

Summary of Humanitarian Access and Service Delivery

Daily Updates – 5 August 2024

Cox's Bazar, Bangladesh



Situation Overview

Following the internet and communications shutdown that began on 18 July 2024, and the nationwide curfew that followed on Friday 19 July, the Rohingya refugee response was constrained to only essential lifesaving activities. Over the period from 21 July to 23 July, only critical/lifesaving missions were authorized by the RRRC's Office with a convoy by the APBn, and daily situation reports were [published](#). Shortly thereafter internet was restored, and normal service delivery resumed from 24 July to 3 August.

As the situation across the country evolved, with unrest in the capital and other cities, on 3 August UNDSS advised that field missions to the Rohingya refugee camps be limited to only life-saving activities from 4 August. On 4 August, with the situation escalating countrywide, an indefinite curfew was declared from 6 pm, and three days of national holidays were announced. On 5 August, humanitarian staff movements to the Rohingya refugee camps have been impacted and the internet has been intermittent. Below are sector-based updates for 5 August 2024.

Inter-Sector Updates: 5 August



Shelter-CCCM Sector Lead Agencies: IOM and UNHCR

Impact/Response

- The shelter assessment and distribution activities continued at field level in some camps on 5 August, however with limited staff. Field staff were instructed to leave the camps at 12 pm.
- Partner staff based in Cox's Bazar worked from home, monitoring activities remotely.
- Seven incidents of minor slope failure, 24 incidents of wind/storm damage, and five incidents of flooding were reported.
- These incidents resulted in the temporary displacement of 1,002 individuals; 365 shelters incurred minor damage and three shelters have been fully damaged.
- In response, 1,002 individuals have been supported by volunteers to temporarily relocate.
- Liquid Petroleum Gas (LPG) distribution was carried out in some camps.
- No shelter distribution was able to take place.
- Shelter and Site Management Support (SMS) volunteers were activated.

Challenges

- Movement restrictions impacted activities.
- Shelter and Non-Food Item (NFI) distribution could not take place.



Food Security Sector Lead Agencies: FAO and WFP

Impact/Response

- Due to insufficient partner presence, as a result of the movement restrictions, monthly food assistance distributions did not take place on 5 August.
- WFP has remained on its offline platform from the previous telecommunications shutdown to ensure optimal efficiency without the internet and upgraded the offline platform in recent weeks.



Water, Sanitation, and Hygiene (WASH) Sector Lead Agency: UNICEF

Impact/Response

- Most WASH volunteers are working and basic WASH services (water supply, household waste collection, desludging) continued.
- Some WASH partners were able to send limited staff who live nearby to the camps to provide repair materials and monitor volunteers.

Challenge

- WASH distribution for NFIs (soap and Menstrual Hygiene Management kits) was postponed.
- The Joint Assessment and Response Team (WASH & Health) had to postpone its activities.



Health Sector Lead Agency: WHO

Impact/Response

- All 46 Primary Healthcare Clinics (PHCs) remained open on 5 August, of which 40 had full health service capacities and 6 had limited services (i.e. emergency department and existing in-patient department with basic emergency obstetrics and neonatal care services).
- Among 58 Health Posts, 12 were fully functional today.
- The Turkish Field Hospital was able to provide emergency services only.
- The Friendship Maternity remained fully functional.



Protection (including CP and GBV) Sector Lead Agencies: UNHCR, UNICEF, UNFPA

Protection:

Impact/Response

- Registration activities (new birth registration and ID card issuance) were suspended.
- Reduced presence of staff in the camps limited refugee access to community centres and Complaints and Feedback Mechanism (CFM) desks. Some community consultations with refugees had to be suspended. Meetings and training at the camp level were also suspended.
- Activities conducted by refugee volunteers continued as normal. Partners are trying to ensure a minimum service delivery especially with regards to access to the CFM and community centres.
- Regular functioning of court activities was negatively affected, with no case representations in the courts.
- Jail visits for refugees have been postponed due to the curfew.

- Refugees could not be supported, other than by telephone, by Protection Focal Points (PFP) who were absent from the camps today. However, urgent cases are being addressed and referred to service providers including CiCs.
- Lack of local transport and intermittent mobile network and internet hampered regular workflows.
- Nonetheless, key messages are being provided to the communities on the status of registration and other protection services.
- Volunteers were present and volunteer activities continue to be conducted.
- CFM desks shared the updated messages (on the 3-day holiday and indefinite curfew) and were referring people (no registration of cases in Kobo due to lack of partner staff).
- All Community Centres remained open, managed by refugee volunteers, except for KRC CC, which was closed at the request of the CiC.
- Protection volunteers were present in the CiC office and CFM desks to connect refugees with PFPs by telephone.
- PFPs provided remote counselling and followed up on urgent cases.

Challenges

- Registration services had to be suspended. Since the Registration team works from registration sites (not camps) which have a UNHCR-provided secure network, it is only possible to access the registration sites if there is no curfew for both staff and refugees.
- Timely dissemination of the information to the communities, receiving protection and other services related concerns and responding to the critical/lifesaving services were challenging.
- Community-based Protection (CBP) services (including access to CFM) continued, however visits by partners are needed for quality monitoring of CBP activities and support.
- Some activities had to be shut down without partner staff presence. Proper operation of the CFM desk requires the presence of trained staff, as well as management of community centres.
- Lack of reliable mobile and internet services obstructs remote delivery of services.
- PFPs could contact refugees via phone and remotely advocate for cases with CiCs and APBn. However, this modality still leaves a gap given interviews would need to be done via phone and refugees may be hesitant to approach a protection volunteer to connect to PFPs.
- If there is no phone connection, the situation will become more critical. In such a scenario, PFPs would not be able to follow-up on cases which will lead to delays in critical protection responses.

