

# ACCOUNTABILITY TO AFFECTED POPULATIONS

JRP 2025

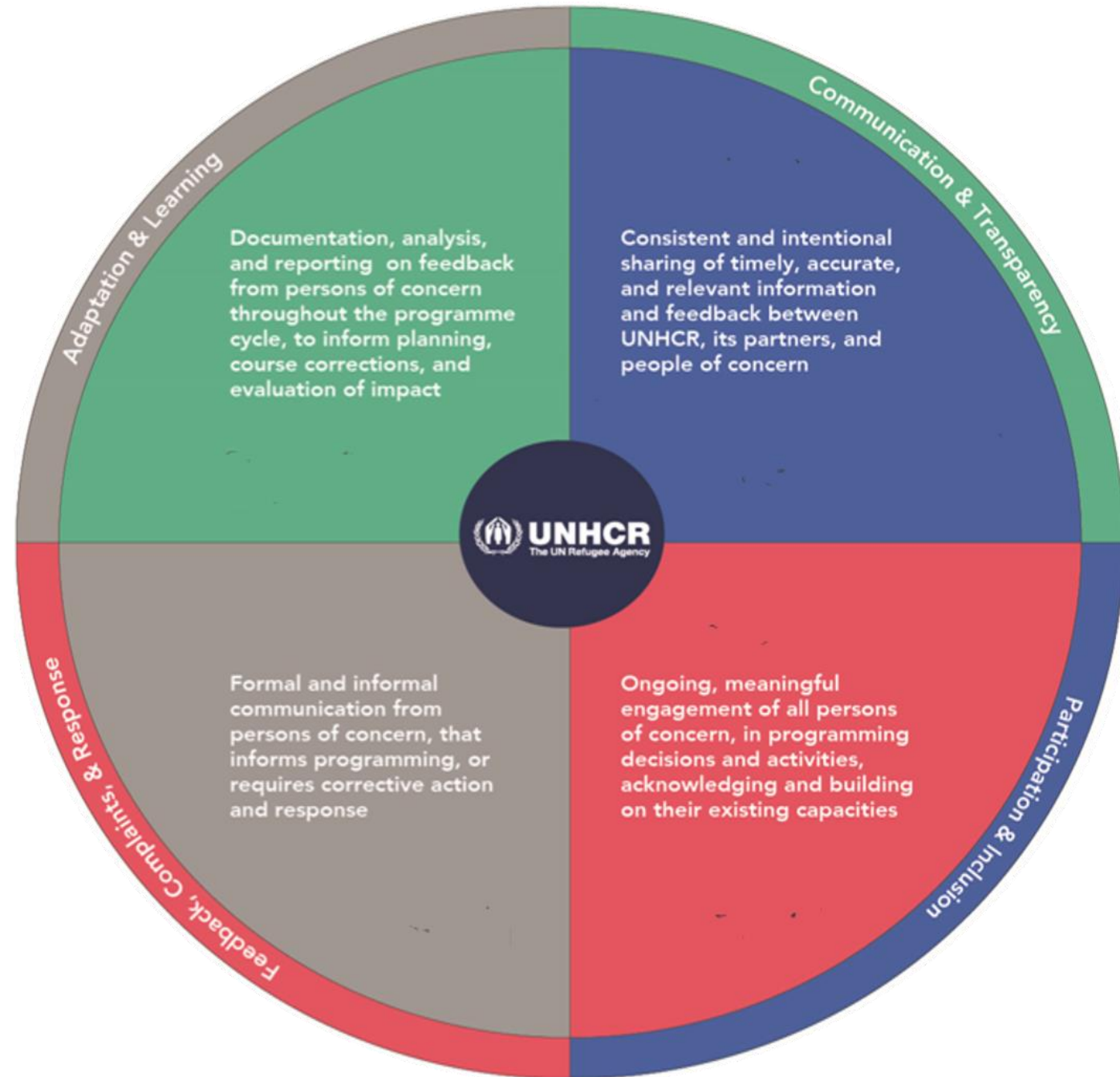
INTER-SECTOR COORDINATION GROUP (ISCG) FOR THE ROHINGYA REFUGEE RESPONSE





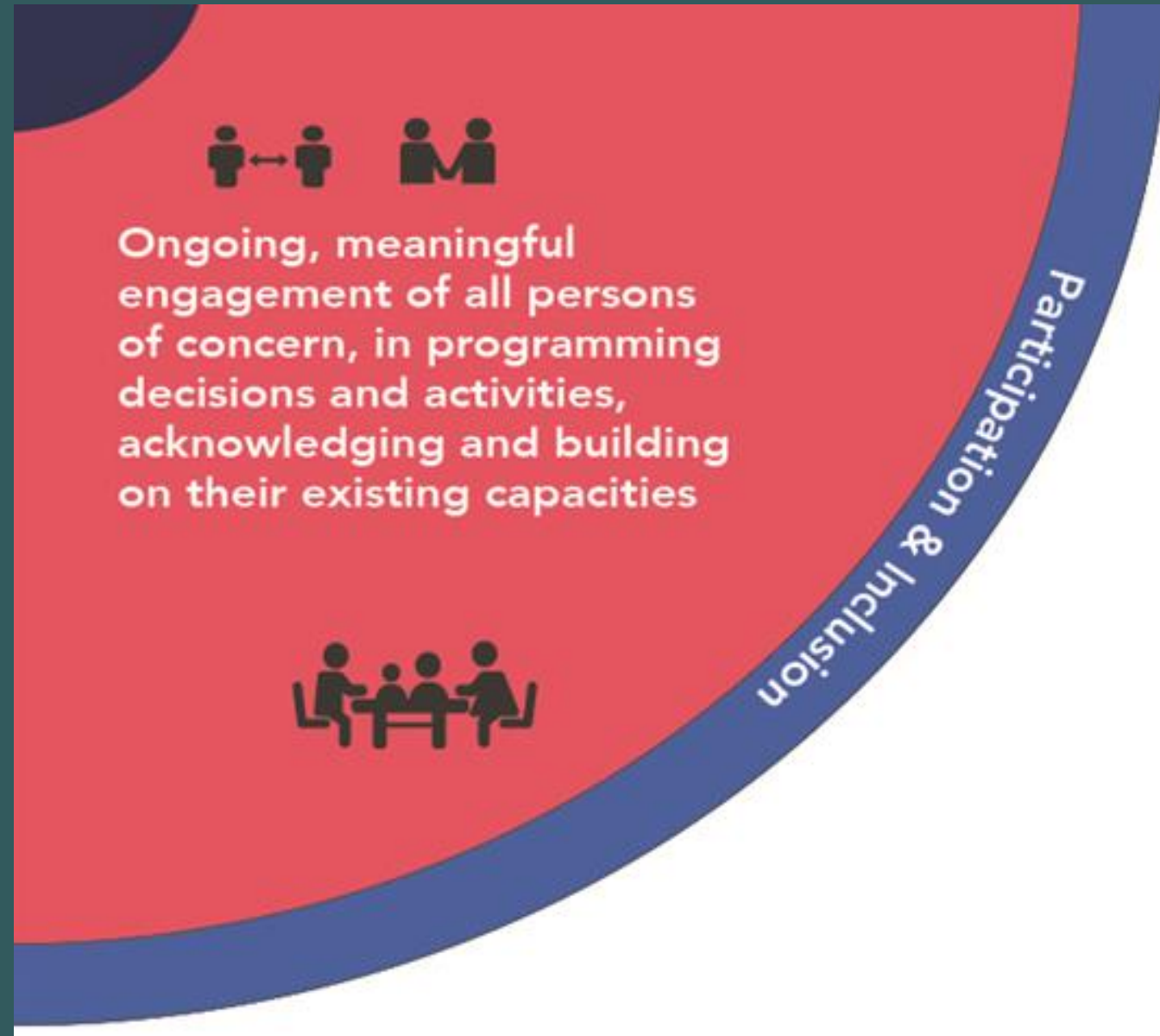
# Accountability to Affected Populations (AAP)

**Accountability to affected populations/people** is an active commitment to use power responsibly by taking account of, giving account to, and being held to account by the people humanitarian organizations seek to assist; ensuring that communities are meaningfully and continuously involved in decisions that directly impact their lives.



