



Rohingya community feedback –
relocation, bribery, extortion, corruption,
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WHAT MATTERS?

Humanitarian Feedback Bulletin

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

The information in this edition includes insights from information collected through conversations with affected individuals, community focus group discussions and live radio phone-in programmes on Bangladesh Betar and Radio Naf, which are supported by UNICEF.

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

Women's complaints not being resolved as effectively as men's

Analysis of community feedback data highlights particular issues that are important to women; and suggests that fewer of the problems raised by women are being solved, compared with issues mentioned by men.

A snapshot of raw complaints and feedback data suggests that fewer complaints raised by Rohingya women are being solved, when compared with those raised by men. Analysis shows that 61% of all complaints have not yet been resolved, but there is a disparity when looking at the gender of the person raising the problem in the first place. 67% of complaints raised by women are still pending while only 56% of complaints raised by men have not yet been solved.

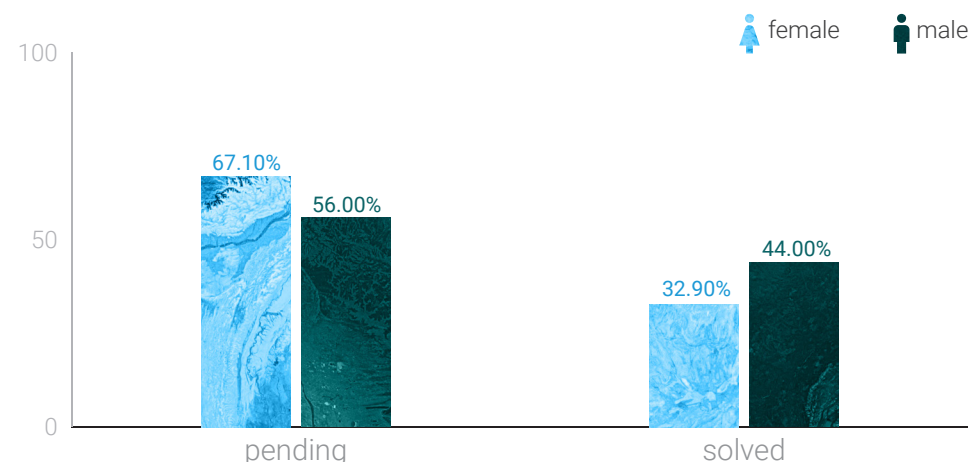


Chart showing status of complaints raised by women vs. those raised by men (n=656)

A statistical analysis of the data shows that men are 1.6 times more likely to have their complaints solved than women¹. It is not clear what is behind this gender difference – perhaps the issues raised by women are more complicated, less specific or taking longer to resolve for some other reason, but the difference is statistically significant and therefore unlikely to be occurring by chance.

The issues raised by men and women also vary

Gender appears not only to be associated with whether issues raised are solved but is also linked to the type of problems which are brought up. This graph shows gender differences when looking at the proportion of issues raised by each gender that are about particular services.

While the category with the highest proportion of problems raised by women (31.5%) is non-food items, this issue is even more frequently raised by men (47.1%). Analysis of the specific issues raised by women in this area reflect that they are mostly seeking hygiene kits and shelter materials. They also highlighted problems in obtaining NFI cards. And even those with a card reported problems accessing help or materials due to not knowing when relief items were going to be distributed. Some reported mahjis as being involved in corruption connected to NFI cards, for example when somebody is sick and cannot collect the relief by herself.

