated and gender-responsive quality child/youth protection services.
<b>3</b>	Support system strengthening together with Government and local partners, including local women-led rights organizations and disabled persons organizations promoting peaceful coexistence within and between the Rohingya refugee and host communities.

## Activities

**Community-based Child Protection** - Strengthen and enhance the capacity of families and communities to care for and protect children with the participation and inclusion of children and youth by supporting Community-based Child Protection Committees (CBCPCs), Adolescent Committees, Parent Groups, Religious leaders and Teacher Networks.

**Awareness-Raising** - Continue to raise awareness and sensitize community members on key child protection issues to support the mitigation and identification of child protection risks in the community and camps with the overall goal of strengthening the protective environment.

**Psychosocial Support (PSS)** - Support at-risk children (age 2-7) and their families through Child Friendly Spaces in the Women and Girls Safe Spaces while their mother/caregiver participates in activities. Static and mobile Child Friendly Corners will continue to provide safe access to age-appropriate, disability and gender-sensitive structured psychosocial, recreational and cultural activities (e.g., mobile activities for adolescent girls with restricted movement).

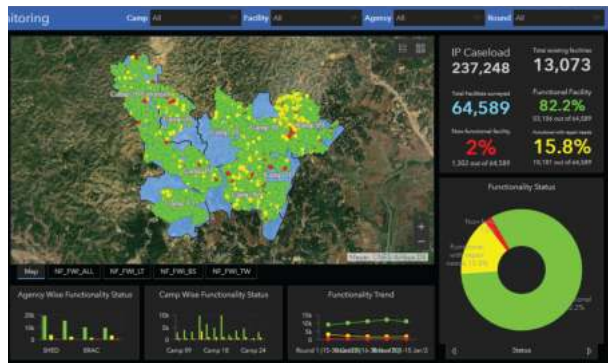
**Case Management Services** - Provide vulnerable girls and boys at-risk of harm and child survivors of abuse, neglect, violence and exploitation with specialized services in caring for child survivors of GBV and trafficking, and for children with disabilities.

**Technical Support** - Provide technical support and capacity building to local authorities (ward members, chairmen, village police, village court) on CP principles, identification and referral mechanism, relevant legislation related to child abuse, child labor, child marriage and other key child protection issues in the area.

## 2021 Key Indicators and Targets

<b>10,400</b>	girls and boys benefiting from age, diversity and gender sensitive structured and sustained, mental health and psychosocial support services
<b>800</b>	identified girls and boys at risk who received specialized age and gender sensitive child protection service through individual case management
<b>22,000</b>	people reached by community-led messaging on key protection risks and related mitigation measures

## Water Sanitation and Hygiene (WASH)



“I have a disability which makes it difficult for me to use the communal handwashing devices without relying on others for support,” explained Rashida. “I am grateful for the handwashing device and soap bars I regularly receive. I can now wash my hands more frequently and protect myself against COVID-19.”

### 2020 Achievements



**291,398**

individuals provided with water and sanitation services and installation of 57 new deep tube-wells, 5 small scale solar powered water networks, 742 latrines and 102 bathing sheds across the camps and host communities



**4** innovative Decentralized Wastewater Treatment Systems (DEWATS)

**6** solid waste management units constructed for wastewater treatment and solid waste management



**58,467**

household hand washing devices

**518,189**

soap kits distributed

**1,340**

communal hand washing devices installed



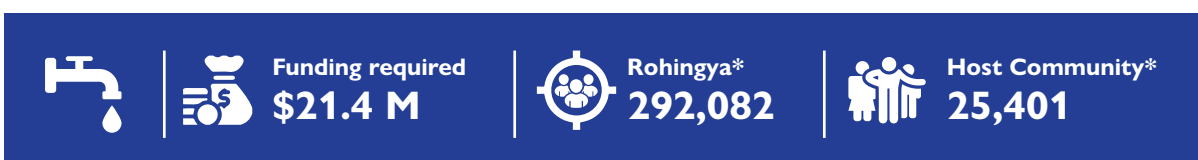
**Online WASH dashboard**

set up for bi-weekly WASH service monitoring to ensure 100% of WASH facilities have functionality assessment every two weeks

### Strategic Partnerships and Sector Engagement

- Area Focal Agency for 12 camps, Member of the Sector Strategic Advisory Group and Hygiene Promotion and Solid Waste Management Technical Working Group
- Department of Public Health Engineering (DPHE), University of Dhaka and Groundwater Relief





\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Ensure regular, sufficient, equitable and dignified access for Rohingya refugee women, men, boys and girls living in camps, and affected host communities, to safe water for drinking and domestic needs.
<b>2</b>	Ensure women, girls, men and boys living in camps and affected host communities have adequate, appropriate and acceptable sanitation facilities to allow rapid, safe and secure access at all times.
<b>3</b>	Ensure the change of potentially dangerous behaviors through participatory hygiene promotion activities and distribution of hygiene items with particular focus on contagious diseases, for all refugees and targeted host communities.

## Activities

IOM will continue to deliver technically sound, durable solutions that are adapted to the context and are cost effective focusing on beneficiaries, environmentally sustainable, resilience-building approaches.

**Water Supply** - Installation of four small scale solar-powered piped water networks in Camp 20 Extension to provide safe water to the beneficiaries. Operation and Maintenance (O&M) and upgrade of existing water supply systems in IOM Area of responsibility (AOR) will continue.

**Sanitation** - Construction of durable latrines and upgrading of old ones to minimize desludging and health risks in both refugee and host communities. These include provisions for gender-inclusivity and usability for Persons with Disabilities (PWD). New Decentralized Wastewater Treatment Systems (DEWATS) will be constructed to address coverage gaps and O&M of existing FSM systems will continue. Solid waste management will be strengthened by focusing on reduction and recycling of waste produced, including organic waste composting and plastic recycling.

**Hygiene Promotion and Epidemic Control** - Promotion of hygienic practices through community participation to improve overall WASH situation. Critical supplies of hygiene items (soap, water containers, Menstrual Hygiene Management materials, etc.) will be distributed, together with community education and mobilization activities targeting all age and gender groups at the household and community level. Engagement of communities in O&M of WASH facilities, waste segregation and preventing COVID-19 disease transmission will continue. A real time service monitoring and community feedback mechanism will be maintained to ensure a timely response for any WASH-related health risk. WASH non-food items (NFIs) will be procured and prepositioned to respond to any emergency.