# Participation & Inclusion

- Operations employ participatory methodologies at each stage of the operations management cycle,
- Incorporate the capacities and priorities of women, men, girls, and boys of diverse backgrounds into protection, assistance, and solutions programmes



# Communication & Transparency

## What are we committing to?

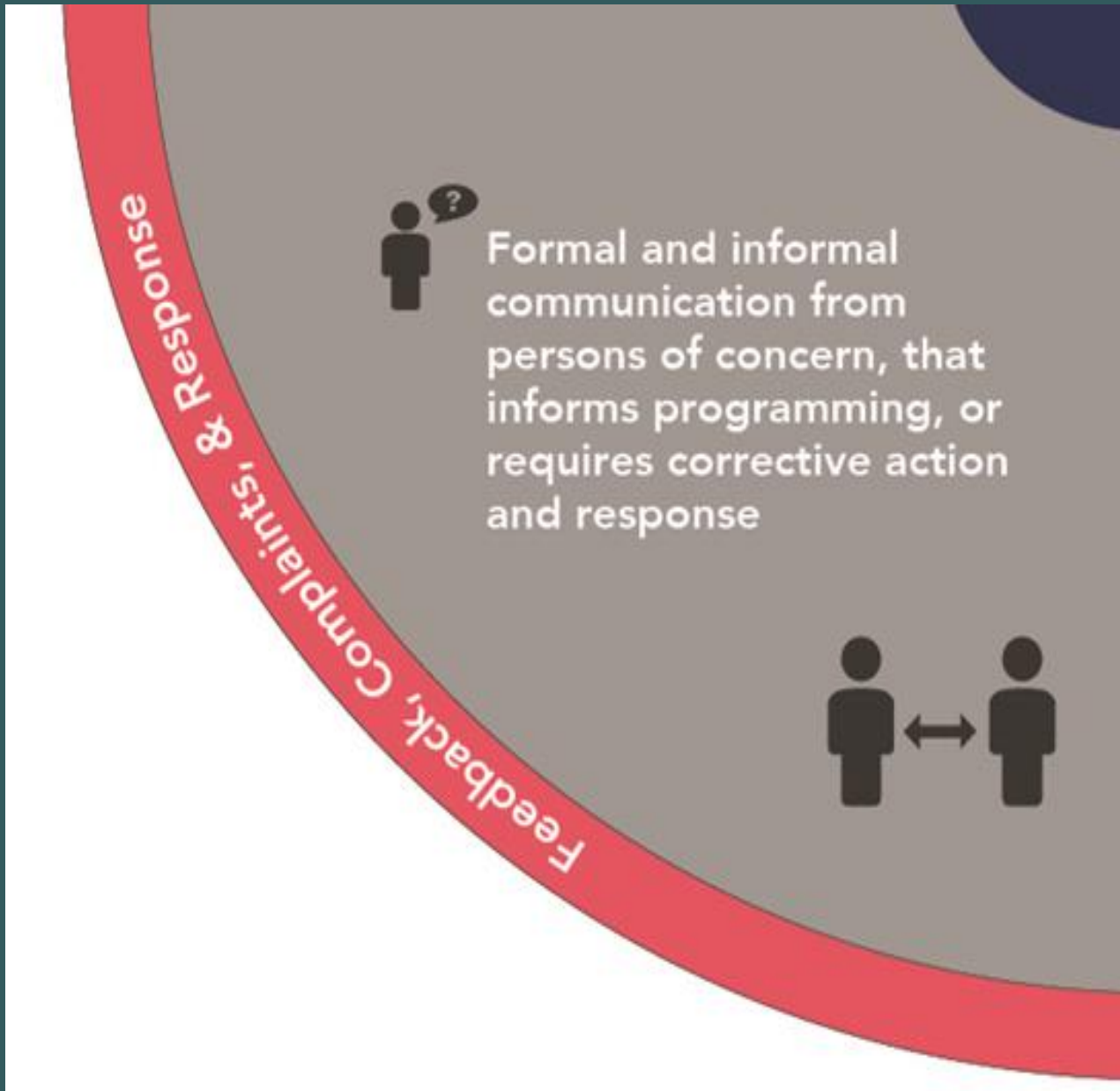
- Inform in languages, formats and media that are culturally appropriate and accessible for all age, gender and diversity groups
- Facilitate dialogue between partners and PoC throughout the operations management cycle.



