

What are the priority concerns of older Rohingya men and women in the camps?

WHAT MATTERS?

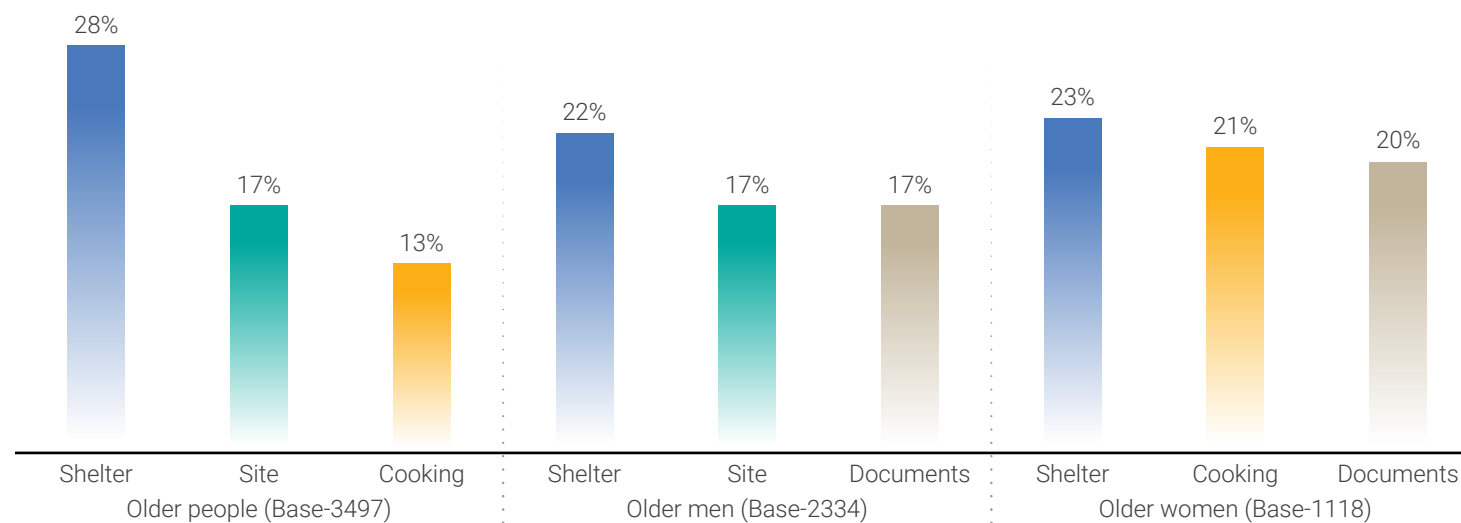
Humanitarian Feedback Bulletin on Rohingya Response

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Source: Rohingya people's concerns raised through community feedback and in listening group feedback. Community feedback from older men and women (aged 50 and above) has been collected from camps 2E, 2W, 5, 6, 8E, 8W, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19, 20, 22, 23, 24 and 25 from April to November 2019. This data has been collected by Care, DRC and IOM (base: 3,497). To gain a more in depth understanding of the issues, two focus group discussions – one with older men and one with older women – were conducted in camp 13 in November 2019.

Over the last eight months, people from the Rohingya community have expressed their concerns and issues through feedback and complaints. They have raised issues regarding their relief documents, shelter, shelter kits, site and cooking. But only 6% of the feedback and complaints received were from older people. Older people are more likely to raise concerns about site-related issues and cooking facility (particularly gas cylinders) when compared to overall levels of feedback in the camps.

Top three concerns amongst older Rohingya people (base: 3,497)



Shelter related concerns:

Most Rohingya people have been living in temporary shelters made of bamboo, tarpaulin or metal sheets since their arrival in Bangladesh. Over time, the condition of these shelters has deteriorated and heavy rain, wind and storms have damaged the shelters further. Like other Rohingya, older people mentioned this as one of their pressing concerns. They say they have a need for both shelter upgrade kits and tie down kits, to strengthen their current shelters. Analysis of the community feedback data and focus group discussions among older Rohingya people suggests that, while some families have received the kits in certain blocks, lots of people say that they have not been provided with them. Among those who mentioned shelter related concerns, 57% pointed out the need for shelter kits. In the focus group discussion, older people said that they had enquired with different agencies about getting the kits and they questioned why they had not received them. From the community feedback data, some of the beneficiaries complained about the quality of the products (bamboo, tarpaulin) they had received in their shelter kit. Feedback also suggests that people have tried to get money to buy shelter materials themselves, in the absence of receiving a kit.

In addition, some of the recipients of the kits said that it was difficult for them to repair their shelters by themselves. Older people said that it would be helpful if the humanitarian agencies could arrange to transport the shelter materials to their homes and help them to use them to upgrade or tie down their shelters. Some older people said that, when they asked for help from the agencies, they were told to repair their own shelter by themselves. In the focus group discussions, participants mentioned that they had requested their relatives to help them carry materials or repair shelters but that they had

to pay their relatives to do this or give them food in exchange. Older people said that they had to sell their relief items, mostly food, to make these payments, leaving them with nothing to eat. Some older people said that they had then had to borrow money or sell relief items to live for the rest of the month.

Analysis also suggests that some of the roofs and walls are being damaged, and some older people described how they had to leave their shelter because of rainwater leaking in and flooding the shelter. Some people said that they had to buy used tarpaulin from salt fields, costing BDT 150-200, to cover their shelters.

