

Guidance on the Engagement of Volunteers for the Rohingya Refugee/FDMN Camps

A. Objective

Volunteers are Rohingya refugees/ Forcibly Displaced Myanmar Nationals (FDMN)¹ or Bangladeshi nationals engaged in the refugee response to achieve specific operational objectives. They are critical to the functioning of the camps through the implementation of a variety of critical services in Cox's Bazar and Bhasan Char Rohingya refugee/FDMN camps.

This document aims to provide guidelines for:

- a. The engagement of Rohingya refugee/FDMN and Bangladeshi volunteers;
- b. The stipend structure for volunteers;²
- c. Volunteer-related data-sharing between the humanitarian actors and the Office of the Refugee Relief and Repatriation Commissioner (RRRC).

B. Engagement of Volunteers

- **Terms of Reference (TOR):** Volunteers can be recruited by any humanitarian organization that is participating in the Rohingya response in Cox's Bazar and Bhasan Char camps. The recruitment shall be made based on the considerations noted in this document. If a Camp-in-Charge (CiC) has any concerns about the recruitment or continued engagement of a volunteer, the issue will be addressed with the RRRC and Inter-Sector Coordinator Group (ISCG) or concerned NGO/INGO. Their work will be limited to activities in the camps only. Each position will have a clear TOR. Volunteers cannot deviate from the role defined in the TOR.
- **Duration of engagement:** Each volunteer will be engaged for a maximum of eight hours per day, and 22 days per month. There may be exceptions to this duration of engagement, depending on exigencies (e.g., emergency responses).
- **Nationality:** Both Rohingya refugees/FDMNs and Bangladeshis can be engaged as volunteers. Bangladeshi volunteers can comprise of around 25% of all volunteers at any given time. Exceptions can be made by the RRRC in consultation with the ISCG.
- **Gender and Inclusion:** Where possible, safe and culturally appropriate numbers of men and women volunteers will be engaged.
- **Number per Household:** No household will have more than one member engaged as volunteers at any time. Exceptions may be made where specialized skills/education/training are needed.
- **Number of Volunteers:** If there are any concerns by the Office of the RRRC on the number of volunteers recruited, this matter will be addressed between the Office of the RRRC and the ISCG.

¹ The Government of Bangladesh refers to the Rohingya community in Bangladesh as 'Forcibly Displaced Myanmar Nationals (FDMN).' The United Nations (UN) system refers to this population as Rohingya refugees, in line with the applicable international framework.

² This guidance does not cover other incentive-based activities that are selected based on specific criteria (primarily vulnerability) with the objective of providing critical short-term work opportunities for households that are otherwise unable to sustain themselves.

- **Declaration:** All volunteers will sign a declaration acknowledging their commitments when carrying out their role in line with the TOR. Engagement of volunteers will be in line with child safeguarding procedures and the Code of Conduct for volunteers.
- **Suspension/Cessation of volunteer agreement:** A volunteer agreement may be terminated at the end of the agreement, or if the volunteer violates any of the conditions of the Declaration, the Law, and Government policies related to refugees.

C. Stipends

Volunteers' roles are categorized as (a) unskilled volunteers and (b) semi-skilled volunteers or (c) skilled volunteers. Humanitarian organizations will follow the stipend rates outlined below.

Category	Type of function	Examples of functions	Monthly Stipend	Daily Stipend (when provided on a daily basis)
Unskilled	Basic functions that require an orientation or on-the-job (OTJ) training of up to one week.	Cleaners, Security/ Night Guards, Roles related to waste management services (cleaning, desludging, wastewater treatment)	BDT 8,000	BDT 363.64
Semi-Skilled	Functions with specific prerequisites/skills and complete OTJ training of up to 2 months.	Community Support Assistants/Mobilizer, Health Assistants, Facility Support Assistants, Junior Assistant Teachers, Early Childhood Development (ECD) facilitators	BDT 10,000	BDT 454.55
Skilled	Level 1: Volunteers with at least basic literacy and more than 2 months of OTJ training.	Field Assistants, Community Health Care Providers, Assistant Teachers	BDT 13,000	BDT 590.91
	Level 2: Volunteers with supervisory roles, literacy, and more than 2 months of OTJ training.	Field Supervisors, Head teachers, Master Trainers	BDT 15,000	BDT 681.82

- Additionally Bangladeshi volunteers will receive BDT 2,000 per month (or BDT 90.91 per day) as transportation and tiffin allowance.
- A volunteer cannot work for more than one organization at a time.
- During the on-the-job training period, the volunteers will receive a stipend following the immediately lower skill category as shown in the above table.

The Office of the RRRC will monitor the compliance of all agencies with the policy, including the stipend scale.

Inclusion of New Volunteer Roles

The request to introduce a new volunteer role must be channeled through the respective Sector/WG Coordinator through the ISCG and endorsed by the Government of Bangladesh (RRRC).

D. Volunteer Data

The UN Refugee Agency (UNHCR) will maintain a consolidated database of the Rohingya refugees/FDMN volunteers engaged in the Rohingya refugee response in Cox’s Bazar and Bhasan Char. Rohingya refugee/FDMN volunteer data will be linked to the joint Government of Bangladesh/UNHCR ProGres database³. Bangladeshi volunteers' data will be maintained separately by the Office of the RRRC, linked to the national identity card of each volunteer.

UNHCR will update the database on a quarterly basis and share all information of the Rohingya Refugees/FDMNs and Host Community volunteers with the Office of the RRRC/Government of Bangladesh and the Office of the RRRC will have online access and printable aggregate reports generating option to the database.

Rohingya refugee/FDMN volunteers	Bangladeshi volunteers
Name of volunteer	Name of volunteer
Registration number of volunteer (Refugees)	National Identity Card (Bangladesh)
Address of volunteer Camps in Bangladesh	Address of volunteer
Role of volunteer	Role of volunteer
Hiring organization	Hiring organization
Category of volunteer (unskilled/ semi-skilled/skilled)	Category of volunteer (unskilled/ semi-skilled/skilled)
Start and end date of engagement	Start and end date of engagement

Sharing of this information may be undertaken immediately, as soon as the system for sharing of consolidated data has been designed and implemented.

Data Protection

Global Data Protection protocols are applicable when sharing data between humanitarian actors and any Government. Based on the Memorandum of Understanding between UNHCR and the Government of Bangladesh on data sharing, an exchange of letters between the Office of the RRRC and UNHCR/ISCG will be drafted to elaborate the following:

- The type of data and manner in which it is shared.
- The designation of Government officials that will have access to this data.
- The rationale and specific purposes for data sharing.

³ The Joint Government-UNHCR database containing the basic bio data of Rohingya refugees.

- The organizational and technical measures taken by UNHCR and the Office of the RRRC to protect the confidentiality, integrity, availability and security of the data.
- Assurance that the data will not be shared with any third party or country, including the country of origin of refugees, unless signed consent by the concerned individual has been received.
- Measures for reporting on and resolving allegations of data breach.

21 August 2022