Child Protection (CP):

Impact/Response

- Regular session-based learning (e.g. life skills, psychosocial support) are on hold.
- Case management/referral services were delayed/hampered due to the disruption of regular services (i.e. closure of facilities or suspension of services in some camps).
- Domestic violence, exploitation and abuse may increase especially with girls. Children may become traumatized if they cannot access regular CPSS services for a prolonged period.
- In the camps, volunteers ensured all multi-purpose centres and community facilities remained open for children's recreation (apart from one site). Volunteers also conducted home visits with CP awareness-raising messages, including drowning prevention, and landslide and monsoon preparedness. No trainings were undertaken. Volunteers are doing follow up and referrals in some camps based on caseworker guidance. Staff are guiding all volunteers remotely by telephone.
- The current modality will continue with adjustments as the situation permits (e.g. key staff in the field for in-person service delivery).
- No volunteers are active in the host community.

Challenges

- There is some misinterpretation of information due to poor telephone network in the camps.
- Due to the limited staff footprint, service quality may deteriorate, and session-based activities/projects will be disrupted.

Gender-Based Violence (GBV)

Impact/Response

- Some actors are mapping the volunteers' safety to determine when they can safely work in the host community centres again.
- Delivery of comprehensive GBV services was hampered given the absence of most staff in the camps. There was also low attendance of participants due to the situation.
- Midwifery services were unavailable as the staff could not be deployed to any locations.
- Volunteers kept all Women and Girls Safe Spaces (WGSS) open, supporting prevention through awareness sessions and facilitating response by making referrals when possible. Volunteers also conducted outreach. An exception is the WGSS in the host community, where there were no volunteers, but essential service providers are being deployed.
- Some WGSS have deployed GBV case workers (e.g. Mukti, AAB). Where case workers are not deployed, organizations provided remote GBV case management, if safe for survivors to reach out, through hotlines. Organizations are continuing to monitor the situation to check if it is safe to deploy service providers.
- The majority of GBV camp focal points and supervisors are working remotely.
- The One-stop Crisis Centres are open with case workers and Mental Health & Psychosocial Support focals present.

Challenges

- In a few camps, Police have prohibited INGO volunteers from working due to the public holiday; the concerned CiCs has been notified.
- It is difficult to communicate with survivors or volunteers remotely due to the weak network connection.
- One Women Friendly Space was closed as staff were not allowed to travel.
- There is a notable presence of criminal/organized group members in the absence of humanitarian workers and authorities.



Nutrition Sector Lead Agency: UNICEF

Impact/Response

- 39 of the 45 integrated nutrition facilities (INF) were closed on 5 August due to limited staff movement.
- Outreach teams of community nutrition volunteers remained active in the field.
- 6 of 45 INFs had staff in the camps and provided a limited number of SAM/MAM beneficiaries with specialized nutritious foods (Outpatient Therapeutic Program, Targeted Supplementary Feeding Program), as well as informed beneficiaries about service interruptions.
- One partner served 12 beneficiaries at its Stabilization Centre.

Challenges

- There were gaps in essential services for severely and moderately malnourished children.
- There were difficulties in food transportation, communications, and staff movements.



Education Sector Lead Agencies: UNICEF and Save the Children

Impact/Response

- **Camps:** No visible effect as Learning Centres (LC) are on the end-of-year school calendar break; However, preparations for the new academic calendar (scheduled to start 11 August) and school opening are likely to be impacted as partners have less ability to conduct physical space preparations (e.g. LC maintenance), as well as community awareness and outreach.
- **Host community:** Education facilities have been closed since the first round of public holidays and curfews were announced (21 July).

Challenge

- Prolonged school closures for children will impact year-end assessment scoring and analysis. Children are losing valuable learning time in the host community, which will increase learning loss.



Livelihoods and Skill Development Sector Lead Agency: UNHCR

Impact/Response

- Vocational training has been halted due to the current situation, affecting more than 3,500 refugee beneficiaries who are undergoing training.
- UN Women's multi-purpose women's centres were open in five camps, with beneficiaries able to access the centres and practice handicraft activities. Host community beneficiaries were also able to access the services, however women are notably affected due to the curfew restrictions.
- The women's market is significantly affected, with all small businesses currently closed.
- Around 1,450 beneficiaries in the host communities recently completed Business Development Training, with their follow up market linkage activities currently on hold.
- 500+ beneficiaries who are in the Accelerated Adult Learning (AAL) program are also impacted.

Challenges

- UNESCO planned a 7-day Training of Trainers on AAL for implementing partners, which will now need to be postponed.
- LSIDS planned trainings for partners later in the month on Protection from Sexual Exploitation & Abuse (PSEA) and Disability Inclusion and the Washington Group Questionnaire, which may also be postponed.

Contact

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<https://rohingyaresponse.org/>