

**BANGLADESH  
RAPID RESPONSE  
STORM  
2023**

**23-RR-BGD-59459**

Gwyn Lewis

Resident Coordinator



## PART I – ALLOCATION OVERVIEW

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### Reporting Process and Consultation Summary:

Please indicate when the After-Action Review (AAR) was conducted and who participated.

14 December 2023: UNRC, ISCG, IOM, UNHCR and WFP, Shelter-CCCM Sector, BRAC, NGOF and Christian Aid.

Please confirm that the report on the use of CERF funds was discussed with the Humanitarian and/or UN Country Team (HCT/UNCT).

Yes

No

Please confirm that the final version of this report was shared for review with in-country stakeholders (i.e. the CERF recipient agencies and their implementing partners, cluster/sector coordinators and members and relevant government counterparts)?

Yes

No

## 1. STRATEGIC PRIORITIZATION

### Statement by the Resident/Humanitarian Coordinator:

Cyclone Mocha struck the coastal areas near the Bangladesh-Myanmar border on 14 May 2023. The heavy rains and strong winds led to landslides as well as damage and destruction to homes and facilities in all 33 Rohingya refugee camps in Cox's Bazar and neighbouring Bangladeshi communities. While Bangladesh missed the eye of the Cyclone, some 40,000 Rohingya refugees had their shelters, made of bamboo and tarpaulin, damaged or destroyed. Many more lost access to clean drinking water and other sanitation facilities and were exposed to heightened protection risks. Key facilities for education, nutrition, protection, and more were affected, with hundreds of thousands of people impacted by the storm.

When it was needed most, this Rapid Response allocation supported safer living conditions for refugees in the camps, through the rehabilitation of critical infrastructure damaged by the cyclone. At a time of increased strain on the ability to respond, Cyclone Mocha came when contingency stocks were already depleted. While providing emergency relief, this allocation demonstrated to the Government of Bangladesh that the operation has not been forgotten and continues to receive international support. Further, it enabled an important opportunity for the operation to build back safer and advocate with the government to allow for different construction materials to be used. Collectively, the humanitarian actors involved delivered a coordinated response, under the leadership of the Government of Bangladesh, and with the critical and timely support of CERF's Rapid Response allocation.

### CERF's Added Value:

Despite the protracted nature of the crisis, this Rapid Response allocation helped to reinforce the collective efforts to sustain support for the Rohingya refugee response, as well as contributed to the improvement of more sustainable and safer living conditions in the congested and disaster-prone camps. It reinforced the ongoing advocacy with the Government of Bangladesh on the need for improved road access, better construction materials and more weather and fire resistant shelters to avoid loss of life, and to minimise damage – particularly in light of reoccurring destructive weather events. It also demonstrated to donors that all funding avenues are being explored while highlighting that we are compelled to utilize last resort funding mechanisms because of critical gaps in life-saving activities.

### Did CERF funds lead to a fast delivery of assistance to people in need?

Yes

Partially

No

Agencies noted the timeliness of the response and the ability to react quickly as being effectively reinforced by the Rapid Response allocation. The efficient delivery of assistance also supported a faster recovery for those directly affected.

### Did CERF funds help respond to time-critical needs?

Yes

Partially

No

Affected refugees faced immediately heightened protection risks following the cyclone, and required specific assistance and support, making the fast response of agencies essential to avoiding even worse repercussions as well disorganized reconstruction.

### Did CERF improve coordination amongst the humanitarian community?

Yes

Partially

No

The response was an opportunity for three UN agencies to work together, and with implementing national and international partners, in a coordinated and timely manner. It also involved close collaboration with the Government of Bangladesh.

### Did CERF funds help improve resource mobilization from other sources?

Yes

Partially

No

CERF funds were critical in the response and also improved resource mobilization from additional sources.

## Considerations of the ERC's Underfunded Priority Areas<sup>1</sup>:

Considering the significant impact of the cyclone on the refugee population, three priority areas were targeted by this allocation: (1) support for women and girls, including tackling gender-based violence, reproductive health and empowerment; (2) programmes targeting disabled people; and (4) other aspects of protection. Overall, other aspects of protection, namely ensuring a safe environment through shelter reconstruction and landworks for the protection of those affected, absorbed the majority of the allocation. Projects in this CERF RR application followed the five Strategic Objectives in the 2023 Joint Response Plan<sup>2</sup> (JRP) and are guided by the Protection Framework within, which focuses on critical protection needs, targeted protection activities, measuring the adequacy of its humanitarian interventions, taking into account the communities' views, the availability of information and feedback mechanisms, and commitment from all humanitarian partners to protection and gender mainstreaming. One of the three key pillars of this framework focuses on promoting a safe environment for Rohingya refugees in close cooperation with the Government of Bangladesh (GoB) and through equitable access to basic assistance and protection for all refugee women, men, girls, boys, and persons with specific needs, including prioritizing disaster risk management.

Despite the ongoing efforts to address the priority areas, several challenges persist. Seven years since the latest influx in 2017, the Rohingya refugees in Bangladesh continue to face emergencies within emergencies. Cyclone Mocha is only one of many natural hazards – flooding due to monsoons, landslides, and fires have become frequent occurrences in the camps resulting in multiple families being displaced and losing their homes multiple times a year. The adverse impacts of climate change that the Rohingya refugees have been exposed to in the past years are also significant. 'Strengthening disaster risk management and combatting the effects of climate change' is a Strategic Objective in the 2023 JRP. Under the leadership of the GoB, the partners of the Rohingya refugee response have saved and stabilized thousands of lives in the past years. Extensive work has also been undertaken to operationalize climate adaptation strategies. However, the capacity of the humanitarian community to respond to this emergency and to prepare for the increasing frequency and intensity of fires and natural disasters was heavily strained given the low funding levels of the 2023 JRP. CERF's support through the RR allocation helped to immediately protect against conditions significantly worsening for those affected by the cyclone.

**Table 1: Allocation Overview (US\$)**

<b>Total amount required for the humanitarian response</b>	<b>36,525,769</b>
CERF	3,000,000
Country-Based Pooled Fund (if applicable)	0
Other (bilateral/multilateral)	3,730,770
<b>Total funding received for the humanitarian response (by source above)</b>	<b>6,730,770</b>

**Table 2: CERF Emergency Funding by Project and Sector/Cluster (US\$)**

Agency	Project Code	Sector/Cluster	Amount
IOM	23-RR-IOM-022	Camp Coordination and Camp Management	1,436,500
UNHCR	23-RR-HCR-021	Camp Coordination and Camp Management	1,436,500
WFP	23-RR-WFP-027	Camp Coordination and Camp Management	127,000

<sup>1</sup> In January 2019, the Emergency Relief Coordinator identified four priority areas as often underfunded and lacking appropriate consideration and visibility when funding is allocated to humanitarian action. The ERC therefore recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and HCTs/UNCTs when prioritizing life-saving needs for inclusion in CERF requests. These areas are: (1) support for women and girls, including tackling gender-based violence, reproductive health and empowerment; (2) programmes targeting disabled people; (3) education in protracted crises; and (4) other aspects of protection. While CERF remains needs based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the questions and answers on the ERC four priority areas [here](#).

