

Final Report
on
Strengthening the maintenance system and improving the WASH environment
of WASH facilities at Myanmar refugee camps in Cox's Bazar, Bangladesh

Submitted to:
Japan Platform

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May 18, 2021

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List of Abbreviations

BC	Bathing cubicle
CIC	Camp in Charge
DPHF	Department of Public Health Engineering
DSK	Dushtha Shasthya Kendra
IOM	International Organization for Migration
IVY	International Volunteers of Yamagata
JPF	Japan Platform
MHM	Menstrual Hygiene Management
NGO	Non-Government Organization
OJT	On the Job Training
RRRC	Refugee Relief and Repatriation Commissioner
SDG	Sustainable Development Goal
TPM	Third Party Monitoring
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations International Children's Emergency Fund
WASH	Water, Sanitation, and Hygiene

Executive Summary

Introduction

In this project, three refugee camps: Camp 18, Camp 19, and Camp 16/Bagghona/Potibonia within the Kutupalong Refugee Camp) were targeted. However, later IVY was informed that IVY was not listed in the JRP 2020. IVY had negotiations with the IOM but was unable to obtain an answer from the IOM Area Manager or other project team. Since IVY had worked in Camp 15 and Camp 22 in their previous projects, they contacted UNICEF, the area focal agency for these camps, to seek advice. It was confirmed that their project would be able to meet the needs in Camp 15 and Camp 22 and the project was subsequently approved. Thus, their project locations were changed from Camp 18 and Camp 19 to Camp 15 and Camp 22. Nine teams comprised of a total of 54 refugees were selected to perform 1) repair and disinfection, 2) construction, and 3) human waste treatment and given practical technical training. The teams, as well as the individuals, were evaluated to ensure whether they have acquired the knowledge and skills. Furthermore, considering the continuity and expansivity of the efforts after the project period, the project also aims to establish a support system from the onset of the project in order to enable the cultivated people to continue working in the future.

Research Design

This study applied both quantitative and qualitative approaches to data collection. Quantitative survey data were collected from individuals through a structured questionnaire using Computer Assisted Personal Interview (CAPI) technique and observation. During the survey there was a delay to get approval from the Refugee Relief and Repatriation Commissioner (RRRC) to get access to the camp, hence some of the interviews were conducted through CATI survey. The qualitative data was collected following IDI and through mix of face-to-face survey, over phone survey and online platform (mainly zoom).

Respondent profile

Among the surveyed male, majority (63.3%) respondents were unemployed, while just above one-fifth (22.4%) of the respondents were day laborer. Among the female, almost all the respondents were housewife (94.1%). Almost all the surveyed respondents were married (92%). Among the males, 93.9% respondents were married while among female the rate was 90.2%. Among female respondents, 7.8% were widowed, which was nil among male respondents.

Detailed Finding

There was no respondent who defecate in an open place. Overall, more than three fourth (76%) of the respondents used pit latrine, which was higher among male respondents (80%) than the female respondents (73%). Respondents with age less than 40 years, 80% of them used pit latrine, which was lower among the respondents with age more than 40 years. The respondents who were more than 40 years old, 38% of them used pit latrine.

Three-fourth (75%) of the respondents mentioned that their latrine had been repaired within 3 months of the survey, which were higher among males than the female respondents. Additionally, 12% respondents mentioned that latrine was broken due to normal use, but functional, which was higher among females (16%) than the male respondents (8%). On the other hand, 14% respondents mentioned that the latrine was constructed within last 3 months of the time of the survey, which was NIL among male respondents.

It was found that 8% of the surveyed respondents could not use the latrines during last 1 week of the survey, which was higher among females (9.8%) than the male respondents (6.1%). There were 3 male respondents who could not use the latrine all the time. All three of them mentioned that they could not use the latrine when the pit was full, while one respondent added that they could not use the latrine when latrine was clogged (multiple response). On the other hand, among the females, 5 respondents could not use the latrine when required.

In the survey it was found that all the respondents in camp 22 mentioned, there latrines were dislodged within last 1 week of the survey, while it was 96.7% in camp 16. However, only 40% respondents from camp 15 mentioned that the latrine was dislodged within 1 week of the survey.

All the respondents in camp 22 mentioned, there latrines were dislodged within last 1 week of the survey, while it was 96.7% in camp 16. However, only 40% respondents from camp 15 mentioned that the latrine was dislodged within 1 week of the survey.

The study found that, 77.0% respondents claimed that there was a hand washing facility outside the latrine, which was found a good number. There were 3% cases the hand washing facility was inside the latrine. However, the most concerning area was that 20.4% males and 13.7% females did not wash their hands after defecation. Also, there are 2% respondents, all of them were female, who washed their hands at home, which might be due to discomfort felt by the female respondents or lack of privacy for the female. While analyzing the result by camp, it was found that most of the respondents in camp 16 and camp 22 wash their hands at the hand washing facility outside the latrine, but 40% respondents at camp 15 did not wash hand after defecation.

As per the survey 58.0% of the respondents took bath at bathing cubicle constructed by NGOs, followed by a bathing cubicle at the household (35%). It was found that male respondents (63.3%) took bath at the bathing cubicle constructed by NGOs more than the female respondents (52.9%) in the camps. On the other hands, female respondents (41.2%) took bath at a bathing cubicle at the household more than the male respondents (28.6%) in the project location. Almost all the respondents (97%) at camp 16 take their bath at the bathing cubicles constructed by the NGOs which was 50% in camp 22 and 35% in camp 15. On the other hand, 53% respondents in Camp 15 took bath at bathing cubicles at the household, which was 43% in camp 22.

All the indirect beneficiaries in camp 16 mentioned, that they were consulted on the location of the WASH facility, while it was 97% in camp 22. On the other hand, only 38% respondents in camp 15 mentioned that they were consulted on the location of the WASH facilities.

Overall, 69% respondents mentioned that they were consulted on the location on, and design of infrastructure related to bathing cubicle. In camp 16, almost all the respondents mentioned that they were consulted on the location on, and design of infrastructure related to bathing cubicle, which was 73% in camp 22 and 45% in camp 15.

The survey identifies that, almost all (94%) male feel safe using the latrines, while among females more than one-third (35%) of the respondents did not feel safe using the latrines. The incidence of not feeling safe to use latrines were found highest in camp 15 (25%), followed by camp 16 (20%). In camp 22, 17% respondents mentioned that they did not feel safe to use the latrine. Some of the indirect beneficiaries did not feel safe at night due to lack of light inside the latrine.

The study found that none of the males were worried about the privacy, while 16% female respondents were worried about privacy while using the latrines. Their concern was the highest in camp 15, where 18% respondents did not feel that they have privacy to use latrine, while it was 3% in camp 16. There was no respondent who showed concern about privacy in camp 22. Overall, 16% surveyed respondents did not feel that they had privacy while taking bath at the bathing facility, higher among females (20%) than the males (12%). On the other hand, 20% respondents from both camp 15 and camp 22 mentioned that they did not have privacy while taking bath at the bathing facility.

All the respondents agreed or completely agreed that there was some improvement of sanitation facilities in the camps. Overall, 86% respondents completely agreed that there was some improvement in the sanitation facility in the camps during last three months of the survey. In the camp 16, all the respondents completely agreed to the statement. On the other hand, 73% respondents in camp 15 completely agreed to the statement and remaining 28% respondents agreed to the statement.

6% male respondents disagreed to the statement that there was improvement of the bathing cubicles. Moreover, 6% women in the project camps completely disagreed to the statement that there was some improvement of bathing cubicles inside the camps. Which implies, some women inside the camp have higher expectation on the current bathing cubicles and there are still some room for improvement. All the respondents in camp 16 completely agreed that the bathing cubicle in their camp had improved in the last three months of the survey, while 10% respondents in camp 15 disagreed to the fact and 10% respondents from the same camp completely disagreed to the statement.

Among both male and female respondents, 96% expressed their complete satisfaction with their then sanitation facility in the camps. In camp 16, all the respondents were completely satisfied with the improved sanitation facility, which was 95% and 93% respectively in camp 15 and camp 22. The remaining respondents were satisfied with the facilities.

Overall, 87% respondents were completely satisfied with the bathing cubicles inside the camps, while there were 8% females who were highly dissatisfied with the bathing cubicles and all of them were from Camp 15. Out of surveyed respondents camp 15, 13% respondents were highly dissatisfied with the bathing cubicles.

The survey found that almost all the respondents noticed disinfection activities inside the camps (98%). Only 5% respondent in camp 15 did not notice any disinfection activities. Those who have noticed disinfection activities, almost all the respondents (97%) found the activities completely satisfied, while 7.5% respondents in the camp 15 were somewhat satisfied with the activities.

In the observation of repaired latrines, it was found that, out of 21 observed latrines, in 11 cases latrine is not very well maintained (e.g., water seal broken but pit not clogged, and latrine can still be used). It was also supported by project staff. Moreover, 7 out of 21 latrines had adequate space and provisions for female menstrual needs e.g., cleaning, drying or disposal of sanitary napkins were available. Even the issue did not come from any of the key informant interview, however it is considered as an important component of WASH.

In all the bathing cubicle, there were sufficient space and provisions for female menstrual needs e.g., cleaning, drying or disposal of sanitary napkins were available and ensured the privacy of the users. The drainage system for the wastewater was adequate at all the bathing cubicles. There were 5 cases where the bathing cubicle was not located close to the water points. The concerning area was that there were some women who were very much worried about their privacy and only 8 out of 27 cases it was found that bathing cubicle was segregated by gender and was clearly marked.

Evaluation based on CHS.

- **CHS1: Communities and people affected by crisis receive assistance appropriate to their needs.**

The direct beneficiaries acknowledged that the project was relevant to them. To select the direct beneficiaries, a structured questionnaire was developed, and the career history was collected. Therefore, those who were involved in similar profession got the opportunity to utilize their skill and helped them to be involved in the income generating activities. Before selecting them, the project team talked to the beneficiaries to understand their needs and planed the project accordingly. During the project implementation, the project provided helmet, gloves, apron, and masks to those who required.

As per the regulation inside the camp, there are no formal jobs available for Rohingya people in the camps¹. The employment inside the camp includes in-camp cash for work and volunteer jobs². Hence, if they are hired as a volunteer by an NGO, only then they will get be employed, otherwise they would not be able to utilize their learning. The direct beneficiaries who received the training had an increased income, but they were not tagged with another project or program. Hence, once the project was over, it would be difficult for them to find a suitable job or there is a less possibility that the other NGOs will be able to identify and recruit them. Hence, it is highly recommended that the trained resources can be tagged with other projects or programs. There were some other NGOs who are also implementation

¹ <https://www.aljazeera.com/features/2018/4/13/with-no-formal-schools-or-jobs-young-rohingya-left-in-lurch>

² https://www.poverty-action.org/sites/default/files/publications/Rohingya%20History%20Fact%20Sheet_2020.04.30.pdf

WASH project in the camps. Once the project is over, the WASH facilities use to be maintained by IVY Bangladesh is required to be handed over to other NGOs or WASH focal agency. It would help the other agencies to maintain the latrines as required. During the handover of the facilities, the profile of the trained resources can also be shared, and special request can be made to the agency or WASH focal agency, so that they are recruited for future activities.

The project conducted a field survey to identify the needs and tried to identify the gaps prior to launching the project. The CiC collected information for the need assessment from the team members as well as visited different camp sites. Need assessment was mandatory to get a project approved. The project addressed the needs of the project beneficiaries in a consistent manner as per project design. The location of washing facilities was identified in consultation with the beneficiaries. The project also identified the presence of vulnerable people and added some additional facilities with the infrastructure were required. To maintain the privacy of the women in the bathing cubicle, the areas were selected, and the cubicles were designed accordingly so their privacy can be maintained. Though the project claimed that there were separate WASH facilities for male and female, in our survey observation, some lacking was identified. Moreover, some women also expressed their concern about privacy.

Due to spread of COVID 19, there were few changes made in the project. The number of participates were reduced to ensure the social distancing, hence number of training session had to be increased. Moreover, the project provided orientation sessions in small groups of 4 to 5 beneficiaries for awareness building. The WASH facilities were properly disinfected to ensure the safety of the users.

There were some gaps in the project as well. It was exceptionally low budgeted project and not a regular project. Hence the project often failed to meet the need in a consistent manner. Also, they project could not take the regular supply or continuous assignment considering the budget and irregularity. In some cases, it was found that the projects designed are more focused on the budget rather than being need based. Though need assessment is conducted, but it is not sufficient all the time. Some cases, due to lack of project budget, the task, which is be benefited for be beneficiaries, could not be addressed.

- **CHS 2: Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.**

The project can be divided into two broad categories: intermittent and continuous. The project has trained some people in the Rohingya community for construction, repair and dislodging. Moreover, the project also included disinfection activities. Among the activities, except construction, the other activities had a regular requirement.

According to the direct and in-direct beneficiaries, the project design was appropriate for meeting the need by gender, age, and vulnerability level. The project team tried to identify the constraints and took immediate action. There were some lights installed beside the washroom so that women can go to use the wash facilities at night, though some women demanded lights inside the latrine. Stairs and rail have been constructed with some WASH facilities to address the needs of vulnerable people, but it was still difficult for them to use the latrine during rainy season. There was a need for WASH facilities close to the household, which was not feasible considering the space available. Some of the areas were hilly area and were very risky to use the latrines during the monsoon period. There were some recommendations to construct stairs at the hilly area.

Moreover, the project mainly covered a portion of WASH component only. Even, all the component of sanitation was not covered under the project. The people inside the Rohingya community were using the latrines and WASH facilities and the rate of open defecation has been reduced substantially, but still, they are disposing the child feces in an open area. Sometimes they are not cleaning their hand after cleaning child feces. Hence, it is essential to conduct some awareness session so that the child feces are disposed in a specific area or at the latrine.

As mentioned earlier, repairing was a continuous task and in some cases, it requires immediate or timely response. However, as per the project, the team conducted survey by visiting different WASH facilities and prepared lists of damages. Based on the requirement provided requisition and collect the approval. Based on the approval actual repair took place, which is eventually time consuming.

- **CHS 3: Communities and people affected by crisis are not negatively affected and are more prepared, resilient, and less at-risk because of humanitarian action.**

Under the project, some selected people in the Rohingya Community were trained for construction, repair and dislodging activities. Before recruitment of the resources, CVs were collected from those with previous experience of similar work followed by an interview session. Depending on the performance in the interview, team members were selected and finalized. The selected resources gone through 2 days training and 15-20 days OJT to develop their skill. Based on the training, the workers became more prepared, resilient. They were more confident on being self-reliant to accomplish their task. It is expected that even if this project is closed, they can be self-reliant with what they have learned from the project and would be able to utilize the information.

Initially it was quite difficult to involve the people from Rohingya community in the project activity or any income generating activities because of government regulations. As per regulations the people inside the Rohingya community were not supposed to get any wages from any kind of activities. The government had instruction to recruit people from the Host Community. However, the Host Community people would not want to clean the latrines and do other similar activities. As such, they IVY project tried to convince the local government authorities to recruit people from Rohingya community. Now they can get wages in exchange of their labors, hence they are more motivated to conduct such activities. Also, they are more skilled and thus resilient to maintain their family.

Moreover, there are several projects run in the camp. Therefore, if the current project is closed, the trained resources can be hired by other agencies for their task. Since repair and dislodging activities are continuous task, the demand for these resources remains stable. However, they needed to be tagged with other agencies as the agencies might not be aware of their training and skill. However, some of the direct beneficiaries are worried about their future if the project is closed.

It was also difficult for the people inside the Rohingya community to construct any establishment inside the camp. To construct any facilities, it requires permission from CIC office and site management. Also, local community people would not allow to construct any establishment without the permission of host community. Hence, to avoid any conflict, the intervention from NGOs were essential.

- **CHS4: Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.**

The survey result showed that they people affected by crisis know their rights very well. The are not reluctant to share their feedback. The project recruited the frontline staff with the qualification that the person had the knowledge of refugees' cultural norms, and can communicate in the language of the refugees, e.g., Chittagong dialect. All the front-line staff were recruited from the local people, who had the ability to communicate with Rohingya people well. Hence, the community people are free to communicate with the project front line staff with their issues and the frontline staff share the issues with project management team. Necessary steps are taken as per their feedback. The community people shared their opinion on location of the WASH facilities and suggested the number of facilities required. If any repair of WASH facilities were required, they community people were free to share their opinion and required actions were taken accordingly.

The training of the direct beneficiaries was conducted in Rohingya language, so that the beneficiaries can understand the language very well. The assessment was also conducted in their language. Hence, language was not a barrier for this project at all.

- **CHS5: Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.**

There were different channels to share complaint by the Rohingya community people. Based on the severity the channels were being used by the Rohingya community. For some regular issue, they shared their complaints with Project Staff, Direct Beneficiaries or Field Staff. If the complaints were severe, the people from Rohingya community shared the issue with the Majhis and the Majhis shared these with site management or NGOs. Most of the cases the complaints are resolved quickly.

- **CHS6: Communities and people affected by crisis receive coordinated, complementary assistance.**

Several NGOs have been working for water, latrine, and hygiene such as Water networking, Water facility installation, Water facility upgradation, Water facility decommission, Hygiene promotion, Hygiene kit distribution, Toilet kit distribution, Desludging, and Disinfection. Overall, the WASH project had a Total Coordination Mechanism. The lead in the WASH sector is the Executive Engineer, Co-Lead is the Department of Public Health Engineering (DPHE), UNICEF, UNHCR and all other WASH agency members. There are 3 area focal who oversee 34 camps. The area focal agencies were UNICEF, UNHCR, and IOM.

Each camp is lead by the CiC who arranges the sector coordination meeting. The focal of each sector submits their report and the necessary steps are taken.

There is a camp focal agency at the camp level, who is a dedicated officer coordinates with all the wash agencies and site management in that camp. Once a month in the coordination meeting all the wash agencies discuss the report of their activities and take necessary steps. In addition, there is a UNICEF's Block Focal Agency, whose job is to maintain the facilities in that block.

The IVY project team members who are in the project site always stay in contact with all the stakeholders like Majhi, CiC and local government authority. This helps them to have a better coordination among the key stakeholders. Thus, any issue can be resolved mutually. Any agency wants to work inside the have has to seek permission from RRRC. After getting permission they carried out WASH related meetings and campaigns and took opinion from the partners and accomplish the task in coordination with them. The partners and people from Rohingya community provided their own feedback; like suggesting visiting certain blocks, which helped IVY to make necessary adjustments. The project had been complemented and been compatible with government approach because all the work that IVY did has to abide by WASH related standard. Other NGOs were also working with different sections of WASH but unlike IVY project, other NGOs do their work through vendors. Whereas IVY made the Rohingya people get involved, provided training, and accomplish the project goal. Thus, the Rohingya people were able to build their capacity and make them self-reliant for the long run. IVY always proceeded with their activities upon discussion with other NGOs, which helped both parties to avoid over-lapping of the project in the same zone/area in the camp.

- **CHS7: Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection.**

The current project is implemented by IVY as the primary actor with the cooperation of Dushtha Shasthya Kendra (DSK). DSK has enormous experience in the WASH sector based on their past activities. They have implemented the project accordingly. However, the current project had some limited scope to make change based on the budget and timeline for the studies. The project mainly covered a portion of WASH component only. Even, all the component of sanitation was not covered under the project. The project included construction, repair, and maintenance of WASH facilities as well as disinfection activities. DSK has utilized their experience wisely to accomplish the tasks. They conducted the need assessment to understand the project need, identified the need of the vulnerable people and designed the WASH facilities accordingly. Moreover, they addressed the privacy issue of the women among the Rohingya community, which was one of their major concern.

- **CHS 8: Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.**

The project recruited the project staff with the qualification that the person had the knowledge of refugees' cultural norms and can communicate in the language of the refugees. The support staff the project recruited the volunteers from host community with fluency in local language. Additionally, the resources gone through extensive training based on their requirement. Moreover, there were 54 beneficiaries who received 2 days training and 15-20 days OJT to develop their skill. Based on the training,

the workers became more prepared, resilient. The beneficiary who received the training gained required skill and competency to accomplish their task.

- **CHS 9: Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently, and ethically.**

Throughout the evaluation it was found that the budget for the project was spent wisely and efficiently. All the training was completed on time and they were able to accomplish their task effectively. Value for Money was achieved through effective procurement and contracting. The inputs (funds, people, materials, and time) were well utilized to produce the results. IVY has been maintaining a list of all the resources that were received and used. The list was updated in consultation with the team members working in the site. However, some of the external stakeholder considered the project as a small-scale project, but they appreciated about the project.

1. Introduction

1.1 Project Background

The Japan Platform (hereinafter referred to as "JPF") is an international emergency humanitarian aid organization which offers the most effective and prompt emergency aid in response to humanitarian needs, focusing on issues of refugees and natural disasters. JPF conducts such aid through a tripartite cooperation system where NGOs, business communities, and the government of Japan work in close cooperation, based on equal partnership, and making the most of the respective sectors' characteristics and resources.

JPF serves as an intermediary support organization providing various types of assistance to member NGOs in Japan to deliver quick and comprehensive aid on their own. JPF has supported aid activities of 44 member NGOs, each with its own set of diverse strengths. It has delivered humanitarian assistance to 55 nations and regions about 1,500 projects, with a total financial contribution of 60 billion yen. JPF has built a strong reputation based on trust by promoting cooperation among private sectors and NGOs and by accurately reporting all its activities.

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To this end, JPF has appointed Org-Quest Research Limited (hereinafter referred to as "OrQuest") as a Third-Party Monitor (TPM) entity to provide evaluation services for the project for strengthening the maintenance system and improving the WASH environment of WASH facilities at Myanmar refugee camps in Cox's Bazar, Bangladesh.

1.2 Overview of the Project

In this project, three refugee camps: Camp 18, Camp 19, and Camp 16/Bagghona/Potibonia within the Kutupalong Refugee Camp) were targeted. However, later IVY was informed that IVY was not listed in the JRP 2020. IVY had negotiations with the IOM but was unable to obtain an answer from the IOM Area Manager or other project team. Since IVY had worked in Camp 15 and Camp 22 in their previous projects, they contacted UNICEF, the area focal agency for these camps, to seek advice. It was confirmed that their project would be able to meet the needs in Camp 15 and Camp 22 and the project was subsequently

approved. Thus, their project locations were changed from Camp 18 and Camp 19 to Camp 15 and Camp 22. Nine teams comprised of a total of 54 refugees were selected to perform 1) repair and disinfection, 2) construction, and 3) human waste treatment and given practical technical training. The teams, as well as the individuals, were evaluated to ensure whether they have acquired the knowledge and skills. Furthermore, considering the continuity and expansivity of the efforts after the project period, the project also aims to establish a support system from the onset of the project to enable the cultivated people to continue working in the future.

1.3 Project Objectives

While a good water, sanitation, and hygiene (WASH) environment is essential for living a healthy life with human dignity, the WASH environment at the project target camps is poor due to their overcrowding and poverty, subjecting the people to the risk of infectious diseases. The broad objective of ***Strengthening the maintenance system and improving the WASH environment of WASH facilities at Myanmar refugee camps in Cox's Bazar, Bangladesh*** is to cultivate several refugees as WASH facility maintenance volunteers as part of reinforcing a sustainable maintenance system by establishing a post-project support framework.