## 2021 Key Indicators and Targets

<b>269,059</b>	targeted people benefitting from at least 20 l/p/d of safe water for drinking and other domestic purposes, disaggregated by sex, age and disability
<b>269,059</b>	targeted people who have access to functional and improved latrine facilities, disaggregated, by sex, age and disability in camps
<b>90%</b>	targeted people able to mention three critical times for hand-washing, disaggregated by sex, age and disability

## Health



Toha was shot as he was fleeing Myanmar when he was 14. Not even extensive surgeries during the course of the next year could save Toha from quadriplegia. Through IOM's palliative care programme, including symptom management, wound care, physiotherapy, and psychosocial support, the now 17-year-old Toha has regained some sensation in his limbs. "After almost three years, I can finally sit and move my hands."

### 2020 Achievements



**792,325**

curative consultations for refugees and host community through 35 IOM supported Health facilities



**200**

beds for COVID-19 through 3 camp level SARI/ITC, including 2 maternity wards and coordination of 18 mobile medical teams



**1,060**

individuals transported through the Dispatch and Referral unit (DRU) supporting the entire health sector with COVID-19 related referrals



**388,367**

beneficiaries reached through risk communication, efforts and all cadres of clinical staff and non-health support staff receiving the relevant training

### Strategic Partnerships and Sector Engagement

- Ministry of Health and Family Welfare, Director General Health Services, Civil Surgeon, Upazila Health and Family Planning Officer
- Health Sector Strategic Advisory Group, MHPSS Working Group, CHW Working Group, SRH Sub-sector Working Group, the ASRH Task Force and the MMT Task Force.



\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Improve equitable access to and utilization of quality life-saving and comprehensive primary and secondary health services for all crisis-affected populations, with special focus on emergency care, sexual, reproductive, maternal, neonatal, child and adolescent health; mental health and psychosocial support (MHPSS); physical rehabilitation and Non-Communicable Diseases (NCD).
<b>2</b>	Ensure infection prevention and control measures and timely response to all communicable diseases with outbreak potential, including COVID-19, and preparation for and response to other health emergencies including during the monsoon and cyclone seasons.
<b>3</b>	Encourage healthy living and improve health-seeking behavior and utilization of essential service packages among refugees and host communities by countering misinformation and supporting community engagement, with special attention to gender and age considerations and the needs of vulnerable groups.

## Activities

**Quality Life Saving Health Services** - Continue to provide preventative and curative health services as per the essential health package in all health facilities and integrate MHPSS and palliative care. Additionally, ensure comprehensive sexual reproductive health (SRH) services including: antenatal care (ANC), postnatal care (PNC), assisted deliveries in facilities (basic emergency obstetric and newborn care -BEmONC/ comprehensive emergency obstetric and newborn care -CEmONC), a variety of family planning methods, emergency contraception (including management for GBV survivors and CMR), adolescent friendly health services and HIV services including HIV Counselling and Testing (HCT), sexually transmitted infection (STI) screening and management and PMTCT.

**Health Systems Strengthening** - Continue coordination and collaborations with all health sector stakeholders in relevant working groups, and strengthen advocacy and technical support to the Government of Bangladesh.

**Community Engagement** - Ensure effective approaches in community engagement and health risk communication are in place and establish a community feedback mechanism.

**Emergency Preparedness and Response for Outbreaks and Disasters** - Establish and maintain the institutions for early diagnosis, isolation and management of diseases with outbreak potential (e.g, COVID-19 and acute watery diarrhea (AWD), provide comprehensive care with linkages to other services, and ensure support to all facility (administrative, infrastructures and SOPs) and community measures for improved IPC measures. Monitor and report through Early Warning, Alert and Response Systems (EWARS), and initiate surveillance, laboratory and appropriate transmission prevention and response actions during emergencies. Finally, operationalize the Dispatch and Referral Unit (DRU)/Dispatch and referral unit, mobile medical teams/rapid investigation teams in the event of disaster/outbreaks.

## 2021 Key Indicators and Targets

**792,325** number of consultations

**40,000** women of reproductive age (WRA) using any method of contraception

**200** beds capacity at isolation and treatment facilities



# Mental Health and Psychosocial Support (MHPSS)



“The current environment in the camp can be stressful at times which often makes me feel lost and confused about my future,” said Halima, one of the participants in a group therapy session. “However, the discussions I have with the team have helped me understand and process my feelings. I have now regained my appetite and can sleep better at night.”

## 2020 Achievements



**6,602**

individuals provided with clinical mental health and focused psychosocial support in health facilities



**30,696**

Rohingya refugees and host community members received support through multilayered psychosocial services during outreach, through groups in health facilities, and community referrals



**1,120**

Rohingya refugees, host community members, Government of Bangladesh and staff trained on MHPSS



**4,343**

individuals supported with MHPSS focused on COVID-19 response, including tailored services and introduction of innovative approaches including hotline, tele counseling and support in ITCs

## Strategic Partnerships and Sector Engagement

- Member of Health Sector Strategic Advisory Group and Co-chair of Interagency MHPSS Working Group of Cox's Bazar
- Member of the National MHPSS Taskforce in Dhaka



\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Improve equitable access to and utilization of mental health and psychosocial support services for all crisis-affected populations.
<b>2</b>	Encourage healthy living and improve health-seeking behavior and utilization of essential service packages among refugees and host communities by countering misinformation and supporting community engagement, with special attention to gender and age considerations and the needs of vulnerable groups.

## Activities

**Integration of MHPSS Services into Health Facilities** - Strengthen integration of MHPSS services into health facilities with community outreach mobile services and facilitation of community referral and support systems. MHPSS services will be provided to Rohingya and host communities at health facilities through psychoeducation and awareness raising sessions, counselling, individual assessment, support to persons with moderate to severe mental health conditions, facilitation of referrals to specialized services provided by psychiatrists and doctors trained and supervised in Mental Health Gap Action Programme (mhGAP) through a functioning referral and follow-up system.