<sup>2</sup> <https://www.humanitarianresponse.info/en/operations/bangladesh/document/bangladesh-2023-joint-response-plan-rohingya-humanitarian-crisis>

<b>Total</b>	<b>3,000,000</b>
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**Table 3: Breakdown of CERF Funds by Type of Implementation Modality (US\$)**

<b>Total funds implemented directly by UN agencies including procurement of relief goods</b>	<b>1,857,403</b>
Funds sub-granted to government partners*	0
Funds sub-granted to international NGO partners*	187,671
Funds sub-granted to national NGO partners*	954,926
Funds sub-granted to Red Cross/Red Crescent partners*	0
<b>Total funds transferred to implementing partners (IP)*</b>	<b>1,142,597</b>
<b>Total</b>	<b>3,000,000</b>

\* Figures reported in table 3 are based on the project reports (part II, sections 1) and should be consistent with the sub-grants overview in the annex.

## 2. OPERATIONAL PRIORITIZATION:

### Overview of the Humanitarian Situation:

Cyclone Mocha wreaked havoc on the Rohingya refugee camps in Bangladesh, with a Joint Needs Assessment (JNA) indicating that the homes of over 8,000 households damaged or destroyed, impacting nearly 40,000 refugees. Some 120 landslides and soil erosion damaged shelters and facilities, prompting swift disaster relief efforts led by the Government and supported by emergency humanitarian teams and volunteers. The increasing frequency and intensity of fires and natural disasters, alongside a severe reduction in funding, have drastically stretched resources. A Cyclone Mocha Flash Appeal, issued on 23 May 2023, included a call for US\$ 36.53 million to replenish contingency stocks, reinforce disaster preparedness capacity, and build back safer with weather- and fire-resistant material. This response was especially critical with the impending monsoon season and put a severe strain on emergency preparedness operations.

### Operational Use of the CERF Allocation and Results:

In response, the Emergency Relief Coordinator on 31 May 2023 allocated \$3 million from CERF's rapid response window for life-saving humanitarian action. The country team focused on the Shelter and Camp Management Sector, with particular emphasis on site development and site management works to respond to the damage caused by Cyclone Mocha and to enhance response capacity for the upcoming monsoon season. This funding enabled UN agencies and partners to provide life-saving assistance to 350,000 people, including 76,286 men, 90,854 women, 93,803 boys and 89,057 girls. In doing so, this allocation resulted in the engagement of a range of Rohingya volunteers, enhanced coordination between humanitarian actors and the government, dissemination of emergency response and preparedness information products and key reinforcement of land and infrastructure to help better protect against future weather events.

### People Directly Reached:

For this allocation, the target population of 350,000 identified by the Shelter-CCCM Sector in the Cyclone Mocha Flash [Appeal](#) for Bangladesh was used, with the figure being equally divided between IOM and UNHCR managed camps. The WFP project target population fell within this target. The estimated persons targeted by category are calculated according to the overall Cox's Bazar [refugee population](#) as of 30 April 2023.

IOM's target population was 175,000 refugees in 17 camps under the agency's Area of Responsibility (AoR). Additionally, UNHCR's target population was 175,000 refugees in 16 camps under its AoR, thus avoiding duplication

To ensure maximum opportunities for community members to engage in the activities, WFP project employed a robust beneficiary selection process through stakeholder consultation. Targeted beneficiaries for WFP interventions included Rohingya population of 18-59 years of age. Preference was given to women-headed households, elderly headed households, and households with one or more persons with disabilities.

### People Indirectly Reached:

While 350,000 Rohingya refugees directly benefited from this allocation (175,000 for UNHCR's AoR and 175,000 for IOM's AoR) the rest of some 580,000 Rohingya who currently live in the camps indirectly benefited from site development and site management works such as rehabilitation of pathways, bridges, drainage cleaning, slope stabilization, solar streetlights etc., all of which contributed to creating safer living conditions in the camps after the cyclone.

**Table 4: Number of People Directly Assisted with CERF Funding by Sector/Cluster\***

Sector/Cluster	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Camp Coordination and Camp Management	90,854	76,286	89,057	93,803	350,000	90,854	76,286	89,057	93,803	<b>350,000</b>

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.



**Table 5: Total Number of People Directly Assisted with CERF Funding by Category\***

Category	Planned	Reached
Refugees	350,000	350,000
Returnees	0	0
Internally displaced people	0	0
Host communities	0	0
Other affected people	0	0
<b>Total</b>	<b>350,000</b>	<b>350,000</b>

**Table 6: Total Number of People Directly Assisted with CERF Funding\***

Sex & Age	Table 6: Total Number of People Directly Assisted with CERF Funding*		Number of people with disabilities (PwD) out of the total	
	Planned	Reached	Planned	Reached
Women	90,854	90,854	909	932
Men	76,286	76,286	763	782
Girls	89,057	89,057	891	874
Boys	93,803	93,803	938	912
<b>Total</b>	<b>350,000</b>	<b>350,000</b>	<b>3,501</b>	<b>3,500</b>

## PART II – PROJECT OVERVIEW

### 3. PROJECT REPORTS

#### 3.1 Project Report 23-RR-IOM-022

1. Project Information			
<b>Agency:</b>	IOM	<b>Country:</b>	Bangladesh
<b>Sector/cluster:</b>	Camp Coordination and Camp Management	<b>CERF project code:</b>	23-RR-IOM-022
<b>Project title:</b>	Emergency response to Cyclone Mocha: rehabilitation of camp structures, through strengthened site development and site management to improve Rohingya refugees' living conditions.		
<b>Start date:</b>	07/05/2023	<b>End date:</b>	06/11/2023
<b>Project revisions:</b>	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>
<b>Funding</b>	<b>Total requirement for agency's sector response to current emergency:</b>		<b>US\$ 6,000,000</b>
	<b>Total funding received for agency's sector response to current emergency:</b>		<b>US\$ 1,936,500</b>
	<b>Amount received from CERF:</b>		<b>US\$ 1,436,500</b>
	<b>Total CERF funds sub-granted to implementing partners:</b>		<b>US\$ 87,650</b>
	Government Partners		US\$ 0
	International NGOs		US\$ 87,650
National NGOs		US\$ 0	
Red Cross/Crescent Organisation		US\$ 0	

### 2. Project Results Summary/Overall Performance

Through this CERF RR grant, IOM contributed to the improved living condition of Rohingya refugees through the restoration of a healthier environment and building resilience to climate shocks. Two emergency response and preparedness information products were developed and disseminated through community volunteers, and a community outreach program, on Cyclone Preparedness Programme (CPP) signals to the 17 camps under IOM's AoR, ensuring anticipatory action.