1.4 Objective of evaluation

The broad objective of the evaluation is to capture information, verify activities and analyze data on this project activities. JPF will use the outcome of this evaluation to improve the current and future projects and programme. The evaluation reports would be made available to public as a part of JPF's activity to ensure accountability to the donor and public.

The specific objectives of evaluation are:

- To verify actual outputs and if possible, outcomes of the project with the available data
- To verify that the humanitarian principles and standards including Core Humanitarian Standards (CHS) are respected.
- To understand the beneficiary satisfaction
- To provide feedback and recommendations to the future projects and programme improvement for both JPF and member NGOs
- To provide contextual information on the target sec.

2. Evaluation Overview.

2.1 Evaluation Design

This study applied both quantitative and qualitative approaches of data collection. Quantitative survey data was collected from individuals through structured questionnaire using Computer Assisted Personal Interview (CAPI) technique and observation. During the survey there was a delay to get approval from the Refugee Relief and Repatriation Commissioner (RRRC) to get access to the camp, hence some of the interviews were conducted through CATI survey. The qualitative data was collected following IDI and through mix of face-to-face survey, over phone survey and online platform (mainly zoom).

2.2 Geographical coverage:

JPF originally had planned to implement the project were Camp 16, Camp 18, and Camp 19. Later their project locations were changed from Camp 18 and Camp 19 to Camp 15 and Camp 22 as shown in the following table. The detail reason for changing the project location has been explained in the background section.

Table 1: Changes in the project Location

Project target camps before the change			Project target camps after the change		
Camp	Area focal agency	Camp focal agency	Camp	Area focal agency	Camp focal agency
16	UNICEF	DSK	16	UNICEF	DSK
18	IOM	BDRCS	15	UNICEF	WVI
19	IOM	DSK	22	UNICEF	OXFAM

Therefore, the study was conducted in refugee camp# 16, 15 and 22 in Cox's Bazar district where the project is being implemented.

2.3 Method of data collection

As indicated earlier, the performance evaluation study of the project was conducted using both primary and secondary research. Primary data collection included quantitative and qualitative approaches. As per our initial plan, quantitative approach was supposed to use where population size is large enough (100+) to quantify the results. However, due to COVID 19 situation, to reduce physical movement inside the camps, we reduced the sample size and proposed minimum required sample for the study. If population size is small or in-depth information is required, qualitative approach was adopted.

While the quantitative study was carried out by using mixed of face-to-face interview and over phone survey technique with the help of structured questionnaires using Computer Assisted Personal Interview (CAPI) technique. As per the initial plan, all the survey was supposed to be conducted through face-to-face interview technique. However, there was a delay to get the permission from RRRC to get access to the camp. Hence, at camp 16 and camp 22, all the surveys were conducted over phone. During that time,

the mobile network condition at camp 15 was extremely poor. Hence over phone survey could not be conducted at the camp. At camp 15, the quantitative survey was conducted through face-to-face survey once the access to the camp was granted. OrQuest also proposed some observations for the newly constructed and repaired WASH facilities. Qualitative study was conducted following IDI and KII through mix of face-to-face survey, over phone survey and online platform (mainly zoom).

Secondary data collection included review of all project documents including project proposal, amendment document, copies of project progress reports and past M&E evaluations, relevant baseline/mid-term/end line assessments and project checklist for progress monitoring activities.

Considering the Covid 19 situation, we would take necessary safeguarding protocols to ensure the safety of researchers, enumerators, and respondents.

2.4 Our Approach to TPM

Defining units of analysis and framework for synthesis of information was collected based on the RFP objectives in the table below.

- Communities and people affected by crisis receive assistance appropriate and relevant to their needs.
- **Quality Criterion: Humanitarian response is appropriate and relevant.**
- Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.
- **Quality Criterion: Humanitarian response is effective and timely.**
- Communities and people affected by crisis are not negatively affected and are more prepared, resilient, and less at-risk because of humanitarian action.
- **Quality Criterion: Humanitarian response strengthens local capacities and avoids negative effects.**
- Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.
- **Quality Criterion: Humanitarian response is based on communication, participation, and feedback.**
- Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.
- **Quality Criterion: Complaints are welcomed and addressed.**
- Communities and people affected by crisis receive coordinated, complementary assistance.
- **Quality Criterion: Humanitarian response is coordinated and complementary.**
- Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection.
- **Quality Criterion: Humanitarian actors continuously learn and improve.**
- Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.
- **Quality Criterion: Staff are supported to do their job effectively and are treated fairly and equitably.**
- Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently, and ethically.
- **Quality Criterion: Resources are managed and used responsibly for their intended purpose.**

2.5 Survey population:

The project aims to train 1 Repairing & Disinfection team, 1 construction team and 1 Desludging team from each of the three selected camps. Each team composed of 6 members. Altogether 54 members have been trained in this project; they will be considered as direct beneficiary.

The 9 teams maintain WASH facilities of the three camps where 52604 people reside in 19326 households³. They will be considered as In-Direct beneficiary.

As per project goal, the repair/disinfection teams were supposed to complete repair of at least 128 WASH facilities and complete 4,800 cases of disinfection in three months, the construction teams will build at least 8 handwashing facilities and 5 bathing facilities, and the human waste treatment teams will complete 230 cases of treatment.

The camp wise population distribution on revised camp was not included in the project documents received from JPF. The requirement was included in the Documentation checklist format and OrQuest is expecting to receive the document before the field work.

2.6 Target respondent:

Direct and in-direct beneficiaries of the project are our primary target respondents. Additionally, we will observe WASH facilities constructed, repaired, and maintained by direct beneficiaries of the project and collect information from implementing NGO officials.

2.7 Sample size:

Initially OrQuest proposed a representative sample of 313, rounding it up to 315. However, considering the current pandemic situation we decided to reduce physical interaction as much as possible. Hence, based on our discussion in the inception meeting, we decided to conduct the survey among minimum required sample, which is 100 in-direct beneficiaries.

The evaluation team will observe all the WASH facilities constructed, repaired, and maintained under the project. As per project goal, the repair/disinfection teams were supposed to at least repair 128 WASH facilities and complete 4,800 cases of disinfection in three months, the construction teams will build at least 8 handwashing facilities and 5 bathing facilities, and the human waste treatment teams will complete 230 cases of treatment. However, due to COVID 19 pandemic, the complete goal could not be achieved, and a revised target was set. As per the feedback from the project staff, there was a revised target of construction of 30 wash facilities, while 21 WASH facilities were constructed. There was a revised target of repairing 480 WASH facilities and 403 WASH facilities were repaired at the end of the project. Moreover, against a target of disinfestation of 750 WASH facilities, 721 WASH facilities were disinfected.

³ https://data2.unhcr.org/en/situations/myanmar_refugees

OrQuest conducted the observation of 15 constructed and 50 repaired WASH facilities.

Initially OrQuest proposed 3 FGDs for the project. However, considering the current pandemic situation, FGD has higher risk of spreading the diseases. Based on the above situation, 18 in-depth interviews (IDIs) were conducted among the direct beneficiaries instead of 3 FGDs. One of the core objectives of the study is to verify that the humanitarian principles and standards including Core Humanitarian Standards (CHS) are respected. It was difficult to measure CHS through quantitative survey. Hence OrQuest also proposed to include 6 IDIs among In-direct beneficiaries.

Additionally, 3 KIIs were conducted among implementing NGO officials from each camp. Since this project was implemented by IVY as the primary actor with the cooperation of Dushtha Shasthya Kendra (DSK), a local NGO of the country, three KIIs will be conducted among the representatives from DSK. Moreover, to understand the overall situation of WASH situation inside the camp and to verify that Core Humanitarian Standards (CHS) has been respected, we proposed to conduct 2 KIIs among WASH focal agency and 6 local opinion leaders including 2 CICs, 3 Majhis and 1 representative from UNICEF.

Secondary data collection included review of all project documents including project proposal, amendment document, copies of project progress reports and past M&E evaluations, relevant baseline/mid-term/end line assessments and project checklist for progress monitoring activities.

In brief, OrQuest completed observation of 36 WASH facilities, 24 in-depth interviews (IDIs) among direct and in-direct beneficiaries, 100 quantitative interviews among in-direct beneficiaries and 12 KIIs among implementing NGO officials, local opinion leaders and WASH focal agencies as can be seen in table -2 below:

Table 2: Sample sizes by respondent type

Target respondents	Number of observations, interviews, IDIs and KIIs being proposed in the inception report
Observation of WASH facilities	At least 45
IDI/FGD among direct beneficiaries	24 IDIs
Quantitative interviews among in-direct beneficiaries	100
KII among NGO officials	3
KII among WASH focal agency	2
KII among local opinion leaders	6
Literature review	Review of relevant project documents
Total	At least 45 observations, 24 IDIs, 12 KIIs 100 interviews, literature review

2.8 Selection of respondents for quantitative survey:

The client had shared the list of direct beneficiaries with the project documents. Hence direct beneficiaries were selected randomly from the list keeping the respondent type proportionate to total number of beneficiaries. Since during the beginning of the survey, OrQuest did not have the permission to access into the camp. Hence, the survey of the in-direct beneficiaries was conducted over phone. In such a case, OrQuest took support from the project team to select the respondents and bring them to a central location where the mobile network quality is good. Once the data collection team got the access to the camps, the indirect beneficiaries were selected from those who were residing close to the IVY constructed or repaired WASH facilities. No more than one member from a household was interviewed.

2.9 Selection of respondents for qualitative survey:

KII & IDI respondents were selected randomly and judgmentally based on the respondent type. Direct beneficiaries were selected from the project beneficiary list and other respondents were selected in consultation with the key focal person of the project. The following steps will be taken for conducting KIIs and IDIs:

- Since the project has list of direct beneficiaries available with them, they selected randomly from the list to have an unbiased selection. OrQuest ensured that the respondents are being selected maintaining diversity by respondent type by designation and profession type.
- The NGO officials and local opinion leaders or government officials were selected in consultation with the key focal person of the project. The NGO official who was responsible for the camp and could provide relevant information on the project was selected for the interview. In qualitative research, it is of utmost importance that the sample is recruited carefully as the sample size is relatively small. Only those participants who fulfill all eligibility criteria were selected to participate in the qualitative study.
- KIIs and IDIs were recorded electronically through digital recorder. Some of the IDIs were recorded through pencil and paper.

2.10 Selection Criteria for the Enumerators & Supervisors

The Enumerators Followings are the minimum selection criteria proposed for the enumerators:

- Education: Graduate or above
- Experience in data collection: 2 years or above
- Experience in conducting CAPI survey: 2 years or above.
- Gender: Majority would be female. The sampling frames include women and girls, and it is being assumed that sensitive questions will be asked to some of the respondent groups of project beneficiaries. We propose to conduct the interview women and girls by female enumerators to make them comfortable and expedite their response.

The minimum selection criteria for the supervisors are proposed below:

- Education: Graduate or above
- Experience in survey in supervisor role: 5 years or above
- Experience in CAPI survey in supervisor role: 3 years or above
- Gender: We propose to employ at least 50% female supervisors

2.11 Development of data collection instruments:

OrQuest was responsible for the development of the tools. Draft data collection tools were prepared by Org Quest Research Limited for quantitative survey and IDIs, KIs based on the project proposal and other secondary documents. The draft tools were submitted to JPF for feedback. OrQuest received feedbacks on the tools in several batches. Once developed, the draft questionnaires and guides were translated by OrQuest into Bangla. The draft questionnaires for quantitative survey with feedback from JPF and IVY were pretested in the field. Questionnaires were revised and finalized as necessary based on the pilot survey.

Scripting procedure: The quantitative questionnaire was programmed for the CAPI survey by using SurveyCTO, a licensed software, utilizing our own resources. All scripts will be written in Bengali and in English. CAPI programming rendered questionnaire into a sequence of input prompts that will apply questionnaire logic, entry constraints and repeating sub-structures (if required). If necessary, the programming will also take care of random rotation of questions and options. Grids, if any, will be broken down into a sequence of input prompts to fit into the tablet screen and minimize data input error. Checklist, radio button, drop-down menu and basic formatting will be used as applicable. Survey programming will be done in close partnership with JPF and will embed skips and logic checks to ensure quality and consistency of the data.

2.12 Limitations

- First, due to COVID 19 pandemic, the representative sample could not be proposed. To minimize physical interaction, minimum number of samples has been proposed in the survey.
- Due to COVID 19 there was a long delay to receive permission for access to camp. Hence, the survey could not be started as per schedule. Moreover, the approval was granted for only limited period. As a result, the survey had to be completed within minimum possible time.
- Due to restriction on movement, some of the interviews were taken over phone. Therefore, for the same questionnaire, two different data collection technique was used.
- There was no baseline data, hence the result could not be compared with prior project situation.
- The survey tools were developed based on reviewing project documents only. Due to time constraint, it was not possible to review all the project documents.
- The inception meeting was conducted for a noticeably short period of time. Hence, the evaluation team could not obtain complete project brief from the implementation team.

- The enumerators and the supervisors were recruited from the host community. However, due to language barrier, the project management team could not validate the response collected by the enumerators.
- In camp 16 and camp 22, the interview of the beneficiaries was conducted over phone and in presence of the implementation partner. Hence, the information obtained from the survey might not be completely unbiased.
- During the COVID 19 situation, it was often difficult to get appointment of the target respondents.

3. Workplan

The timeline of the survey by activity/deliverable for this assignment is tabulated below:

Activities	Dec-20				Jan-21				Feb-21				Mar-21				Apr-21	
	Week 1	2	3	4	Week 1	2	3	4	Week 1	2	3	4	Week 1	2	3	4	Week 1	2
Development of draft questionnaires/IDI guide																		
Submission of draft inception report					4-Jan													
Submission of draft English questionnaires/IDI Guide to IVY and JPF					4-Jan													
Inception Meeting						13-Jan												
Feedback on draft questionnaires/IDI Guide and inception report						14-Jan												
Amendment of questionnaires/IDI Guide							21-Jan											
Scripting of quantitative questionnaires								28-Jan										
Apply for approval from RRRC and CiC																		
Approval from RRRC and CiC										15-Feb								
Finalization of inception report draft questionnaires/IDI Guide							24-Jan											
Pretest of survey instruments for both quant and Qual									4-Feb									
Submission of feedback from pretest to JPF									5-Feb									
Training of field personnel										7-9-Feb								
Fieldwork for quantitative and qualitative data collection										11 Feb to Mar 24								
Data cleaning																		
Data processing and output generation																		
Complete data analysis and draft report writing																		
Draft report submission to implementing NGOs and JPF																		9-Apr

4 Evaluation Results

4.1 Occupation of the respondents

As per the regulation inside the camp, there are no formal jobs available for Rohingya in the camps⁴. The employment inside the camp includes in-camp cash for work and volunteer jobs⁵. Therefore, the Rohingya people inside the camp has limited opportunity to work or involved in income generating activities. Among the surveyed male, majority (63.3%) respondents were unemployed, while just above one-fifth (22.4%) of the respondents were day laborer. Among the female, almost all the respondents were housewife (94.1%).

Table 3: Employment status by Gender

	Gender		Total
	Male	Female	
Housewife	0.0%	94.1%	48.0%
Unemployed	63.3%	0.0%	31.0%
Day laborer	22.4%	0.0%	11.0%
Teacher	6.1%	0.0%	3.0%
NGO worker/volunteer	4.1%	2.0%	3.0%
Work in a small shop/vendor	4.1%	0.0%	2.0%
Midwife	0.0%	2.0%	1.0%
Work in a restaurant or tea shop	0.0%	2.0%	1.0%
Base-All respondents	49	51	100

Ref: D.3 What best describes your employment status.

The presence of housewives was relatively low in camp 16, which was more than half in camp 15. Moreover, in camp 16. The presence of unemployed respondents was the highest in camp 16 (43.3%) and lowest in camp 15 (22.5%).

Table 4: Employment status by camp

	Camp 15	Camp 16	Camp 22	Total
Housewife	52.5%	43.3%	46.7%	48.0%
Unemployed	22.5%	43.3%	30.0%	31.0%
Day labor	12.5%	6.7%	13.3%	11.0%
NGO worker/volunteer	2.5%	0.0%	6.7%	3.0%
Teacher	5.0%	3.3%	0.0%	3.0%
Work in a small shop/vendor	2.5%	0.0%	3.3%	2.0%
Work in a restaurant or tea shop	2.5%	0.0%	0.0%	1.0%
Midwife	0.0%	3.3%	0.0%	1.0%
Base: All respondents	40	30	30	100

Ref: D.3 What best describes your employment status.

⁴ <https://www.aljazeera.com/features/2018/4/13/with-no-formal-schools-or-jobs-young-rohingya-left-in-lurch>

⁵ https://www.poverty-action.org/sites/default/files/publications/Rohingya%20History%20Fact%20Sheet_2020.04.30.pdf

4.2 Marital status of the respondents

Almost all the surveyed respondents were married (92%). Among the males, 93.9% respondents were married while among female the rate was 90.2%. Among female respondents, 7.8% were widowed, which was nil among male respondents.

Table 5: Marital status by Gender

	Gender		All
	Male	Female	
Married	93.9%	90.2%	92.0%
Widowed	0.0%	7.8%	4.0%
Single	6.1%	0.0%	3.0%
Separated	0.0%	2.0%	1.0%
Base-All respondents	49	51	100

Ref: D.4 What is your marital status now: are you married; living with a partner, not married; widowed; divorced; or separated?

In camp 15, the presence of married respondents were relatively lower (85%) than other two camps, while widowed respondents were found in camp 15 only. There was one separated respondent and she was from camp 15.

Table 6: Marital status by camp

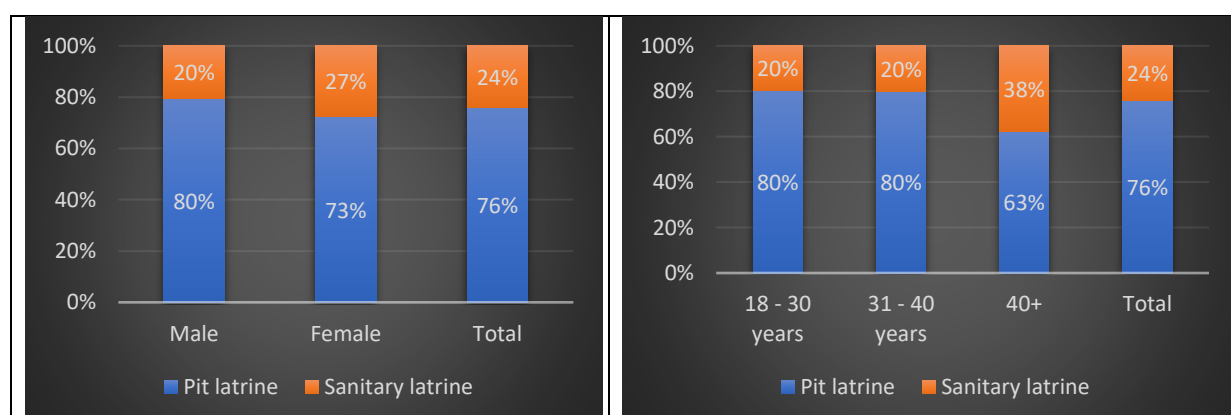
	Camp 15	Camp 16	Camp 22	Total
Married	85.0%	96.7%	96.7%	92.0%
Widowed	10.0%	0.0%	0.0%	4.0%
Single	2.5%	3.3%	3.3%	3.0%
Separated	2.5%	0.0%	0.0%	1.0%
Base-All respondents	40	30	30	100

Ref: D.4 What is your marital status now: are you married; living with a partner, not married; widowed; divorced; or separated?

4.3 Type of latrine used by Gender.

The respondents were asked about the type of latrine used by the respondents to identify if there is any case of open defecation. During the survey, there was no respondent who defecate in an open place. Overall, more than three fourth (76%) of the respondents used pit latrine, which was higher among male respondents (80%) than the female respondents (73%). Respondents with age less than 40 years, 80% of them used pit latrine, which was lower among the respondents with age more than 40 years. The respondents who were more than 40 years old, 38% of them used pit latrine.

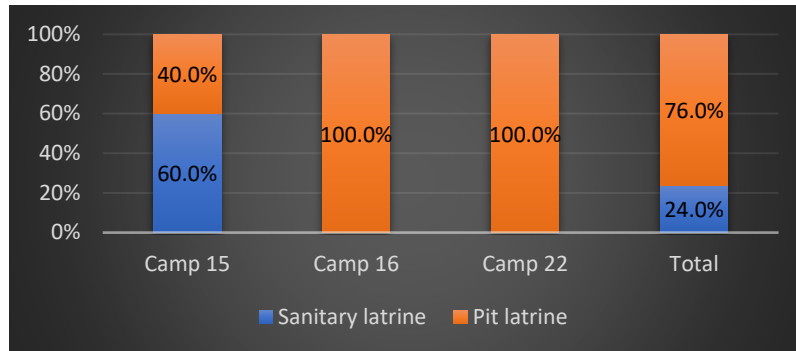
Figure 1: Type of latrine used by Gender and age



Ref: Q1. Thinking about the latrine you use most often, what type of latrine is it?

The following graph shows an interesting finding from the survey. In camp 16 and camp 22, none of the respondents mentioned that they used sanitary latrine, while 60% respondents in camp 15 mentioned that they used sanitary latrine.

Figure 2: Type of latrine used by camp

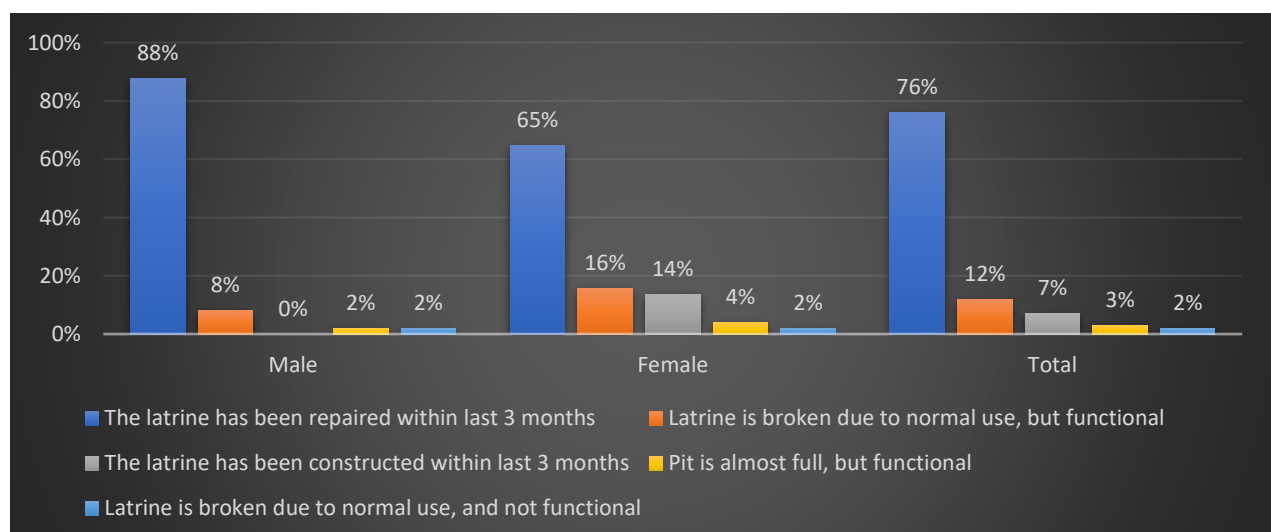


Ref: Q1. Thinking about the latrine you use most often, what type of latrine is it?