**MHPSS Health Systems Strengthening** - Continue to contribute to the strengthening of the overall MHPSS system in Bangladesh, through coordination with MHPSS WG and National MHPSS taskforce implementing capacity building initiatives targeting Government stakeholders from various Ministries, community and religious leaders from host and Rohingya communities, representatives of community networks, local CBOs and NGOs.

**Community Based MHPSS Approach** - Continue to implement community level MHPSS services through various evidence-based interventions including support groups, socio-relational, creative and art, ritual and celebration, sport and play activities.

**Rohingya Cultural Memory Centre (RCMC)** - Continue to deliver psychosocial support through art therapy, protection and skills development activities led by creative practitioners and mental health officers to provide the Rohingya community with the tools and platform to tell their story. The RCMC strives to function as a vehicle to not only preserve Rohingya's rich culture but also to adapt and enhance its expression, contributing towards strengthening their collective identity.

## 2021 Key Indicators and Targets

<b>7,000*</b>	consultations for clinical mental health focused psychosocial support provided for people in need of specialized services
<b>35,000</b>	Rohingya refugees and host community members attending community psychosocial activities, from improved integration and referral system
<b>1,200</b>	stakeholders trained on MHPSS

\*The target here might be higher than in JRP 2021 due to the need to increase MHPSS services based on the updated figures received in the end of 2020.

## Shelter and Non-Food Items



When the monsoon season started in Cox's Bazar in 2020, boatman Pradip Shah Das in Teknaf Upazila and his family were forced to take shelter at their neighbor's house. "The house where I used to live was flooded. When the storm started, we had to find shelter elsewhere," recounted 37-year-old Pradip. "Now I have a new house which is stronger than the previous one. During disasters, I used to take shelter at other people's houses, but now people can take shelter at my house."

### 2020 Achievements



**94,696**

households supported with TSA, Tie-Down Kits, Emergency Response, NFI voucher assistance



**26,122**

individuals received technical shelter and DRR trainings to repair and upgrade their shelters



**300**

Mid-term Shelters (MTS) constructed for newly arrived and relocated households



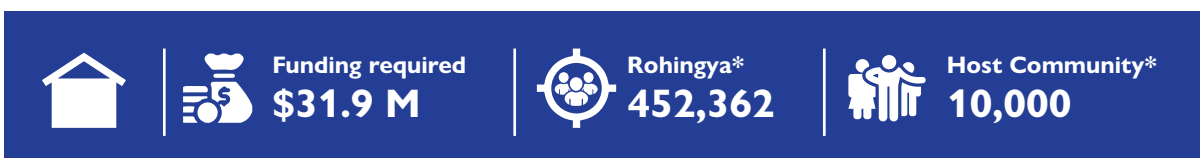
**236,200**

borak bamboo poles treated and distributed to refugees as a part of shelter package

### Strategic Partnerships and Sector Engagement

- Lead agency of the Shelter Sector, Chair of the TWIG, Co-Chair of Technical Working Groups, Member of the Strategic Advisory Group
- Department of Environment, Chittagong University of Engineering and Technology, Bangladesh Forest





\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Provide lifesaving emergency Shelter/NFI support to households affected by disasters and other shocks
<b>2</b>	Provide safe and dignified living conditions to reduce suffering and increase resilience
<b>3</b>	Improve social cohesion and enhance resilience

## Activities

**Transitional Shelter Assistance (TSA)** - Roll-out the second phase of TSA which includes the provision of durable shelter materials, training and technical assistance across IOM-supported camps. This will be implemented by incorporating community-led shelter initiatives and focusing on capacity building of the refugee to incorporate Disaster Risk Reduction (DRR) principles in shelter maintenance and construction.

**Mid-Term Shelters (MTS)** - Construction of durable shelter in Camp 20 and 20 Extension to accommodate the most vulnerable households, newly arrived, and families relocated from other camps. MTS will be constructed in coordination with refugees who have experience in construction and with durable shelter materials.

**NFI Assistance** - Manage and ensure a voucher-based system with an increased range of items enabling families to choose as per specific needs and provide household-level solar lights to support the dignity and safety of refugees.

**Emergency Preparedness and Response** - Continue to implement emergency response to assist damaged shelters due to heavy rain/wind, monsoon, cyclone, fire and relocation through material repositioning, pipeline support, damage verification, material distribution and construction support where needed.

**Two-storey Steel Frame Shelters** - In close coordination with relevant actors, plan to pilot the construction of two-storey steel frame shelters to ease the density and overcrowded environment in the camps.

**Alternative Construction Materials** - Conduct pilot studies for alternative materials and continue to treat borak bamboo at the Bamboo Treatment Facility (BTF) for use in shelter construction and other facilities.

**Support to Host Communities** - Increase support for Host Communities living adjacent to the camps through shelter repair and upgrade assistance incorporating DRR principles and household-level lighting.

**Appointment of Catchment Focal Points** - Support the Sector's revised shelter focal point system by appointing catchment focal points in all IOM-led catchment areas to strengthen field-level coordination through improved communication and response in times of emergency.

## 2021 Key Indicators and Targets

<b>81,453</b>	households received the emergency shelter support to repair damaged shelters due to strong rain/wind, monsoon and cyclone
<b>96,684</b>	households benefitting from Shelter/NFI assistance with Transitional Shelter Assistance, NFI voucher and provision of solar lights

## Community Safety and Peaceful Coexistence



After the capacity development of newly deployed police forces in Cox Bazar camps, they acknowledged how now they are well informed about emergency humanitarian approach and services of IOM and UNHCR and other agencies in the camps. “This training has motivated us to perform our duties in camps with a new mindset.” Established Community Safety Forums are the linkage between refugee communities and the police, working jointly hand in hand on safety, conflict resolution and peaceful coexistence, community resilience and stabilization.