Around 1,500 individuals were immediately mobilized under the Cash for Work (CfW) programme to support in recovery activities such as removing uprooted trees, debris, and broken branches from access and drainage networks, with the help of prepositioned machinery. Approximately 200 cubic meters of debris were cleared from the camps and transported to a landfill. To reduce landslide risks, 4,801 square meters of slope was stabilized, repaired, and reconstructed. Cumulatively, 8,032 individuals received cash worth US\$ 352,735 through CfW from this project.

IOM collaborated with implementing partners such as CARE, DRC, Shushilan, and Nowzuwan to conduct rapid damage assessment and data collection to reinstate shelters, restore access and mobility, clear debris, and ensure critical WASH infrastructure was back in place while mainstreaming protection across all activities.

IOM played a crucial role in mobilizing Rohingya volunteers immediately after Cyclone Mocha's landfall to respond to the disaster. IOM facilitated the coordination meeting of Camp-level Disaster Management Committees (DMC) in each camp subsequently before and after the cyclone. Additionally, IOM supported the Camp in Charge (CiC) in the establishment of 17 Coordination Cells to respond to the cyclone, one for each camp, to foster effective government coordination meetings. More than two coordination meetings after the landfall were organized to ensure efficient collaboration among multi-sector partners in addressing the needs arising from the cyclone's aftermath, resulting in a total of 62 coordination meetings. In adherence to DMC guidelines, these coordination meetings took place on a bi-monthly basis, thus ensuring regular and proactive engagement.

IOM staff and volunteers, including Disaster Management Unit, conducted emergency preparedness and response activities across 17 camps. These efforts included providing information on cyclone signals as part of anticipatory actions. On 16 May, a total of 235 staff and 851 volunteers were mobilized across the camps to conduct rapid damage assessments and swiftly respond. Additionally, 1600 Disaster Management Volunteers were on standby, supporting the relocation of families living in landslide-prone and risky areas, in collaboration with the government.

IOM also established community feedback and engagement mechanisms to prioritize and address needs during the emergency period. Through the Feedback and Information Desk and Block Engagement team, they received and referred a total of 1,475 complaints (632 female, 840 male, 3 Other), with 43% being from females, highlighting the significance of gender-responsive actions and support during such crises.

IOM actively carried out interventions to address the impact of Cyclone Mocha on infrastructure to reduce the risks of landslides and erosion by implementing slope stabilization and hillside plantation measures, as well as mitigating flooding through improved drainage networks. Efforts also extended to repairing, maintaining, and reconstructing various elements, such as roads, pathways, and solar streetlights, enhancing access to services. The project prioritization of site development work was done through community consultation to enhance the active participation and accountability to the affected population.

### **3. Changes and Amendments**

N/A

#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Camp Coordination and Camp Management									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	46,129	38,675	44,055	46,141	175,000	46,129	38,675	44,055	46,141	175,000
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	0	0	0	0	0	0	0	0	0	0
Host communities	0	0	0	0	0	0	0	0	0	0x
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>46,129</b>	<b>38,675</b>	<b>44,055</b>	<b>46,141</b>	<b>175,000</b>	<b>46,129</b>	<b>38,675</b>	<b>44,055</b>	<b>46,141</b>	<b>175,000</b>
<b>People with disabilities (PwD) out of the total</b>										
	466	391	437	456	1,750	466	391	437	456	1,750

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

A total population of 490,139 (250,765 female and 239,374 male) refugees in IOM AoR (17 Camps) who were affected by the destructive outcomes of the Cyclone such as damage of pathways, bridges, slope stabilization and fall of solar streetlights indirectly benefited from this project through both recovery activities that saw the restoring of most facilities that were damaged and through cash for work as they were engaged in different activities hence contributing to their livelihood.

## 6. CERF Results Framework

<b>Project objective</b>	Contribute to reducing the impact of Cyclone Mocha on Rohingya refugees by improving their living conditions and restoring a healthier and safer environment.				
<b>Output 1</b>	Rohingya refugees see their living conditions improved and dignity restored, their life environment healthier and safer, the coordination of camps services strengthened, and their community engaged in the rehabilitation of camps and the preparedness for the monsoon season.				
<b>Was the planned output changed through a reprogramming after the application stage?</b>				Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Sector/cluster</b>	Camp Coordination and Camp Management				
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>	
Indicator 1.1	Number of Disaster Management Committees (DMC) and Camp Coordination meetings organized	34	34	SM Activity Report	
Indicator 1.2	Number of camps holding emergency response and preparedness information sessions to disseminate through community volunteers, community outreach program delivered on CPP signals and anticipatory actions taken	17	17	SM Activity Report	
Indicator 1.3	Number of square meters of slope stabilized, repaired and reconstructed	4800	4801	SD Activity Report	
Indicator 1.4	Cash.3a Number of people receiving conditional cash transfers	7970	8032	SD Activity Report	
Indicator 1.5	Cash.3b Total value of conditional cash transfers distributed in USD	350,000	352,735	SD Activity Report	
<b>Explanation of output and indicators variance:</b>		N/A			
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>			
Activity 1.1	Camp-level DMC and coordination meetings and community feedback and engagement mechanisms were established. Staff and volunteers mobilized for cyclone response and preparedness message dissemination; community outreach program delivered on CPP signals. Coordinated with partners for immediate food and shelter support and relocation to safer areas.	IOM with IP (DRC and CARE)			
Activity 1.2	Continuation of camp-level coordination for SD needs referrals, community engagement, CiC engagement and support for labour mobilization.	IOM with IP (DRC and CARE)			

Activity 1.3	Damage assessment and project prioritisation for SD work	IOM with IP (Shushilan and Nowzuwan)
Activity 1.4	Debris, drainage, and access clearance, cutting down of uprooted trees through CfW	IOM with IP (Shushilan and Nowzuwan)
Activity 1.5	Reconstruction, repair, and improvement of infrastructure for land stabilization, drainage, access, and replacement of Solar Street Lights damaged by Mocha to ensure the safety of shelters and access to critical facilities through CfW	IOM with IP (Shushilan and Nowzuwan)
Activity 1.6	Replenishment of emergency shelter materials and other materials for emergency response and preparedness	IOM with IP (Shushilan and Nowzuwan)

