

Camp-by-camp concerns

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Camp-by-camp concerns

Source: Community feedback data from Action Against Hunger, Action Aid Bangladesh, IOM, DRC and Help Age International from January 2018 to May 2019, including a total of 53,802 data points. Analysis also includes data collected by Internews community correspondents and focus group discussions conducted by BBC Media Action in camps 1, 2, 3, 4, 9, 10, 13, 18, 23 and 24 between April 2018 and February 2019.

Eighteen months' worth of community feedback data from 22 camps shows that the key issues facing Rohingya people vary depending on where they live. Analysis shows that, in 17 of the 22 camps for which data is available, the main issues raised by Rohingya people are problems associated with cooking and difficulties in accessing food and non-food relief items. Other concerns mentioned across camps include shelter, toilets and hygiene. Camp 15 (Jamtoli) is an exception, where the key concern, by a large margin, is security and community disputes.



Relief related problems

The main relief-related concerns raised by people are problems receiving non-food items (NFI), issues related to cards and tokens required to receive relief and receiving insufficient food.

Difficulty in obtaining NFIs was generally the most common relief-related issue raised by Rohingya people, although the problem seems to be much lower in camp 5 and camp 12, compared with other areas. The NFIs that people mentioned needing most were shelter kits, cooking kits and hygiene kits. People also talked about how they needed bamboo, tarpaulin and other materials to rebuild or strengthen their houses.

People also raised concerns about different cards that they use to collect relief like the WFP card, MOHA card, SCOPE card and FCN (family counting number) card. Problems raised included losing cards, needing to update the cards with new details/fingerprints, the card being switched mistakenly and other people using the card.

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There is a large amount of variability across different camps – in some areas (camps 3, 10, 22 and 25), very few people reported problems with cards, while in other areas (camps 5 and 12) this is clearly a key issue of concern. It is interesting that the two camps (5 and 12) where people raised fewer NFI-related issues are the same camps where complaints about relief cards seem to be highest.



A card was issued to me, but the mahji collected the kit in my name. He kept half of it and gave the other half to me."

– Woman, camp 24.

Some Rohingya people also mentioned that they are in need of bazar tokens (a monthly top-up card distributed by some agencies that allow Rohingya people to buy items from the designated shops in the camps. This appears to be a particular concern in camp 3 and, to some extent, in camp 19. Some people also pointed out that they are not receiving enough food for their families.

- Cooking
- Relief
- Shelter
- Water
- Toilet
- Site
- Need money
- Security and social issue
- Solar Panel
- Cleanliness and hygiene
- 📍 Camp Number

Camp Number	Base
1E & 1W	849
2W, 2W/2 & 2E	8163
3	684
4	216
5	425
6	469
7	496
8W & 8E	4560
9	2666
10	4521
11	2470
12	1593
13	981
14	817
15	442
18	5201
19	3023
20	2044
22	2747
23	4071
24	5732
25	830