4.4 Status of latrine, response by Gender

Since the survey was conducted among the respondents who were residing close to the latrines or WASH facilities which were newly constructed or newly repaired. In our survey, it was found that three-fourth (75%) of the respondents mentioned that their latrine had been repaired within 3 months of the survey, which were higher among males than the female respondents. Additionally, 12% respondents mentioned that latrine was broken due to normal use, but functional, which was higher among females (16%) than the male respondents (8%). On the other hand, 14% respondents mentioned that the latrine was constructed within last 3 months of the time of the survey, which was NIL among male respondents. It can be assumed that considering the difficulties of the women, some new latrines were constructed within 3 months of the data collection and hence 14% females used the latrine which was constructed within 3 months, but it was NIL among male. A point to be noted that it does not necessarily mean that the latrines were constructed under this project implemented by IVY. There were some other NGOs working and they were constructing latrines if required.

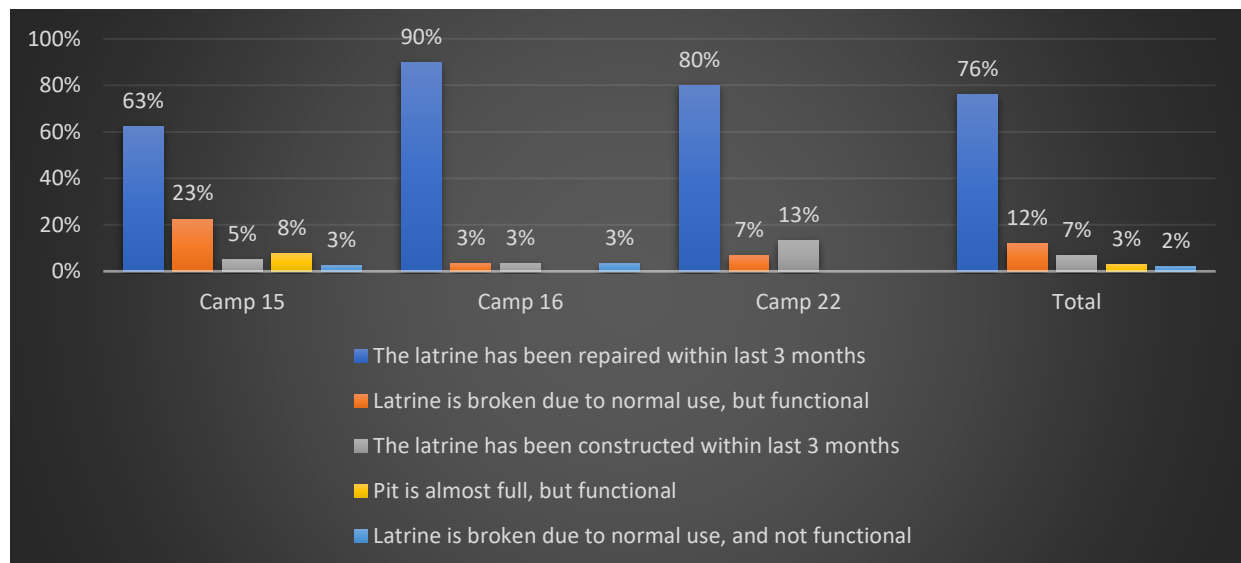
Figure 3: Status of latrine, response based on Gender.



Ref: Q2. What is the status of the latrine in terms of functionality, repair, or construction?

Following graph shows that almost all the cases (90%) in camp 16, the latrine had been repaired within 3 months of the survey, which was less than 70% in camp 15 (63%). Moreover, close to one-fourth (23%) cases it was stated that the latrines were found broken, but functional, which was less than 10% in camp 16(3%) and camp 22 (7%). Additionally, in camp 22, 13% cases the latrines had been constructed within last 3 months of the survey, which was less than 5% in camp 15 and less than 3% in camp 16.

Figure 4: Status of latrine, response based on Gender.



Ref: Q2. What is the status of the latrine in terms of functionality, repair, or construction?

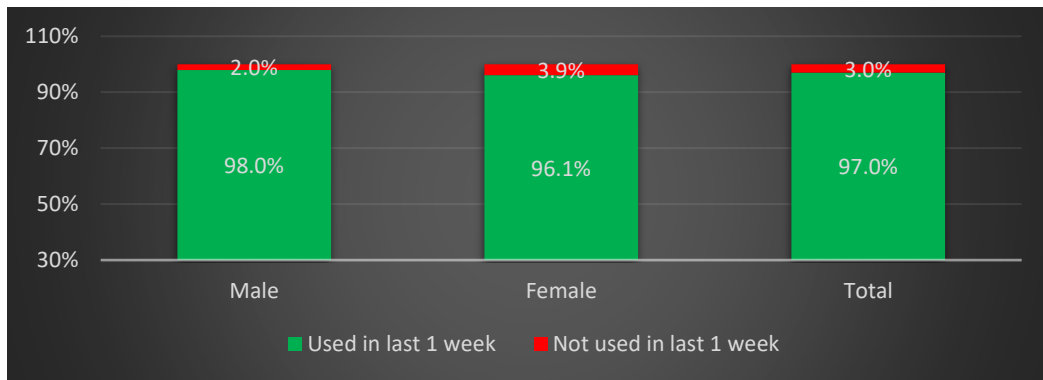
4.5 Use of latrine in last 1 week of the survey.

Almost of the respondents mentioned that everybody in their community used latrine within last 1 week of the survey. Among the female respondents, 96.1% stated that everybody in their community used latrine within last 1 week of the survey, which was 98% among male respondents. It means, there were some respondents who could not use the latrine in their community. When the question was further probed among the respondents, it was found that only three people mentioned that some people in their community could not use their latrine within last 1 week of the survey. The people who could not use latrine were.

- Elderly population in the community
- People with disability
- Women in the community

In the future, it is essential that the project needs to design the project in a way that the latrines are easy to use for these vulnerable people.

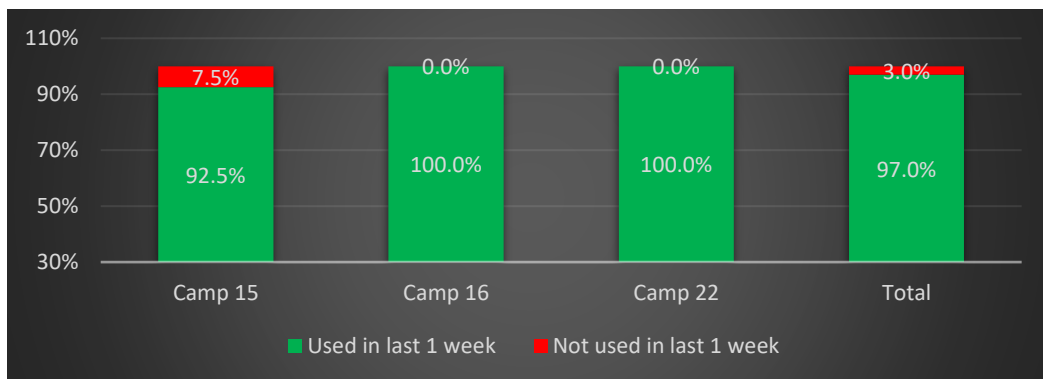
Figure 5: Use of latrine in last 1 week of the survey by gender



Ref: Q3. Has everybody in your community used latrine within last 1 week?

While analyzing the result by camp, all the beneficiaries in camp 16 and camp 22 mentioned that they were able to use their latrines within one week of the survey, while in those who mentioned there were some people could not use the latrines during last one week of the survey, all of them were from camp 15.

Figure 6: Use of latrine in last 1 week of the survey by camp

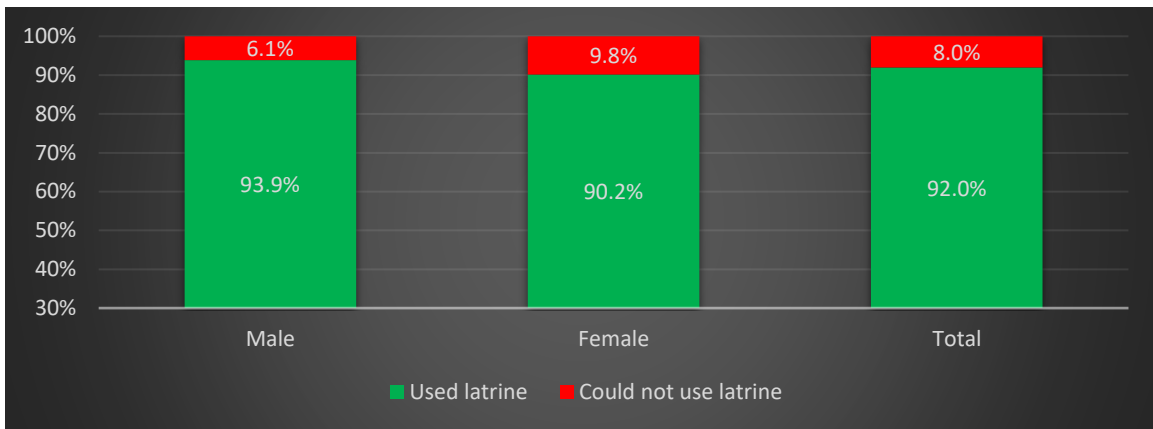


Ref: Q3. Has everybody in your community used latrine within last 1 week?

4.6 Respondent used latrine in last 1 week of the survey.

To investigate further, a question was asked to the respondents whether they themselves can use the latrine and whether they used their latrine during last 1 week of the survey. It was found that 8% of the surveyed respondents could not use the latrines during last 1 week of the survey, which was higher among females (9.8%) than the male respondents (6.1%). There were 3 male respondents who could not use the latrine all the time. All three of them mentioned that they could not use the latrine when the pit was full, while one respondent added that they could not use the latrine when latrine was clogged (multiple response). On the other hand, among the females, 5 respondents could not use the latrine when required. Three of them could not use the latrine when other people were using it, one of them could not use the latrine when latrine was clogged, one of them could not use it when other community people were around, and another female respondent could not use it at night/after dark (multiple response). From the above responses we can understand that the some of the latrines need to be dislodged more frequently or as per need, and the latrines required to ensure more privacy and safety for the women.

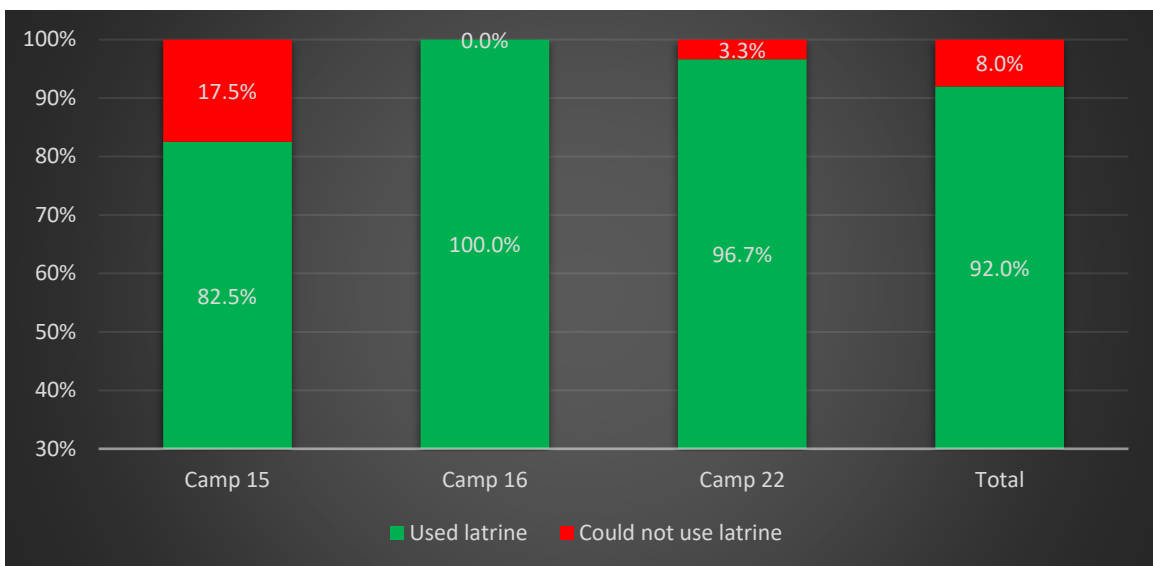
Figure 7: Respondent used latrine in last 1 week of the survey by gender.



Ref: Q5. Were there any times within last 1 week you could not use your latrine?

There were no cases reported in Camp 16 that the respondents could not use the latrine, while 3.3% respondents in camp 16 mentioned that they could not use the latrine all the time they wanted. The percentage was 17.5% where the respondents mentioned that they could not use the latrines

Figure 8: Respondent used latrine in last 1 week of the survey by camp

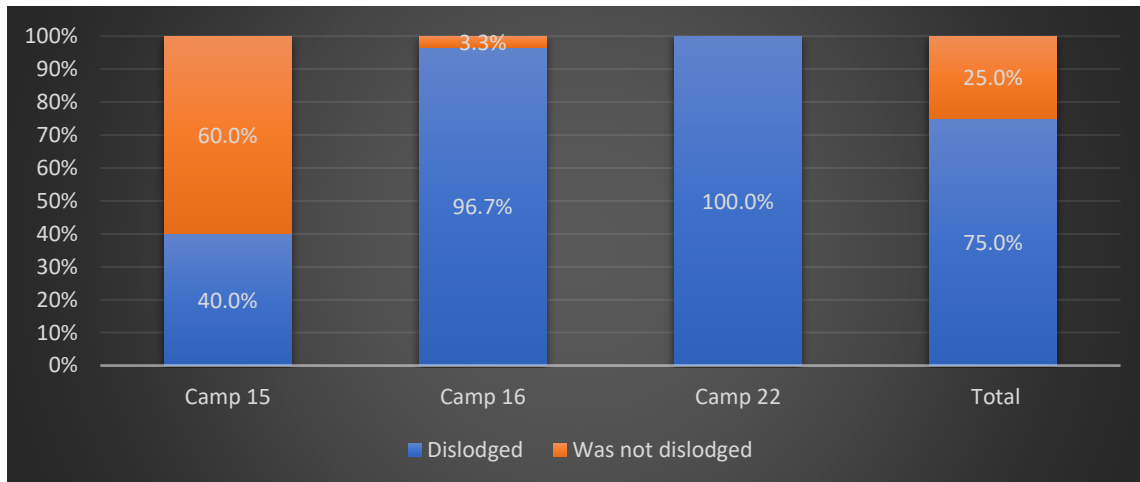


Ref: Q5. Were there any times within last 1 week you could not use your latrine?

4.7 Latrine dislodged within last 1 week by Camp.

In the survey it was found that all the respondents in camp 22 mentioned, there latrines were dislodged within last 1 week of the survey, while it was 96.7% in camp 16. However, only 40% respondents from camp 15 mentioned that the latrine was dislodged within 1 week of the survey.

Figure 9: Latrine dislodged within last 1 week by Camp.

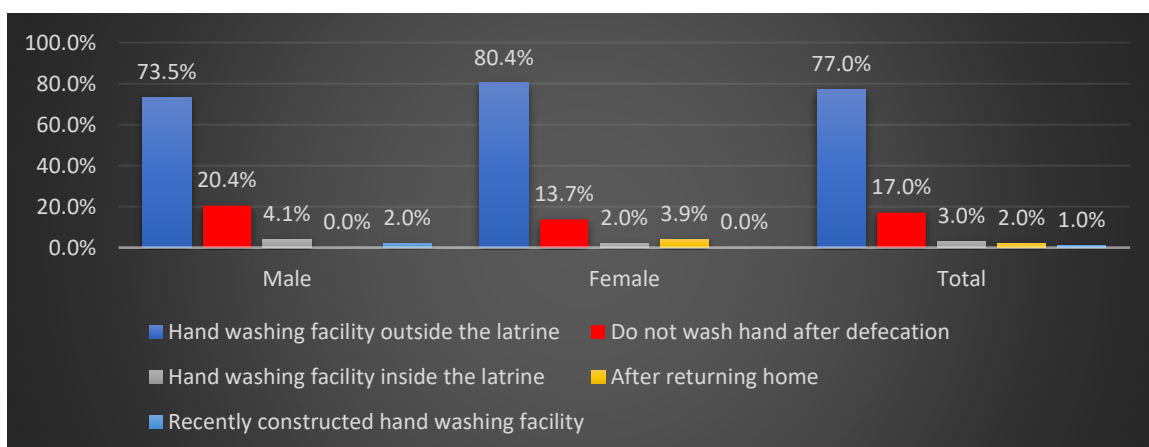


Ref: Q7. Was the latrine dislodged within last 1 week?

4.8 Hand washing practice after defecation

The project had a target of installation of hand wash facility. If we consider the critical time of hand washing, after defecation is one of the most important critical time. Hence, it is often recommended that there is a hand washing facility outside the latrine. Hence a question was asked, where did the respondents wash their hand after defecation. The study found that, 77.0% respondents claimed that there was a hand washing facility outside the latrine, which was found a good number. There were 3% cases the hand washing facility was inside the latrine. However, the most concerning area was that 20.4% males and 13.7% females did not wash their hands after defecation. Also, there are 2% respondents, all of them were female, who wash their hands at home, which might be due to discomfort felt by the female respondents or lack of privacy for the female.

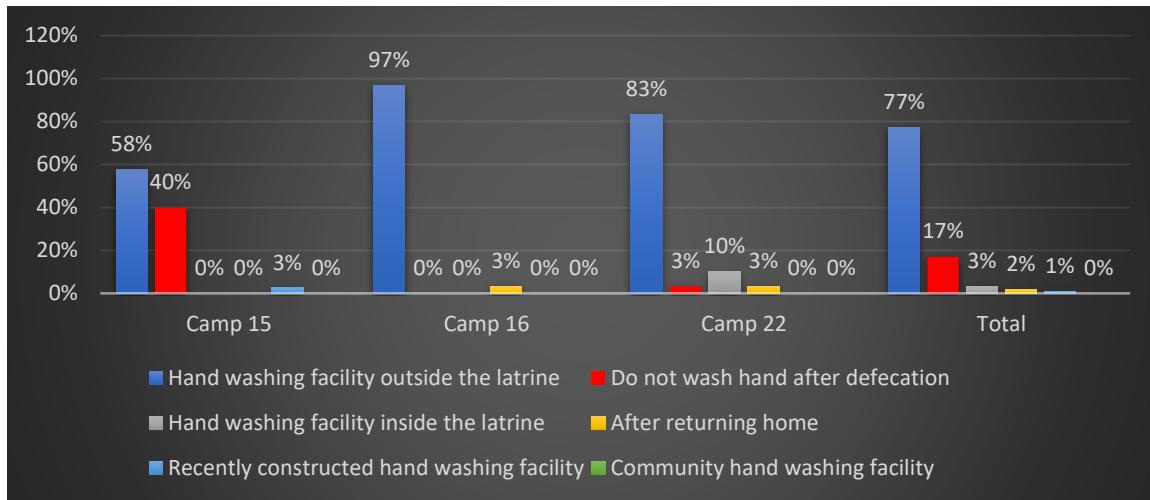
Figure 10: Hand washing practice after defecation by gender



Ref: Q8. Where do you wash your hand after defecation?

While analyzing the result by camp, it was found that most of the respondents in camp 16 and camp 22 wash their hands at the hand washing facility outside the latrine, but 40% respondents at camp 15 did not wash hand after defecation.

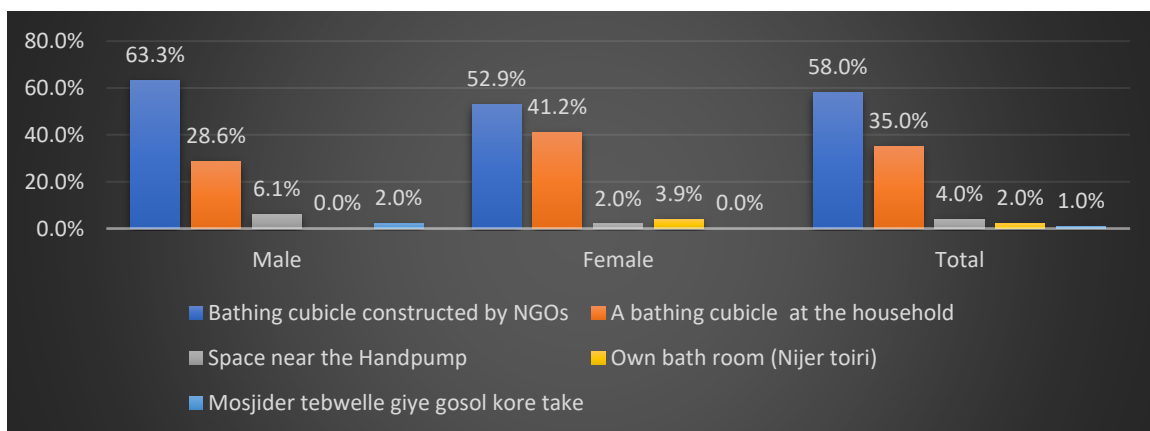
Figure 11: Hand washing practice after defecation by camp



4.9 Location of taking bath by Gender.

Since under the project there were some bathing cubicles constructed and repaired. Hence the respondents were asked where they took a bath. Assuming the respondent profile, we did not ask about specific NGO, but about overall bathing cubicle installed or repaired inside the camps. It was found that 58.0% of the respondents took bath at bathing cubicle constructed by NGOs, followed by a bathing cubicle at the household (35%). It was found that male respondents (63.3%) took bath at the bathing cubicle constructed by NGOs more than the female respondents (52.9%) in the camps. On the other hands, female respondents (41.2%) took bath at a bathing cubicle at the household more than the male respondents (28.6%) in the project location.

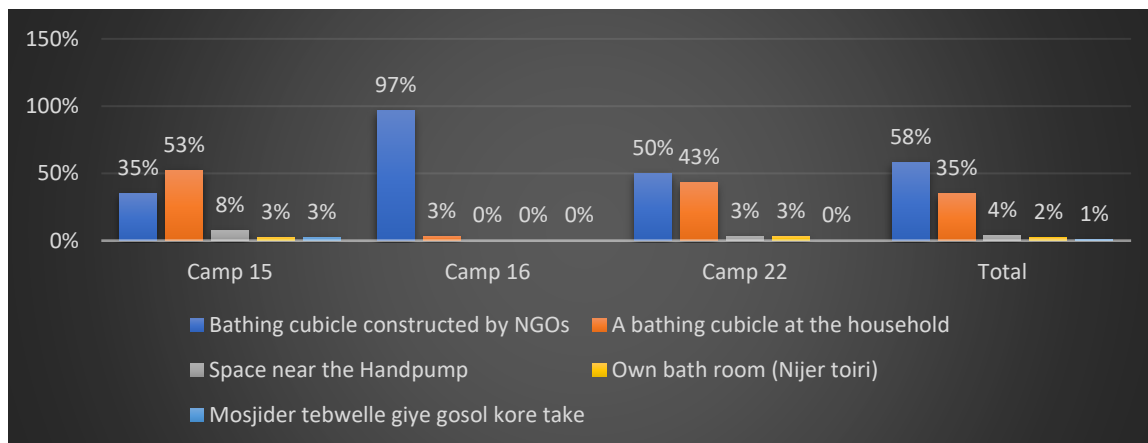
Figure 12: Location of taking bath by Gender.