## 7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas<sup>3</sup> often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been addressed through project activities and should highlight the achieved impact wherever possible.**

### a. Accountability to Affected People (AAP)<sup>4</sup>:

This project prioritized gathering information from the affected populations regarding site planning, shelter and infrastructure needs after the impact of the cyclone. IOM's work prioritization was guided by community feedback, including referrals from various sources such as damage assessment, verification reports, service monitoring, accessibility audits, and the community feedback platform known as [Zite Manager](#). Zite Manager serves as a data collection and management system that automates the collation, referral, and processing of data collected through Kobo/ODK forms, using predefined workflows. This system enhanced the accountability of multi-sectoral humanitarian actors towards the affected Rohingya population. IOM utilized Zite Manager and other tools for efficient management and prioritization of all referrals ensuring that feedback was provided to the affected population.

### b. AAP Feedback and Complaint Mechanisms:

Feedback and information channels enabled communities to communicate their urgent needs, access services, and receive updates on response capacity, support strategies, and timelines. IOM closely collaborated with IOM protection actors on activities such as relocations, complaint and feedback mechanisms, messaging, and emergency response. The site development work prioritized and addressed extreme needs identified affecting vulnerable individuals referred through Site Management Support (SMS) and Protection, including the needs expressed by the committees of women and people with disability through safety and accessibility audits.

### c. Prevention of Sexual Exploitation and Abuse (PSEA):

To mitigate sexual exploitation and abuse of beneficiaries by IOM staff, third-party employees, implementing partners, volunteers, and contractors during IOM intervention, IOM focused on PSEA prevention and response measures in the affected communities. IOM has

<sup>3</sup> These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

<sup>4</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

trained PSEA Champions nominated from each IOM Unit to be field-level focal points for referrals and complaint, engaging in rolling out awareness sessions with more than 400 field staff having received awareness-raising last year and refreshers this year. Additionally, IOM appointed PSEA Focal Points within each camp aligned to complaint and feedback mechanisms, as well as referral mechanisms to enhance reporting. Training for camp-based volunteers and awareness sessions with IEC materials were done to enhance the knowledge on PSEA and mandatory reporting.

**d. Focus on women, girls and sexual and gender minorities, including gender-based violence:**

IOM promoted the leadership of women in the camps through a Women Participation Project where 1,065 women committee members actively participated to ensure community engagement focusing on women and girls in the camps. Awareness-raising sessions, regular meetings, women-led projects on income-generating activities and trainings and capacity activities helped them to contribute to their families as well as the community. IOM engaged 20% of women in the CfW programme ensuring inclusion and at the same time contributing to their livelihood. Gender was always considered in the composition of Site Management teams, although the availability of qualified female staff from both host and Rohingya communities was limited. IOM ensured women are being trained on protection and GBV and enhanced their capacity on referral pathways. IOM conducted awareness sessions on GBV risk mitigation for women and girls in the community while male beneficiaries were involved in block engagement to inform men of the rights of women.

**e. People with disabilities (PwD):**

Persons with specific needs including person with disabilities were categorized under the extremely vulnerable individuals for whom IOM provided additional support. IOM ensured minimum 5% engagement of people with disabilities in CfW by assigning tasks or responsibilities, and during the project period 402 people with disabilities were engaged. IOM provided reasonable accommodations to ensure accessibility and inclusion throughout this project interventions based on the need. IOM advocated for ensuring disability inclusion by enhancing safe and equal access to resources, services and facilities for persons with disabilities.

**f. Protection:**

IOM is committed to mainstreaming protection throughout all of its programs. Protection mainstreaming attempts to incorporate protection principles into all IOM activities in accordance with its rights-based approach. IOM contributed to prioritization of safety and dignity while avoiding any unintended negative consequences of its actions; ensured meaningful access to IOM services and aid by all groups; ensured accountability to affected population and communities; and ensured participation and empowerment through an inclusive approach to decision-making processes. During site development interventions, beneficiaries were provided with protective gears to protect them from possible injuries, no beneficiary below the age of 18 years was engaged in the works, and women and people with disability were only engaged in specifically tailored activities.

**g. Education:**

N/A

**8. Cash and Voucher Assistance (CVA)**

**Use of Cash and Voucher Assistance (CVA)?**

<b>Planned</b>	<b>Achieved</b>	<b>Total number of people receiving cash assistance:</b>
Yes, CVA is a component of the CERF project	Yes, CVA is a component of the CERF project	8,032

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

In engaging beneficiaries through CfW, IOM and its partners secured the safe inclusion of women and severely vulnerable individuals through specific briefings, broad community involvement and sensitization, and selecting and allocating the most appropriate work to vulnerable groups. IOM information management systems provided that a 16 day rotation system would be utilized in the identification of labor, guaranteeing that all beneficiaries have equal opportunities to engage in the CfW.

**Parameters of the used CVA modality:**

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
Activity 1.5: Cash for Work: daily labourers to clear debris, drainage, and access clearance, cutting down of uprooted trees, reconstruction, repair, and improvement of infrastructure, land stabilization	8,032	352,735	Camp Coordination and Camp Management	Restricted
N/A	N/A	N/A	Choose an item.	Choose an item.
N/A	N/A	N/A	Choose an item.	Choose an item.

**9. Visibility of CERF-funded Activities**

Title	Weblink
From Fire to Fury: Rohingya Refugees Survive Fire, Cyclone and Brace for Monsoon Season	<a href="#">The Storyteller</a> , <a href="#">Twitter</a> , <a href="#">Facebook</a>
A Video Story on Rohingya Refugees affected in Cyclone Mocha	<a href="#">YouTube</a> , <a href="#">Twitter</a> , <a href="#">Facebook</a> , <a href="#">Instagram</a>
IDDRR 2023	<a href="#">YouTube</a> , <a href="#">Twitter</a> , <a href="#">Facebook</a> , <a href="#">Instagram</a>



## 3.2 Project Report 23-RR-HCR-021

### 1. Project Information

<b>Agency:</b>	UNHCR	<b>Country:</b>	Bangladesh
<b>Sector/cluster:</b>	Camp Coordination and Camp Management	<b>CERF project code:</b>	23-RR-HCR-021
<b>Project title:</b>	Providing emergency support in Cox's Bazar to address urgent site management and development needs of Rohingya refugees affected by Cyclone Mocha.		
<b>Start date:</b>	10/05/2023	<b>End date:</b>	09/11/2023
<b>Project revisions:</b>	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>