### 2020 Achievements



**230**

APBn forces received pre-deployment training on Humanitarian Laws and Protection mainstreaming



**2**

Community safety Forums established



**2**

Police security posts refurbished to improve police operation

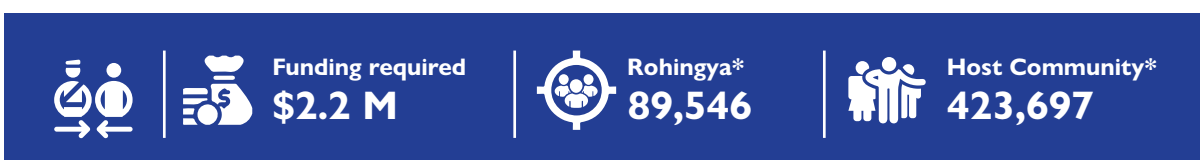


**14**

FGDs conducted to uncover perceptions of safety and security in the camps

### Strategic Partnerships and Sector Engagement

- Armed Police Batallion, District Police, Judicial Court Cox Bazar, Department of Women and Child Welfare, District Administration
- Ministry of Home Affairs, Ministry of Law, Justice and Parliamentary Affairs, Ministry of Women and Children Affairs



\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Support system strengthening together with Government and local partners, including local women-led rights organizations and disabled persons organizations promoting peaceful coexistence within and between the Rohingya refugee and host communities.
<b>2</b>	Promote a community-based approach to the response, support community self-protection mechanisms and facilitate meaningful access to specialized services for persons at heightened protection risk, including girls, boys, women and men of all ages, who have diverse needs and vulnerabilities

## Activities

The project will be implemented jointly by IOM, UNHCR and UNDP in 10 camps and surrounding host communities covering the following activities:

**Community Safety Forums** - Establish safety forums in 10 camps and develop the capacity of its members on community safety, conflict resolution and mediation to promote peaceful coexistence. Skills gained through training programs will be utilized for development of safe community plans jointly with police recognizing different gender and age safety and risk perceptions and addressing the vulnerabilities women and youth face.

**Conflict Resolution** - Conduct capacity building of community leaders and youth on conflict resolution in peer-to-peer education on violence and crime prevention, including GBV and SEA. The activity will offer skills and knowledge to promote peaceful coexistence, protection from violence and crime, sexual exploitation and abuse and minimize potential secondary victimization.

**Alternative Dispute Resolution** - Build capacities of refugee and host community men, youth, elderly, people with disabilities and leadership committees on aspects of alternative dispute resolution and mediation to support peaceful coexistence.

**Women's Awareness Raising** - Implement targeted legal and social awareness trainings for women in camps and host communities to build capacity on their legal rights and access to legal remedies.

**Legal Assistance** - Expand legal assistance services, including targeted awareness raising activities, within the refugee and host communities on access to formal and informal conflict resolution mechanisms.

**Police Capacity Building** - Refurbish police posts in the camps and train police (APBN and DP) on refugee protection legal framework, Protection principles, SGBV prevention and child protection, community safety and conflict resolution.

## 2021 Key Indicators and Targets

- 600** police forces trained in humanitarian law and protection principles, community safety and conflict resolution, of which 30% are female police officers
- 200** refugees and host communities (male/female) are aware of legal aid and mediation services and use conflict sensitive dispute resolution
- 50%** of the refugee safety community plans cover vulnerable and gender sensitive population



## Site Management and Site Development (SMSD)



“When I first arrived in Cox’s Bazar after having fled Myanmar, I was anxious and depressed,” said 35-year-old Rafique, a Cash-for-Work laborer. Living with a disability has made it difficult for Rafique to find work to support his family. The Site Management team has helped him find an income generating activity adapted to his disability. “I can now support my family, but also feel valued in my community.”

### 2020 Achievements



**414**

emergency response drills, trainings and community sessions implemented on fire, flood and landslide risks within the camps



**127**

community-led projects implemented involving culture, social welfare, site development and leisure and sports



**42,412**

linear meters of drainage constructed, repaired or upgraded

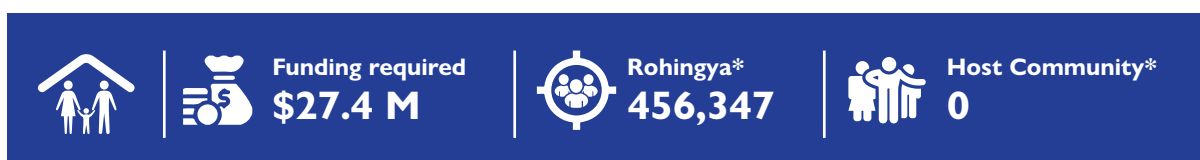


**72,241**

meters of access constructed, repaired or upgraded

### Strategic Partnerships and Sector Engagement

- Site Development Working Group, Site Improvements TWG, SMEP TWG, Energy and Environment Working Group
- Site Planning Taskforce, chaired by the RRRRC, the National Hazard Taskforce, Local Government Engineering Department, World Bank, Asian Development Bank



\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Support Camp Administration (Government of Bangladesh Camp-In-Charge Officials and their teams) through the Capacity Sharing Initiative and by establishing and running camp management and emergency preparedness and response programs that ensure coordinated, equitable, and safe access to standardized and monitored humanitarian assistance and protection services for Rohingya refugees including women, girls, and people with specific needs.
<b>2</b>	Enable safe and dignified living conditions through rationalized and participatory site planning and through environmentally conscious and sustainable construction and site maintenance initiatives.
<b>3</b>	Promote meaningful community representation and accountability to Rohingya refugees through feedback and referral mechanisms, representation committees, community dialogue with the host community to promote peaceful coexistence, and specific forums for Rohingya women, girls, men, boys, and people with specific needs.

## Activities

**Camp-level Coordination** - Increase coordination between different service providers by implementing service monitoring to highlight gaps, prioritize facilities and services and avoid duplication of efforts. Continue to strengthen the multi-hazard emergency preparedness and response efforts at camp and catchment-levels for fire, monsoon and cyclone events.

**Community Participation** - Strengthen participation through the identification and prioritization of site development areas using a consultative process and ensuring inclusion and meaningful participation through the Common Feedback Platform.

**Community Participation and Inclusion** - Jointly with Protection and CwC, continue to enhance beneficiary engagement by strengthening existing, and forming additional, age, gender and diversity groups such as the Women's Participation Project and Youth Sports Groups, and Community Committees. Support will be provided in designing and implementing community-led projects. Additionally, continue to ensure adequate access to referral services for vulnerable households, including women and persons with disabilities as well as access to the IOM cash-for-work system.