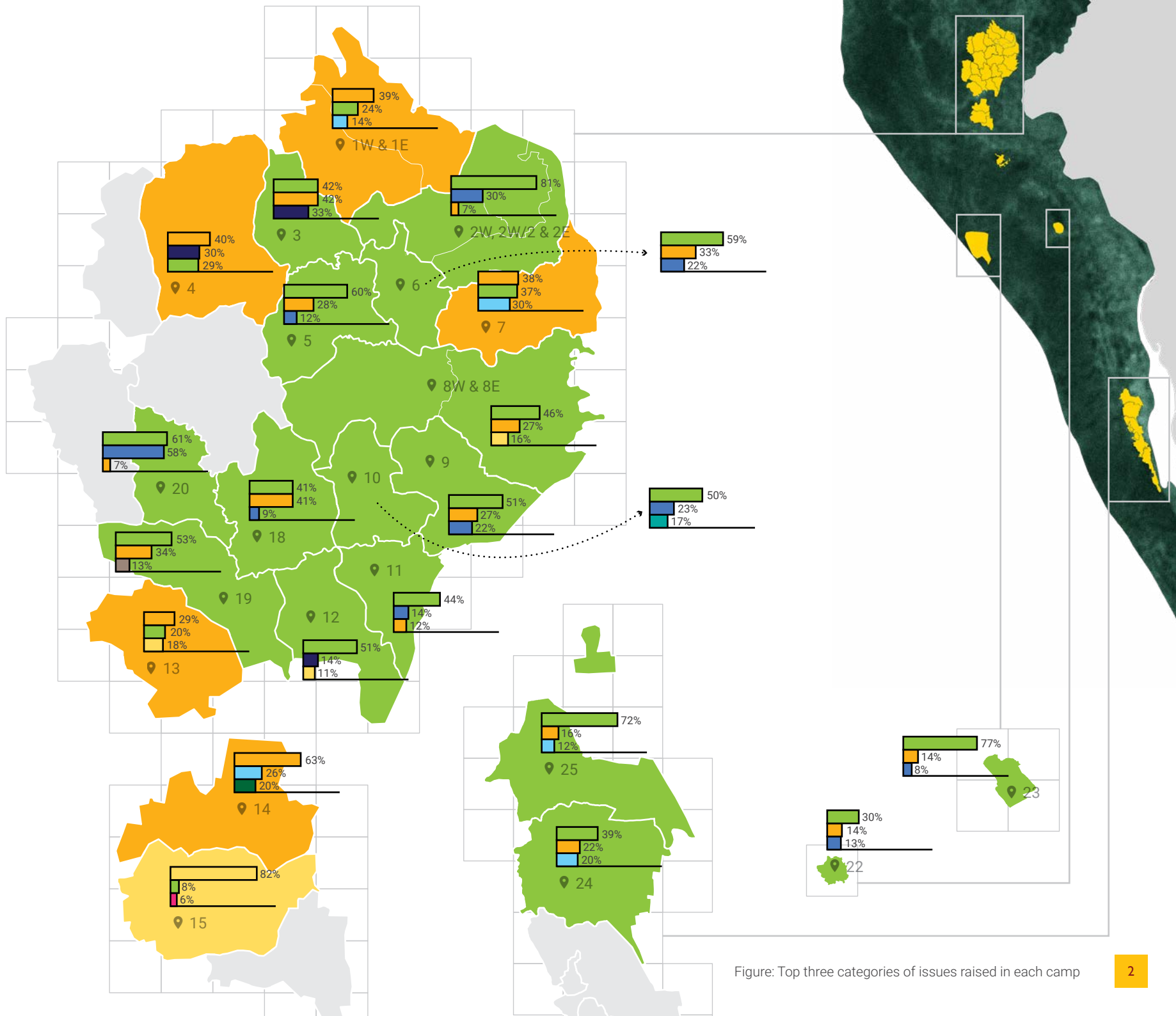


Figure: Top three categories of issues raised in each camp

Earlier this year, in focus group discussions, people mentioned that some families believe they are receiving insufficient food and perceive that the current system does not fairly reflect the number and age of family members. There was mention that a family of three receives half as much food as a family of four and that families with small children receive the same amount of food as a family of adults. Recent data shows that this issue is still a concern for a small number of people, particularly in camp 22.



Cooking related problem

Concerns related to cooking, particularly challenges collecting firewood, have been a priority for the Rohingya community since arriving in the camps.

In camps where cooking related issues are the biggest concern, people say that they do not have enough firewood, gas or rice husk to use as fuel. There is also feedback about need for gas stoves, although this varies by geography – in camp 7, where coverage of LPG distribution at household level by UNHCR and BDRCS is 96%-100%, feedback asking for gas stoves is very low, whereas it is much higher in camps 1 and 4.

Earlier community feedback (April 2018 to February 2019), has shown that people feel they are unable to collect firewood from nearby forests and are not getting enough firewood as relief. As a result, it is challenging to prepare food.