<b>Funding</b>	<b>Total requirement for agency's sector response to current emergency:</b>	<b>US\$ 5,750,000</b>
	<b>Total funding received for agency's sector response to current emergency:</b>	<b>US\$ 2,490,906</b>
	<b>Amount received from CERF:</b>	<b>US\$ 1,436,500</b>
	<b>Total CERF funds sub-granted to implementing partners:</b>	<b>US\$ 948,826</b>
	Government Partners	US\$ 0
	International NGOs	US\$ 0
	National NGOs	US\$ 948,826
Red Cross/Crescent Organisation	US\$ 0	

### 2. Project Results Summary/Overall Performance

Through this CERF RR allocation, UNHCR and its partners were able to address the immediate site management and site development needs of Rohingya refugees affected by Cyclone Mocha, achieving the following three targets as planned by the end of the project period: 16 displacement sites in Cox's Bazar under UNHCR's AoR were supported with appropriate site management services as well as site improvement through construction of site development infrastructure. Additionally, 1,500 refugee households were supported through the rehabilitation of their shelters as a result of replenishment of emergency shelter materials. Overall, a total of 175,000 Rohingya refugees under UNHCR's AoR (46,129 women, 38,675 men, 44,055 girls, 46,141 boys) affected by Cyclone Mocha, including 1,750 persons with disabilities, directly benefited from this project.

Specific project activities included rehabilitation and maintenance of drain canals, slopes, footpaths, stairs, handrails and bamboo bridges, among other critical access infrastructure, as well as community mobilization for the purpose of drain cleaning, waste collection, sorting, and disposal, thereby reducing health and safety risks faced by Rohingya refugees residing in the 16 camps. Additionally, emergency shelter materials (bamboo, tarpaulins, wire, and rope) were replenished for distribution to refugees, supporting refugee households affected by heavy rain and strong winds ensuring refugees' safety and well-being throughout the monsoon season.

The monsoon season began in Bangladesh soon after Cyclone Mocha, with torrential rain and strong winds continuously hitting the Cox's Bazar refugee camps. This worsened the precarious living conditions already faced by the vulnerable Rohingya refugee population. With CERF RR funding, UNHCR and its partners ensured close collaboration with and mobilized refugee volunteers and communities to implement projects such as small-scale construction, repair of pathways and fixing of bridges and stairs to ensure the timely implementation of site management activities during the project implementation period.

### **3. Changes and Amendments**

N/A

#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Camp Coordination and Camp Management									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	46,129	38,675	44,055	46,141	175,000	46,129	38,675	44,055	46,141	175,000
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	0	0	0	0	0	0	0	0	0	0
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>46,129</b>	<b>38,675</b>	<b>44,055</b>	<b>46,141</b>	<b>175,000</b>	<b>46,129</b>	<b>38,675</b>	<b>44,055</b>	<b>46,141</b>	<b>175,000</b>
<b>People with disabilities (PwD) out of the total</b>										
	466	391	437	456	1,750	466	391	437	456	1,750

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

While the 175,000 Rohingya refugees (42%) most affected by Cyclone Mocha in the 16 camps under UNHCR's AoR directly benefitted from the CERF RR allocation through the delivery of shelter, camp coordination and camp management (SCCCM) activities to address their immediate needs, the remaining 238,426 refugees (58%) in these 16 camps also indirectly benefitted from the rehabilitation and maintenance of critical infrastructure such as footpaths, stairs, handrails and bamboo bridges, as well as drain cleaning, waste collection, sorting, and disposal.

## 6. CERF Results Framework

<b>Project objective</b>	Emergency support to Rohingya refugees in Cox's Bazar to address urgent site management and site development needs for affected refugees by Cyclone Mocha.				
<b>Output 1</b>	Displacement site supported with appropriate site management services and physical sites improved				
<b>Was the planned output changed through a reprogramming after the application stage?</b>				Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Sector/cluster</b>	Camp Coordination and Camp Management				
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>	
Indicator 1.1	CM.1 Number of displacement sites supported with appropriate site management services	16	16	UNHCR and partner reports	
Indicator 1.2	CM.3 Number of displacement sites with physical site improvements	16	16	UNHCR and partner reports	
Indicator 1.3	SN.3 Number of shelters and common shelter structures constructed or rehabilitated	1,500	1,500	UNHCR and partner reports	
<b>Explanation of output and indicators variance:</b>		N/A			
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>			
Activity 1.1	Rehabilitate and maintain (i) drain canals, collecting block-level surface water run-off to the secondary and tertiary canals to prevent flooding within the camps during monsoon season; (ii) slope protection works to mitigate slope failure and landslides; (iii) footpaths, stairs, handrails, bamboo bridges among other critical access infrastructure in the camps; (iv) access roads to ensure mobility for both vehicles and pedestrians within the camps	BRAC, NGO Forum			
Activity 1.2	Improve household-level sites including pavements, individual shelter plinth protection and drainage; facilitate community mobilization for drain cleaning, waste collection, sorting and disposal to prevent overflow of existing drains during the monsoon season and mitigate potential health risks.	BRAC, NGO Forum			
Activity 1.3	Replenish emergency shelter materials	UNHCR (Direct Implementation)			

## 7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas<sup>5</sup> often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been addressed through project activities and should highlight the achieved impact wherever possible.**

#### **a. Accountability to Affected People (AAP)<sup>6</sup>:**

Systematic and meaningful involvement of the affected population in the project design remained vital throughout the project implementation period to ensure successful programming and to achieve quality results. As such, UNHCR continued to engage affected refugees throughout the project cycle, during assessments and monitoring, and evaluation of projects. Open channels of communication were maintained for the purpose of enabling refugees to share feedback and complaints, as well as facilitate information sharing and a participatory process for decision-making and mutual learning. Community consultations were conducted during planning, implementation and post-project phases through household visits, focus group discussions and key informant interviews. Refugee volunteers also received training on monitoring the proper use of shelter materials.

#### **b. AAP Feedback and Complaint Mechanisms:**

During the project implementation period UNHCR collected feedback through post-distribution surveys and protection profiling exercises, feedback mechanisms (24/7 protection hotline, information hubs and complaint boxes located across camps), individual case follow-up and regular focus group discussions. As part of its increased focus on accountability to affected populations (AAP) and efforts to harmonise the AAP approach within the refugee response, UNHCR, as Protection Sector lead, worked to ensure the necessary processes were in place to refer community feedback to all relevant sector leads or managers, to enable such feedback to be addressed, including by reporting back to communities throughout the response.