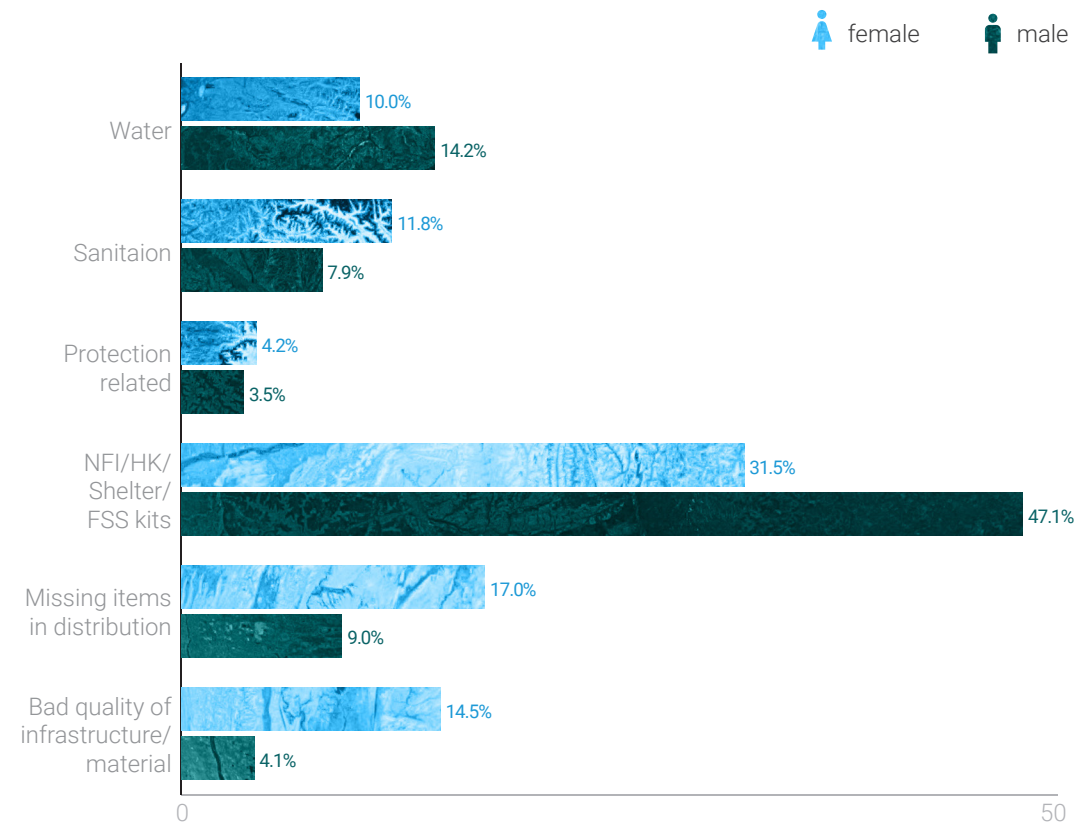
“A card was issued to me. But the mahji collected the kit in my name. He kept half of it and gave the other half to me.”

- Female, Leda Camp

Sanitation problems were identified in the previous edition of *What Matters?* as a major issue, and this analysis suggests that there are also considerable gender differences in this area. Statistical analysis shows that men are only half as likely as women to raise problems about sanitation issues². Other issues which women are more likely to raise than men include worries about broken or poor quality materials (particularly poor-quality latrine materials, for example leaks in the pots used after using the latrine); and issues about missing items in distributions.

¹ Logistic regression with case status (solved or pending) as a dependent variable and gender as an independent variable in the regression model. Significant at a 5% level.

² Logistic regression with gender as an independent variable and requests regarding sanitation as a dependent variable in the regression model. Significant at 10% level.



Graph showing topics raised in feedback from men and women (n=656)

Source: Analysis of complaint and feedback data collected by Solidarités International from March-May 2018, as a part of their community response mechanism (CRM). This data contains records of 289 women and 367 men who raised complaints and concerns regarding their regular needs, with the majority of data coming from Leda, Jamtoli and other areas in Teknaf. Feedback was collected by Solidarités International but was about services delivered by a range of agencies operating in the area.

While not necessarily representative of the response overall, this snapshot analysis attempts to highlight some of the gendered aspects that appear to be present regarding the raising and resolution of community feedback.