Rohingya families also mentioned that they need to buy firewood to supplement distributions. To avoid high prices, male family members travel far from the camp to areas where they pay a lower rate or exchange rice received as relief with the host community. Selling or

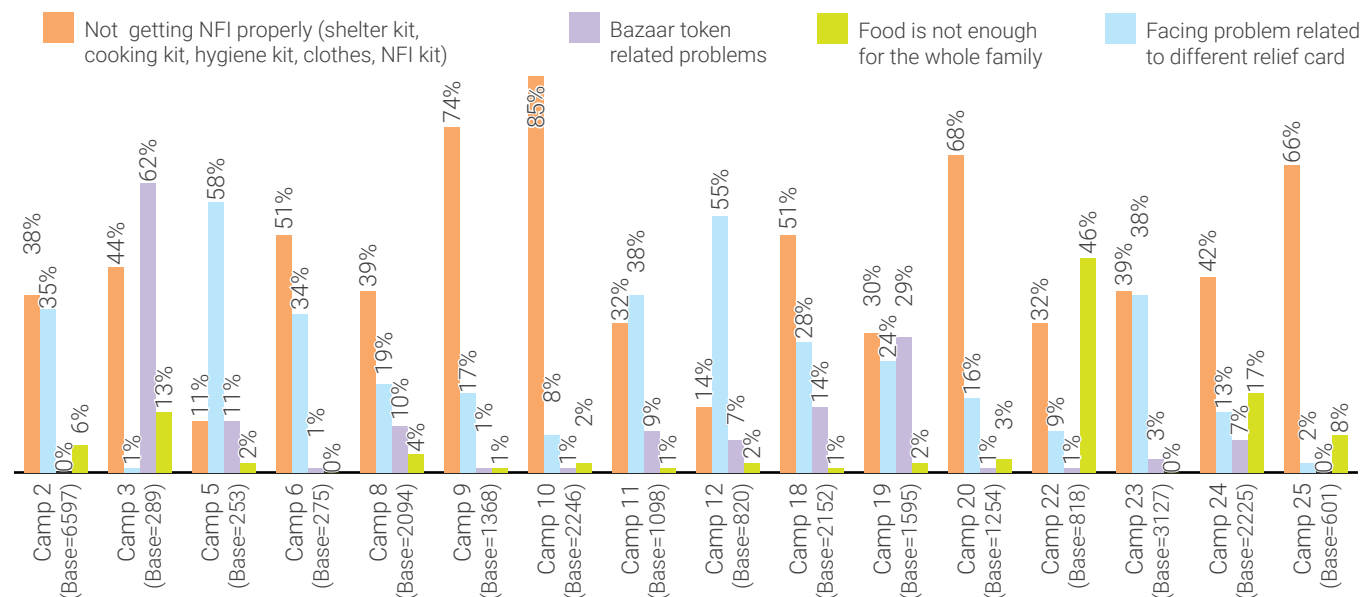


Figure: Distribution of relief related problems raised in community feedback in different camps

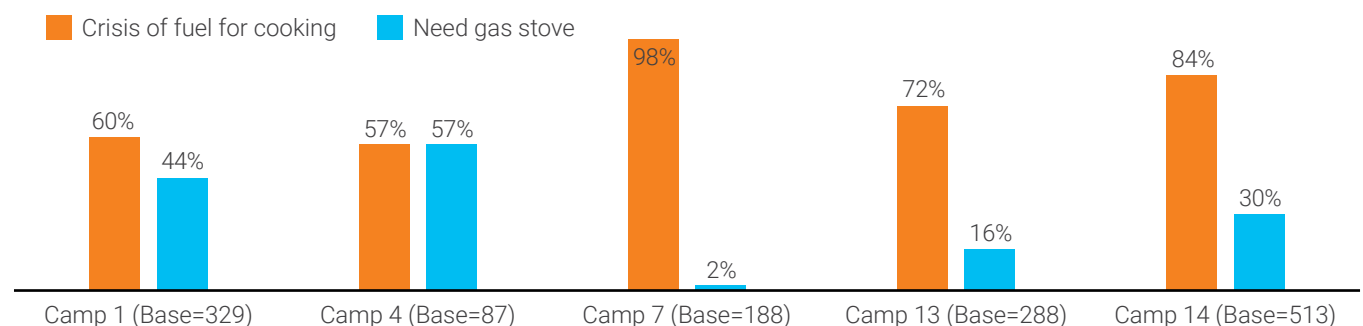


Figure: Distribution of cooking related problems raised in community feedback in different camps

bartering relief products such as lentils and oil to get firewood is also a common occurrence.