Ref: Q14. Where do you usually take a bath?

By location it was identified that almost all the respondents (97%) at camp 16 take their bath at the bathing cubicles constructed by the NGOs which was 50% in camp 22 and 35% in camp 15. On the other hand, 53% respondents in Camp 15 took bath at bathing cubicles at the household, which was 43% in camp 22.

Figure 13: Location of taking bath by camp.



Ref: Q14. Where do you usually take a bath?

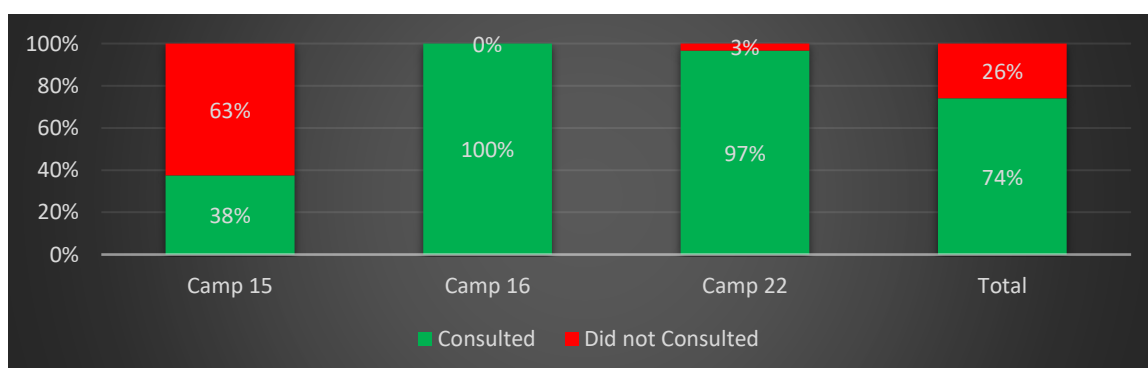
4.10 Consultation on location and design of infrastructure related to sanitation.

As per CHS 1, Communities and people affected by crisis receive assistance appropriate and relevant to their needs. Also as CHS 4 ensures the participation of the beneficiaries to the decision making process. Hence a question was asked to understand whether the respondents were consulted on location and design of infrastructure related to sanitation or WASH facilities. It was found that all the indirect beneficiaries in camp 16 mentioned, that they were consulted on the location of the WASH facility, while it was 97% in camp 22. On the other hand, only 38% respondents in camp 15 mentioned that they were consulted on the location of the WASH facilities.

“When the NGOs visit the locations to identify the location where WASH facilities to be constructed, we show them the location. If there is any damage with the WASH facilities, we inform the project team and the project team repairs it.”.....In direct beneficiaries.

“We have a very good relationship with the NGOs who are working here. When they need to select a location, they talk to us first. We showed them the space for latrine, bathing cubicle or water tank. The NGOs construct the facility accordingly”.....Majhi.

Figure 14: Consultation on location and design of infrastructure related to sanitation.

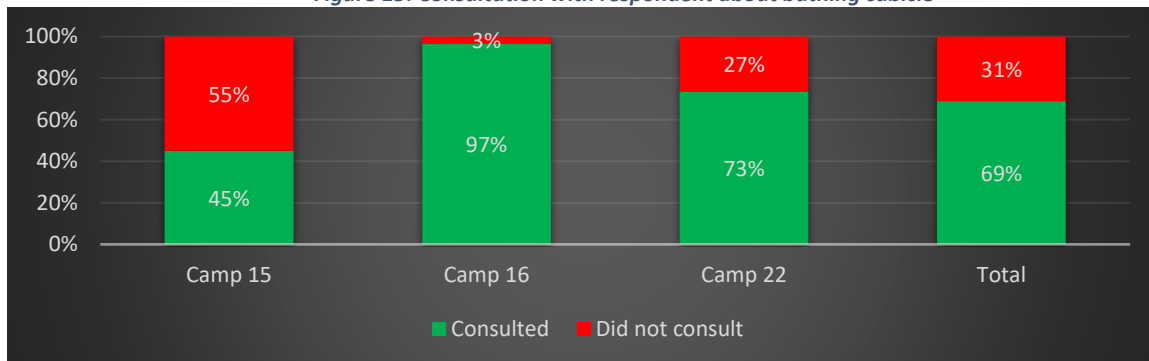


Ref: Q9. Have you ever been consulted on the location and design of infrastructure related to sanitation?

4.11 Consultation with respondent about bathing cubicle

Overall, 69% respondents mentioned that they were consulted on the location on, and design of infrastructure related to bathing cubicle. In camp 16, almost all the respondents mentioned that they were consulted on the location on, and design of infrastructure related to bathing cubicle, which was 73% in camp 22 and 45% in camp 15.

Figure 15: Consultation with respondent about bathing cubicle



Ref: Q16. Have you ever been consulted on the location on, and design of infrastructure related to bathing cubicle?

4.12 Feeling safe using latrine by Gender

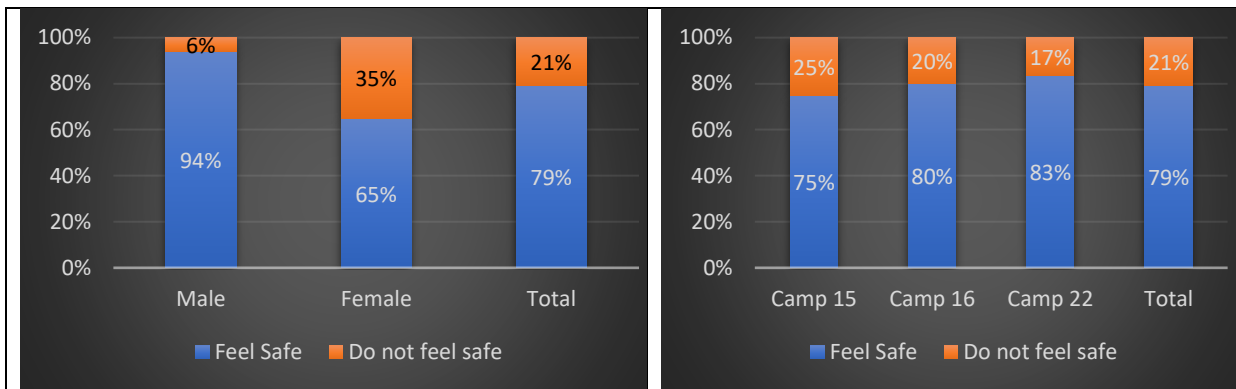
Feeling safety is a major concern of people when they use community WASH facility. The survey identifies that, almost all (94%) male feel safe using the latrines, while among females more than one-third (35%) of the respondents did not feel safe using the latrines. The incidence of note feeling safe to use latrines were found highest in camp 15 (25%), followed by camp 16 (20%). In camp 22, 17% respondents mentioned that they did not feel safe to use the latrine. The indirect beneficiaries specially women did not feel safe at night due to lack of light inside the latrine. As per some respondents, the way to the WASH room was not safe for children or elderly people, especially at night or during rainy season.

“The latrines were constructed close to the streetlight, but there is no light inside the latrine. I don’t feel safe using the latrine in the dark.”indirect beneficiary (female).

“The way to the washroom is not safe, especially for elderly population or children. We are often worried that our children will fall into the drain and break their legs”indirect beneficiary (female).

“The way to the latrine is not safe for everyone, specially for people with disability. We made a separate arrangement for the elderly people at home, so that they can defecate at night or during rainy season”indirect beneficiaries (male)

Figure 16: Feeling safe using latrine

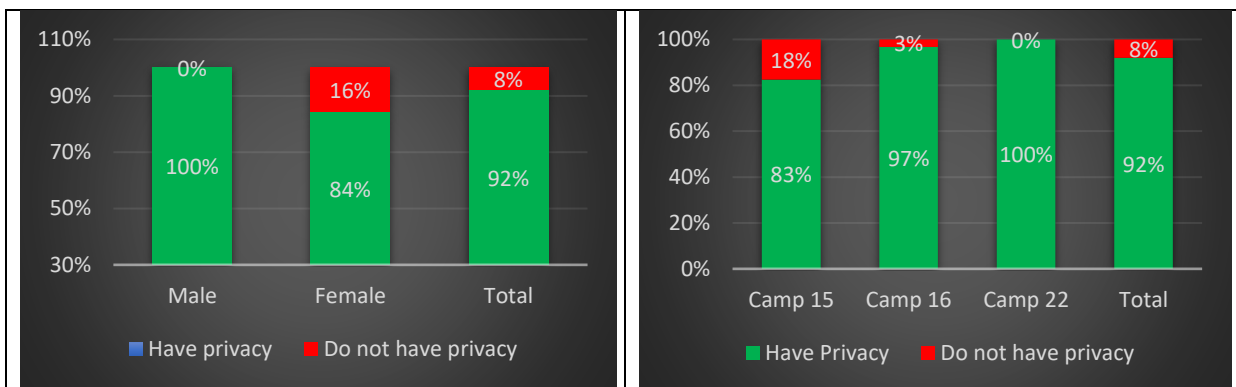


Ref: Q10. Do you feel safe using the latrine?

4.13 Privacy in using sanitation facilities.

While using a community latrine, privacy is a major concern among the user, especially among women. The study found that none of the males were worried about the privacy, while 16% female respondents were worried about privacy while using the latrines. Their concern was the highest in camp 15, where 18% respondents did not feel that they have privacy to use latrine, while it was 3% in camp 16. There was no respondent who showed concern about privacy in camp 22.

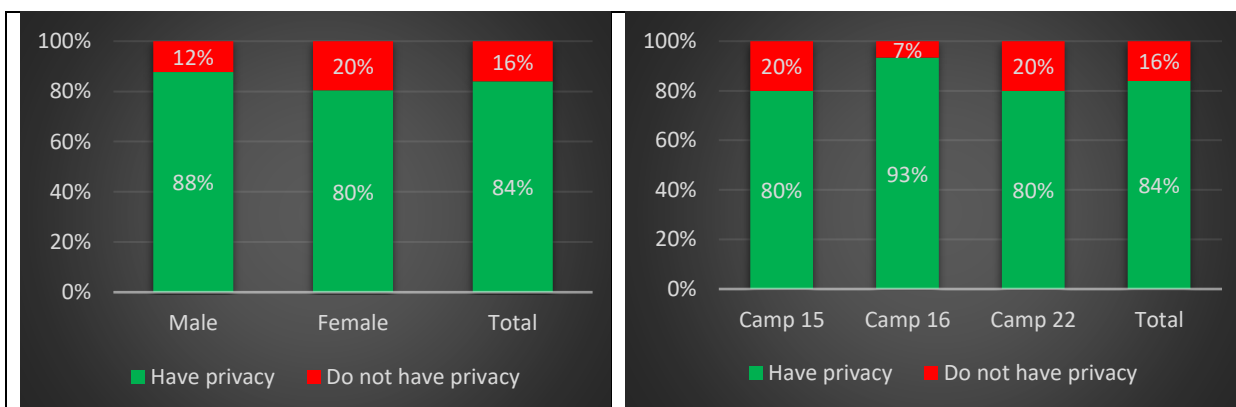
Figure 17: Privacy in using sanitation facilities.



Ref: Q11. Do you feel you have privacy when you use sanitation facilities?

Overall, 16% surveyed respondents did not feel that they had privacy while taking bath at the bathing facility, higher among females (20%) than the males (12%). On the other hand, 20% respondents from both camp 15 and camp 22 mentioned that they did not have privacy while taking bath at the bathing facility.

Figure 18: Privacy when taking bath.

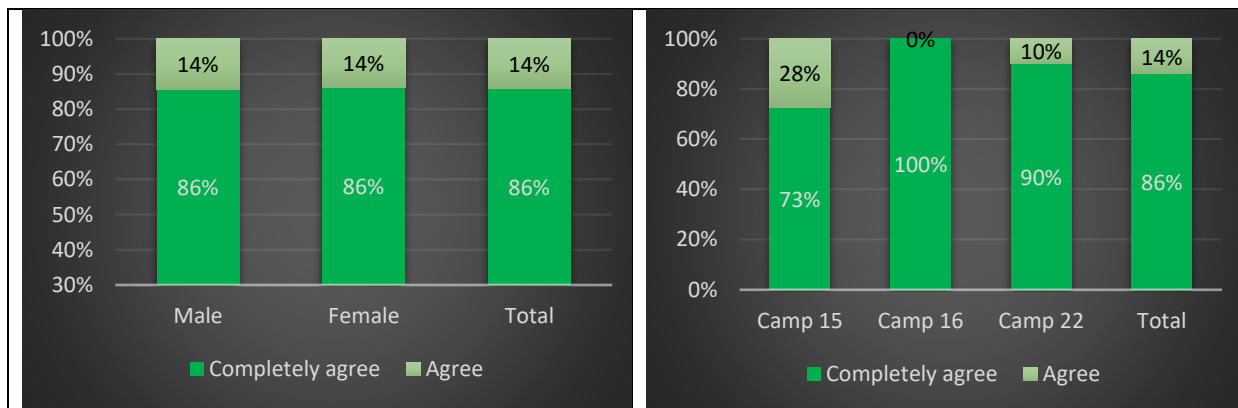


Ref: Q15. Do you feel you have privacy when you use bathing facilities?

4.14 Improvement of sanitation facilities in the camps

Regardless of the camp and respondent type, all the respondents agreed or completely agreed that there was some improvement of sanitation facilities in the camps. Overall, 86% respondents completely agreed that there was some improvement in the sanitation facility in the camps during last three months of the survey. In the camp 16, all the respondents completely agreed to the statement. Other the other hand, 73% respondents in camp 15 completely agreed to the statement and remaining 28% respondents agreed to the statement.

Figure 19: Improvement of sanitation facilities in the camps



Ref: Q12. How much do you agree or disagree that the sanitation facility in your camp has improved in the last three months?

4.15 Improvement of bathing cubicle in the camps by Gender

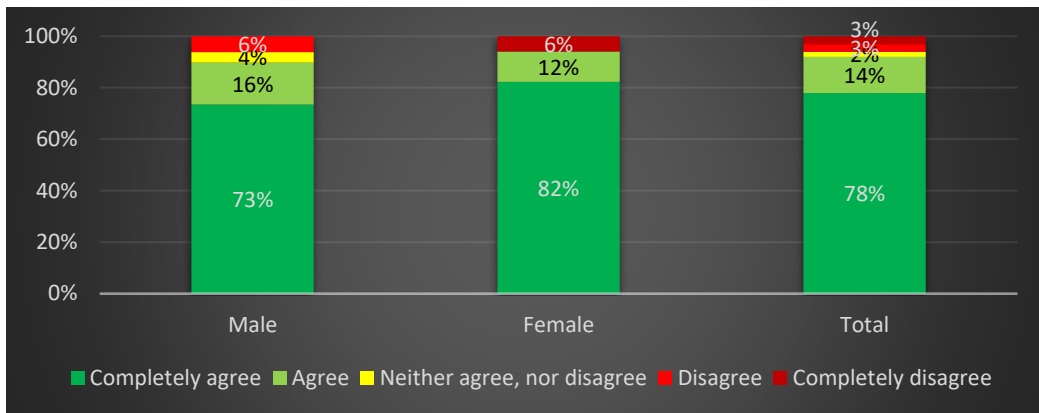
The survey identified that most of the respondents completely agreed to the fact that there was improvement of the bathing cubicles at the camps, while 6% male respondents disagreed to the statement. Moreover, 6% women in the project camps completely disagreed to the statement that there was some improvement of bathing cubicles inside the camps. Which implies, some women inside the camp have higher expectation on the current bathing cubicles and there are still some room for improvement.

“There are often crisis of water. We often don't get enough water. Sometime water is allocated for each person and we cannot use more water than the amount was allocated to us. sometime we have water to take a bath, but not to wash our clothes”.indirect beneficiaries (female)

“There is a scarcity of water. We distribute water through ration distribution system. Each person gets 10 liter of water (did not mention about daily or weekly) for their usage”.....Majhi

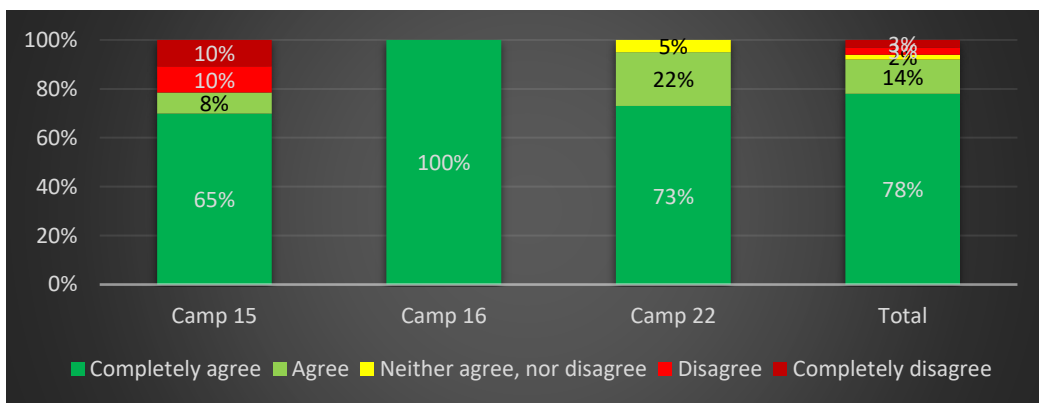
“The washroom has sufficient space or facility to take a bath, but there was not enough facility to wash clothes. Sometimes if we wash our clothes inside the bathing facility, the queue increases and people become furious”indirect beneficiaries (female). Note: The person did not share the information during the interview. She shared the information once the interview was over.

Figure 20: Improvement of bathing cubicle in the camps by Gender



As per the survey, all the respondents in camp 16 completely agreed that the bathing cubicle in their camp had improved in the last three months of the survey, while 10% respondents in camp 15 disagreed to the fact and 10% respondents from the same camp completely disagreed to the statement.

Figure 21: Improvement of bathing cubicle in the camps by camp

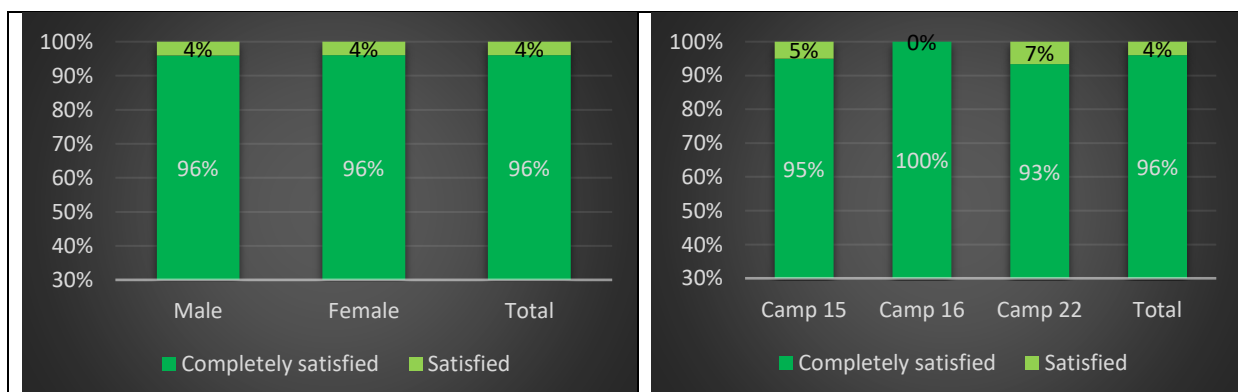


Ref: Q17. How much do you agree or disagree that the bathing cubicle in your camp has improved in the last three months?

4.16 Respondent's satisfaction level with sanitation facility

Among both male and female respondents, 96% expressed their complete satisfaction with their sanitation facility in the camps. In camp 16, all the respondents were completely satisfied with the improved sanitation facility, which was 95% and 93% respectively in camp 15 and camp 22. The remaining respondents were satisfied with the facilities.

Figure 22: Respondent's satisfaction level with sanitation facility

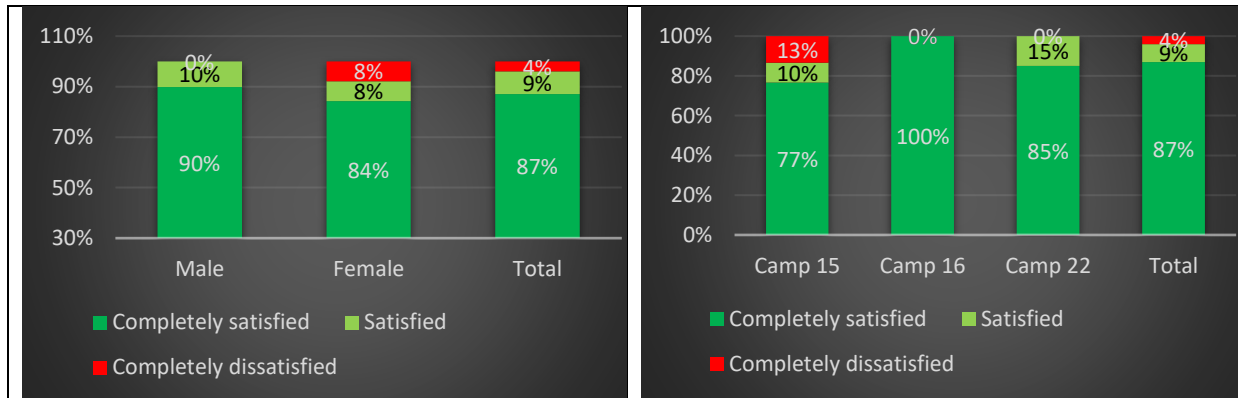


Ref: Q13. How much satisfied are you with the current sanitation facility in your camp?

4.17 Respondent's satisfaction level with bathing cubicle

Overall, 87% respondents were completely satisfied with the bathing cubicles inside the camps, while there were 8% females who were highly dissatisfied with the bathing cubicles and all of them were from Camp 15. Out of surveyed respondents camp 15, 13% respondents were highly dissatisfied with the bathing cubicles.

