SCCCM SECTOR GUIDELINES

POST DISTRIBUTION MONITORING (PDM) GUIDELINES AND QUESTIONNAIRE FOR SHELTER NFI-2025

ROHINGYA REFUGEE RESPONSE IN COX'S BAZAR, BANGLADESH.

VERSION-1

SHELTER & CCCM SECTOR
Cox's Bazar, Bangladesh

ISCG
INTER SECTOR COORDINATION GROUP

Rohingya Refugee Response Bangladesh

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Sub-Sector theme: SHELTER-NFI

This guideline is to give direction to In-Kind materials, cash-based intervention and Multi-purpose cash assistance (MPCA) Programming to confirm accountability to affected populations (AAP)

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List of Acronyms

AAP: Accountability to Affected People
KAP :Knowledge, Attitudes, and Practices
SNFI:Shelter Non-Food Items
SCCCM: Shelter camp coordination, camp management
PDM: Post distribution monitoring
FGD: Focus group discussion
KII: Key Informant Interviews
EVI: Extremely Vulnerable Individuals
MEAL: Monitoring, evaluation, appraisal, and learning
FDMN: Forcibly Displaced Myanmar Nationals
RRRC: Refugee Relief and Repatriation Commissioner
GBV: Gender-Based Violence
HC: Host Community
UN: United Nations
HH: Household
ISNA: Inter-Sector Needs Assessment
INGO: International Non-Governmental Organization
NNGO: National Non-Governmental Organization
FCN: Family Counting Number
MRC: Majhee Registration Code

Acknowledgements:

For Further Information, Clarifications, or Feedback:
Please get in touch with the ISCG-SCCCM Sector Coordination Hub, Kabita Soroni, Motel Road, Cox's Bazar-4700, Bangladesh.
Email: robert@iscgcxb.org | chris@iscgcxb.org | inppa@iscgcxb.org

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HARMONIZED
POST-DISTRIBUTION MONITORING GUIDELINES

1. Introduction:

Post Distribution Monitoring (PDM) is an essential mechanism to evaluate the effectiveness and appropriateness of humanitarian assistance provided to the Rohingya refugee population in Cox's Bazar. It helps assess if the distributed aid meets the needs of the refugees, whether the distribution process was transparent, and whether there were any unintended negative impacts, including protection risks.

PDM serves to:

- Ensure that humanitarian aid reaches the intended beneficiaries.

- Provide feedback on the quality and appropriateness of the aid provided.

- Identify gaps or challenges in the distribution process that need to be addressed for future assistance.

- Mitigate protection risks such as exclusion, diversion, or gender-based violence (GBV).

2. Background:

The Rohingya refugee population in Cox's Bazar, Bangladesh, has been severely affected by displacement due to conflict and violence in Myanmar. The refugees rely heavily on humanitarian assistance for their survival, as they lack access to work opportunities, social services, and sufficient resources to meet their basic needs.

Humanitarian actors, including UNHCR, IOM, INGOs, local NGOs, and other partners, have been working to provide various forms of assistance, including food, shelter, non-food items (NFIs), and cash-based interventions. Post Distribution Monitoring ensures that the aid delivered is effective, equitable, and accountable, with a focus on protecting the dignity and safety of refugees.

The effectiveness of these distributions can be compromised if they do not reach the right people, meet their needs, or if they create additional risks, such as GBV or social tensions. PDM is crucial for addressing these issues and improving future humanitarian efforts.

3. Objectives of PDM

The primary objectives of PDM are:

- **Verify Results**: Assess whether the assistance was delivered as planned and whether it achieved its intended objectives.

- **Ensure Accountability**: Ensure that aid reaches the right individuals, and that the selection process is fair and transparent.

- **Support Learning**: Identify areas for improvement in future distributions and humanitarian programming.

- **Identify Protection Risks**: Detect and address any protection concerns that arise during or after the distribution process.

4. Types of PDM Tools

Different tools are employed for collecting both quantitative and qualitative data. These tools should be adapted to the specific needs and context of the Rohingya refugee response.

4.1 Survey Questionnaire-Quantitative Tool

A structured survey questionnaire is used to collect standardized feedback from beneficiaries. It typically includes questions about:

- The adequacy and quality of distributed items.

- The timeliness and organization of the distribution.

- Beneficiaries' satisfaction with the distribution process.

