



International Organization for Migration (IOM)  
The UN Migration Agency

## Final Report to The Government of Czech Republic

### IOM APPEAL – ROHINGYA REFUGEE CRISIS

Executing Agency	International Organization for Migration (IOM)
Project Identification	IOM Project Code: DP.1876
Grant Reference ID	GCZMFA000
Geographical Coverage	Cox's Bazar District, Bangladesh
Beneficiaries	Rohingya Refugees, Host Communities
Partner(s)	Government of Czech Republic
Management Site	Cox's Bazar, S-Off, BANGLADESH
Relevant Regional Office(s)	Bangkok, RO, THAILAND
Project Period	01 December 2017 – 28 February 2018
Reporting Period	01 December 2017 – 28 February 2018
Date of Submission	14 May 2018
Total Confirmed Funding	USD 230,958
Total Funds Received to Date	USD 230,958
Total Expenditures	USD 230,958

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## I. Summary of Key Achievements during the Reporting Period

In the early hours of 25 August, violence broke out in the Rakhine state resulting in severe unrest, and an influx of over 600,000 Rohingya fleeing from conflict in Myanmar's Rakhine State since August 2017. Therefore, the activities of this project targeted newly arrived refugees in need of life-saving assistance.

With the support of the Government of the Czech Republic, along with other donors, the Shelter and Non-Food Item (NFI) sector — led by IOM -- has provided emergency non-food items and shelter materials to support the Rohingyas in Balukhali and Kutupalong, including those that arrived before and after August 25<sup>th</sup>, 2017. The assistance included several shelter assessments, the relocation to safer ground of some of the most vulnerable households, establishment of a distribution planning team, the establishment of a shelter pipeline as well as the procurement and distribution of shelter kits and NFIs (please see below for further detail).



## II. Progress Made towards Activities

The project contributed to the overall Rohingya crisis response through the provision of crucial shelter and NFI support. To guide this support, IOM conducted two Needs and Population Monitoring (NPM) assessments between December 2017 and March 2018 to provide regular, updated information on the number of arrivals and their needs. Further, NPM monitored the flow of new arrivals and their basic needs on a daily basis (please see Annex II). Following an assessment of needs and in coordination with the Shelter/NFI sector, the following materials, and NFIs were then procured and distributed using funds provided by the Government of the Czech Republic.

Item	Quantity
Bamboos	17,180
Hoes	8,128
Rope Rolls	44,138
Hand Saws	2,100
Shovels	4,120
Claw hammers	2,165
Machetes	5,229
Wire nails	25,367
Tie wires	17,757

IOM staff provided basic guidance immediately prior to each distribution to ensure that the items were used appropriately and provided guidance and support to specific individuals (including single mothers, the elderly, and disabled persons) to construct their shelters using the materials.



*A displaced Rohingya refugee receives rope at an IOM distribution. IOM 2017*

### III. Progress Made towards Incorporating Cross-cutting Themes

#### Gender

IOM prioritises the most vulnerable populations (including women and children) when delivering aid. During a rapidly evolving emergency where significant numbers of the population requires significant assistance and where the whole population needs access to basic services, IOM ensures that the most vulnerable also get access to the same products as the rest of the population.

IOM undertakes special effort to engage with women and women's groups during planning and monitoring responses to ensure the needs and concerns of women were taken into account and that their needs have been met as established through post distribution monitoring. Feedback from women (gathered through monitoring exercises) on the quality and usefulness of items is used as the basis for further planning and changes in vendors/procurement.

IOM is currently running standalone protection and partner support programme interventions (as well as planning future interventions) in GBV, Child Protection, Counter Trafficking and General Protection. The IASC Guidelines on Integrating Gender Based Violence and sexual and reproductive health and rights (SRHR) are integrated throughout all intervention. The IOM protection team is involved in helping the roll out of the Inter-Agency Standing Committee (IASC) guidelines in the IOM-wide capacity building approach by providing trainings to implementing partners, other response providers and other stakeholders – including local administration and decision-makers. The Protection team is also working very closely with the Site Management team to ensure that these concepts are also integrated into their activities and to ensure that referral pathways are in place.

The IASC guidelines on integrating GBV in humanitarian action are integrated throughout all intervention. The IASC guidelines are strictly adhered to in the following ways:

- All IOM staff were required to formally acknowledge having read and understood IOM's Standards of Conduct and IOM's Policy and Procedures for preventing and responding to sexual exploitation and abuse.
- Specific Protection from Sexual Exploitation and Abuse (PSEA) training was provided to staff working on the project.
- All volunteer staff received mandatory distribution training that included coverage of GBV and were informed of the need to report any incidents, in coordination with the IOM GBV unit.

IOM also assisted in the roll out of the IASC guidelines as part of the IOM-wide capacity building approach. This was done through provision of trainings on GBV mitigation to implementing partners, other response providers and other stakeholders--including local administration and decision-makers.

