

Coxsbazar, 20th October 2018

Subject: Some talking points from CCNF members on Rohingya Relief / ISCG Coordination to the review mission.

1. **Why we have the need of coordination.** In fact we have the need of coordination (i) basically to avoid duplication of resources and (ii) to ensure best possible quality services.

Let us examine what is the situation in this regard in the Rohingya response or in ISCG.

2. **What is the state of affairs now?** If we observe the situation, what we find

- (i) There are strict control in this respect especially in ground / field level especially enforced by CiCs (Camp In Charge), especially in respect of services provided by NGOs / INGOs, even there are quality control and price checking method in those respect by the DC (Deputy Commissioner) office.
- (ii) There are in fact little control over UN agency provided services.
- (iii) There are hardly any official feedback mechanism on services from Rohingya refugees.
- (iv) RRRC is the official government leader in fact the authority of total Relief operation, but he hardly want to control over ISCG coordination or on UN agencies due to several practical reasons.
- (v) As ISCG is the formal process of coordination, there are very little participation of local NGOs, local government leaders and district level high officials who represent government service agencies.

3. **Why local NGOs, local government leaders, government service agency officials participation is necessary.**

- (i) We are living in dwindling aid situation, and it seems in future it is the government have to bear the major expenditure. There are already a level of government services is being provided.
- (ii) Local NGOs knows how to navigate locally for low cost and also for local resource mobilization and opion leader participation with respect to human right and refugee rights.
- (iii) It is they are the only important forces who can do navigation and maintain social harmony.

4. **Coordination without accountability?** The present situation seems a coordination as it is being managed by ISCG, as there are lack of government interest on not to do control over ISCG or UN agency activities, the situation being observed as a coordination without authority.

- (i) Some time it is contusive.
- (ii) There are excess of items or the items provided without need assessment, it is the reason most of the time things comes in open market especially which of UN agencies.

- (iii) There are huge hue and cry on quality of services provided by UN agencies, as there are little care on feedback from refugees.
- (iv) ISCG meetings being happened often and frequent, which language is English that local NGOs hardly be able to maintain separate and capable staff to follow those process and meetings effectively. Local NGOs hardly have resources maintain such a staff.

5. UNHCR is in lead position, appropriate decision.

There are two way truth that in one hand government want to keep the relief operation as an international issue.

But, it is good and appropriate decision is that, now UNHCR is in the leading position in ISCG as they are the mandated UN refugee agencies. It has happened as CCFN raised voice in the beginning in this regard as they are mandated organization and have the appropriate global experience both for relief operation and for repatriation too.

6. Coordination is top-down, little of cross cutting.

- (i) Coordination being happened through sectoral groups.
- (ii) Most of the group is being led by expatriate from UN agencies and INGOs.
- (iii) There are no space or little initiatives from ISCG to go cross cutting or going in ground level.

7. Some other important issue also hinder the best possible coordination e.g.,

- Most of the expatriate comes for short term duration.
- They have little of experience in working cross cultural situation.
- They have little of knowledge on local culture and language and
- Also little of knowledge on government structure and culture.

8. Suggestions

- (i) Maintain UNHCR leadership in ISCG but with strong experience based professional especially from South Asia region.
- (ii) Sectoral grouping should be minimized, and the sector group should be with the co leadership of UN Agencies, INGOs, Local NGOs and District Officials.
- (iii) All communication and language in sectoral meeting should be in Bangla, such a Bangla language should also be used for field level communication.
- (iv) There should be specific meeting day in Coxsbazar, so that it will be easier for appropriate people to participate.
- (v) All meeting minutes should be written in bangla and placed in website for open access.
- (vi) Cross sectoral meeting should be in Upazila (Teknaf and Ukhiya level) and also in five unions of refugee camps on bi monthly basis.
- (vii) All expatriate should be appointed for long term basis and they should be trained during induction period on local language, local culture and approaches that work.
- (viii) Establishing open complain response mechanism in all level especially targeted to the reach of Refugee communities.