**Capacity Sharing** - Contribute to the SMSD sector capacity sharing initiative by training government staff deployed to support the CiCs in daily camp management activities.

**Civil Infrastructure** - Continue to improve living conditions and reduce risks posed by natural hazards through improving civil infrastructure across the camps and building the capacity of skilled volunteers to maintain camp access through drainage and stabilization. This also includes site development for new shelter designs, as well as upgrade of bamboo bridges to modular steel bridges to ensure all-weather access to services for the camp population.

**Solar Streetlights** - Install additional lights based on gaps and in consultation with communities to determine and prioritize risk areas. Continue repair and maintenance of existing solar streetlights.

## 2021 Key Indicators and Targets

**100%** of refugees living in camps with a multi-hazard emergency preparedness and response plan has been updated and tested

**60%** of site development and improvement works identified through community consultations and/or referrals

**60%** of camps with operational camp representation systems

## Site Maintenance and Engineering Project (SMEP)



“The first couple of months in the camp were tough for me and my family as I couldn’t find any work,” recounted Abdul, a Cash-for-Work laborer. “My life has completely changed since I joined the SMEP team. I love the work because I feel that I am contributing to rebuilding the lives of my fellow community members; and whenever someone is need of guidance, they now come to me for advice.”

### 2020 Achievements



**110,102 m<sup>2</sup>**  
road installed, repaired and maintained for vehicular access



**496,667 m<sup>2</sup>**  
primary drains and canals installed, repaired and maintained



**12,392**  
machine hours to support maintenance, rehabilitation and emergency repairs

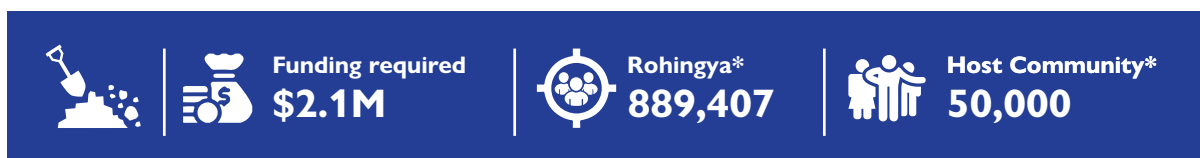


**10% to 30%**  
increased women’s daily participation in FOBs and Casting Yards

### Strategic Partnerships and Sector Engagement

- SMEP Technical Working Group, Site Development Working Group, Site Planning Taskforce
- Local Government Engineering Department (LGED), World Bank, Asian Development Bank





\*Targeted beneficiaries

## Response Objectives 2021

- 1 Enable safe and dignified living conditions through rationalized and participatory site planning and through environmentally conscious and sustainable construction and site maintenance initiatives.

### Activities

The SMEP, a joint initiative between IOM, UNCHR and WFP, aims to install and maintain infrastructure to ensure equitable humanitarian and beneficiary access for all Rohingya and Bangladeshi host community members residing in and around Cox's Bazar.

**Forward Operating Bases (FOBs)** – Continue to undertake infrastructure inspection, repair, maintenance and installation of roads, drainage and slope stabilization across the camps.

**Emergency Response Task Force** – Maintain the availability of teams to be dispatched in a rapid response to ensure 365, 24/7 access to the 60km of vehicle access roads.

**Gender Inclusion** – Increase women's inclusion rates to 35% through a field supervisor-lead initiative, engaging additional female skilled workers and supervisors.

**Persons with Disabilities (PWD)** – Continue to collaborate with Protection actors in their respective camps to identify and engage (where appropriate) replace with people with disabilities for FOB activities.

**Casting Yards (CYs)** – Continue to prefabricate concrete, steel, timber, and bamboo construction elements to be used by Shelter and SMSD actors based on submitted requests and needs and install more crib walls, curb and gutter drainage, and 'U' section cross drainage, facilitating a more durable and rapid response.

**Government Engineering Department (LGED)** – Continue to promote partnerships and resource sharing with local actors, anticipating handover of activities in the future.

**Machines** – Operate a total of 43 machines across the response, that will be offered to IOM-UNHCR-WFP partners to expedite earthworks and improve lifting safety.

### 2021 Key Indicators and Targets

**103,017** square meters of roads are installed, repaired and maintained

**468,291** square meters of primary drains and canals are installed, repaired and maintained

**11,314** hours of heavy machinery operated in the camps

## Needs and Population Monitoring (NPM)



Together with IOM's Mental Health and Psychosocial Support (MHPSS) unit, the Needs and Population Monitoring team has conducted an MHPSS Needs Assessment for 1,500 refugees and host community members in Cox's Bazar. "I am happy to see the staff at my house taking an interest in my mental health. It's not always easy having to go through this, so I appreciate the fact that someone cares about my well-being," said Jakir, one of the Rohingya beneficiaries interviewed for the assessment.

### 2020 Achievements



**100%**  
sectoral coverage in site  
assessment



**34**  
full-scale mapping atlases  
produced



**100**  
enumerators trained on  
mobile data collection



**2**  
rounds of COVID-19  
needs assessments

### Strategic Partnerships and Sector Engagement

- Technical support/advisor to Site Management and Site Development Sector, Shelter Sector
- Member of technical working groups: Information Management and Assessment, Natural Hazards, Multi Sector Needs Assessment and Emergency and Preparedness Task Force

	 <b>Funding required</b> <b>\$2.4 M</b>	 <b>Rohingya*</b> <b>Indirect</b>	 <b>Host Community*</b> <b>Indirect</b>
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\*Targeted beneficiaries

## Response Objectives 2021

- 1 Foster a common understanding of context, needs, priorities, response progress and gaps to support an integrated and multi-sector approach.
- 2 Support leadership and coordination to ensure an effective response.

## Activities

By operating a broad information management framework capable of providing comprehensive information on the needs and vulnerabilities of all affected populations, IOM will continue to support evidence-based humanitarian decision-making and prioritization.