Figure 23: Respondent's satisfaction level with bathing cubicle

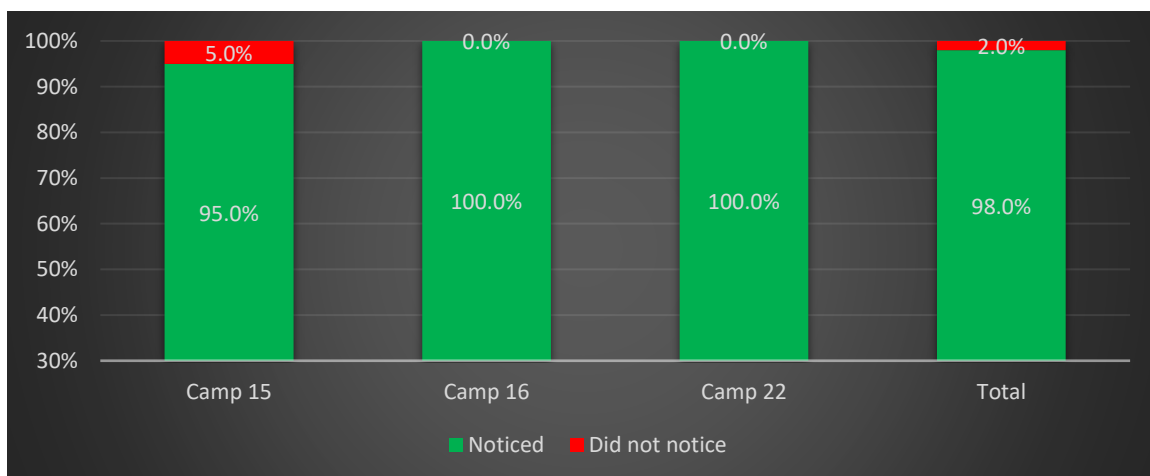


Ref: Q18. How much satisfied are you with the current bathing cubicle in your camp?

4.18 Disinfection activities in camp

The project conducted some disinfection activities in the selected camps. Hence a question was asked among the respondent to know the visibility of disinfection activities inside the camp. The survey found that almost all the respondents noticed disinfection activities inside the camps (98%). Only 5% respondent in camp 15 did not notice any disinfection activities.

Figure 24: Disinfection activities in camp



Ref: Q19. Have you noticed any disinfection activities in your camp?

4.19 Satisfaction level on disinfection activities

Those who have noticed disinfection activities, almost all the respondents (97%) found the activities completely satisfied, while 7.5% respondents in the camp 15 were somewhat satisfied with the activities.

Figure 25: Satisfaction level on disinfection activities



Ref: Q20. How much satisfied are you with the disinfection activities took place in you?

4.20 Findings from the observation

As per the project brief, it was planned to have one construction team inside the camp and each team was supposed to construction 2 BCs and install 2 hand-wash devices per team per camp in 20 days as a part of on-the-job training. Therefore, in three camps, there was supposed to be construction of 6 BCs and install 6 hand-wash devices. Moreover, after the training, there was supposed to be construction over 5 BCs and install 8 hand-wash devices per team per camp in 50 days, which means there should be over 15 BCs and install 24 hand-wash devices per team per camp, 50 days. After 70 days, there was supposed to be construction over 21 BCs and install 30 hand-wash devices per team per camp. OrQuest had a plan to observe all the newly constructed WASH facilities. However, as per the inception meeting it was discussed that as of January, there were only 15 newly constructed WASH facilities. Hence OrQuest covered 15 newly constructed WASH facilities and 32 repaired WASH facilities. Majority of the WASH facilities and the toilets were at the same place; hence they were observed together.

Table 7: Number of WASH Facilities covered by camp

(figures in frequency)

	Camp 15	Camp 16	Camp 22	Total
Construction	6	4	5	15
Repair	9	13	10	32
Total	15	17	15	47

In the observation of repaired and constructed latrines, it was found that, out of 21 observed latrines, in 11 cases latrine is not very well maintained (e.g., water seal broken but pit not clogged, and latrine can still be used). It was also supported by project staff.

“Sometimes it happens that we clean, dislodge, or repair a WASH facility, in the next day we find it broken. We need to arrange some awareness sessions, so that the beneficiaries take the ownership of the community latrines and maintain the latrines well” Project staff.

“It is often difficult to maintain the latrines. The community people have a perception that the NGOs will repair the latrine again if there is any damage. Hence, they are not careful enough to use the facilities.” Project staff.

Moreover, 7 out of 21 latrines had adequate space and provisions for female menstrual needs e.g., cleaning, drying or disposal of sanitary napkins were available. Even the issue did not come from any of the key informant interview, however it is considered as an important component of WASH.

Though the project staff mentioned that the latrines were constructed or made suitable for people with disability, elderly people, and pregnant women, only 6 out of 21 cases it was found available. The project ensures such facility where the presence of people with disability, elderly people and pregnant women are available, however during construction of community latrine, such facility was essential. The good point was noted that the latrines ensured the privacy of the users, though from quantitative survey it was revealed that some of the women had some discomfort with the privacy.

“While designing a latrine, we consider the comfort of women and vulnerable people. Hence, if we find such people available, we construct ramp or rail for their support.” Project staff.

While analyzing by camp, it was found that out of 8 repaired latrines, 5 cases in camp 15 and 4 out of 7 cases in camp 22, latrines were not very well maintained (e.g., water seal broken but pit not clogged, and latrine can still be used). On the other hand, during the observation, positive attributes were noticed mainly in camp 16 where majority cases there was adequate space, latrine was accessible to vulnerable people and latrine ensured the privacy of the users.

Table 8: Observation of latrines

(figures in frequency)

Observations	Camp 15	Camp 16	Camp 22	Total
Latrine appears in good working order (water seal functional, and pit not clogged)	2	4	2	8
Latrine is not very well maintained (e.g., water seal broken but pit not clogged, and latrine can still be used)	5	2	4	11
Latrine is in poor condition (e.g., water seal broken, pit clogged this toilet is not functional, not usable)	1	0	1	2
Adequate space and provisions for female menstrual needs e.g., cleaning, drying or disposal of sanitary napkins were available	1	5	1	7
The latrine was accessible to disabled people, elderly, and pregnant women	1	5	0	6
The latrine ensured the privacy of the users	0	4	1	20
Base: All Toilets/Latrines	8	6	7	21

There were some good points noticed in the newly constructed or repaired bathing cubicle during the observation. In all the bathing cubicle, there were sufficient space and provisions for female menstrual needs e.g., cleaning, drying or disposal of sanitary napkins were available and ensured the privacy of the users. The drainage system for the wastewater was adequate at all the bathing cubicles. There were 5 cases where the bathing cubicle was not located close to the water points (3 newly constructed and 2 repaired). As a result, people had to transport water long distances for bathing. If the infrastructure allows or the project continues, the water supply at all the bathing cubicles should be sufficient or should have easy access to water supply. The concerning area was that there were some women who were very much worried about their privacy and only 8 (3 newly constructed and 5 repaired) out of 27 cases it was found that bathing cubicle was segregated by gender and was clearly marked.

Table 9: Observation of bathing cubicles by status

(figures in frequency)

Observations	Constructed	Repaired	Total
Adequate space and provisions for female menstrual needs e.g., cleaning, drying or disposal of sanitary napkins were available	13	14	27
Located close to the water points so that people do not have to transport water long distances for bathing	10	12	22
Drainage for the wastewater was adequate	13	14	27
Bathing Cubicle was segregated by gender and was clearly marked	3	5	8
Bathing Cubicle was accessible to disabled people, elderly, and pregnant women	10	11	21
Bathing Cubicle ensured the privacy of the users	13	14	27
Base-All Respondents	13	14	27

The main issue with the bathing cubicles at camp 16 was that some of the bathing cubicles were not close to the water points. On the other hands, the bathing cubicles were segregated by gender and was clearly marked, all of them were at camp 16. There was no such segregation found at the bathing cubicles of camp 15 and camp 22.

Table 10: Observation of bathing cubicles by camp

(figures in frequency)

Observations	Camp 15	Camp 16	Camp 22	Total
Adequate space and provisions for female menstrual needs e.g., cleaning, drying or disposal of sanitary napkins were available	7	11	9	27
Located close to the water points so that people do not have to transport water long distances for bathing	6	8	8	22
Drainage for the wastewater was adequate	7	11	9	27
Bathing Cubicle was segregated by gender and was clearly marked	0	8	0	8
Bathing Cubicle was accessible to disabled people, elderly, and pregnant women	4	11	6	21
Bathing Cubicle ensured the privacy of the users	7	11	9	27
Base-All Respondents	7	11	9	27

5 Achievement of project outputs and outcomes against indicators in the log frame.

Target (indicator to measure achievement) and Means of Verification	Project Findings
1-1. Repair team members attend 2 days training and 15-20 days OJT to confirm to maintain each activity per team/per camp below:	Attendance report was found in the project documents as an evidence of the training. Moreover 18 direct beneficiaries were interviewed and all of them acknowledged that they received the training.
① repairing 32 WASH facilities, disinfection activity 1600 places/ per team, camp, 20days	① 32 WASH facilities was repaired, 1600 places were disinfected/ per team, camp, 15days. However, no support documents were shared by the project team
② construction 2 BCs and install 2 hand-wash devices/ per team, camp, 20day	② 2 BCs and 2 hand-wash devices was installed/ per team, camp, 15day. However, no support documents were shared by the project team
③ desludging activity 78 toilets/ per team, camp, 15 day	③ 78 toilets was dislodged/ per team, camp, 15 day. However, no support documents were shared by the project team
1-2. Confirm to maintain each activity per team/per camp below;	
① repairing over 102 WASH facilities, disinfection activity 4800 places/ per team, camp, 50 days	① as per Community need base 103 WASH facilities was repaired, 4800 places were disinfected/ per team, camp, 38 days
② construction over 5 BCs and install 8 hand-wash devices/ per team, camp, 50 days	② 5 BCs and 8 hand-wash devices was installed/ per team, camp, 36 days. OrQuest had a plan to visit all the constructed WASH facilities. As or January 2021, there were 15 WASH facilities were constructed. As per latest interview, 21 WASH facilities were constructed
③ desludging activity over 162 toilets/ per team, camp, 30 days	③ as per Community need base 163 toilets was dislodged/ per team, camp, 30 days
1-3. Confirm their necessary skill acquisition by final evaluation of each member (100%)	1-3. Necessary skill acquisition of team members was confirmed by final evaluation of each member (100%). An evaluation tool was found in the project documents, but no evaluation result was shared with OrQuest
1-4. Confirm 100 beneficiaries/per camp, to answer to improve WASH environment after team's work (100%)	1-4. All the beneficiaries agreed that the latrine facility was improved in last 3 months, while 20% respondents in camp 15 did not agree that the bathing cubicle was improved in last three months,

6 Evaluation based on CHS.

The Core Humanitarian Standard on Quality and Accountability (CHS) sets out Nine Commitments that organizations and individuals involved in humanitarian response can use to improve the quality and effectiveness of the assistance they provide. The CHS places communities and people affected by crisis at the center of humanitarian action. As a core standard, the CHS describes the essential elements of principled, accountable, and high-quality humanitarian aid. It is a voluntary and measurable standard. The CHS is the result of a global consultation process. It draws together key elements of existing humanitarian standards and commitments⁶.

CHS1: Communities and people affected by crisis receive assistance appropriate to their needs.

CHS1 requires that the project be committed to aiding based on the needs and capacities of communities and people affected by crisis. The needs of the affected people can be assessed by conducting need assessment or by utilizing learning from the past. The project target should be set considering the diversified needs of the wider community including disadvantaged or marginalized people. Also, the project should be designed in a way that it does not harm anyone both physically and mentally.

CHS1 can be evaluated from two point of views, one is direct beneficiaries who received training, and another is the in-direct beneficiaries who received benefits from the project. The direct beneficiaries acknowledged that the project was relevant to them. To select the direct beneficiaries, a structured questionnaire was developed, and the career history was collected. Therefore, those who were involved in similar profession got the opportunity to utilize their skill and helped them to be involved in the income generating activities. Before selecting them, the project team talked to the beneficiaries to understand their needs and planed the project accordingly. During the project implementation, the project provided helmet, gloves, apron, and masks to those who required.

“The project is working for the peace of the people. I received a training, and I can work here now. By working here, I can run my family well, we can repay the debts.”Direct beneficiaries

“After getting the training, I have some personal earning for my family, but if the remuneration can be increased, it would be better for us”Direct beneficiaries.

As per the regulation inside the camp, there are no formal jobs available for Rohingya people in the camps⁷. The employment inside the camp includes in-camp cash for work and volunteer jobs⁸. Hence, if they are hired as a volunteer by an NGO, only then they will get be employed, otherwise they would not be able to utilize their learning. The direct beneficiaries who received the training had an increased income, but they were not tagged with another project or program. Hence, once the project was over, it would be difficult for them to find a suitable job or there is a less possibility that the other NGOs will be able to identify and recruit them. Hence, it is highly recommended that the trained resources can be tagged with other projects or programs.

The indirect beneficiaries are those who are the ultimate users of the constructed and repaired WASH facilities. For people displaced by conflict, access to clean water and appropriate sanitation facilities are amongst the most urgent of all needs⁹. Universal, affordable, and sustainable access to WASH is a key

⁶ <https://corehumanitarianstandard.org/>

⁷ <https://www.aljazeera.com/features/2018/4/13/with-no-formal-schools-or-jobs-young-rohingya-left-in-lurch>

⁸ [https://www.poverty-](https://www.poverty-action.org/sites/default/files/publications/Rohingya%20History%20Fact%20Sheet_2020.04.30.pdf)

[action.org/sites/default/files/publications/Rohingya%20History%20Fact%20Sheet_2020.04.30.pdf](https://www.poverty-action.org/sites/default/files/publications/Rohingya%20History%20Fact%20Sheet_2020.04.30.pdf)

⁹ <https://www.nrc.no/what-we-do/activities-in-the-field/water-sanitation-and-hygiene-wash/>

public health issue within international development and is the focus of the first two targets of Sustainable Development Goal 6 (SDG 6)¹⁰. Generally WASH project includes supplying safe water for drinking, cooking, personal hygiene and household cleaning, providing and maintaining latrines or toilets segregated by gender, or family units that are safe for women, girls, men and boys to use at all times, solid waste management and site drainage activities, to reduce standing water and garbage, hand washing practice with soap or soap substitutes during critical times, practicing safe menstrual hygiene management (MHM) and many more. While the IVY project was working only on the sanitation part of the WASH project, which deals with construction, repair and maintenance of the WASH facilities and waste management. The project collected fund from donor and worked on setting up WASH facilities and repairing those where necessary.

The project conducted a field survey to identify the needs and tried to identify the gaps prior to launching the project. The CiC collected information for the need assessment from the team members as well as visited different camp sites. Need assessment was mandatory to get a project approved. The project addressed the needs of the project beneficiaries in a consistent manner as per project design. The location of washing facilities was identified in consultation with the beneficiaries. The project also identified the presence of vulnerable people and added some additional facilities with the infrastructure were required. To maintain the privacy of the women in the bathing cubicle, the areas were selected, and the cubicles were designed accordingly so their privacy can be maintained. Though the project claimed that there were separate WASH facilities for male and female, in our survey observation, some lacking was identified. Moreover, some women also expressed their concern about privacy.

"We had certain plans, especially for the people with disability, but in our project site there were no such cases found. Hence, we did not have to work on that. For the women, we have made separate bathing cubicles as we are working on that in this project, and in recent times UNICEF has provided solar-powered bulbs in some of the wash facilities to ensure the safety of the women" Project Staff

Due to spread of COVID 19, there were few changes made in the project. The number of participants were reduced to ensure the social distancing, hence number of training session had to be increased. Moreover, the project provided orientation sessions in small groups of 4 to 5 beneficiaries for awareness building. The WASH facilities were properly disinfected to ensure the safety of the users.

"I used to use the palm of my hand when sneezing, now I use my elbow after participating in the awareness session" In-direct beneficiaries.

There were some gaps in the project as well. It was exceptionally low budgeted project and not a regular project. Hence the project often failed to meet the need in a consistent manner. Also, the project could not take the regular supply or continuous assignment considering the budget and irregularity. In some cases, it was found that the projects designed are more focused on the budget rather than being need based. Though need assessment is conducted, but it is not sufficient all the time. Some cases, due to lack of project budget, the task, which is be benefited for be beneficiaries, could not be addressed.

"The projects designed are more focused on the budget rather than being need based. Without the need assessment, permission is not granted to implement any project, but the number of need assessments which were done were insufficient. Now there are sufficient wash facilities, more than it is needed" Local Opinion Leader

"There is a lack of water supply exists in the pocket areas of the camp compared to the increasing demand. The fact that the underground water level is quite low. In those area it is difficult to meet the demand." Local Opinion Leader

¹⁰ "Goal 6.. Sustainable Development Knowledge Platform". sustainabledevelopment.un.org. Retrieved 2017-11-17.

CHS 2: Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.

Under CHS2, the programmes need to be designed in a way that it can address constraints so that the proposed action is realistic and safe for communities. The humanitarian response should be in a timely manner, making decisions and acting without unnecessary delay. Also, the program should meet relevant technical standards and good practice should be employed to plan and assess programmes. Moreover, the project should have timely decision-making with resources allocated accordingly.

The project can be divided into two broad categories: intermittent and continuous. The project has trained some people in the Rohingya community for construction, repair and dislodging. Moreover, the project also included disinfection activities. Among the activities, except construction, the other activities had a regular requirement.

According to the direct and in-direct beneficiaries, the project design was appropriate for meeting the need by gender, age, and vulnerability level. The project team tried to identify the constraints and took immediate action. There were some lights installed beside the washroom so that women can go to use the wash facilities at night, though some women demanded lights inside the latrine. Stairs and rail have been constructed with some WASH facilities to address the needs of vulnerable people, but it was still difficult for them to use the latrine during rainy season. There was a need for WASH facilities close to the household, which was not feasible considering the space available. Some of the areas were hilly area and were very risky to use the latrines during the monsoon period. There were some recommendations to construct stairs at the hilly area. As per project plan, 103 WASH facilities were repaired, and 4800 places were disinfected in the project locations in 38 days. Moreover, 5 bathing cubicles and 8 hand-wash devices was installed by per team per camp. Additionally, 163 toilets was dislodged by per team per camp in each 30 days.

Moreover, the project mainly covered a portion of WASH component only. Even, all the component of sanitation was not covered under the project. The people inside the Rohingya community were using the latrines and WASH facilities and the rate of open defecation has been reduced substantially, but still, they are disposing the child feces in an open area. Sometimes they are not cleaning their hand after cleaning child feces. Hence, it is essential to conduct some awareness session so that the child feces are disposed in a specific area or at the latrine.

As mentioned earlier, repairing was a continuous task and in some cases, it requires immediate or timely response. However, as per the project, the team conducted survey by visiting different WASH facilities and prepared lists of damages. Based on the requirement provided requisition and collect the approval. Based on the approval actual repair took place, which is eventually time consuming.

"There are no special facilities for women at night, no lights inside the latrine. Moreover, I had to buy a specific type of commode for a person who cannot use the latrine during rain." In-direct beneficiaries

"Maintaining the WASH facilities are a constant need for all following the increasing size of population in the Rohingya Community. Initially, there was minimum resources or setup for any of the WASH components. Gradually with increasing demand water supply was ensured, toilets and bathing cubicles have been built. And in addition, some facilities have been designed for the persons with disability as well. It is difficult the meet the existing demand for WASH by one or two NGOs, hence coordination is important, and the NGOs need to be regular to ensure support for people on a timely manner." Local Opinion Leader

“It is essential to build awareness among the community. We spread such awareness so that they do not dump the waste here and there, rather use the dumping station which many of them have already adapted. We organize a number of orientation sessions to talk about clean environment and using dumping stations only to dump their wastes.” Project Staff

CHS 3: Communities and people affected by crisis are not negatively affected and are more prepared, resilient, and less at-risk because of humanitarian action.

CHS 3 ensures that the programme is built on local capacities and it ensures improving the resilience of communities and people affected by crisis. It also helps to enable local leadership, which eventually makes the project sustainable in the long run. It also prevents programmes having any negative effects, such as, exploitation, abuse, or discrimination by staff against communities and people affected by crisis.

Under the project, some selected people in the Rohingya Community were trained for construction, repair and dislodging activities. Before recruitment of the resources, CVs were collected from those with previous experience of similar work followed by an interview session. Depending on the performance in the interview, team members were selected and finalized. The selected resources gone through 2 days training and 15-20 days OJT to develop their skill. Based on the training, the workers became more prepared, resilient. They were more confident on being self-reliant to accomplish their task. It is expected that even if this project is closed, they can be self-reliant with what they have learned from the project and would be able to utilize the information.

Initially it was quite difficult to involve the people from Rohingya community in the project activity or any income generating activities because of government regulations. As per regulations the people inside the Rohingya community were not supposed to get any wages from any kind of activities. The government had instruction to recruit people from the Host Community. However, the Host Community people would not want to clean the latrines and do other similar activities. As such, they IVY project tried to convince the local government authorities to recruit people from Rohingya community. Now they can get wages in exchange of their labors, hence they are more motivated to conduct such activities. Also, they are more skilled and thus resilient to maintain their family.

Moreover, there are several projects run in the camp. Therefore, if the current project is closed, the trained resources can be hired by other agencies for their own task. Since repair and dislodging activities are continuous task, the demand for these resources remains stable. However, they needed to be tagged with other agencies as the agencies might not be aware of their training and skill. However, some of the direct beneficiaries are worried about their future if the project is closed.

It was also difficult for the people inside the Rohingya community to construct any establishment inside the camp. To construct any facilities, it requires permission from CIC office and site management. Also, local community people would not allow to construct any establishment without the permission of host community. Hence, to avoid any conflict, the intervention from NGOs were essential.

“If they close the project, how will I survive? Where will I get the medicine? Who will give me medicine?” Direct beneficiaries

CHS4: Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.

CHS 4 includes providing information to communities and people affected by crisis about the organization, the principles it adheres to, how it expects its staff to behave, the programmes it is implementing and what they intend to deliver. The communication languages, formats and media should be easy to understand, and the communications should be respectful and culturally appropriate for different members of the community, especially vulnerable and marginalized groups. It also requires ensuring representation is inclusive, involving the participation and engagement of communities and people affected by crisis at all stages of the work.

The survey result showed that the people affected by crisis (beneficiaries of the project) know their rights very well. They are not reluctant to share their feedback. The project recruited the frontline staff with the qualification that the person had the knowledge of refugees' cultural norms, and can communicate in the language of the refugees, e.g., Chittagong dialect. All the front-line staff were recruited from the local people, who had the ability to communicate with Rohingya people well. Hence, the community people are free to communicate with the project front line staff with their issues and the frontline staff share the issues with project management team. Necessary steps are taken as per their feedback. The community people shared their opinion on location of the WASH facilities and suggested the number of facilities required. If any repair of WASH facilities were required, the community people were free to share their opinion and required actions were taken accordingly.

The training of the direct beneficiaries was conducted in Rohingya language, so that the beneficiaries can understand the language very well. The assessment was also conducted in their language. Hence, language was not a barrier for this project at all.

As CHS 4 ensures the participation of the beneficiaries to the decision-making process. It was found that all the indirect beneficiaries in camp 16 mentioned, that they were consulted on the location of the WASH facility, while it was 97% in camp 22. On the other hand, only 38% respondents in camp 15 mentioned that they were consulted on the location of the WASH facilities. Moreover, 69% respondents mentioned that they were consulted on the location on, and design of infrastructure related to bathing cubicle. In camp 16, almost all the respondents mentioned that they were consulted on the location on, and design of infrastructure related to bathing cubicle, which was 73% in camp 22 and 45% in camp 15.

“When the NGOs visit the locations to identify the location where WASH facilities to be constructed, we show them the location. If there is any damage with the WASH facilities, we inform the project team and the project team repairs it.”.....In direct beneficiaries.