Sometimes, families use paper, plastic, rags and sacks as cooking fuel. The smoke created from burning plastic, rags and dry leaves causes breathing problems, as there are no windows in their shelters for the smoke to escape.

People also reported conflict with host community while collecting firewood. Collecting firewood is also highly discouraged by the Bangladesh government for environmental reasons, and refugees say that officials from the government's forest department will seize cutting tools and firewood if they are caught. To avoid these kinds of situations, people report usually traveling in groups.

Other concerns

Concerns raised that related to **security and social issues** mostly concerned disputes within the family about taking care of older people; disputes among community people over using toilets, collecting water and disposing of waste in open spaces; disputes with mahjis; and violence against women.

Shelter related problem raised in feedback tend to be about the need for bigger shelters or more rooms; rain water leaking into houses; water-logging in front of the shelter; the need for assistance with repairing or replacing shelters; the need for a new shelter identification number; and the need to relocate a shelter.

“ We are concerned about the small size of our houses. When we were provided with a house, a family of seven was given the same size small house as a family of three.”
– Man, 55, camp 2E

Shortage of **water** is also a concern raised in feedback. This is related to both water for drinking and other uses. Some community members said that, even though they have requested tube wells from both mahjis and NGOs, action has not been taken. An additional issue that some individuals shared was that community members from other blocks are reluctant to share their water resources.

“ We are suffering a lot due to a lack of pure water. We informed the mahji in our block and he is trying to get a tube well for our block. Some NGOs told us that they would dig a tube well in our block, but they just say they will do it, and they never do anything. How can we get a tube well for our block?”

– Woman, 26, camp 1E

People also complained that they have to wait in a long queue and that it sometimes takes three hours of their day to travel, queue and collect water. If the water tank is not full, and the water pressure is not high enough, it can take even more time to fill the containers.

Toilet related problems were also mentioned in feedback. Issues faced included clogged toilets; lack of toilets near shelters; long queues for limited numbers of toilets; and the need for separate toilets for older people or people with disabilities. Beside these problems, broken toilets and a lack of arrangements for storing water in the toilet also caused some concerns. Due to a lack of toilet facilities, women try to use the toilet early in the morning as they feel shy to stand in the queue with men. Women have to take a male family member with them if going to the toilet at night, because the toilets are usually some distance away, and they cannot go alone in the dark.

“ I feel shy to use the toilet when a man is using a toilet nearby. So, I need to wait until he leaves so that I can use it. The number of toilets needs to be increased.”

– Woman, 25, camp 2

While men in some households have tried to cope with the situation by digging a hole close to the house or using one corner of the house as a latrine in case of emergency, these options are not available for the women to use.

Site infrastructure problems raised by Rohingya people include the need for stairways, bridges and roads; requests for repairs to existing roads and bridges; and the need for a better sewerage system. People also raised issue about **cleanliness and hygiene**, particularly due to the smell of unclean drains, roads, toilets and bathrooms.

“ In our block, the drainage system is one of the main problems. In front of my house there is a drain which is totally open and all the people in the block throw rubbish in there, blocking the drain. The foul smell of the drain makes us sick with diarrhoea sometimes.”

– Woman, 34, camp 1E



Letters to the editor – we respond

Source: Data collected from 3265 listener group discussions held by DRC, IOM and Bangladesh Betar Cox's Bazar from November 2018 to March 2019 in camps 1E, 1, 2, 8, 9, 10, 11, 15, 16, 18, 19, 20, 22, 23, 24 and 25.

In the previous edition of *What Matters?*, we mentioned that one of the major concerns raised by Rohingya people over the past few months had continued to be about WASH. The WASH sector got in touch asking for more details, to help them address the issues being raised by communities, and so we are happy to dig in to our data to explore more about WASH-related concerns in different camps.

Among all the concerns mentioned in listener group discussions, 38% were about WASH-related issues (base 3265). From November 18 to March 19, WASH-related issues were the top concerns for Rohingya people in six camps (1, 10, 15, 16, 22, 24). In camps 19 and 25, WASH was the third ranked problem raised in community feedback.