**Emergency Assessments** - NPM designed and implemented a daily, category 1 incident report in support of the Inter Sector Coordination Group (ISCG) in 2018. NPM will continue with the daily/weekly exercise to provide an overview of localized events, such as slope failure, floods and wind/rain/storm damage affecting the refugee population.

**Needs Assessments** - Continue to conduct needs assessment to provide information on multi-sectoral needs of Rohingya refugees in all camp and camp like settings as well as in the host community. The information generated from these assessments will be used for evidence-based programming.

**Thematic Assessments** - Continue to engage in thematic assessments with different actors in the Rohingya context. More specifically, in 2021 two rounds of shelter standard assessment under the coordination of Shelter Sector will be conducted. Additionally, technical support will be provided to working groups/sectors to generate relevant information for specific programming.

**Mapping** - Continue to conduct mapping activities in all camp and camp like settings to provide updated imagery that will foster a better understanding among IOM, donors, sectors and humanitarian partners of camp design, development, accessibility and damages to ensure equal access to services.

## 2021 Key Indicators and Targets

- |                 |                                                                                                                                                  |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>188,540</b>  | targeted households in camps represented for thematic as well as needs assessments                                                               |
| <b>34</b>       | camps covered by SM Category 1 Daily Incident Reporting mechanism during monsoon season to be implemented every day from April to September 2021 |
| <b>2 rounds</b> | mapping activities to update camp imageries                                                                                                      |



## Disaster Risk Management (DRM)



“We are extremely grateful for the support received to strengthen our Disaster Risk Reduction activities,” said Ms. Nasima, councilor of Hnila Union Disaster Management Committee. “The renovation of the cyclone shelters was a much-needed addition for our community and will offer the population crucial protection.”

### 2020 Achievements



**16**

Union Disaster Management Committees have been reformed and activated according to the Bangladesh Standing Orders on Disaster



**2,216**

local community members have increased their knowledge on disaster management through training and awareness raising sessions



**2,375**

CPP volunteers received disaster management training to respond in emergency

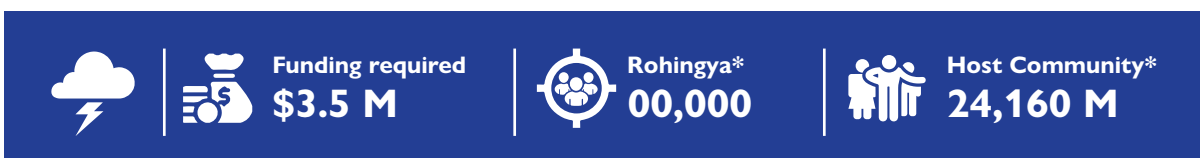


**16,000**

saplings planted to reduce soil erosion and increase afforestation

### Strategic Partnerships and Sector Engagement

- Bangladesh Meteorological Department, Water Development Board, Cyclone Preparedness Programme, Fire Service and Civil Defence
- Member of the Emergency Preparedness Working Group



\*Targeted beneficiaries

## Response Objectives 2021

- 1 Support Government of Bangladesh Disaster Management Institutions by establishing and running emergency preparedness and response programs that ensure coordinated interventions for affected host communities and the broader District.
- 2 Enhance the knowledge and resilience of local communities through improved capacity development and equipment.

## Activities

**Disaster Preparedness** - Continue to strengthen community-based cyclone early warning system through awareness raising and capacity development of the local communities. This includes training volunteers in overall response management planning to broaden their scope beyond early warning information dissemination and developing evacuation and contingency plans through community participation. Additionally, small-scale infrastructure interventions, such as construction of stairs, guide walls, protection walls, slope stabilization and the rehabilitation of small bridges and culverts will be implemented. On fire hazards, fire safety volunteers will be trained on safety and early rescue measures.

**Multi-Purpose Cyclone Shelters** - Rehabilitation works will be extended in Ukhiya and Teknaf to improve and retrofit existing cyclone shelters, including the repair of entrance roads and clearing surrounding areas.

**Vulnerability Capacity Assessment** - A comprehensive Socio-economic and Climate Vulnerability Capacity Assessment will be conducted in Cox's Bazar to understand the vulnerability and impact of different hazards.

**Evacuation Plans and Drills** - Mainstream DRR into school curriculum by developing plans and procedures to impart an active culture of emergency preparedness among schoolchildren and activate school committees and orient them on their responsibilities. Additionally, shelters will be fit with emergency kits for use in an evacuation and supplied with assistive devices for Persons with Disabilities.

**Naf River-based Interventions** - Strengthen the capacity of Naf River-based institutions to develop and implement DRR mechanisms including the formation of each Ward Disaster Management Committees, Ward level Contingency Plan, Standard Operating Procedures and related capacity building initiatives for key community-based actors.

## 2021 Key Indicators and Targets

<b>2,000</b>	community members participate in cyclone simulation exercise
<b>6,218</b>	fishing community members receive information dissemination device and one-off grants
<b>22</b>	multipurpose cyclone shelters renovated for cyclone emergencies

## Livelihoods and Social Cohesion



“One woman can make a difference, but imagine together?!” said Monowara, a host community female entrepreneur. Monowara had always dreamt of starting her own business, but she didn’t have the skills nor resources for it. “After I attended a tailoring training and received my cash grant and assets, I was able to finally achieve my dreams and hire other women from my community.”

### 2020 Achievements



**4,567**

host community beneficiaries received livelihoods skill development training and inputs



**4,610**

host community beneficiaries received business development training



**2,500**

Rohingya beneficiaries received self-reliance support



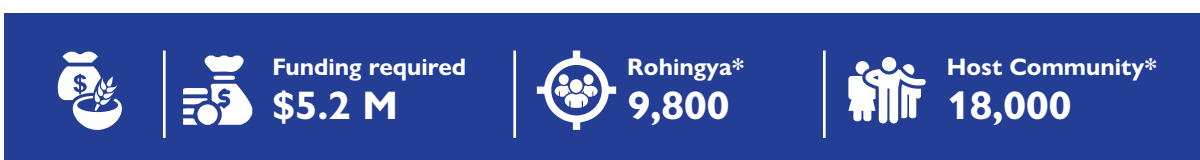
**6,752**

host community beneficiaries received unconditional cash grants to sustain their livelihoods during the pandemic

### Strategic Partnerships and Sector Engagement

- Department of Livestock, Department of Fisheries, Agricultural Extension Office, Women Welfare Affairs, Department of Cooperative, Department of Social Service, Department of Rural Development, District Administration,
- Member of the following Working Groups: Food Security Sector and Livelihoods, Cash for Work and Protection





\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Promote self-reliance of Rohingya refugees
<b>2</b>	Enhance the livelihoods and resilience of women, girls, men and boys from vulnerable host communities and support social protection interventions in cooperation with the Government of Bangladesh.