#### **c. Prevention of Sexual Exploitation and Abuse (PSEA):**

UNHCR has a zero-tolerance policy on SEA and investigates any reported case of SEA, ensuring confidentiality throughout the process. Implementing partners are also contractually required to have the capacity to respond to SEA incidents, and UNHCR supports building their capacity, including investigative capacity, monitoring and reporting, and ensuring confidentiality. PSEA is mainstreamed in all UNHCR interventions, with PSEA focal points appointed. UNHCR and its SCCCM partners use gender-sensitive quantitative data analysis to track beneficiaries' satisfaction, participation, acceptance, knowledge, and practices along with PSEA training.

#### **d. Focus on women, girls and sexual and gender minorities, including gender-based violence:**

Protection and empowerment is at the core of UNHCR's SCCCM interventions, ensuring that the response contributes to saving lives, safety and security, alleviating suffering and providing dignity. As part of its age, gender and diversity (AGD) approach, UNHCR mainstreamed the inclusion of women and girls in decision-making processes, prioritizing the most vulnerable groups affected by protection issues, including in consideration of the protection needs of sexual and gender minorities. In addition, UNHCR and its partners use gender-sensitive quantitative data analysis to track levels of beneficiaries' satisfaction, participation, acceptance, knowledge and practices.

<sup>5</sup> These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

<sup>6</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

#### e. People with disabilities (PwD):

UNHCR's service delivery is based on a diversity analysis to ensure that all refugees, including persons with disabilities, have equitable access to the support required. To improve participation and ownership of critical infrastructure and other community assets, UNHCR continued to work with refugees including all ages, genders, and diversity and partners to implement community-led projects under care and maintenance whereby communities participate in the identification and implementation of projects.

#### f. Protection:

Protection is at the core of SCCCM projects, ensuring that the proposed response contributes to saving lives, safety and security, alleviating suffering and providing dignity for all refugees, particularly persons with specific needs given that improperly built and poorly maintained facilities in congested camps are likely to expose them to risks of exploitation and abuse. As such, UNHCR ensured that communal facilities were safe and relevant information was provided through communication interventions.

#### g. Education:

N/A

### 8. Cash and Voucher Assistance (CVA)

#### Use of Cash and Voucher Assistance (CVA)?

Planned	Achieved	Total number of people receiving cash assistance:
No	Choose an item.	N/A

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

Cash assistance is currently not provided to refugees in the camps as per the policy of the Government of Bangladesh.

#### Parameters of the used CVA modality:

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
N/A		US\$	Choose an item.	Choose an item.
N/A		US\$	Choose an item.	Choose an item.
N/A		US\$	Choose an item.	Choose an item.

### 9. Visibility of CERF-funded Activities

Title	Weblink
"Thank you" message to CERF	<a href="https://twitter.com/UNHCR_BGD/status/1683857311721480194">https://twitter.com/UNHCR_BGD/status/1683857311721480194</a>
"Thank you" message to CERF	<a href="https://www.facebook.com/UNHCRBangladesh/posts/pfbid0oY6pJAZsJ3WH6rV26FXMVAXunFndysLrV5rc2z1TXZiTWkh8SqtTWCQURGi84YLMl">https://www.facebook.com/UNHCRBangladesh/posts/pfbid0oY6pJAZsJ3WH6rV26FXMVAXunFndysLrV5rc2z1TXZiTWkh8SqtTWCQURGi84YLMl</a>

### 3.3 Project Report 23-RR-WFP-027

1. Project Information			
Agency:	WFP	Country:	Bangladesh
Sector/cluster:	Camp Coordination and Camp Management	CERF project code:	23-RR-WFP-027
Project title:	Early Response Activities for Cyclone Mocha		
Start date:	01/06/2023	End date:	30/11/2023
Project revisions:	No-cost extension <input type="checkbox"/>	Redeployment of funds <input checked="" type="checkbox"/>	Reprogramming <input type="checkbox"/>
Funding	<b>Total requirement for agency's sector response to current emergency:</b>		<b>US\$ 127,000</b>
	<b>Total funding received for agency's sector response to current emergency:</b>		<b>US\$ 127,000</b>
	<b>Amount received from CERF:</b>		<b>US\$ 127,000</b>
	<b>Total CERF funds sub-granted to implementing partners:</b>		<b>US\$ 106,121</b>
	Government Partners		US\$ 0
	International NGOs		US\$ 100,021
National NGOs		US\$ 6,100	
Red Cross/Crescent Organisation		US\$ 0	

## 2. Project Results Summary/Overall Performance

Through this CERF RR grant, WFP and its implementing partners rehabilitated 20 community infrastructure sites in Teknaf, and supported labour and scheme management in 11 Ukhiya-based refugee camps. The activities comprised drainage and debris cleaning; drainage and pedestrian pathway construction/reconstruction; slope protection/stabilization; and associated repair works.

In Teknaf, the area most badly affected by the cyclone, CERF funds enabled WFP to mobilize 1,217 CfW volunteers for early recovery activities. Of the total, 231 were women, 986 were men and 44 were people with disabilities (8 women, 36 men). Implementation was carried out over three months (June to August 2023) in coordination with Shelter-CCCM agencies – IOM or UNHCR depending on the camp – to avoid overlap between agencies. Minor procurement under Christian Aid's field level agreement with WFP included brick, sand, cement, geotextile, plastic sheeting, PVC pipe, wood, borak bamboo and rope, plus the cost of delivering construction materials to worksites and transporting debris/waste to landfill.

In Ukhiya, CERF funding further enabled WFP's NGO partners, BRAC, CARE Bangladesh and ACTED, to carry out tasks required for engaging women and men in essential post-cyclone cash-for-work activities. This included: coordinating with Site Management/Site Development actors and Camp-in-Charges (CiC); identifying schemes and acquiring CiC/RRRC endorsement of schemes. As schemes were implemented, CERF support also enabled the supervision of volunteers and monitoring activities; identification of space for the pre-landfill segregation of solid waste as well as solid waste management facilities for debris; and the management of labour mobilization, attendance tracking and volunteer payments.

By engaging 1,217 CfW volunteers and procuring construction materials for early recovery schemes, the project allowed the most critical needs and access improvements to be met in the Cox's Bazar camps between June and August 2023 (a good part of the monsoon season), including the lead-up to heavy monsoon rainfall in August, impacting almost 5,000 refugee households. This

highlights the critical importance of swift and ongoing disaster risk reduction activities to save lives in the overcrowded and landslide-prone Rohingya camps, recognizing that pre-identified areas of vulnerability often need repair, and new locations regularly become vulnerable.