Some people also mentioned that they needed solar panels, fans and lights in their shelter, saying that it was unbearable for them to stay in their shelter during the summer without a solar fan. People without these items said that they used cardboard sheets as fans and kerosene lamps or gas lights at night, but they could only use them for around 15-20 minutes per evening.

“ I went for technical assistance from the NGO officials for repairing my shelter. They said that, if others can prepare the shelter on their own, you can do that too.”

– Woman, 56, camp 13

“ Other Rohingya people in the blocks usually buy and light a kerosene lamp when they don't have a light in their shelter. When I have run out of kerosene, I light the two empty gas lighters. The light lasts for 20 minutes and during that time we have our dinner.”

– Man, 55, camp 13

Site related concerns:

Older Rohingya people also mentioned their concerns about landslides, pathways, stairs, bridges, drainage and sewerage in the camps. They said that landslides had made their shelters vulnerable and damaged some shelters. Of those older people who raised site related concerns, 59% were worried about roads or pathways, slope protection or bridges. Older people feel that a lack of well-maintained pathways, stairs and bridges are causing problems in terms of their ability to move around. Older people feel that it is difficult to carry relief items, water and other materials from one place to another, as well as accessing other daily necessities. The analysis of the data suggests that during the rainy season the pathways become muddy, causing more incidents for older people carrying water or relief goods. Some people also mentioned a need for better slope protection to make their shelters stronger.

Another problem identified in feedback data is the lack of proper sewerage and drainage. Around 21% of older people who provided complaints or feedback mentioned that waste water was not flowing smoothly and that the clogged drains were creating a bad smell. In some cases, people said that existing drainage systems were overflowing or blocked. Other people raised the need for proper drainage systems in the camps. As an alternative, some people have built temporary drains to allow waste water to flow down the hills.

Some people also mentioned a lack of street lights or lamp posts; or said that existing lights were damaged. Older people felt that this was restricting their movement at night and said that they felt insecure. In the group discussion, older women mentioned that they didn't feel safe going to the bathroom alone at night and said that they sometimes bring another female friend or family member with them.

“ I get scared when I go to the toilet at night, as we do not have a light in the toilet. When I get scared, I take another female family member with me.”

– Woman, 52, camp 13

Concerns about documents: _____

Losing the various cards and documents issued by camp authorities was a problem mentioned in some older people's feedback. There were also issues with not being able to receive the cards or documents in the first place as well as difficulties with adding new members to the cards. Overall, 15% of the feedback from older people mentioned problems related to relief documents, including people who had lost their cards, cards that had been burned, or names that were not spelled correctly. Participants mentioned that some people had been separated from their family members and were struggling to add themselves onto beneficiary lists.

A small number of older people mentioned that they sometimes didn't get relief items properly, because of exploitation by their mahji. They described that, since older women have difficulties in moving freely from one place to another, the mahji would sometimes take this as an opportunity to use their name to receive relief items. Some people also mentioned that the mahjis sometimes list them as a widow when they are not, since widows get some extra benefits from humanitarian agencies, and then collect relief items using their cards and sell them in the market.

Cooking related problems: _____

Many older people mentioned that they were not receiving LPG gas properly: 70% of cooking-related problems raised by older people were about LPG. People mentioned issues like delays in receiving LPG and long waiting times in the queue for LPG. Some older people also said that they needed a gas stove. Those who have received gas cylinders have become dependent on them for cooking and, given their difficulty in obtaining firewood, they struggle to cook properly without LPG. Several older people have raised issues about the time between LPG refills taking too long.

In the group discussion, older people mentioned that, although they had received an LPG gas cylinder and a token for a refill, the replacement cylinders were often distributed more than 20 days later than they were expecting. People said that, while waiting for their refill, they used sawdust as cooking fuel or looked for other substitutes like dried leaves, with firewood being used when it was available during the dry season. A few older people mentioned incidents where people had died due to landslides while collecting firewood in the forest. Despite those incidents, people said that they went to the forest for firewood when they didn't have a gas cylinder or a refill.

Those older people who had received gas cylinders sometimes needed assistance to bring the cylinder to their shelter. Depending on the location of their shelter, people said that they had to pay between BDT 15 and 40 to the person who carried their gas cylinder.

In the group discussion, a small number of older women mentioned that, when they had no fuel or gas to cook they sometimes went to their neighbours' house to cook for the day.

People said that they had to pay their neighbour 250g of rice when that happened.

Some older people said that they had mentioned their LPG-related problems to their mahji, and that the mahji had passed on their worries to the humanitarian agencies. People said that they understood the agencies had a shortage of cylinders but when the cylinders were distributed, it was not clear on what basis decisions on distribution were made. People described how cylinders were sometimes distributed in a specific block while, at other times, distributions only reached certain people in a block but not others. While people understood that agencies might be facing problems with the supply of cylinders they wanted to know why their neighbours had received a cylinder when they had not yet received any LPG gas.

“ I haven't received the gas cylinder yet. We face gas cylinder problems the most. The NGO officials don't give us the gas cylinders on time. The time of the distribution for the refill of gas cylinders has already passed. It's been 20 days [since the expected date] and we haven't received the gas cylinder.”

– Woman, 50, camp 13

“ In my camp some people got a gas cylinder but some did not and are facing cooking problems. In my block 30 people did not get a gas cylinder. The NGO officials said that they have a shortage of gas cylinders.”

– Man, 55, camp 13

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

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