## Activities

**Participatory Need Assessment** - Conduct a post-pandemic anticipatory needs assessment to design appropriate integrated technical and market oriented portable skills training including market assessment and facilities mapping in 18 camps.

**Self-reliance and Portable Skills Assistance** - Provide self-reliance and portable skills assistance to refugees through input support and trainings on gardening, handicrafts, poultry and aquaculture to build resilience to shocks.

**Cash Based Interventions** - Cash-for-Work for Rohingya in camps to restore community infrastructure, tree plantation cleaning initiative, garbage collection, among others.

**Host Communities Livelihoods Capacity Building and Input Support** - Provide market-oriented on-farm and off-farm livelihoods support targeting vulnerable host communities in Teknaf, Ukhiya, Moheshkhali, and Ramu Upazilas and connect them to commercial entities and market systems.

**Host Communities Non-chemical Dry Fish Production** - The fishing community in Ukhiya and Teknaf will receive improved dry fish production support, which includes skills development, assets and linkages to dry fish vendors in Ukhiya, Teknaf and Cox's Bazar.

**Host Communities Cash-Based Interventions** - Continue with cash-based interventions to restore communal infrastructure through cash for work and unconditional cash assistance to respond to shocks and invest in resilient livelihoods.

**Host Communities Media Engagement** - Introduce conflict sensitive media reporting to foster social cohesion and peaceful coexistence between Rohingya refugees and host communities in Cox's Bazar District.

## 2021 Key Indicators and Targets

<b>8,000</b>	refugee households receive self-reliance support
<b>1,800</b>	refugees participate in cash-for-work activities
<b>10,000</b>	host community households receive non-agricultural livelihoods support

## Safe Access to Fuel and Energy (SafePlus)



“I used to collect wood and bamboo from shelter activities to prepare my daily meals,” explained Nur Mohammad, an elderly refugee with a hearing disability. “After receiving Liquefied Petroleum Gas (LPG) support, I didn’t need to worry anymore about finding wood to make fire. Besides, the time I used to spend in the forest searching for wood is now put into Cash-for-Work activities to support my family.”

### 2020 Achievements



**18,768**

new households received  
LPG cooking services



**1,001,944**

LPG refills were delivered to  
**123,828**  
households in camps and host  
community

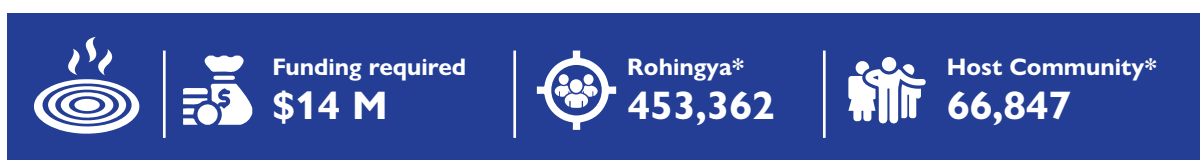


**17,108**

elderly/ EVI beneficiaries received  
porter support to transport the  
cylinders from distribution points  
to their camp

### Strategic Partnerships and Sector Engagement

- Food Security, Shelter-NFI, and Site Management Sectors, Energy and Environment Technical Working Group (EETWG)
- Ministry of Disaster Management and Relief, Ministry of Foreign Affairs, Ministry of Environment, Ministry of Agriculture, Ministry of Power, Energy and Mineral Resources, Fire Service and Civil Defence, Cabinet Division and Economic Relations Division



\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Provide safe and dignified living conditions to reduce suffering and increase resilience
<b>2</b>	Address the urgent cooking fuel needs of refugees and the host community through the provision of alternative clean fuel and technology.

## Activities

SAFE Plus is a joint project between IOM, Food and Agriculture Organization (FAO) and World Food Program (WFP) to address cooking fuel needs, environment degradation and food security for Rohingya and affected host communities in Cox's Bazar. IOM leads the implementation the alternative fuel pillar of the project.

**LPG Refills in Camps and Host Communities** - Continue the provision of LPG cooking fuel at the household level covering the 18 camps in IOM's Areas of Responsibility (AoR) and neighboring host communities to contribute to food and nutrition security. The distribution of LPG contributes to reducing risk to health, exposure to GBV and environmental impact. It further reduces the risk of immediate tension and conflict between refugees and host communities from collection of firewood. Finally, refilling cylinders will continue to be tailored to household family size and seasonal needs.

**LPG Cooking Stove Replacement** - In 2019, all Rohingya refugees in IOM's AoR received cooking stoves along the LPG canister in order to achieve safe cooking means. By the end of 2020, however, the stoves have reached the end of their lifespan and started to wear out -specially with the high level of humidity inside the shelters- and now demand has increased for stove replacement. To address this need, 85,000 stoves will need replacement.

**Fire Safety Training** - The overcrowded camps coupled with and bamboo usage for construction and cooking fuels, heightens the vulnerability to fire incidents. To mitigate these risks, the Government of Bangladesh, along with humanitarian agencies have taken essential measures to ensure fire safety for refugees and host community populations. IOM will continue training all beneficiaries on safe use of cooking fuels, efficient cooking methods, fire safety and environmental conversation during LPG distribution and refilling. Additionally, deployment of safety volunteers across the camps, as well as, implementation of a consolidated response mechanism enabling rapid action in case of fire hazard will continue.