### **3. Changes and Amendments**

Both of WFP's planned activities (engagement of CfW volunteers and community infrastructure rehabilitation) were carried out, and concentrated on the Teknaf region, where the damage was the worst. All CERF-funded CfW funds (US\$ 48,500) were disbursed as cash transfers. In total, 1,217 refugee volunteers engaged, of which 88% were unskilled workers and 12% were skilled workers. As the worksites demanded more skilled labour than envisioned under the agreement, and because the wages of skilled workers are higher than those of unskilled workers (BDT 525 versus BDT 350), slightly less people were reached (94%) as compared to target (1,300 people). That said, all 20 of the targeted community infrastructure sites were successfully rehabilitated.

A modification (redeployment of funds) was requested and approved by CERF, enabling WFP to shift USD 48,500 to the "Transfers and Grant to Counterparts" portion of the budget. The cash transfer to beneficiaries was originally budgeted under "Supplies, Commodities, Materials" as WFP intended to distribute cash through a financial service provider. Instead, cash was distributed by WFP's implementing partner since distribution of cash transfers via financial service providers in the camps remained restricted. There was no change in cash transfer value to refugees and WFP utilized all funds from the award.



#### 4. Number of People Directly Assisted with CERF Funding\*

Sector/cluster	Camp Coordination and Camp Management									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	195	1,105	0	0	1,300	231	986	0	0	1,217
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced people	0	0	0	0	0	0	0	0	0	0
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected people	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>195</b>	<b>1,105</b>	<b>0</b>	<b>0</b>	<b>1,300</b>	<b>231</b>	<b>986</b>	<b>0</b>	<b>0</b>	<b>1,217</b>
<b>People with disabilities (PwD) out of the total</b>										
	10	55	0	0	65	8	36	0	0	44

\* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

## 5. People Indirectly Targeted by the Project

In addition to the 1,217 Rohingya engaged, volunteers' family members (some 6,085 people) also benefitted from WFP's CfW engagement. Across Teknaf, the CERF-funded restoration of affected community infrastructure benefitted 142,248 people\* (68,570 women, 31,041 men and 72,637 children) across the six camps covered by Christian Aid. Overall, CERF funds indirectly benefitted all 938,280\* Rohingya refugees in Cox's Bazar with a cleaner and safer environment through the work of WFP's four implementing partners.

\*UNHCR population figures as of end-November 2023

## 6. CERF Results Framework

<b>Project objective</b>	The Rohingya population affected by the Cyclone Mocha have access to clean and safety environment after the cyclone			
<b>Output 1</b>	Affected community infrastructure including drainage network in the camps is restored			
<b>Was the planned output changed through a reprogramming after the application stage?</b>		Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>
<b>Sector/cluster</b>	Camp Coordination and Camp Management			
<b>Indicators</b>	<b>Description</b>	<b>Target</b>	<b>Achieved</b>	<b>Source of verification</b>
Indicator 1.1	Cash.3a Number of people receiving conditional cash transfers	1,300	1,217	IP monthly reports
Indicator 1.2	Cash.3b Total value of conditional cash transfers in USD	48,500	48,500	IP monthly reports
Indicator 1.3	CM.3 Number of displacement sites with physical site improvements	20	20	IP monthly reports
<b>Explanation of output and indicators variance:</b>		<p>WFP reached 1,217 people with conditional cash transfers with a total value of US\$ 48,500.</p> <p>Since the initial volunteer figure was calculated based on the cost per day of mostly unskilled workers (and WFP engaged more semi-skilled workers than planned), slightly less people were engaged overall than planned. While both unskilled and semi-skilled workers were engaged for the same amount of time each day (7 hours), semi-skilled workers received 1.5 greater remuneration due to their expertise and expanded scope of responsibility (unskilled workers receive at BDT 350, while semi-skilled workers receive BDT 525 daily). The full scope of work (i.e. repair and re/construction of 20 community infrastructure sites) was carried out as per the implementation plans.</p>		
<b>Activities</b>	<b>Description</b>	<b>Implemented by</b>		
Activity 1.1	Distribution of cash for volunteer work on the rehabilitation of community infrastructure	Christian Aid		
Activity 1.2	Implement rehabilitation work of community infrastructure including drainage and debris cleaning	Christian Aid, BRAC, Care Bangladesh, ACTED		

## 7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and

Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas<sup>7</sup> often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been addressed through project activities and should highlight the achieved impact wherever possible.**

#### **a. Accountability to Affected People (AAP)<sup>8</sup>:**

In the wake of Cyclone Mocha, damage and needs assessments in the camps were conducted by various actors and crisis-affected refugees also provided requests for infrastructure repairs directly to CiCs and other community leaders. Requests were channelled to the Site Management and Site Development sector who developed a prioritized list of projects to be actioned by relevant actors, including by WFP and its implementing partners. During mobilization, WFP partners interviewed CfW volunteers, including vulnerable individuals, to confirm their identification documents and voluntary participation in the chosen schemes. Every 15 days, a new set of beneficiaries joined the work site, which enabled more refugees to participate in CfW activities (workdays are capped at a maximum of 90 per year). During implementation, regular monitoring was conducted to monitor accessibility, accountability, safety and security concerns, and inform programme adaptations based on volunteer feedback.

#### **b. AAP Feedback and Complaint Mechanisms:**

WFP ensured that community and feedback mechanisms (CFM) remain operational and continue to improve, and that literacy, disability and gender considerations are accounted for when receiving and addressing feedback. All CFM signage is translated into Burmese, English and Bangla for accessibility, but most complaints are addressed verbally. Information about available feedback channels is also relayed verbally through block volunteers, Help Desks, community leaders/meetings, and implementing partner staff at assistance delivery sites, to ensure access for non-literate beneficiaries.

WFP has focal points in each programme who manage feedback and find solutions to grievances. Feedback is managed through WFP's secure system, SugarCRM, a corporate platform for confidentially recording, referring, escalating and analyzing grievances. The digital system facilitates aggregated analysis and trend identification, including the most common complaints; how quickly feedback loops are closed; and any geographical correlation of complaints. Findings are reviewed monthly, allowing for immediate course correction in programme design and implementation.