# Feedback & Response

*Operations establish and promote feedback and response systems, including for confidential complaints*

\*Feedback includes comments, suggestions and complaints





## Organizational Learning & Adaptation

### Adaptation & Learning



Documentation, analysis, and reporting on feedback from persons of concern throughout the programme cycle, to inform planning, course corrections, and evaluation of impact



*Operations adapt programmes and strategies in response to input from persons of concern, and document this in key plans, reporting, etc.*



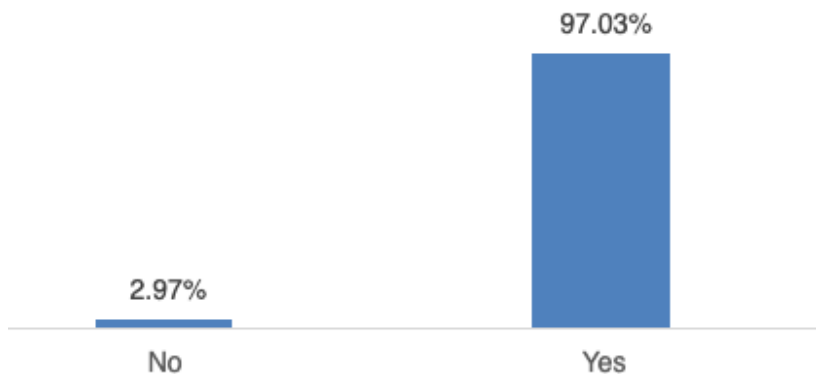
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# INTER-SECTOR NEEDS ASSESSMENT 2024

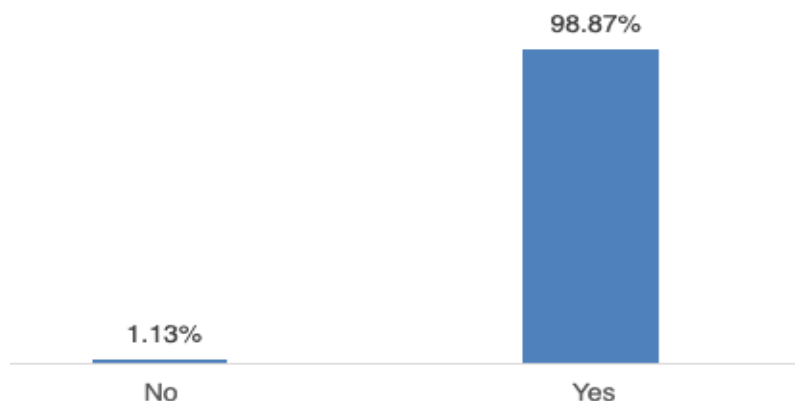
# ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)