Rohingya community feedback – Relocation, bribery, extortion, corruption, disposal of trash and firewood

This analysis is based on feedback that has been collected in camps 1 to 4 on a daily basis between April 15th to May 31, 2018 by 13 Internews community correspondents and one feedback manager using the ETC connect app. The ETC connect app (www.etcconnect.ml) enables qualitative feedback collection and complaints management. In total, 509 interactions have been analysed to present

the significant concerns and questions of the Rohingya community. The feedback is collected in Rohingya, Burmese and Chatgaya.

Total Feedback	Men	Women
509	249	260

Relocation within the camps

“ We are suffering a lot because of our shelter. For example, our shelter is on the top of a hill near to the edge of a landslide area. That's why the houses are going to collapse, and we are very scared. We are willing to relocate wherever they take us.”

- Woman, 34, Camp 1W

“ We heard that our place is prone to landslides and we might be relocated. We don't want to move. We live here together with our families, our relatives and other villagers. We are worried that we will be separated if we are relocated.”

- Man, 42, Camp 1W

“ We were asked to move because they said they needed space to build offices, though we weren't told where we'd be taken. When we ask them, they tell us to find space on our own. They're not taking us where we want to go. They are not taking all of us there. [...] and we've been living here for nine months. We don't want to move from this place.”

- Woman, 50, Kutupalong MS

The feedback gathered reflects three key themes on relocations within camps: fear, confusion and approval. These different stances of the Rohingya community on relocation are linked to perceptions of safety, presumed difficulties of accessing humanitarian services and basic daily needs, communal ties and a lack of clear information.

From the analysis of the feedback it emerges that many of the respondents do not trust the relocation process. There are doubts that relocation to a new place is going to make them stay safe during monsoon season. Some of the Rohingya people have shared concerns that they will face challenges in the new relocation site, such as:

- Not having access to humanitarian services
- Lack of markets and shops
- Not having enough tube wells, hospitals, properly built roads and street lights for moving around during the night

Additionally, some Rohingya community members are extremely unhappy about being separated from

their relatives and friends. They have emphasised that after facing trauma and violence, being surrounded by people they know makes them feel safer. We heard particular concerns about being far from their loved ones if there was an emergency.

Other Rohingya community members, who have considered moving, do not feel that they received enough information on why they should relocate and worry that they have not been assigned a new place to live. Some individuals also feel that they were ordered to move without consideration for their wishes and needs. Older people in particular have shared how helpless, frustrated and confused they feel after being told that they have no other choice but to move.

However, there are also some individuals that are keen to relocate to a different part of the camp due to fears of landslides. This group seems to be in the minority among this specific data sample.

Bribes, corruption and extortion

“ During the storm our houses and toilets [...] were destroyed and materials used for toilets were taken by the local Bangladeshi people. When we asked to give the [materials] back, seven refugees were beaten, so we constructed [only] one toilet.”

- Man, 37, Kutupalong MS

“ We receive rice as relief once a month which is inadequate for us. They say the packet consists of 25 kg; whereas, it contains either 22 or 23 kg, not more than that. The major issue we are facing is that we [have to] give a small portion of the rice we get to the local people or landlord.”

- Woman, 35, Camp 1W

“ We have a local person living in our block who asks BDT 500 rent from every home in our block. If we don't give them money, they come to beat us. As we don't have money, we give them a portion of the relief we receive. The rice we receive is not enough for us; however, we are very scared of the local people and that's why we give them rice.”

- Man, 46, Camp 1W

A lot of the recent feedback from the Rohingya community reflects a perception that bribes and extortion are increasing, both from the host community and within the Rohingya community. Community members have shared that they were asked to pay money to submit CVs for volunteer positions, for receiving shelter material, to see medical staff and that they have been asked to share a cut of their aid. Some Rohingya people report that some host community members threaten them if they do not share humanitarian aid rations.

Drains for roads and disposal of trash

“ In our block we do not have any dustbin to dispose trash. This is a huge problem. People don't have anywhere to throw trash away. No NGOs have come forward. We can't find any place [for trash]. If you can provide us with a dustbin, that would be good.”

- Woman, 38, Camp 1E

“ Now it is raining and our houses are flooded. People are getting sick. Please permit us to dig drains.”