#### **c. Prevention of Sexual Exploitation and Abuse (PSEA):**

To prevent and respond to sexual exploitation and abuse (SEA), WFP raises awareness on SEA throughout its operations and promotes usage of its CFMs by communities throughout the response. CFM accessibility is ensured through diverse channels (help desks and posters at each service delivery point, a nationwide toll-free hotline, focus groups, referrals through other agencies) and regular sensitization of beneficiaries. WFP has designated PSEA focal points across its programmes, who receive and follow up on SEA cases – ensuring confidentiality per standard operating procedures (SOP) – and who escalate cases to WFP's Office of the Inspector General as needed. WFP follows the ISCG-prescribed SOP for PSEA referrals and collaborates for partner and volunteer training within the Cox's Bazar PSEA network, with ISCG-developed awareness materials used to help to prevent SEA and strengthen reporting.

#### **d. Focus on women, girls and sexual and gender minorities, including gender-based violence:**

<sup>7</sup> These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

<sup>8</sup> AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

Few women are willing to engage in labour-intensive activities, especially given the pervasiveness of traditional gender norms within the Rohingya communities. To promote gender equality and the empowerment of women, WFP engaged as many Rohingya women as possible in its early recovery work by offering a range of culturally appropriate light works, such as cleaning small drains and canals, bringing water to workers and transporting materials to worksites. The protection of women and other minorities before, during and after implementation was supported by WFP's CFM mechanisms, which have been designed with gender, age, sex, disability, and other intersectional considerations to ensure access among diverse groups of people, including vulnerable women and minorities. Within the Cox's Bazar camps, WFP makes protection referrals whenever required, including referrals to protection agencies for more complex cases of violence, coercion and deliberate deprivation that may prevent people from accessing assistance.

#### e. People with disabilities (PwD):

Given PwDs' heightened physical and economic vulnerability in the camps, WFP works to ensure up to 5% of its CfW volunteers are PwD, including during emergency response and early recovery activities. After Cyclone Mocha, WFP engaged PwDs for all CERF-funded activities, including drainage cleaning/construction, pedestrian pathway construction and slope protection/stabilization. Protection, dignity and safety were ensured through safety training and engagement suited to people's abilities. For instance, people with the use of only one arm sewed large geotextile sheets into sandbags with the support of another volunteer. Persons with limited mobility were engaged in measuring and cutting rope for fence construction, filling water cups for distribution to workers and other activities while sitting. Women with disabilities were included in light works, such as segregation of organic and inorganic waste, watering slope protection or rechecking the attendance of volunteers returning from lunchbreaks using WFP's corporate data collection platform.

#### f. Protection:

To ensure volunteers' safety and dignity, WFP provides a one-hour lunch break, first-aid facilities and all personal protective equipment at worksites, while the Site Management and Site Development Sector ensures adequate gender-segregated toilet facilities. Volunteers are encouraged to raise complaints via site supervisors who carry a tablet for digital feedback, and the WFP 24/7 community hotline (number visible at all sites). WFP receives referrals and also makes referrals to protection agencies, as needed, for more complex cases.

Gender, protection and AAP indicators are included in all WFP's field level agreements with IPs, ensuring protection and gender mainstreaming for volunteers throughout project implementation. Protection indicators are incorporated into WFP M&E tools to capture safety and security issues, which feed into operational recommendations and adaptations for improved programming. Throughout the project cycle, WFP thereby reduces the protection risks that volunteers face, such as being asked by community leaders for a tip/commission for being selected for CfW.

#### g. Education:

N/A

### 8. Cash and Voucher Assistance (CVA)

#### Use of Cash and Voucher Assistance (CVA)?

Planned	Achieved	Total number of people receiving cash assistance:
Yes, CVA is a component of the CERF project	Yes, CVA is a component of the CERF project	1,217

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

All Rohingya volunteers engaged under this award were recipients of WFP general food assistance, which provides them with a monthly e-voucher to purchase foods of their choice from 19 WFP outlets spread across 33 camps. However, due to acute funding shortfalls, WFP was forced to cut the value of monthly food assistance from US\$ 12 to US\$ 10 in March, then from US\$ 10 to US\$ 8 from June 2023 across the 33 Cox's Bazar camps. The unrestricted cash they earned through their engagement in post-cyclone CfW enabled them to purchase food and other essentials for themselves and their families, which was particularly important in light of the ration cuts. All payments were made according to ISCG volunteer and CfW guidelines.

#### Parameters of the used CVA modality:

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
Activity 1.1: Distribution of cash for volunteer work on the rehabilitation of community infrastructure	1,217	US\$ 48,500	Camp Coordination and Camp Management	Unrestricted
			Choose an item.	Choose an item.
			Choose an item.	Choose an item.

## 9. Visibility of CERF-funded Activities

Title	Weblink
17 November 2023: Post-cyclone drainage activities highlighted together with forecast-based financing to Bangladeshis and rapid food assistance in the camps	<a href="https://twitter.com/UNCERF/status/1725481299765280773?s=20">https://twitter.com/UNCERF/status/1725481299765280773?s=20</a>
15 November 2023: Ibid	<a href="https://x.com/WFP_Bangladesh/status/1724644706418884700?s=20">https://x.com/WFP_Bangladesh/status/1724644706418884700?s=20</a>
14 November 2023: WFP thanks CERF for their contribution following Cyclone Mocha	<a href="#">It's been 6 months that cyclone... - World Food Programme   Facebook</a>
1 August 2023: CERF supports the early recovery actions needed to save lives and assets during climate shocks	<a href="#">The Rohingya camps in Cox's Bazar... - World Food Programme   Facebook</a>
30 July 2023: WFP thanks CERF for contributing to a cleaner, safer camp environment after the cyclone	<a href="#">Already reeling from the impact of... - World Food Programme   Facebook</a>

**ANNEX: CERF FUNDS DISBURSED TO IMPLEMENTING PARTNERS**

<b>CERF Project Code</b>	<b>Cluster/Sector</b>	<b>Agency</b>	<b>Partner Type</b>	<b>Total CERF Funds Transferred to Partner US\$</b>
23-RR-IOM-022	Camp Coordination and Camp Management	IOM	INGO	\$29,022
23-RR-IOM-022	Camp Coordination and Camp Management	IOM	INGO	\$58,628
23-RR-HCR-021	Camp Coordination and Camp Management	UNHCR	NNGO	\$474,413
23-RR-HCR-021	Camp Coordination and Camp Management	UNHCR	NNGO	\$474,413
23-RR-WFP-027	Camp Coordination and Camp Management	WFP	INGO	\$90,217
23-RR-WFP-027	Camp Coordination and Camp Management	WFP	NNGO	\$6,100
23-RR-WFP-027	Camp Coordination and Camp Management	WFP	INGO	\$2,904
23-RR-WFP-027	Camp Coordination and Camp Management	WFP	INGO	\$6,900