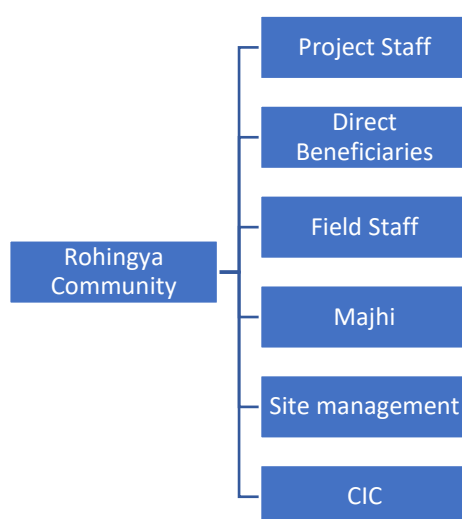
“We have a very good relationship with the NGOs who are working here. When they need to select a location, they talk to us first. We showed them the space for latrine, bathing cubicle or water tank. The NGOs construct the facility accordingly”.....Majhi.

CHS5: Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.

This standard requires to have a formal mechanism for complaint. The project should welcome and accept complaints and need to address these complaints in a timely, fair, and appropriate manner.

There were different channels to share complaint by the Rohingya community people. Based on the severity the channels were being used by the Rohingya community. For some regular issue, they shared their complaints with Project Staff, Direct Beneficiaries or Field Staff. If the complaints were severe, the people from Rohingya community shared the issue with the Majhis and the Majhis shared these with site management or NGOs. Most of the cases the complaints are resolved quickly.

Figure 26: Places or person where Rohingya people can lodge complaints



" If there is any complaint for this project, it should be reported to DSK, Japan (IVY), CARE verbally or in written format" Local opinion leader

"The beneficiaries have the access to submit complaints if required. Some beneficiaries shared their complaints on the project for establishing more toilet, bathroom through us to DSK/IOM. They have made some toilets and bathrooms. The rest will do if the project is renewed. ".... Local opinion leader

CHS6: Communities and people affected by crisis receive coordinated, complementary assistance.

While implementing a project in involved different stakeholders with different role. The project goal can be achieved if all the stakeholders perform their own responsibility. CHS 6 requires identifying the roles, responsibilities, capacities, and interests of different stakeholders under the project. It also requires ensuring humanitarian response complements that of national and local authorities and other humanitarian organizations. It is essential to share necessary information with partners, coordination groups and other relevant actors through appropriate communication channels.

Several NGOs have been working for water, latrine, and hygiene such as Water networking, Water facility installation, Water facility upgradation, Water facility decommission, Hygiene promotion, Hygiene kit distribution, Toilet kit distribution, Desludging, and Disinfection. Overall, the WASH project had a Total

Coordination Mechanism. The lead in the WASH sector is the Executive Engineer, Co-Lead is the Department of Public Health Engineering (DPHE), UNICEF, UNHCR and all other WASH agency members. There are 3 area focal who oversee 34 camps. The area focal agencies were UNICEF, UNHCR, and IOM. Each camp is led by the CIC who arranges the sector coordination meeting. The focal of each sector submits their report and the necessary steps are taken.

There is a camp focal agency at the camp level, who is a dedicated officer coordinates with all the wash agencies and site management in that camp. Once a month in the coordination meeting all the wash agencies discuss the report of their activities and take necessary steps. In addition, there is a UNICEF's Block Focal Agency, whose job is to maintain the facilities in that block.

The IVY project team members who are in the project site always stay in contact with all the stakeholders like Majhi, CiC and local government authority. This helps them to have a better coordination among the key stakeholders. Thus, any issue can be resolved mutually. Any agency wants to work inside the camp have to seek permission from RRRC. After getting permission they carried out WASH related meetings and campaigns and took opinion from the partners and accomplish the task in coordination with them. The partners and people from Rohingya community provided their own feedback; like suggesting visiting certain blocks, which helped IVY to make necessary adjustments. The project had been complemented and been compatible with government approach because all the work that IVY did has to abide by WASH related standard. Other NGOs were also working with different sections of WASH but unlike IVY project, other NGOs do their work through vendors. Whereas IVY made the Rohingya people get involved, provided training, and accomplish the project goal. Thus, the Rohingya people were able to build their capacity and make them self-reliant for the long run. IVY always proceeded with their activities upon discussion with other NGOs, which helped both parties to avoid over-lapping of the project in the same zone/area in the camp.

CHS7: Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection.

Every organization has their own specialization or expertise, and it is expected that the organization will utilize their experience and learning to deliver improved assistance to the communities and people affected by crisis.

The current project is implemented by IVY as the primary actor with the cooperation of Dushtha Shasthya Kendra (DSK). DSK has enormous experience in the WASH sector based on their past activities. They have implemented the project accordingly. However, the current project had some limited scope to make change based on the budget and timeline for the studies. The project mainly covered a portion of WASH component only. Even, all the component of sanitation was not covered under the project. The project included construction, repair, and maintenance of WASH facilities as well as disinfection activities. DSK has utilized their experience wisely to accomplish the tasks. They conducted the need assessment to understand the project need, identified the need of the vulnerable people and designed the WASH facilities accordingly. Moreover, they addressed the privacy issue of the women among the Rohingya community, which was one of their major concern.

CHS 8: Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.

CHS 8 required that people affected by crisis receive the assistance from the skilled staff and resources. Also, it is essential that the staff work according to the mandate and values of the organization and to agreed objectives and performance standards. It is also required that the staff adhere to the policies that are relevant to them. The staff requires sufficient training to handle sensitive beneficiaries who needed psychological and case management support.

The project recruited the project staff with the qualification that the person had the knowledge of refugees' cultural norms and can communicate in the language of the refugees. The support staff the project recruited the volunteers from host community with fluency in local language. Additionally, the resources gone through extensive training based on their requirement. Moreover, there were 54 beneficiaries who received 2 days training and 15-20 days OJT to develop their skill. Based on the training, the workers became more prepared, resilient. The beneficiary who received the training gained required skill and competency to accomplish their task.

"Before the training, we used to work in based on our guess estimation. Now we work by measuring using a tape. My skills have increased. Even if the project is closed, I will be able to work with others with the skill I have." Direct beneficiaries

CHS 9: Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently, and ethically.

The projects that are being implemented to assist the people affected by crisis are mostly the aid received from the donor agencies, which were allocated to support the vulnerable and marginalized people. Hence, it is essential that the organizations assisting them are managing resources effectively, efficiently, and ethically. As per the requirement of CHS 9 the programmes and implement processes needs to be designed in a way that it ensures the efficient use of resources, balancing quality, cost, and timeliness at each phase of the response. Also, it is important to manage and use resources to achieve their intended purpose, minimizing waste.

Throughout the evaluation it was fund that the budget for the project was spent wisely and efficiently. All the training was completed on time and they were able to accomplish their task effectively. Value for Money was achieved through effective procurement and contracting. The inputs (funds, people, materials, and time) were well utilized to produce the results. IVY has been maintaining a list of all the resources that were received and used. The list was updated in consultation with the team members working in the site. However, some of the external stakeholder considered the project as a small-scale project, but they appreciated about the project.

"Ivy Japan has done some new constructions, repairs, has given orientation to the WASH committees, has given some instruments. The toilet tank must be disposed of after a few days. They have done something like this. The project was a very small-scale project and hence they were responsible for a block inside the camp. One of the good things about them is that they come in a coordinated approach that not all agencies do. I must say, they have utilized their resources wisely"Local Opinion Leader

7 Recommendations

7.1 Recommendations to the NGO member

The project has completed all of their planned activities, even though there was a delay to start the project. Some of the external stakeholders marked the project a very small one but appreciated the contribution of IVY. Also the coordination approach of IVY was highly praised by the external stakeholders. It was also acknowledged that the partner NGO DSK had enormous experience in WASH sector. However, there are still cases of open defecation. Moreover, the child feces are not disposed in the dumping area. Hence, it was recommended by the external stakeholders to involve IVY and DSK in behavior changing activities. The behavior changing activities should include awareness session on disadvantages or negative impact of open defecation.

Moreover, the mothers of children under 3 years through their children's feces on an open land or close to their household. Hence, awareness session should be conducted among the mother of children under 3, so that they dump their child feces in the dumping zone or in a bin. Also, it is very important that the mothers wash their hands after cleaning their children's' feces.

In the survey it was also found that some of the in-direct beneficiaries did not wash their hands after defecation. The tendency was higher among male population in the Rohingya community. Therefore, the awareness session should also include the importance of washing both hands during critical times including after defecation. In such a cases, the hand washing facilities should have soap or soap substitutes all the time. Also, in the past study it was found that if the hand washing facilities are visible just outside the latrine, the tendency of washing hand found to be higher. Hence, it should be ensured that the hand washing facilities should be visible just outside the latrine or on the way to there household.

There were few women who showed their concern on privacy for both latrines and bathing cubicles. They often demanded WASH facilities inside their household, which was practically impossible. However, if they were involved in awareness program and the issues can be communicated, they could be more convinced.

There was proven track record that the direct beneficiaries were benefited from their training and enhanced their skill and competency for construction, repair and dislodging of washing facilities. Though repair and dislodging are regular activities, but construction works are need bases activities. Hence, it is recommended to ensure that the construction worker had regular jobs in hand. They might work on alternative construction work as well.

It was identified that the stakeholders were very much aware of construction, repair and dislodging activities of IVY, but they were not very much aware of the training received by the direct beneficiaries. In such a case, the direct beneficiaries who received training might not find their suitable job once the project is over. Hence, if the direct beneficiaries were tagged with other NGOs, they could have been recruited by the NGOs and continue their task.

Overall, the respondents in camp 16 and camp 22 were happy with the WASH related activities, while some respondents from camp 15 showed their concern or dissatisfaction in different WASH related issues. If the project is renewed in the future, the learning from camp 16 and camp 22 can be utilized and used in other camps.

It was found that the community WASH facilities got damaged easily and frequently due to usage by a large number of people. It was also found that the users of WASH facilities pay less attention to use the facilities carefully. They had a perception that if the WASH facilities are damaged, it would be repaired. Hence, change in behavior or perception among the user was extremely important. However, if ownership among people in the Rohingya community and some reward can be given to the people, the damage can be reduced. For example, from the user, one person will be responsible for taking care of a specific WASH facility. At the end of each month, the WASH facility would have least number of damages would receive an incentive or recognition.

7.2 Recommendations to JPF

Overall, the beneficiaries and external stakeholders were happy with the project run by IVY, funded by JPF. However, they treated this as a small scale project considering the activities and the budget. The project included only sanitation component of WASH, which included construction, repair and dislodging activities and some disinfection activities. Also budget for the project was very limited in comparison to overall need of the camps. Hence, the project was allowed to work in a block of the camp only. However, the external stakeholders appreciated the coordination approach of the project and proper utilization of project fund. Hence, they have recommended IVY and JPF to increase the scope of the project to server the Rohingya community better.

Since the project was not a regular one, the bargaining power of the project management was limited while purchasing project management. If the scale of the project can be extended and it can be more regular in operations, the procurement team will gain some bargaining power over the supplier, which might reduce the variable cost of the project. Also, it would help the project to retain their experience resources and serve the Rohingya community better.

It was also recommended that if the project can work on multiple component of WASH, it will have better reach with low cost. The same organization can deliver messages on different WASH components or on a single awareness session can deliver multiple messages. Hence, it was recommended to IVY and JPF that if the project is renewed in the future, multiple WASH component can be included in the project.

8 Conclusion:

The Rohingya camp was a rural setup, but considering the population density and type of establishment, it was considered a slum setup. All the shelters were very congested and hence a bit challenging to conduct any task. IVY Japan had not been working for a long time. They had been working in camps 15, 16, and 22 and were working with DSK for 5/6 months. This was considered a small-scale project considering the timeline, budget, and project scope. The WASH projects were being implemented based on coordination since it was not possible to accomplish the task by a single agency. There was a visible change in the camp area with improved roads, bridges, and culverts were constructed where required and stairs for the safe movement of the Rohingya people inside the camp. At the very beginning of 2017 and 2018, the situation was not so good. Many people used to break their legs when it rained. Maintaining hygiene in a constraint situation like this was difficult. When they were struggling with food, Hygiene Maintenance, Increase in Knowledge, Behavior Change Practice had been given less priority.

In the beginning, due to survival need the toilets tube wells had been installed in an unplanned way, wherever possible. The WASH facility was covered by a tarpaulin only. After that there has been a lot of development. Awareness on safe drinking water has been created and they are drinking water which was supplied with deep tube well. Construction work was underway to provide chlorinated water from the sector through chlorine with aqua tape and pipeline network. The entire pipeline networking was expected to be launched in the middle of 2021, which will eliminate the current water crisis.

Though IVY Japan ran a very small-scale project, it contributed for the development of the project. However, they focused on construction of WASH facilities, but did not had any activity on awareness raising or behavior change. It was found that the external stakeholders (e.g., WASH focal agency, CIC) could not recall the training received by Rohingya people, which could have been more useful. The trained resources could have been tagged with other projects as well.

Based on the camp situation, it was considered that the WASH facilities had been constructed as per their requirement and need of the camp population. Some people had expectation that WASH facilities should be constructed close to their house or attached to their household, which was practically not feasible. However, it was very essential to maintain the constructed WASH facilities. Since these were community WASH facilities, the repair and maintenance were considered a challenging activity. IVY had constructed some new WASH facilities and distributed some instruments or gears among the community people, which would be particularly useful. Since the population density inside the camp was high, the pit was filled and became non-functional frequently. IVY project extended their support to dislodge the activities. These were part of regular but essential activities.

It was observed that, some of the NGOs took permission from NGO bureau and RRRC and started doing the job. Sometimes it was seen that there are some other agencies working in the same area, hence there were some duplications or overlapping activities. However, IVY arrived with a coordination approach. They had meeting with UNICEF, WASH focal agencies and CIC to understand their contribution opportunity and started their activities. Hence, though it was a small-scale project, but more useful in comparison to others. IVY team also attended in the regular coordination meeting and contributed from their point of view, which supported a lot. Some of the external stakeholders perceived that, if IVY had implemented a larger scale project, it could have contributed better to the WASH sector inside the camps.

Appendix

Appendix 1: TOR

The Japan Platform (hereinafter referred to as "JPF") is an international emergency humanitarian aid organization which offers the most effective and prompt emergency aid in response to humanitarian needs, focusing on issues of refugees and natural disasters. JPF conducts such aid through a tripartite cooperation system where NGOs, business communities, and the government of Japan work in close cooperation, based on equal partnership, and making the most of the respective sectors' characteristics and resources. JPF serves as an intermediary support organization providing various types of assistance to member NGOs in Japan to deliver quick and comprehensive aid on their own. JPF has supported aid activities of 44 member NGOs, each with its own set of diverse strengths. It has delivered humanitarian assistance to 55 nations and regions about 1,500 projects, with a total financial contribution of 60 billion yen. JPF has built a strong reputation based on trust by promoting cooperation among private sectors and NGOs and by accurately reporting all of its activities.

The purpose of this request for proposals (RFP) is to solicit competitive offers for the provision of Third-party project evaluation services for ongoing 4 JPF projects which are being funded by JPF and implemented by member NGOs in Cox's Bazar, Bangladesh. JPF seeks to contract a TPM entity to accurately capture information, verify activities and analyze data on these project activities. JPF will use the outcome of this evaluation to improve the current and future projects and programme. The evaluation reports will be made available to public as a part of JPF's activity to ensure accountability to the donor and public.

The main objectives of evaluation is;

- To verify actual outputs and if possible, outcomes of the project with the available data
- To verify that the humanitarian principles and standards including Core Humanitarian Standards (CHS) are respected.
- To understand the beneficiary satisfaction
- To provide feedback and recommendations to the future projects and programme improvement for both JPF and member NGOs
- To provide contextual information on the target sectors
- The criteria of value used for this evaluation is CHS and therefore it is essential that the selected contractor possesses a good understanding of this standard and past experience in conducting evaluation using CHS. Moreover, the selected contractor, and in particular the assigned team, is expected to be competent on conducting evaluation activities below.
- Desk review of the implementing partner's project documents; including but not limited to approved project proposal, project log frame, needs assessments, beneficiary selection criteria, latest project progress report and any other relevant document.
- Sample selection methodologies
- Beneficiary surveys to measure project outcomes, through tools such as Post Distribution Satisfaction and household visits.

A – INSTRUCTIONS TO BIDDERS

In submitting a tender, the bidder accepts in full and without restriction the special and general conditions governing this contract as the sole basis of this tendering procedure, whatever his own conditions of sale may be, which hereby waives.

Bidders are expected to examine carefully and comply with all instructions, forms, provisions and specifications contained in this tender dossier. Failure to submit a tender containing all the required information and documentation within the deadline specified will lead to the rejection of the tender.

No account can be taken of any reservation in the tender as regards the tender dossier; any reservation will result in the immediate rejection of the tender without further evaluation.

Tender procedures will be conducted by authorized Japan Platform personnel and the decision will be given by the tender committee. If requested, representatives from the back door or partner organizations can attend to the tender committee as an observer.

1. Preamble:

The Japan Platform (hereinafter referred to as "JPF") is an international emergency humanitarian aid organization which offers the most effective and prompt emergency aid in response to humanitarian needs, focusing on issues of refugees and natural disasters. JPF conducts such aid through a tripartite cooperation system where NGOs, business communities, and the government of Japan work in close cooperation, based on equal partnership, and making the most of the respective sectors' characteristics and resources.

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2. Purpose of the Request for Proposals

The purpose of this request for proposals (RFP) is to solicit competitive offers for the provision of Third-party project evaluation services for ongoing 4 JPF projects which are being funded by JPF and implemented by member NGOs in Cox's Bazar, Bangladesh.

JPF seeks to contract a TPM entity to accurately capture information, verify activities and analyze data on these project activities. JPF will use the outcome of this evaluation to improve the current and future projects and programme. The evaluation reports will be made available to public as a part of JPF's activity to ensure accountability to the donor and public.

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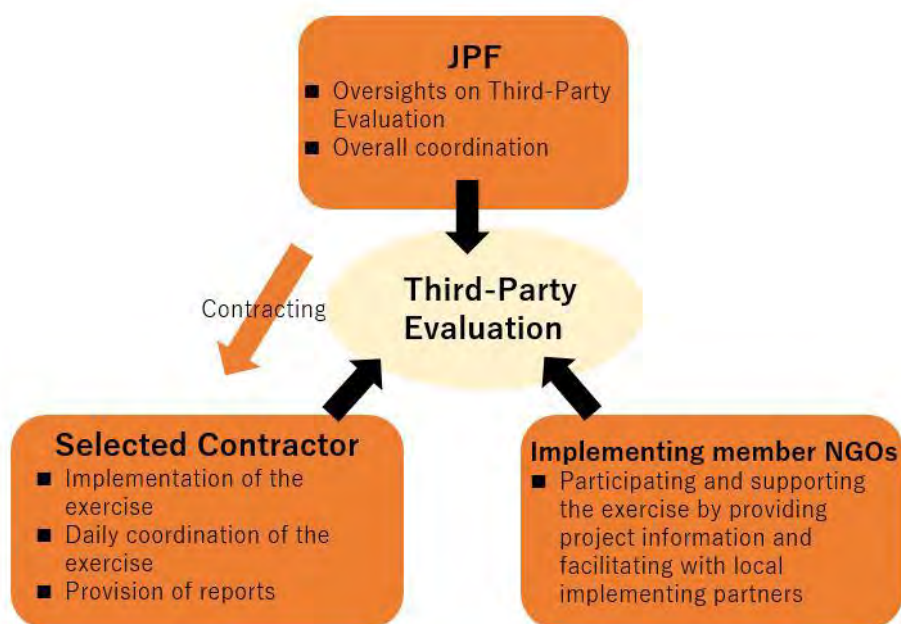
3. Scope of Services

This RFP encompasses the evaluation of ongoing 4 projects as part of JPF accountability and learning initiatives for quality improvement. Prior to the start of data collection for evaluation activities, the selected contractor will closely collaborate with JPF to develop tools, field visit protocols, data presentation and reporting formats. JPF will provide the contractor with relevant documentation, including projects proposals and approved amendments. The member NGOs will provide more project specific documents pertaining to the evaluation exercise. Key project documents are in English, however, inherently some of documents are in Japanese and the selected contractor are expected to use google translation and triangulation technique to confirm contents. All documentation shared with the contractor is considered confidential and a data protection protocol will be signed as part of the agreement.

The project brief information and project specific evaluation scope can be found as an Annex 2 – Project Summary 1 to 4 to this document. The field data collection for evaluation are expected to be conducted during the month of January and February 2021.

All four projects above are implemented inside Myanmar refugee camps in Cox’s Bazar, besides, two out of four projects also have activities in host communities. Due to the outbreak of COVID-19 in Bangladesh including the refugee camps where the access from the outside is restricted, the methodology and procedure of this evaluation activity is in conformity with COVID-19 preventive measures imposed by the government of Bangladesh and authorities concerned. The successful contractor is expected to undertake evaluation activities respecting do-no-harm principles and where possible, to adapt alternative means of factual identification such as telephonic interviews. The detailed methodology and tools shall be discussed with each member NGO at the inception meetings and the contractor is expected to adjust the work plan accordingly.

Implementing Structure of the Third-party Evaluation



The criteria of value used for this evaluation is CHS and therefore it is essential that the selected contractor possesses a good understanding of this standard and past experience in conducting evaluation using CHS. Moreover, the selected contractor, and in particular the assigned team, is typically expected to be competent on conducting evaluation activities below.

Desk review of the implementing partner's project documents; including but not limited to approved project proposal, project log frame, needs assessments, beneficiary selection criteria, latest project progress report and any other relevant document.

Sample selection methodologies

- Beneficiary surveys to measure project outcomes, through tools such as Post Distribution Satisfaction and household visits.
- Project Site visits and verification of project activities
- Individual Observations of the surveyor
- Key Informant Interview
- Focus Group Discussions

Country and sector context analysis

In order to assess the competency and consideration of the individuals and institutions submitting proposals with regards to COVID-19 preventive measures, this RFP is requiring a submission of one to two-page plan of free format stating organization policy toward preventive measure against COVID-19 together with other required documents. The plan should inform the approach to the data collection and any other information deemed necessary to demonstrate the ability to conduct data collection with much consideration on COVID-19 outbreak in general.

4. Expected Activities and Deliverables

For all tasks, specific tools and templates will be developed and agreed to between JPF and the contractor following signing of the contract. It is expected that the reports provided by the contractor will adhere to the agreed upon templates. For all remaining tasks, general approaches will be developed and agreed to between JPF and the contractor, upon signing of the contract.

It is expected for the selected contractor to perform below activities.

- To organize 4 separate inception meetings with JPF and project implementing NGOs to discuss the details of the evaluation objectives, scope, targets, data processing and analyzing, allocated team and reporting.

- To provide a draft inception report specific per project with a detailed work plan including data collection tools and methodology, proposed schedule of site visits and sample beneficiary and key informant selection strategy and list of data to be collected.

- To develop data collection tools and methodology specific for each project to implement the work plan;

- To submit periodic updates with reference to agreed work plan.