- Man, 37, Kutupalong MS

“ Tell them to dig drains. The drains we have in our block are not deep enough to hold the water. When it rains even just a bit, water enters our homes. If any NGO could help us out by digging a better drain, that would be good for us.”

- Man, 30, Camp 1E

A key issue mentioned is dirty water flooding homes and making it impossible to sleep during heavy rainfall as many community members sleep on the floor. Many Rohingya community members within the collected data expressed that they find the unpleasant smell and scattered trash in the camp challenging. Especially since drains, toilets and open spaces around shelters are getting blocked by trash, which increases with prolonged rains. Therefore, some community members have requested more dustbins and awareness programmes for the community on how to keep the camps clean.

Firewood for Cooking

“ We are suffering very much due to a lack of firewood. Previously, we used to receive firewood once a month. Now we are receiving it once every two months. This is not enough for us since we have a big family. We talked to the majhi about it, who assured us that we will receive it but we haven't received anything yet.”

- Man, 35, Camp 1W

Many respondents still give feedback about struggling with firewood. As most community members are not able to collect firewood from nearby forests, some individuals shared that they find it extremely challenging to prepare hot food for all of their daily meals. Although the firewood they receive is supposed to last for a month, some individuals complain that they use up their ration within a week. Additionally, the monsoon season makes it hard to keep firewood dry.



The muddy waters of WASH communication

The monsoon is one of a series of severe weather patterns that bring changes to the region. Though vital for agriculture and the regional economy, the monsoon rains are notorious for causing severe floods in the countryside and waterlogging in the cities.

For the Rohingya community, the monsoon rains will lead to a level of flooding in many camps. As the waters rise, some people may lose access to clean water. Contaminants may mix with flood water, increasing the risk of waterborne diseases.

Addressing Aquatabs

A common concern during monsoon is contaminated water (*hosara faani* or *fook'ola faani*). Water purifying treatments like chlorine tablets (*klorine bori* or *teblet*) and Aquatabs are therefore essential. These concepts have been introduced to the Rohingya camps since August 2017, but some people in the community are reluctant to use them.

New products, especially ones that may be used to treat water, are sometimes met with suspicion. One way to promote community acceptance is to use existing cultural context when describing a product and its uses. For example, the Rohingya community are used to clarifying their water using *fitkiri* (potassium alum). This may be a useful reference point in a discussion about the purpose and proper use of similar, less familiar products.

Defining diarrhea

Monsoon season may also bring a spike in waterborne illnesses and diarrhea (*gaa-laamani*). When translated literally from Rohingya to Chittagonian, *gaa-lamani* means 'body coming down', which can lead to confused conversations and/or misdiagnosis.

Interestingly, while the community has an indigenous term for cholera (*aba biaram*), the English term 'cholera' is becoming more popular among both the older and newer Rohingya-speaking arrivals.

Other seasonal concerns

The rains will also create an environment where mosquitoes (*musha*) will thrive, along with diseases such as malaria or dengue. Though the English word malaria is understood by the Rohingya speaking community, it is sometimes described as *hafi hafi gaa'zor* which translates as 'fever with shivers'. The disease 'dengue' is less well known by the community. However, knowing the Rohingya terms for symptoms associated with these illnesses may assist field workers in working with the community.

- High fever - *sokto gaa'zor*
- Headache - *matah-horani*
- Sweating - *gam neylon*
- Severe chills - *beshi sorot*
- Dehydration - *gaat'thu faani homi zon*

From tatti to latrine

Like the weather in Cox's Bazar, the Rohingya language can be unpredictable at times. One minute people are saying *tatti*, the next, even the oldest grandmother is saying *latrine*. The Rohingya community has been introduced to many new words since they arrived in the camps last year. And, ever the eclectic language, Rohingya is incorporating the new words taken from Bangla and English in the most unexpected ways.

Because of this, it is important to collaborate with the community when developing information (oral, written, or pictographic). Involving Rohingya men and women in this process ensures the use of words and concepts that are culturally appropriate and understandable.