For some camps, we have sufficient data to look more deeply at the different types of WASH-related concerns raised

by community members. The table below shows the distribution of concerns raised about different WASH-related issues by people in seven camps where we have sufficient data for analysis.

Problems related to toilets are the top WASH-related concerns in camps 1, 10 and 15. Problems related to water are the top WASH-related concerns in camps 16, 22 and 25. Problems regarding cleanliness and hygiene are the biggest category of concern in camp 24.

The *What Matters?* team is happy to respond to requests for feedback analysis from sectors, working groups and others. If you have a question that you think we might be able to help answer, please feel free to contact us: info@cxbfeedback.org

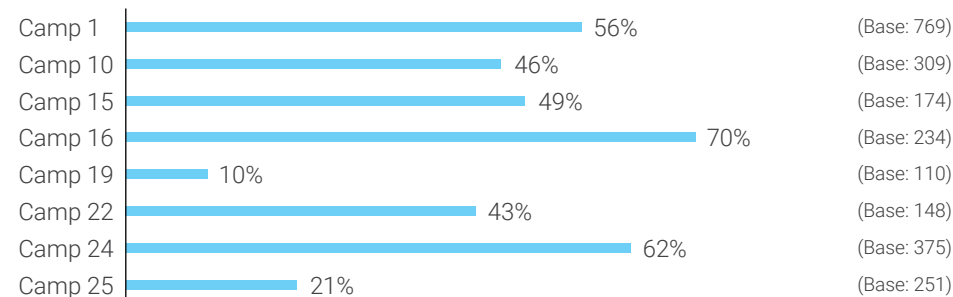


Figure: Camps where WASH is in the top three categories of concerns raised

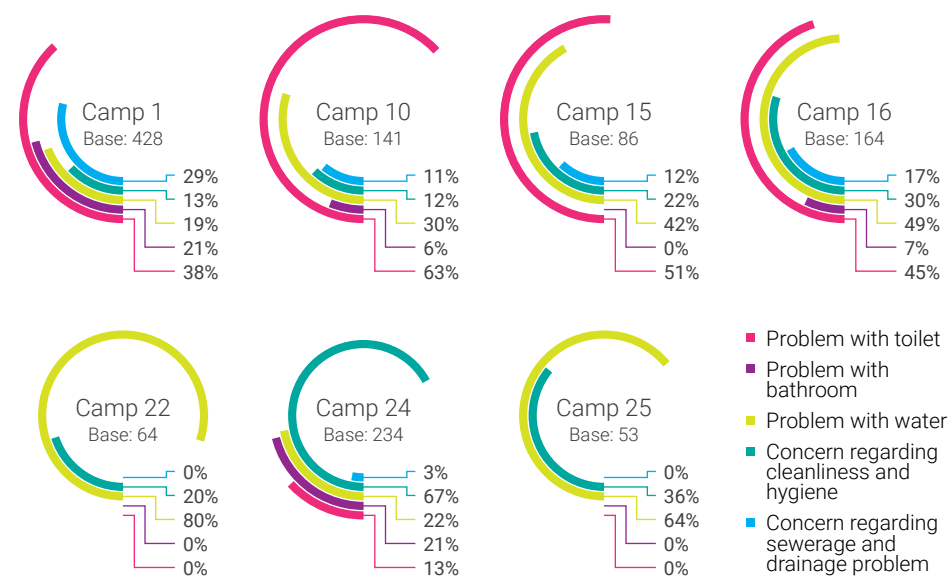


Figure: Camp-wise Problems related to toilets

BBC Media Action and Translators without Borders are working together to collect and collate feedback from communities affected by the Rohingya crisis. This summary aims to provide a snapshot of feedback received from Rohingya and host communities, to assist sectors to better plan and implement relief activities with communities' needs and preferences in mind.

The work is being delivered in partnership with IOM, the UN migration agency, and is funded by EU humanitarian aid and the UK Department for International Development.

If you have any comments, questions or suggestions regarding *What Matters?*, you are welcome to get in touch with the team by emailing info@cxbfeedback.org