- To submit final evaluation reports, separate for each project including raw-data and visuals collected per project as well as a bridge report with cross-cutting finding across programme and recommendations for JPF as per the agreed format;

- To organize 4 separate debriefing meetings and present details, findings and recommendations of the exercise to JPF, member NGOs and project implementation NGOs. (The debriefing meetings should be conducted by 20th March 2021)

In the face of outbreak of COVID-19 worldwide, all discussions will be undertaken online.

5. Call for Tenders Schedule

	DATE	TIME*
Tender publication date	18 November 2020	
Deadline for request for any clarifications from JPF	27 November 2020	17:00
Last date on which clarifications are issued by JPF	30 November 2020	17:00
Deadline for submission of tenders (receiving date, not sending date)	6 December 2020	17:00
Notification of award to the successful tenderer	20 December 2020	
Signature of the contract	25 December 2020	

* All times are in the local time of Tokyo, Japan.

6. Questions and Clarifications

If JPF, either on its own initiative or in response to a request from a prospective bidder, provides additional information on the tender dossier, such information will be communicated simultaneously in writing to all the bidders.

Bidders may submit questions in writing to the following address by email before the deadline for request for any clarifications, specifying the tender reference number.

Contact Person:

Name / Surname	Title	E-Mail Address
-	Procurement Department	procurement@japanplatform.org

Any explanation or amendment to be made regarding the tender dossier shall also be shared with all applicants simultaneously. Bilateral negotiations will not be held with the institutions applying during the tender.

7. Meeting with the Institutions / Company Visits

No clarification or bilateral meeting will be held with the entities applying during the tender. Company visits will not be conducted. However, a meeting will be held with the winning entity prior to the signing of the agreement.

8. Eligibility Documents Required for the Bidders

Participation in tendering is open on equal terms to all natural and legal persons or companies or firms that can provide the required documents by this tender. If the required document is in another language than English, then an English translated copy should be provided along with the original.

8.1. Organizational Profile Document providing detailed information on the capacity of the organization and services provided (such as previous and ongoing works, relevant experiences, registration details, establishment year, number of offices, number of full/part time staff, experts, surveyors and etc.)

8.2. Valid company registration documents including licenses obtained from the relevant governmental institution.

8.3. Submission of the most recent original and valid tax documents

8.4. Providing address declaration for notifications (phone and e-mail address information). Please indicate if you have an office in Bangladesh.

8.5. Signature declaration or list of authorized signatures indicating that they are authorized to submit bids.

8.6. Please provide detailed list of any ongoing or past activities of your organization in Bangladesh, especially in Cox's Bazar along with organization and contact person for reference check. (Demonstrating past experience in conducting evaluation using CHS is strong assert. As a reference, the past reports of JPF project evaluation using CHS in another programme can be found below).

https://www.japanplatform.org/programs/pdf/JPF_afghanistan2018_report1_SVA.pdf

https://www.japanplatform.org/programs/pdf/JPF_afghanistan2018_report3_CWS.pdf

https://www.japanplatform.org/programs/pdf/JPF_afghanistan2018_report4_PWJ.pdf

8.7. Written commitment to not carry any of the "reasons for exclusion from the tender" under clause 21 of the tender dossier.

8.8. Technical Proposals should include.

8.8.1. Evaluation design and methodology

8.8.2. Monitoring and Evaluation targets for field visits, household surveys, focus group discussions and key informant interviews should be indicated separately for each project.

8.8.3. Evaluation Implementation Work and Time Plan

8.8.4. Provide information on your network and access to the target locations.

8.8.5. Safety, Security and Covid19 related policy and procedures that will be applied.

8.8.6. Confidentiality and Data Protection Policy and Procedures that will be applied.

8.8.7. Information on the data collection tool and methodology of how the data analyzed.

8.8.8. Provide the list of personnel who will be assigned to contract, detailing the tasks of each and provide CVs for listed key personnel. At least 50 percent of field monitors must be female and in the evaluation of bids gender equality in the project team will be recognized.

8.8.9. Sample questionnaire and report

8.8.10. Indicating the deliverables

8.8.11. Provide an alternative methodology and activities if the proposed activities cannot be conducted due to COVID-19 limitations and restrictions.

8.10. Financial Proposal should include.

8.10.1. All the tax and costs

8.10.2. The cost of each project and the final total of 4 projects

8.10.3. Payment conditions

9. Bidding format and content

Bid proposal should consist of separate sub-folders as administrative documents, technical and financial proposals.

Bidding Documents should be in the same sequence as listed in clause 8. All the documents should be scanned and submitted via e-mail or a link should be provided to be downloaded. The bidder must be aware of the followings.

Indicating that the tender dossier is fully read and accepted,

The price quoted must be clearly written in accordance with the numbers and the written text, There shall not be any scratches, erosion or correction on the documents.

If the bidder is a real person, the name and surname of the bidder, if a legal entity, then the trade name must be fully written and shall be signed by the authorized persons.

The tender reference number JPF-BGD-20-008 must be specified on the e-mail and on the file names.

Bidders who bid as a joint venture must sign bids by all partners or by persons authorized to bid.

In the tender letters who will bid as a consortium, the price that the consortium partners offer for the parts of the business that require their expertise will be written separately. The sum of the prices that the consortium partners offer shall constitute the consortium's total bid price.

All the bid letters submitted by the joint venture must be signed by all partners or by the representatives of the partners.

Proposals which are not in conformity with any of them or which have scrapes, erosions or corrections on them shall be rejected and shall not be considered as submitted at all.

10. Submission of Proposals

Interested Consultants/Companies/Organizations shall provide a proposal along with the information and documents listed under Clause 8, until **17:00 (pm), 6th of December 2020**. The documents shall be in PDF format and signed by the authorized person. All the documents shall be in a zipped file and shall be sent to the following e-mail address.

	Name / Surname	Department	E-Mail Address
1.	-	Procurement Department	procurement@japanplatform.org

11. Period of validity

The validity period of the tenders shall be at least 60 calendar days from the date of procurement. The bids which have shorter period of validity will not be taken into account.

In case of need, the Contracting Authority will make a request for extension of the validity period of the bid for a maximum of 30 days. The tenderer may accept or reject this request of the Contracting Authority. Requests and answers in this regard shall be made in writing.

Successful bidder must ensure the validity of the bid for the following 60 days from being notified of the entitlement to the contract. Regardless of the date of notification, 60 days are added to the first 60 days.

12. Currency of tenders

The amounts quoted in the offers given by the companies are required to be written in American Dollar - USD.

13. Language of offers and procedure.

The proposals and all other related documents shall be the scanned version of the original document and shall be written in English. If the original document language is other than English, then the translation of the document will be accepted along with the original.

14. Alteration or withdrawal of tenders

Bidders may not alter or withdraw their tenders after submission.

15. Costs of preparing tenders.

Tender dossier is free. All costs incurred during the preparation and submission of the tender offer shall be borne by the bidder. No reimbursement will be made for any charges regardless of the result.

16. Evaluation - Location, Date and Hour of the Tender Opening and Examination: JPF will evaluate incoming bids on the following conditions.

The conformity of the required documents
Quality of technical proposal – weights 60%
Financial Offer –weighs 40%

17. Notification award and contract signature

The successful bidder is informed in writing and the contract is signed within 10 (ten) calendar days. A meeting will be conducted prior to the signing of the contract. Firms that are not selected as the result of the evaluation are informed in writing within 15 (fifteen) working days. If the successful bidder does not sign the contract, the second-best bidder is informed in writing by the tender committee and a contract is signed within 10 (ten) calendar days.

18. Ownership of tenders

JPF is obliged to keep the procurement proposals collected as a result of this tender for future audits.

19. Type of Contract

The contract will be drafted to include bid proposal specifications and tender requirements.

20. Cancellation of the tender procedure

In the event of a tender procedure's cancellation, bidders will be notified by JPF.

Cancellation may occur where:

1. The tender procedure has been unsuccessful, namely where not qualitatively or financially worthwhile tender has been received or there has been no response at all;
2. The economic or technical parameters of the project have been fundamentally altered.
3. Exceptional circumstances or force majeure render normal performance of the TPM impossible.
4. All technically compliant tenders exceed the financial resources available.
5. There have been irregularities in the procedure, in particular where these have prevented fair competition.

Under no circumstances JPF will be liable for damages, whatever their nature (in particular damages for loss of profits) or relation with the cancellation of a tender. The publication of a procurement notice does not commit JPF to implement the announced programme or project.

21. Reasons for disqualification from the tender

Tenderers in the following cases shall be excluded from the tender if they are found to be:

- 21.1. Those who are bankrupt, in liquidation, whose work is carried out by the court, declare concordat, suspend their business or are in a similar situation according to the legislative provisions in their home country,
- 21.2. Proven by the employer that there were activities in violation of business or professional ethics during the course of business with the organizations within five (5) years prior to the date of procurement.
- 21.3. As of the date of the procurement, if the bidder's membership/license is cancelled from the chamber which the bidder had to registered in accordance with the legislation.
- 21.4. Bidders that have failed to provide the documents, or gives incomplete or misleading information and/or falsified documents that are requested by this tender dossier.

22. Prohibited Acts or Behaviors

The following acts or actions are prohibited during the tender.

- 22.1. To commit or attempt to commit mischief, fraud, promises, threats, to influence, to exploit for one's interest, to make deal, extortion, bribery or other means of breach.
- 22.2. Acts to influence other bidder's willingness to attend tender, prevent their participation to tender, make or offer deals to other bidders and to engage in acts to influence fair competition or tender decision.
- 22.3. To arrange, use or attempt to falsify documents or fraudulent collateral.
- 22.4. To give more than one proposal, either directly or indirectly, in person or by proxy, on behalf of himself or other

23. Ethical Considerations

- 23.1. The monitoring and evaluation activities should not contradict ethical principles. The selected TPM entity should take all reasonable steps to ensure that the M&E activities are designed and conducted within the framework of Do no Harm principle to respect and protect the safety, rights and welfare of the people.
- 23.2. Consent should be taken from all participants of M&E data collection activities and all data gathered should be kept confidential. Ownership of all data, information, and findings gathered through different M&E activities lies with the contracting authority (JPF).
- 23.3. The TPM entity should adhere to principles and policies of the member NGOs, a special attention should be given to Child Protection principles, gender policy and Preventing Sexual Exploitation, Abuse and Harassment (PSEAH) policy.

Appendix 2: Tools have been used.

Questionnaire for In-Direct Beneficiaries

Org-Quest Research Limited

DH Tower, Level-7 (Suit-701)

6 Panthapath, Dhaka-1215

Phone: 55013481-84

Questionnaire for In-Direct Beneficiaries

Project	Strengthening the maintenance system and improving the WASH environment of WASH facilities at Myanmar refugee camps in Cox's Bazar, Bangladesh								
Name of Interviewer		Code		Date of Interview		Sign.			
Check Details	Name of FC:			Name of FS:			Other Official:		
	Code	Sign	Date	Code	Sign	Date	Code	Sign	Date
Accompany Call	1			1			1		
Back Check	2			2			2		
Spot Check	3			3			3		
Address Check	4			4			4		
Scrutiny	5			5			5		
Upazila	Teknaf		1	Ukhia		2			
Name of Respondent									
Father's/Husband's Name									
Camp's Number		Block		Sub-block					
						Interview Time			
GPRS					Start		End		

Salam / Adaab, my name is _____. I have come from "Org-Quest Research Limited", a social and market research firm headquartered in Dhaka. We conduct research on different products and services. Currently we are conducting a survey on water, sanitation and hygiene in Rohingya communities in Cox's Bazar. All information provided by you will be treated as confidential and will be used for the purpose of research only. Please note that no remuneration or incentive will be provided for taking part in this survey.

Section 1: Demographic Profile :

D.1. What is your age?

_____Years.

D.2. Gender of the respondent. (Code, Do Not Ask) |

Male	1
Female	2
Other	3

D.3. What best describes your employment status: (Single answer) ?

NGO worker/volunteer	1
Work in a restaurant or tea shop	2
Work in a small shop/vendor	3
Driving a rickshaw/tomtom	4
Day labor	5
Porter	6
Studying	7
Receiving vocational training	8
Unemployed	9
Housewife	10
Other (please specify)	

D.4. What is your marital status now: are you married; living with a partner, not married; widowed; divorced; or separated?

Single	1
Married	2
Divorced	3
Widowed	4
Separated	5

Section 2: Main questionnaire 2:

“I would like to ask you some questions about the toilet facilities that you use...”

Q1. Thinking about the latrine you use most often, what type of latrine is it? **[Probe but do not prompt]**

Sanitary latrine	01
Pit latrine	02
Open defecation	03
Other (please specify)	

Q2. What is the status of the latrine in terms of functionality, repair or construction? **[Probe but do not prompt]**

The latrine has been constructed within last 3 months	01
The latrine has been repaired within last 3 months	02
Latrine is broken due to normal use, but functional	03
Latrine is broken due to normal use, and not functional	04
Damage by cyclone/storm, but functional	05
Damage by cyclone/storm, and not functional	06
Pit is almost full, but functional	07
Pit is full and not functional	08
Other (please specify)	

Q3. Has everybody in your community used latrine within last 1 week?

Yes	1	Go to Q5
No	2	Continue
Don't know/ No answer	3	Go to Q5

Q4. Who could not use the latrine within last 1 week? **[Probe but do not prompt]**

Women in the community	1
People with disability	2
Elderly population in the community	3
Other (please specify)	

Q5. Were there any times within last 1 week you could not use your latrine?

Yes	1	Continue
No	2	Go to Q7
Don't know/ No answer	3	

Q6. Within last 1 week when were you unable to use (defecate in) the latrine? **[Probe but do not prompt]**

At night/after dark	1
When other community people are around	2
When other people are using it	3
During the rainy season/	5
During heavy rainfall/	6
When flooding occurs	7
When surge tide occurs	8
When pit is full	10
When latrine is clogged	11
Other (please note)	

Q7. Was the latrine dislodged within last 1 week?

Yes	1
No	2
Don't know/ No answer	3

Q8. Where do you wash your hand after defecation?

Hand washing facility inside the latrine	1
Hand washing facility outside the latrine	2
Community hand washing facility	3
Recently constructed hand washing facility	
After returning home	4
Do not wash hand after defecation	5
Other (please specify) ()	

"Now I would like to ask you some questions about taking your opinion regarding the toilet facilities that you use..."

Q9. Have you ever been consulted on the location and design of infrastructure related to sanitation?

Yes	1
No	2
Don't know/ No answer	3

Q10. Do you feel safe using the latrine?

Yes	1
No	2
Don't know/ No answer	3

Q11. Do you feel you have privacy when you use sanitation facilities?

Yes	1
No	2
Don't know/ No answer	3

Q12. How much do you agree or disagree that the sanitation facility in your camp has improved in the last three months?

Completely agree	5
Agree	4
Neither agree, nor disagree	3
Disagree	2
Completely disagree	1

Q13. How much satisfied are you with the current sanitation facility in your camp?

Completely satisfied	5
Satisfied	4
Neither satisfied, nor dissatisfied	3
Dissatisfied	2
Completely dissatisfied	1

“Let’s talk about the bathing facilities that you use...” ...

Q14. Where do you usually take a bath?

Bathing cubicle constructed by NGOs	5
Space near the Handpump	4
A bathing cubicle at the household	3
Other (please specify)	

Q15. Do you feel you have privacy when you use bathing facilities?

Yes	1
No	2
Don’t know/ No answer	3

Q16. Have you ever been consulted on the location on and design of infrastructure related to bathing cubicle?

Yes	1
No	2
Don’t know/ No answer	3

Q17. How much do you agree or disagree that the bathing cubicle in your camp has improved in the last three months?

Completely agree	5
Agree	4
Neither agree, nor disagree	3
Disagree	2
Completely disagree	1

Q18. How much satisfied are you with the current bathing cubicle in your camp?

Completely satisfied	5
Satisfied	4
Neither satisfied, nor dissatisfied	3
Dissatisfied	2
Completely dissatisfied	1

“Let’s discuss about the disinfection activities in your camp...”

Q19. Have you noticed any disinfection activities in your camp?

Yes	1
No	2
Don't know/ No answer /	3

Q20. How much satisfied are you with the disinfection activities took place in your?

Completely satisfied	5
Satisfied	4
Neither satisfied, nor dissatisfied	3
Dissatisfied	2
Completely dissatisfied	1

End the interview by thanking respondent for his/her valuable time and responses.

|

WASH Facility Observation Checklist

Org-Quest Research Limited

DH Tower, Level-7 (Suit-701)

6 Panthapath, Dhaka-1215

Phone: 55013481-84

WASH Facility Observation Checklist

Camp No			
Block No			
Inspection Date			
Partner			
Type of facility	Toilet	Bathing Cubicle	Hand wash device
Facility ID / G.P.S.			

Status of the WASH Facility

BC Damaged LT	Yes	No
BC Repaired LT	Yes	No
BC Construction	Yes	No
BC Reconstruction	Yes	No
BC Not Repaired	Yes	No
BC NEED IMPROVEMENT	Yes	No

Feature of the WASH Facility

Toilet	
Latrine appears in good working order (water seal functional, and pit not clogged)	1
Latrine is not very well maintained (e.g. water seal broken but pit not clogged, and latrine can still be used)	2
Latrine is in poor condition (e.g. water seal broken, pit clogged this toilet is not functional, not usable)	3
Adequate space and provisions for female menstrual needs e.g. cleaning, drying or disposal of sanitary napkins were available	4
The latrine was accessible to disabled people, elderly and pregnant women	5
The latrine was segregated by gender and was clearly marked	6
The latrine ensured the privacy of the users	7

Bathing Cubicle	
Adequate space and provisions for female menstrual needs e.g. cleaning, drying or disposal of sanitary napkins were available	1
Located close to the water points so that people do not have to transport water long distances for bathing	2
Drainage for the wastewater was adequate	3
Bathing Cubicle was segregated by gender and was clearly marked	5
Bathing Cubicle was accessible to disabled people, elderly and pregnant women ,	6
Bathing Cubicle ensured the privacy of the users	7

Hand wash device	
Located close to the water points so that people do not have to transport water long distances for hand washing.	1
Was easy to use for everybody	2
Was limiting hand contact by users with a tap interface	3
Drainage for the wastewater was adequate	5
Hand wash device was segregated by gender and was clearly marked	6
Hand wash device was accessible to disabled people, elderly and pregnant women ,	7

JPF's logo was visible	Yes	No
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Support Organizations' logo was visible	Yes	No
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Construction/repair date was visible	Yes	No
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Direct Beneficiaries IDI Guide

Note to the Moderator

- Please be more than humble with the person you are interviewing
- Make sure any of your behavior or question doesn't offend him/her or put him/her in a uncomfortable situation
- Give time to make the person comfortable and ask if he needs more time before starting the discussion
- Please frame your questions depending on the type of skill the person has

Introduction ভূমিকা/পরিচিতি

Assalamu Alaikum. My name is _____. I have come from a research firm named Org-Quest Research Limited. We conduct research on various social and business related topics as well as on different products and services. Currently we are conducting a survey on water, sanitation and hygiene to Rohingya communities in Cox's Bazar.

First of all, I would like to thank you for agreeing to be interviewed. We would like to ask you a few questions about water, sanitation and hygiene in your camp.

Your comments and opinions will remain confidential and will only be used for this research, not for any other purpose. Our conversation should take about 60 minutes to complete. With your permission I want to record our conversation on tape. Do you have any questions before we begin?

1. Tell me about yourself. How do you spend your time in your daily routine?
2. What was your past profession? How did you get involved in this project? ?
3. How long are you involved with the WASH project? Did you have to attend any interview to be selected under the project? Who took the interview? How was the interview taken?
4. According to you, what are the problems faced by the community people related to water, sanitation and hygiene?
5. Did you receive any training on WASH related activities provided by IVY-DSK? How was the training organized? What was the duration of the training?
6. What were the topics covered in the training? Were the topics unique and new?
7. Are you satisfied with the quality of the training? Why or why not?

8. Did you receive any tools (hammer, screwdrivers, saw, tape measure, etc.) after the training? Did you receive any gear (work clothes, boots, rubber gloves, hats, masks, etc.) after the training?
9. (For repair/disinfection team) Could you explain process of assessment of BC and LT for repairing? (For construction team) Could you explain process of site selection of construction BC and installation of HWD? (For Dislodging team) Could you explain process of assessment for dislodging toilets? (For construction team only) Did you consult with any community people inside the camp to select the locations of the facilities?
10. (For construction team only) Did you consider the safety and privacy of the community people while selecting the location for latrines, bathing cubes or hand washing devices?
11. (For repair/disinfection team only) Did you have any specific instruction to construct or repair latrines, bathing cubes or hand washing devices to support the people with disability or women of children? Can you please explain a bit in details?
12. Do you receive any payment for your work? How the payment is made?
13. What is your motivation to work for this project? Would you like to be employed by another organization after this project and use what you have learned?

(CHS_1) IS HUMANITARIAN RESPONSE APPROPRIATE AND RELEVANT?

- When you were selected for the project, before that, did the project team talk to you to understand your need? Do you think the project can address the needs of Rohingya community in a consistent manner? If no, what should have been done instead?
- Till now do you think the project was relevant to needs of people like you. Why do you think so? What could have been done to design the project more relevant to the needs of people like you?
- Was there any change made in the project plan during the implementation of the project? Why the changes were necessary?
- Was there any change made due to the COVID-19 outbreak? What were the changes?

(CHS_2) IS HUMANITARIAN RESPONSE EFFECTIVE AND TIMELY?

- Do you think the project design was appropriate for meeting the need by gender, age, and people with disabilities? Was there any special plan for women to use the wash facilities at night? Can the women and people with disabilities use the wash facilities at night or during the monsoon?
- When you construct or repair any WASH facility, do you consider any safety factors for the users? Do you consider the privacy required for different vulnerable people, especially women while using the community latrine or common bathing cubicle?

(CHS_3) IS HUMANITARIAN RESPONSE STRENGTHENING LOCAL CAPACITIES AND AVOIDING NEGATIVE EFFECTS?

- Do you think that you have gained sufficient knowledge and skill to improve your competency? Do you think that you will be able to retain your skill when the project is closed? As the project supplied some tools (hammer, screwdrivers, saw, tape measure, etc.) and gears (work clothes, boots, rubber gloves, hats, masks, etc.) to you, do you think that you will be able to continue your task in the future with the resources you have? If not, what would you do?
- Were there any social, political, environmental, and economic factors that have an impact on the project? What are those?

(CHS_4) IS HUMANITARIAN RESPONSE BASED ON COMMUNICATION, PARTICIPATION AND FEEDBACK?

- Were you able to provide feedback throughout the different stages of program? Did you share your opinion about the location and design of the WASH facilities? Did you share your feedback in the disinfection related activities? Was the feedback from you incorporated into the project design?

(CHS_5) ARE COMPLAINTS WELCOME AND ADDRESSED?

- Do you know how to share a complaint for this project if you have any? Did you share any complaints or observation during the implementation of the project? What are those complaints or observations? Can you give some example? Were the complaints or observations addressed properly? How was those addressed or why those were not addressed?

(CHS_8) ARE STAFF SUPPORTED TO DO THEIR JOB EFFECTIVELY, AND ARE THEY TREATED FAIRLY AND EQUITABLY?

- How much happy are you with the expertise and competencies of the trainers from whom you received the training? Were they capable enough to teach you? Did they paid attention to your basic right?