## Information dissemination

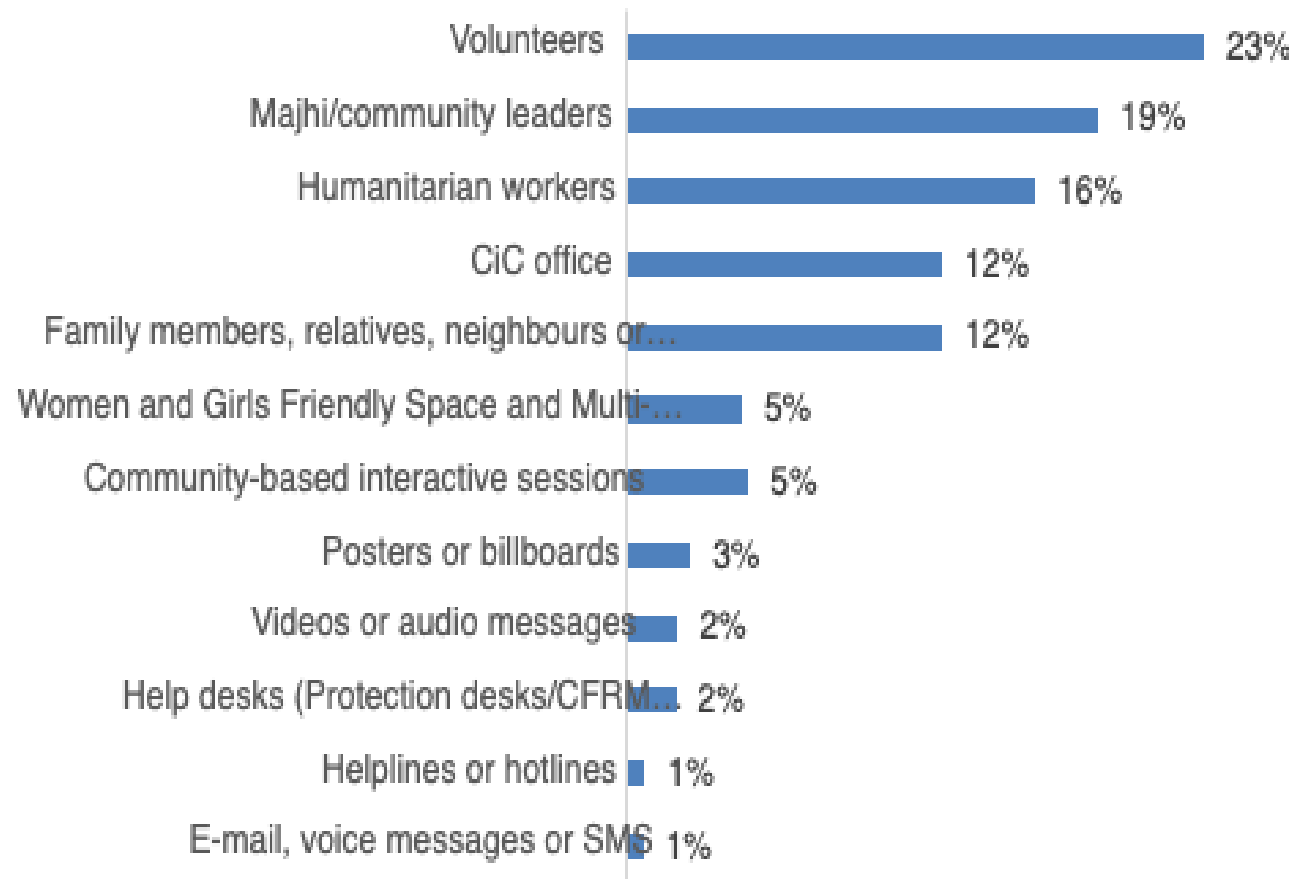
HHs who felt that they have enough info about humanitarian services



HHs who feel that they can easily understand the info receive about humanitarian services



HHs preference to receive info on humanitarian services (by response)