## 2021 Key Indicators and Targets

**11,000** households in host community receiving regular LPG refills and fire safety training

**94,000** households in camps receiving regular LPG refills and fire safety training



## Communication with Communities (CwC)



“For me, Ideas Box is a place where I can learn new things and find inner peace”, said Parmin Ara, a Rohingya girl. Previously, Ara didn’t have the confidence to speak in public, but that shortly changed after starting to attend Ideas Box activities. “I learned how to read and write, English, geography, and the history of Arakan. This newly found knowledge gave me the confidence to finally speak freely.”

### 2020 Achievements



**31**

Feedback and Information Centers are active in IOM AoR



**81,767**

complaints resolved



**25,000**

people reached through Ideas Box project



**25,508**

Radio Listening Group Sessions on COVID-19, early marriage, monsoon, fire simulation

### Strategic Partnerships and Sector Engagement

- Strategic Advisory Group of the CwC Working Group and Community Representation Task Force
- BRAC University Centre for Peace & Justice, Bibliothèques Sans Frontières, ACAPS, ODI and GTS



\*Targeted beneficiaries

## Response Objectives 2021

<b>1</b>	Support government, operational sectors and humanitarian actors in ensuring adoption of strategic, community-centric and evidence-based communication and community engagement approaches on key humanitarian concerns, integrating gender, inclusion and protection considerations.
<b>2</b>	Improve participation of and accountability to affected people following minimum standards for the referral and response to community feedback, and through increased use of collective data analysis.
<b>3</b>	Reinforce coordination, advocacy and technical support across different Sectors and stakeholders for mainstreaming CwC and Accountability to Affected Populations (AAP) principles, enabling affected people to have access to life-saving information and knowledge on rights and services.

## Activities

**AAP** - Reinforce coordination, advocacy, and technical support, mainstreaming CwC and AAP principles and standards across different sectors and stakeholders.

**Beneficiary-centred** - Support a harmonized approach to community engagement, feedback and information dissemination to ensure Rohingya refugee voices better lead programming agendas.

**Community Feedback** - Operate the Multi-sector Community Feedback Mechanism for referral of community feedback across the response and share IM outputs highlighting feedback trends across all areas. Additionally, promote recommended minimum standards and tools for the referral and resolution of community feedback to improve AAP.

**Thematic Consultations** - Engage with refugees on socio-cultural aspects of relief provision and systematize and improve accountability through strengthened consultation practices and dedicated CwC consultation teams.

**Audio-visual Listening** - Scale Aa'rar Hal Hobor, a participatory radio-listening and information sharing programme across camps supported by IOM.

## 2021 Key Indicators and Targets

<b>75%</b>	of refugee and host community members who reported that CwC content/messages are accessible and understandable, disaggregated by sex, age and diversity
<b>3</b>	agencies/sectors partners following the common feedback mechanism standards
<b>5</b>	training/orientation on CwC, accountability and humanitarian principles organized for humanitarian staff/volunteer

## Coordination



Funding required  
**\$2.6 M**



Staff and  
frontline workers  
**15,000**



Organizations  
**141**

### Response Objectives 2021

<b>1</b>	Support leadership and coordination to ensure an effective response, with protection and solutions as the foundation.
<b>2</b>	Foster a common understanding of context, needs, priorities, response progress and gaps, and an integrated and multi-sector approach to protection and gender mainstreaming.
<b>3</b>	Ensure timely and quality COVID-19 health care services to humanitarian personnel and other frontline workers involved in the humanitarian operations in Cox's Bazar.

### Activities

In 2021, IOM will continue to contribute staffing to the ISCG Secretariat, covering 15 positions including the position of the Head of the ISCG Secretariat. IOM will also continue to provide operational and administrative support to the Secretariat, including office, logistics, and management of the common coordination hub in Ukhiya, frequently used by dozens of partners. In 2021, activities will focus primarily on the following:

**SEG and HoO** - Support the Strategic Executive Group (SEG) and Heads of Office (HoO) efforts to take decisions on key policy, security and operational challenges, informed by Protection considerations.

**Beneficiary-centred** - Work with Sectors and humanitarian partners to strengthen AAP and understandings of community capacities and preferences.

**Networks and Working Groups** - Convene and coordinate the PSEA Network, the Transfers Working Group (cash and vouchers), the Emergency Preparedness Working Group, the Information Management and Assessments Working Group.

**Information Management** - Manage data and information in support of humanitarian decision-making, advocacy and public information, resulting in regular information products.

**Access Analysis** - Analyse access constraints and engage relevant stakeholders to address them.

**Disaster Preparedness** - Ensure adequate monsoon and cyclone preparedness and contingency planning.

**Joint Response Plan** - Support with the JRP planning cycle, needs overviews and analysis, strategic planning and appeals (including contingency) and response and needs monitoring and reporting.

**Staff Health** - The UN has developed the Critical Health Services Support (CHESS) project to establish a COVID-19 Medical Treatment Facility (MTF) in Cox's Bazar. IOM will support with construction and equipment for phased deployment of the MTF- which will have an initial 18-bed capacity.

### 2021 Key Indicators and Targets

**50** Protection against Sexual Exploitation and Abuse (PSEA) discussions facilitated

**100%** of staff in need benefitting from the specialized medical services/facilities



## IMPLEMENTING PARTNERS

### 15 National NGOs

- Action Aid Bangladesh
- Bangla German Sampreeti (BGS)
- Bangladesh National Women Lawyers Association (BNWLA)
- BRAC
- Caritas Bangladesh
- Dushtha Shasthya Kendra (DSK)
- Friends in Village Development Bangladesh (FIVDB)
- Friendship
- Mukti Cox's Bazar
- Prottayshi
- PULSE Bangladesh
- Research, Training & Management International (RTMI)
- Shushilan
- Society for Health Extension and Development (SHED)
- Young Power in Social Action (YPSA)

### 12 International NGOs

- ACAPS
- Action Contre La Faim /Action Against Hunger (ACF)
- Bibliotheques Sans Frontieres (BSF)
- Catholic Relief Services (CRS)
- Cooperative for Assistance and Relief Everywhere, Int. (CARE)
- Danish Refugee Council (DRC)
- Doctors Worldwide (DWW)
- Helvetas Swiss Intercooperation
- Norwegian Refugee Council (NRC)
- OXFAM
- Terre des hommes (Tdh)
- World Concern