End the interview by thanking respondent for his/her valuable time and responses.

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In-Direct Beneficiaries IDI Guide

Note to the Moderator

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- Please frame your questions depending on the type of skill the person has

Introduction ভূমিকা/পরিচিতি

Assalamu Alaikum. My name is _____. I have come from a research firm named Org-Quest Research Limited. We conduct research on various social and business related topics as well as on different products and services. Currently we are conducting a survey on water, sanitation and hygiene to Rohingya communities in Cox's Bazar.

First of all, I would like to thank you for agreeing to be interviewed. We would like to ask you a few questions about water, sanitation and hygiene in your camp.

Your comments and opinions will remain confidential and will only be used for this research, not for any other purpose. Our conversation should take about 60 minutes to complete. With your permission I want to record our conversation on tape. Do you have any questions before we begin?

1. Tell me about yourself. How do you spend your time in your daily routine?
2. According to you, what are the problems faced by the community people related to water, sanitation and hygiene? In you camp where do the people use to defecate? Have you seen any change in recently? What change have you noticed?
3. Can you please let us know when to wash your hands? Do you wash your hand after defecation? Where do you wash your hands? Do you or people like you feel safe using the latrines or WASH facilities?
4. Is there any case or incidence where you or people like you could not use the latrines or WASH facilities? What are those? What do you do then? How the situation can be improved?
5. Was there any case that the latrine was full and you or your neighbors could not use the latrine? How frequently does it happens? Was the situation changed recently. Please explain in details.
6. Have you noticed any incidence of construction or repair of new WASH facilities? Were the number sufficient for your need? Why do you think so?

(CHS_1) IS HUMANITARIAN RESPONSE APPROPRIATE AND RELEVANT?

- Are people like you in your community consulted on the location and design of infrastructure related to WASH? Did the project team consult on the location and design of infrastructure related to sanitation? If you are consulted now, what suggestions would you provide on the location and design of infrastructure related to water and sanitation?
- Till now do you think the project was relevant to needs of people like you. Why do you think so? What could have been done to design the project more relevant to the needs of people like you?
- Was there any change made in the project plan during the implementation of the project? Why the changes were necessary?
- Was there any change made due to the COVID-19 outbreak? What were the changes?

(CHS_2) IS HUMANITARIAN RESPONSE EFFECTIVE AND TIMELY?

- Do you think the project design was appropriate for meeting the need by gender, age, and people with disabilities? Was there make any special plan for women to use the wash facilities at night? Can the women and people with disabilities use the wash facilities at night or during the monsoon?

(CHS_3) IS HUMANITARIAN RESPONSE STRENGTHENING LOCAL CAPACITIES AND AVOIDING NEGATIVE EFFECTS?

- As per your knowledge do you think you or the community people can construct or repair any WASH facility without the support of NGO or other agencies? Why do you think so?
- According to you, what are the main barriers to involve local residents in the WASH related activities? How this can be overcome?

(CHS_4) IS HUMANITARIAN RESPONSE BASED ON COMMUNICATION, PARTICIPATION AND FEEDBACK?

- Were you able to provide feedback throughout the different stages of WASH related program? Did you share your opinion about the location and design of the WASH facilities? Did you share your feedback in the disinfection related activities? Was the feedback from you incorporated into the project design?

(CHS_5) ARE COMPLAINTS WELCOME AND ADDRESSED?

- Do you know how to share a complaint for this project if you have any? Did you share any complaints or observation during the implementation of the project? What are those complaints or observations? Can you give some example? Were the complaints or observations addressed properly? How was those addressed or why those were not addressed?

(CHS_7) ARE HUMANITARIAN ACTORS CONTINUOUSLY LEARNING AND IMPROVING?

- Since the beginning of the project, have you noticed any modifications based on your feedback, or complaint? If yes, could you please explain how the changes made?

End the interview by thanking respondent for his/her valuable time and responses.

Org-Quest Research Limited

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Key Stakeholder Interview (KII) Guide_ implementing partner_DSK

Introduction ভূমিকা/পরিচিতি

Salam/adab. My name is _____. I have come from a research firm named Org-Quest Research Limited. We conduct research on various social and business-related topics as well as on different products and services. Currently we are conducting a survey on water, sanitation, and hygiene to Rohingya communities in Cox's Bazar.

First of all, I would like to thank you for agreeing to be interviewed. We would like to ask you a few questions about water, sanitation, and hygiene in your camp.

Your comments and opinions will remain confidential and will only be used for this research, not for any other purpose. Our conversation should take about 60 minutes to complete. With your permission I want to record our conversation on tape. Do you have any questions before we begin?

Note to the Moderator

- Please probe for details where required
- Please frame your questions depending on the type of activities the project has

General Questions

- Overall, what are the challenges have you noticed for the WASH situation of the camp?
- How optimistic are you that the project will address the WASH related problems properly?
- Did you see any visible changes throughout the project?
- What % of the project has been completed so far? How the project can carry it forward in the future?
- Can you tell us if there is anything which are not going well?
- What about the security situation in the project area related to WASH? Do the women inside the camp feel comfortable to use the WASH facilities? Are there any concerns? How is IVY planning to address them?

IS HUMANITARIAN RESPONSE APPROPRIATE AND RELEVANT?

- How the target was set for the project? Did you conduct any need assessment to understand the needs of the Rohingya community in this camp? How was the need assessment conducted? Do you think the project addressed the needs of the project beneficiaries in a consistent manner as per project design? If not, what should have been done instead?
- Till now do you think the project was relevant to needs of the project beneficiaries? Why do you think so? What could have been done to design the project more relevant to the needs of the project beneficiaries?
- Was there any change made in the project plan during the implementation of the project? Why the changes were necessary? Was there any change made due to the COVID-19 outbreak? What were the changes? How did it impact on the overall project?
- Do you think the project design was appropriate for meeting the need by gender, age, and people with disability? Did you have a separate plan to address the need for Rohingya people with disability? Did you make any special plan for women to use the wash facilities at night? Can the women and people with disability use the wash facilities at night or during monsoon season safely?
- Did you consider any safety factors while implementing the project? Did you consider the privacy required for different vulnerable people, especially women while using the community latrine or common bathing cubicle?

IS HUMANITARIAN RESPONSE EFFECTIVE AND TIMELY?

- Do you think that the project was completed as per expected time? Do you think the number of resources deployed for repairing or construction was appropriate to meet the requirement of the Rohingya communities inside the camp? Considering the number of populations inside the camp, do you think the number of wash facilities installed was sufficient?
- How do you ensure timely desludging of waste? Do you think you need more resource to complete the task on a timely manner?
- What are the differences the project has made to individuals targeted and the wider community? How the project has addressed different needs of women and people with disability?
- What were the major factors influencing the achievement or non-achievement of the objectives?

IS HUMANITARIAN RESPONSE STRENGTHENING LOCAL CAPACITIES AND AVOIDING NEGATIVE EFFECTS?

- As you have provided training among some people from Rohingya community for IVY project to repair and or construct WASH facilities, how did you select them? What were the selection criteria? Did they have previous experience on similar task?
- Do you think they have gained sufficient knowledge and skill to improve their competency? Do you think they will be able to retain their skill when the project is closed? After working with IVY-DSK team, do volunteers can expect to work another repair & maintenance team?
- What measures have you taken to make the project sustainable in the long run? Can you please share some example?
- Were there any barriers to involve people from Rohingya community in this project? How difficult it was to take permission from the local authorities to recruit and train people from Rohingya community?
- Were there any social, political, environmental, and economic factors that have an impact on the project? What are those? Was the culture or language of the Rohingya people an issue to implement the project? What were those?

IS HUMANITARIAN RESPONSE BASED ON COMMUNICATION, PARTICIPATION AND FEEDBACK?

- Were the beneficiaries able to provide feedback throughout the different stages of program? Did they share their opinion about the location and design of the WASH facilities? Did they share their feedback in the disinfection related activities?
- Was the feedback from beneficiaries able to be incorporated into the project design? Why/why not? Did you have to change the location or design of the WASH facilities? What were the enabling/ hindering factors for this?
- Was the community involved in determining the selection criteria of the direct beneficiaries for the training? Were they well informed about the decisions?

ARE COMPLAINTS WELCOME AND ADDRESSED?

- Did targeted beneficiaries and the Rohingya community feel safe and trusted the confidentiality when communicating with member NGOs and its relevant stakeholders?
- Did they share any complaints or observation during the implementation of the project? What are those complaints or observations? Can you give some example? Were the complaints or observations addressed properly? How was those addressed or why those were not addressed?

IS HUMANITARIAN RESPONSE COORDINATED AND COMPLEMENTARY?

- How were you engaged with the Majhis and CiCs in the camp? Did you have to keep in touch with other local government authorities while implementing the project? Did the Majhis, CiCs and/or local government authorities provided their feedback on the project? How was the feedback addressed?
- Has the project complemented and been compatible with government approach?
- Has the project complemented and been compatible with Inter Sector Coordination Group or wash sector?
- Is there any other NGOs implementing similar project in your project area (camp)? If yes, how did you coordinate and complement its interventions with others?

ARE HUMANITARIAN ACTORS CONTINUOUSLY LEARNING AND IMPROVING?

- Since the beginning of the project, have you made any modifications because of monitoring, feedback, or complaint-handling? If yes, could you please explain how the changes made had positive / negative effects to the achievement of the outputs & outcomes?

ARE STAFF SUPPORTED TO DO THEIR JOB EFFECTIVELY, AND ARE THEY TREATED FAIRLY AND EQUITABLY?

- How much happy are you with the expertise and competencies of your project staff to implement the project? Did they have sufficient knowledge of the context, refugee rights and protection issues? Have they gone through any training before implementing the project?

ARE RESOURCES MANAGED AND USED RESPONSIBLY FOR THEIR INTENDED PURPOSE?

- How much happy are you with the budget spent against plan?
- How the most recent audit recommendations have been addressed?
- How Value for Money was achieved through effective procurement and contracting?
- How well were the inputs (funds, people, materials, and time) used to produce results?
- Was the impact on the environment considered when using local and natural resources? Can you please elaborate in detail especially considering use of land and desludging of waste?

End the interview by thanking respondent for his/her valuable time and responses.

Key Stakeholder Interview (KII) Guide for WASH Focal Agency in each camp (e.g. WVI and OXFAM)

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**Key Stakeholder Interview (KII) Guide for WASH Focal Agency
in each camp (e.g. WVI and OXFAM)**

Introduction ভূমিকা/পরিচিতি

Salam/adab. My name is _____. I have come from a research firm named Org-Quest Research Limited. We conduct research on various social and business-related topics as well as on different products and services. Currently we are conducting a survey on water, sanitation, and hygiene to Rohingya communities in Cox’s Bazar.

First of all, I would like to thank you for agreeing to be interviewed. We would like to ask you a few questions about water, sanitation, and hygiene in your camp.

Your comments and opinions will remain confidential and will only be used for this research, not for any other purpose. Our conversation should take about 60 minutes to complete. With your permission I want to record our conversation on tape. Do you have any questions before we begin?

Note to the Moderator

- Please probe for details where required
- Please frame your questions depending on the type of activities the project has

Please record the name of the agency below

WVI	1
OXFAM	2

General Questions

- As a WASH focal person, please let us know could you please let us know your role in this project?
- Overall, what are the challenges have you noticed for the WASH situation of the camp?
- If I talk about the sanitation situation, can you please let me know, how is the overall scenario? How conscious are the people inside the camp? How are NGOs contributing?
Is there any people inside the camp who do not have access to sanitary latrine? f so, why do you think about the reason? Where are they defecating? Is the situation improving? Why do you think so?

- Where the faeces in the latrines going? Where are they disposed? What do you do to ensure hygienic disposal of waste?
- Do you think is handwashing a concern in your camp? Do people in your camp suffer from diseases because of a lack of seriousness in handwashing? Can you please give us an example? How do you ensure that people are washing their hands during critical times? Do you think people inside the camp get soap or soap substitute to wash their hands? What are the challenges?
- Generally where the people take a bath in your camp? Is it the same place for both males and females? Are the females in your community concern about their privacy? What have you done to ensure the privacy of the female in your camp?
- Did you see any visible changes throughout the project?
- What about the security situation in the project area related to WASH? Do the women inside the camp feel comfortable to use the WASH facilities? Are there any concerns? How is IVY planning to address them?

IS HUMANITARIAN RESPONSE APPROPRIATE AND RELEVANT?

- do you think the project implemented by IVY was relevant to needs of the project beneficiaries? Why do you think so? What could have been done to design the project more relevant to the needs of the project beneficiaries?
- Was there any change made due to the COVID-19 outbreak? What were the changes?
- Can the women and people with disability use the wash facilities at night or during monsoon season safely?

IS HUMANITARIAN RESPONSE EFFECTIVE AND TIMELY?

- As a WASH focal person, can you please let us know how the activities undertaken by this project was in a timely manner?

ARE COMPLAINTS WELCOME AND ADDRESSED?

- As a WASH focal agency, did you receive any feedback or complaint from the people inside the camp? What type of feedback or complaints did you receive? What do you do when you receive any feedback or complaint?

Do you have any feedback and recommendations to the future projects and programme improvement?

End the interview by thanking respondent for his/her valuable time and responses.

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UNICEF Official (Area Focal Agency) KII Guide

Note to the Moderator

Please be more than humble with the person you are interviewing. Make sure any of your behavior or question doesn't offend him/her or put him/her in an uncomfortable situation. Give time to make the person comfortable and ask if he needs more time before starting the discussion. Please frame your questions depending on the type of skill the person has.

Introduction ভূমিকা/পরিচিতি

Assalamu Alaikum. My name is _____. I have come from a research firm named Org-Quest Research Limited. We conduct research on various social and business related topics as well as on different products and services. Currently we are conducting a survey on water, sanitation and hygiene to Rohingya communities in Cox's Bazar.

First of all, I would like to thank you for agreeing to be interviewed. We would like to ask you a few questions about water, sanitation and hygiene in your camp.

Your comments and opinions will remain confidential and will only be used for this research, not for any other purpose. Our conversation should take about 60 minutes to complete. With your permission I want to record our conversation on tape. Do you have any questions before we begin?

1. First of all could you please define your role at UNICEF?
2. How would you describe the current situation of water, latrine and hygiene in camp 15, 16 and 22?
3. Could you please define your role in this project implemented by IVY, DSK/WVI/Oxfam? Please tell the details.
4. What were the common problems for the residents of these camps regarding water, latrines and hygiene services? Please tell the details.
5. Have you noticed any changes in the problems related to water, latrines and hygiene services for the residents of this camp since the project was implemented? What changes have you noticed? Anything else? Please tell the details.
6. Have you noticed any changes in the behavior of the camp residents in relation to water, latrines and hygiene services after implementing the program? What changes have you noticed? Please tell the details.

7. How is the project helping UNICEF to achieve their goal? How UNICEF is making it's contribution to achieve the project objective?
8. Do you provide any recommendation to the implementation NGO to select the locations for latrines, bathing cubes or hand washing devices? ,
9. How did you get the cooperation / support of the Rohingya community in implementing this project? Please give 1/2 example.

(CHS_1) IS HUMANITARIAN RESPONSE APPROPRIATE AND RELEVANT?

- As per your best knowledge was there a need assessment to understand the needs of the Rohingya community in this camp? How was the Need Assessment done? Do you think the project is consistently able to meet the needs of the Rohingya community as planned? If not, what should have been done instead?
- Do you think that the project was related to the needs of the Rohingya community? Why do you think so? What could have been done to design the project more relevant to the needs of the Rohingya community?
- Was there any change made in the project plan during the implementation of the project? Why the changes were necessary? Was there any change made due to the COVID-19 outbreak? What were the changes? How did this change affect the project?

(CHS_2) IS HUMANITARIAN RESPONSE EFFECTIVE AND TIMELY?

- What are the differences the project has made to individuals targeted and the wider community? How the project has addressed different needs of women and people with disability?
- What were the major factors influencing the achievement or non-achievement of the objectives?

(CHS_3) IS HUMANITARIAN RESPONSE STRENGTHENING LOCAL CAPACITIES AND AVOIDING NEGATIVE EFFECTS?

- As you know, some of the people inside the Rohingya community received training on construction, repair and dislodging activities. Do you think, the project has been able to strengthen communities' and local capacities and ownership? Do you think the participants will be able to sustain the project activities even if the project is closed? Why do you think so?
- Were there any social, political, environmental, and economic factors that have an impact on the project? What are those? Is there any impact of their religion, culture, etc. on the WASH sector? What were those?

(CHS_5) ARE COMPLAINTS WELCOME AND ADDRESSED?

- To what extent were the complaints mechanisms understood, relevant, trusted and appropriate to the context? Can the beneficiaries submit complaints if required?
- Did you ever received any complain from the people inside Rohingya community or their representative during IVY's project implementation period (since September 2020)? What are the general complaints they have? How are the complaints addressed?

CHS_6) IS HUMANITARIAN RESPONSE COORDINATED AND COMPLEMENTARY?

- Is there any other NGOs implementing similar project in these camps? How did the project coordinate and complement its interventions with others?

Do you have any feedback and recommendations to the future projects and programme improvement?

End the interview by thanking respondent for his/her valuable time and responses.

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CIC KII Guide

Note to the Moderator.

Please be more than humble with the person you are interviewing. Make sure any of your behavior or question doesn't offend him/her or put him/her in an uncomfortable situation. Give time to make the person comfortable and ask if he needs more time before starting the discussion. Please frame your questions depending on the type of skill the person has.

Introduction **ভূমিকা/পরিচিতি**

Assalamu Alaikum. My name is _____. I have come from a research firm named Org-Quest Research Limited. We conduct research on various social and business-related topics as well as on different products and services. Currently we are conducting a survey on water, sanitation and hygiene to Rohingya communities in Cox's Bazar.

First of all, I would like to thank you for agreeing to be interviewed. We would like to ask you a few questions about water, sanitation and hygiene in your camp.

Your comments and opinions will remain confidential and will only be used for this research, not for any other purpose. Our conversation should take about 60 minutes to complete. With your permission I want to record our conversation on tape. Do you have any questions before we begin?

1. As a camp in-charge what are your responsibilities regarding WASH related activities or program? Please tell the details
2. There are some water, latrine and hygiene projects are being implemented in your camp, please tell us more about the project.
3. What were the common problems for the residents of this camp regarding water, latrines and hygiene services? Please tell the details
4. Have you noticed any changes in the problems related to water, latrines and hygiene services for the residents of this camp since the project was implemented? What changes have you noticed? Anything else? Please tell the details
5. Have you noticed any changes in the behavior of the camp residents in relation to water, latrines and hygiene services after implementing the program? What changes have you noticed? Please tell the details
6. How were the locations for latrines, bathing cubes or hand washing devices selected? Did the concerned NGO, especially IVY, DSK/WVI/Oxfam (read it specified for the camp) discuss with you to select the toilet, bathroom or hand washing place?
7. Did they consider about the safety and privacy of the camp residents when choosing a place for a latrine, bathroom or hand washing system?

Now I am asking some questions related to the project implemented by IVY, /WVI/Oxfam (read it specified for the camp).

(CHS_1) IS HUMANITARIAN RESPONSE APPROPRIATE AND RELEVANT?

- When the goals of the project were set for the project, did they take your opinion? **(CHS_6)** Was there a need assessment to understand the needs of the Rohingya community in this camp? How was the Need Assessment done? Do you think the project is consistently able to meet the needs of the Rohingya community as planned? If not, what should have been done instead?
- Do you think that the project was related to the needs of the Rohingya community? Why do you think so? What could have been done to design the project more relevant to the needs of the Rohingya community?

(CHS_2) IS HUMANITARIAN RESPONSE EFFECTIVE AND TIMELY?

- What are the differences the project has made to individuals targeted and the wider community? How has the project addressed different needs of women and people with disability?

(CHS_5) ARE COMPLAINTS WELCOME AND ADDRESSED?

- To what extent were the complaints mechanisms understood, relevant, trusted and appropriate to the context? Can the beneficiaries submit complaints if required?

CHS_6) IS HUMANITARIAN RESPONSE COORDINATED AND COMPLEMENTARY?

- Is there any other NGOs implementing similar project in your project area (camp)? How did the project coordinate and complement its interventions with others?

Do you have any feedback and recommendations to the future projects and programme improvement?

End the interview by thanking respondent for his/her valuable time and responses.

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Majhi KII Guide

Note to the Moderator.

Please be more than humble with the person you are interviewing. Make sure any of your behavior or question doesn't offend him/her or put him/her in an uncomfortable situation. Give time to make the person comfortable and ask if he needs more time before starting the discussion. Please frame your questions depending on the type of skill the person has.

Introduction ভূমিকা/পরিচিতি

Assalamu Alaikum. My name is _____. I have come from a research firm named Org-Quest Research Limited. We conduct research on various social and business-related topics as well as on different products and services. Currently we are conducting a survey on water, sanitation and hygiene to Rohingya communities in Cox's Bazar.

First of all, I would like to thank you for agreeing to be interviewed. We would like to ask you a few questions about water, sanitation and hygiene in your camp.

Your comments and opinions will remain confidential and will only be used for this research, not for any other purpose. Our conversation should take about 60 minutes to complete. With your permission I want to record our conversation on tape. Do you have any questions before we begin?

1. Tell me about yourself. How do you spend your time in your daily routine?
2. You are a Majhi in this camp, please tell me which areas do you work as a Majhi? As a Majhi what exactly do you have to do in your work area?
3. Are you involved in a water, latrine and hygiene project? If yes, how you are involved with this project or what is your role in the project? Please tell the details.
4. What were the common problems for the residents of this camp regarding water, latrines and hygiene services? Please tell the details.
5. Have you noticed any changes or improvement related to water, latrines and hygiene services for the residents of this camp since the project was fully launched? What changes have you noticed? Please tell the details.
6. Have you noticed any changes in the behavior of the camp residents in relation to water, latrines and hygiene services since the project was fully launched? What changes have you noticed? Please tell the details.
7. How to select the locations for latrines, bathing cubes or hand washing devices?
8. What did the concerned NGO discuss with you to select the toilet, bathroom or hand washing place? Did you engage other residents in this discussion or take their views? Who did you attach or comment on?
9. Did you think about the safety and privacy of the camp residents when choosing a place for a latrine, bathroom or hand washing system?

(CHS_2) IS HUMANITARIAN RESPONSE EFFECTIVE AND TIMELY?

- What are the differences the project has made to individuals targeted and the wider community? How has the project addressed different needs of women and people with disability?

(CHS_5) ARE COMPLAINTS WELCOME AND ADDRESSED?

- To what extent were the complaints mechanisms understood, relevant, trusted and appropriate to the context? Can the beneficiaries submit complaints if required?
- Did the beneficiaries share any complaints on the project through you? If yes, please let me know in detail? How was the complaint resolved?

CHS_6) IS HUMANITARIAN RESPONSE COORDINATED AND COMPLEMENTARY? ?

- Are any other NGOs implementing similar projects in your area of work?

10. Do you have any feedback and recommendations to the future projects and programme improvement?

End the interview by thanking respondent for his/her valuable time and responses.

Appendix 3: Evaluation Photos



Training Session for Enumerators are in progress



Enumerators are washing their hands with soap before entering into the training venue



Body temperature was measured by using contact less thermometer