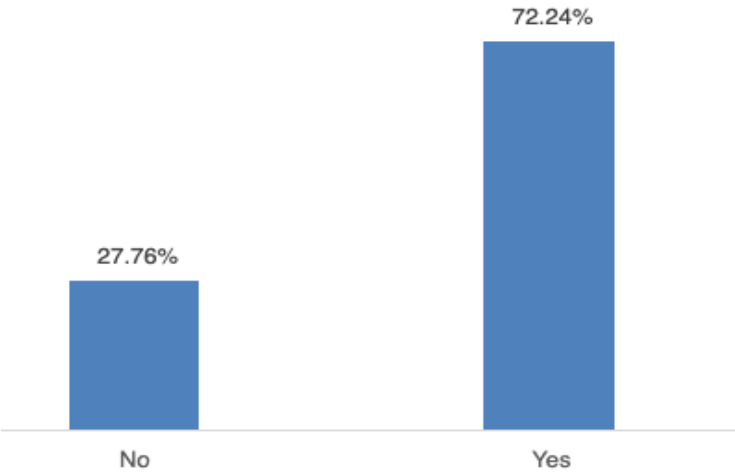




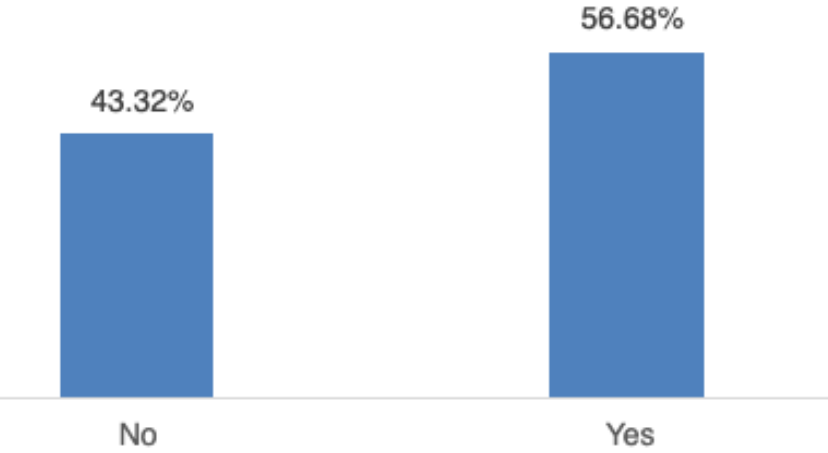
# ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)

## Complaints Feedback and Response (formal)

HHs aware of how to make feedback or make complaint through formal channels



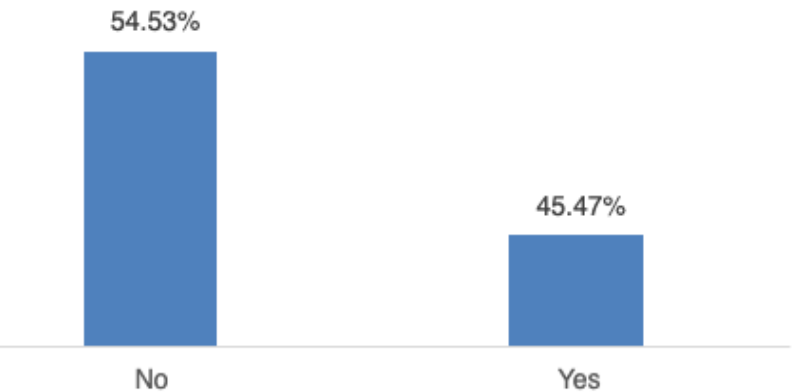
HHs who make complaint/feedback that has received response



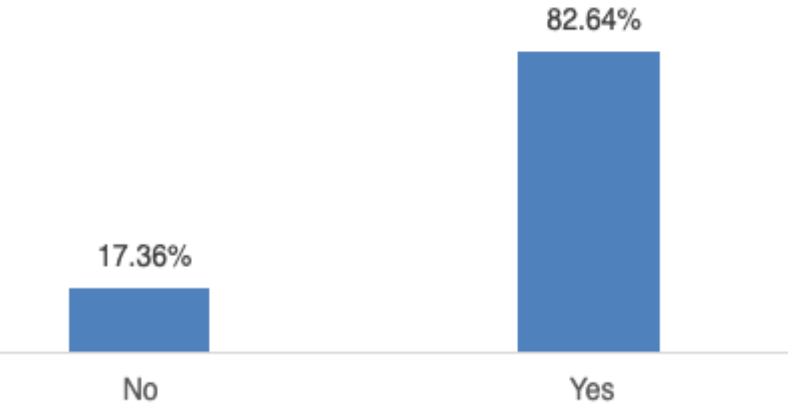
Types of formal channels used to share feedback/complaints (by response)