To mitigate GBV risks during shelter/NFIs distributions, IOM conducts them during the day and with security present. Other gender-specific measures include prioritization of distributions to women and children headed households and support provided to the women and girls that had difficulty



transporting their materials and constructing their shelter. The shelter post-distribution monitoring includes specific protection-related questions. In the post-distribution monitoring reports of October 2017 – (269 respondents) and March 2018 – (377 respondents), respectively 100% and 99% of the beneficiaries reported feeling safe at the distribution point.

### Accountability to Affected Populations

Under the leadership of IOM, the Communication with Communities (CwC) Working Group (WG) has been coordinating 32 information Hubs. From 1 October to 31 December<sup>4</sup>, 10,824 feedbacks and complaints have been logged and 53% of them have been referred to service points. With the attendance rate of about 50 persons per day, the information centres are now an important hub for information provision, as well as feedback collection from affected people. However, information centres need to be supported so that they increase the number of attendance and strengthen the referral to close them. So far, across all the info hub, only an estimate of 20% of complaint and feedback cases registered have been closed.

Throughout the project, IOM maintained its commitment to engaging with affected communities at all phases of the programme cycle. This included continuing to engage communities in determining appropriate and needs-based responses throughout the project.

The distribution of shelter and NFIs materials were made on the basis of assessed needs. During the emergency response IOM was able to develop an in-depth understanding of the priorities of affected communities and give due consideration to their perceived needs. IOM has conducted Post-Distribution Monitoring (PDM) and other types of response monitoring, including regular shelter assessments and shelter staff monitoring distributions and needs. Regular monitoring is required to ensure that assistance was in line with the needs of the beneficiaries. IOM engaged distribution volunteers from both the Rohingya and local community to ensure that the local community was also benefiting from the interventions to the extent possible.

A PDM survey conducted in March 2018 (relating to distributions conducted between December 2017 and February 2018), provided valuable feedback, gathered from 377 respondents, on shelter kits and NFIs distributed. The results of the PDM highlighted the following achievements:

- 91% of respondents were satisfied with the quality of materials distributed.
- 99% of respondents found the distributed items to be very useful.
- 100% of respondents knew how to use the items distributed in the kits.
- 87% of respondents were informed of the distribution by their friends or neighbour.
- 99% of respondents felt safe and secure at the distribution point.
- 100% of respondents had free access to the materials distributed.

Quality of shelter/NFIs distributions is ensured through the provision of orientation training for all volunteers involved in distributions; this includes conduct of assessments, planning, coordination, and logistics. Quality of all procured items is ensured through checks performed upon arrival of all materials by the procurement unit.

To optimize the quality of relief items that IOM procures, a systematic approach in Quality Management was adopted to ensure that the beneficiaries receive goods of the right quality, right place, and right time in the most efficient and effective manner. This includes adherence to ISO standards, documentation procedures and a range of processes with corrective actions and results monitoring to ensure that all quality issues are identified and addressed thereby reducing non-conformity of purchased goods. In the March PDM survey, 99% of the beneficiaries indicated being satisfied with the quality of materials received.

#### IV. Challenges Encountered and Actions Taken

Challenges	Actions Taken
Both availability and allotment of land for Rohingya refugees were and continue to be an intersectoral challenge in Cox's Bazar.	With support from the Government of Bangladesh, IOM was able to identify different lands and set up a site management team and sector.
A large additional influx of Rohingya refugees and natural calamities (ex. heavy rains, landslide, etc.) required life-saving emergency response while conducting regular project activities.	Additional international and national staff were hired to respond and conduct sound activities on the ground.
Storage capacity at the warehouse was stretched with incoming pipeline items for different Units, including Shelter/NFI.	The IOM Logistics Base was established and one warehouse keeper as well as one procurement officer were recruited.
At the time of the project implementation, access also constituted an important challenge to deliver items.	Since then, the road network has been considerably developed through site development activities and allowed the creation of additional distribution points for shelter/NFIs material.
Health operations have previously been affected and delayed temporarily due to hindered procurement procedures.	This is a challenge for all agencies working in this region. Programme and procurement teams worked closely together to expedite procurement procedures.
Lack of readily available electricity within hard-to-reach areas of the camps causes cold chain management to be a great challenge.	IOM is seeking to solve this issue.

## V. Conclusion

Under this project, IOM has successfully assisted the mass influx of Rohingya who fled violence and conflict in Myanmar's Rakhine State. Thanks to funding from the Government of Czech Republic, IOM was able to procure and distribute 17,180 bamboos, 8,128 hoes, 44,138 rope rolls, 2,100 hand saws, 17,757 tie wires, 4,120 shovels, 2,165 claw hammers, 5,229 machetes, and 25,367 wire nails.

## VI. Expenditures and Resource Utilization

Please see the attached financial report.

## VII. Annexes

Annex I: Photos and Video Links

Annex II: PDM Report March 2018

Annex III: NPM Assessment Round 7