HHs who have submitted complaints/feedback in formal channels

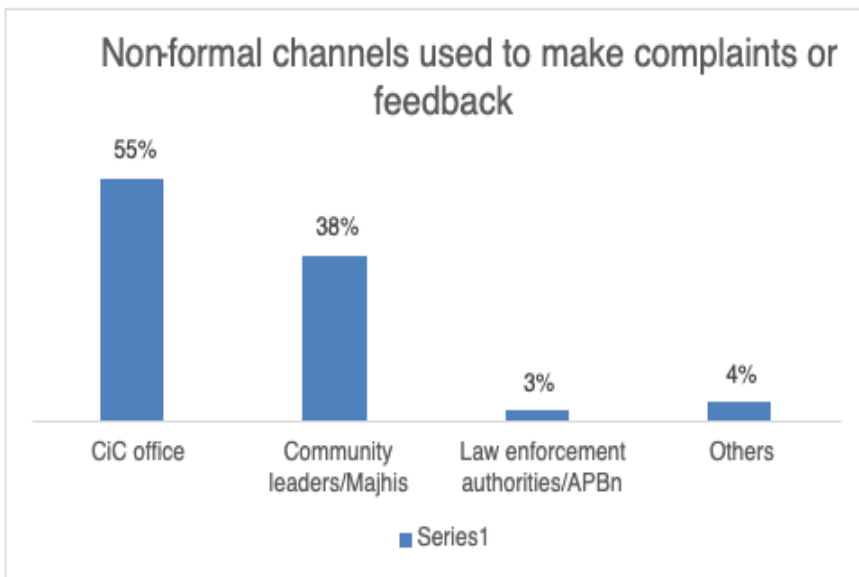
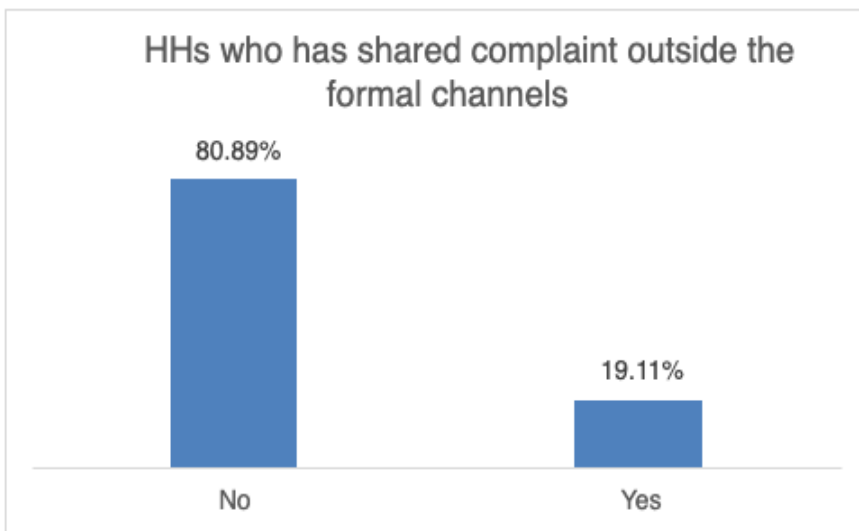


HHs who make complaint/feedback who were satisfied of the response/outcome

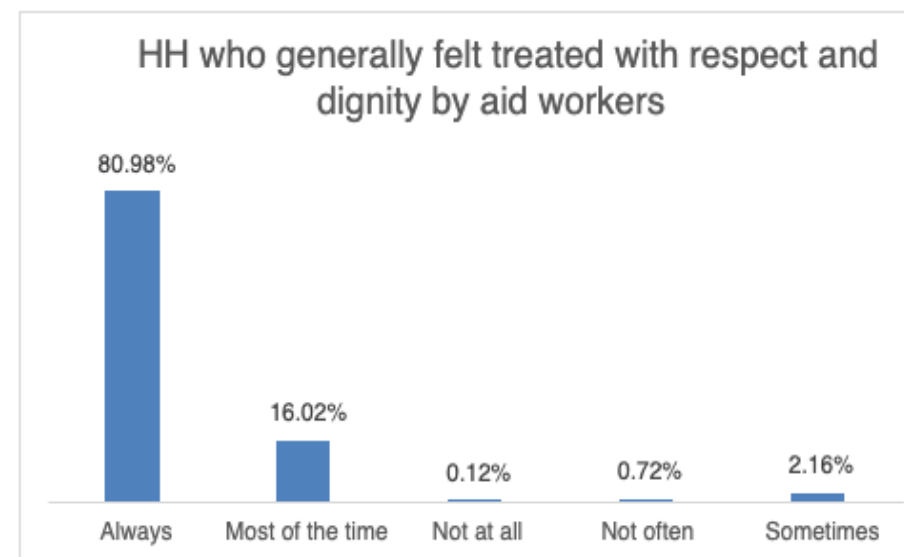
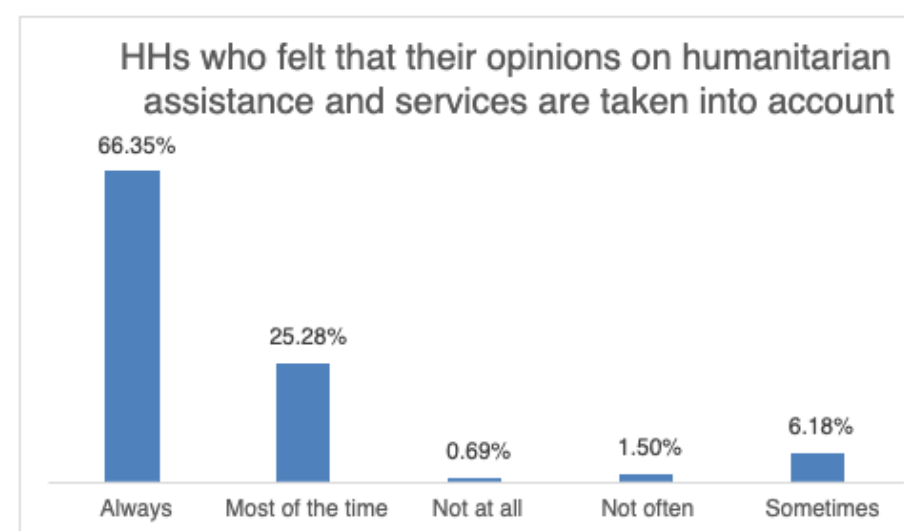


# ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)

## Complaints Feedback and Response (informal)



## Participation of the refugees





## AAP COMMITMENTS IN JRP 2025

### Key gaps and challenges:

- **27.76%** do not know how to make a complaint using a formal channel
- **43.23%** *reported not having received a response on their complaints*
- **17.36%** were not satisfied with the response they received
- **19.11%** responded yes to sharing complaints through informal channels
- ISCG AAP TWG CFRM assessment conducted in Oct 2024 indicates **426 channels** in 33 camps, managed by **67 partners**
- Help/info desks **difficult to access** for older persons and Persons with Disabilities (PwD)

### Key priorities and recommendations:

- Strengthen/prioritize **face-to-face communication, household visits and help/info desks** for complaints feedback and response and **build capacity** of staff and volunteers involved
- Strengthen **capacity of volunteers and community leaders** (including Majhis, religious leaders, women, youth and PwD)
- *Encourage standardized common messaging*, in 4 languages, and both audio and visual
- Strengthened **advocacy with CiC office and community leaders to refer complaints and feedback** to appropriate channels
- AAP TWG **rationalization** exercise for CFRMS:
  - **Reduce** the number of channels and partners involved
  - **Harmonize** and standardize the remaining CFRMs and channels
  - Periodic partner reporting reflected through a **common report** with aggregate numbers and key trends