- Any protection concerns or safety issues.

- The effectiveness of communication about the distribution (e.g., awareness of selection criteria, distribution dates, and locations).

4.2 Focus Group Discussions (FGDs)-Qualitative Tool

FGDs provide a platform for refugees to express their experiences and concerns in more detail. They allow for the collection of nuanced data regarding:

- Gender-specific concerns (e.g., challenges faced by women and girls during distributions).

- The experiences of vulnerable groups (e.g., elderly, disabled, or pregnant women).

- Community perceptions of the distribution process and protection risks.

4.3 Key Informant Interviews (KIIs)

KIIs with community leaders, camp managers, or staff involved in the distribution process provide insights into the logistical and organizational aspects of the distribution. Key informants can also provide perspectives on the broader impact of the distribution on the refugee population and the local community.

4.4 Observational Methods

Observational techniques are used to monitor the distribution process in real-time. This can include assessing:

- The safety and accessibility of the distribution site.

- The efficiency and fairness of the distribution process.

- Protection risks (e.g., overcrowding/Congestion, harassment, or theft).

5. Data Collection Methods

To ensure reliable and valid results, the following data collection methods should be used:

5.1 Structured Surveys

- Surveys should be conducted with a representative sample of beneficiaries who received assistance. Random selection ensures that the sample is unbiased.

- Surveys should be short (20 minutes or less) and focus on collecting key information to assess the effectiveness of the distribution.

5.2 Focus Group Discussions (FGDs)

- FGDs should include different groups such as women, men, elderly individuals, and persons with disabilities to capture diverse perspectives.

- Facilitators should be trained to handle sensitive topics, especially those related to protection issues like GBV and exclusion.

5.3 Key Informant Interviews (KIIs)

- Key informants, such as camp leaders and distribution staff, provide important insights into the distribution process, challenges faced, and community feedback.

5.4 Mobile Data Collection

- Mobile-based tools (e.g., KoboToolbox) should be used for data collection to ensure timely and accurate entry of information.

6. Sampling Strategy

To ensure that the collected data is representative and statistically valid:

- **Random Sampling**: A random selection of households to avoid bias.

- **Stratified Sampling**: Ensure that vulnerable groups (e.g., women, persons with disabilities) are adequately represented.

- **Sample Size Calculation**: The sample size should be calculated to provide statistically significant results, typically with a 95% confidence level and a 5% margin of error.

7. Timing and Frequency of PDM

- **Initial PDM**: Conducted within 1-4 weeks post-distribution to assess immediate feedback on the effectiveness and satisfaction with the assistance.

- **PDM Report for SCCCM**:A bi-annual analysis report submitted to the sector, summarising post-distribution data. The report focuses on evaluating the effectiveness, satisfaction, and challenges related to the assistance provided by sector partners.

- **Follow-up PDM**: Periodic surveys (e.g., quarterly) should be conducted to track ongoing satisfaction and identify any emerging issues.

- **Real-Time Monitoring**: In areas with high mobility or urgent distributions, real-time monitoring should be employed to assess the immediate impact of the distribution and address concerns promptly.

8. Reporting and Feedback

- **Report Findings**: A comprehensive report should be prepared, summarizing key findings, protection concerns, and actionable recommendations for future distributions.

- **Feedback to Beneficiaries**: It is essential to share the PDM results with refugees through community meetings, notice boards, or other accessible communication channels to maintain transparency and trust.

- **Action Plans**: Based on PDM findings, implement an action plan to address identified gaps, enhance the distribution process, and mitigate any protection risks.

9. Protection Considerations

PDM must focus on safeguarding the dignity and safety of refugees:

- **Distribution Site Safety**: Ensure that distribution points are secure, well-lit, and accessible, particularly for vulnerable groups.

- **Protection Concerns**: Assess any risks of GBV, exclusion, or exploitation during distributions and take steps to mitigate these risks.

- **Gender and Age Sensitivity**: Ensure that the PDM tools and questions address the specific needs and vulnerabilities of different demographic groups, especially women, children, and persons with disabilities.

10. References

- **UNHCR PDM Guidelines (2018)**: Provides specific insights into PDM practices in Bangladesh, including lessons learned from cash-based interventions and in-kind distributions.

- **IOM PDM Guidelines for Shelter Programming (2021)**: This document offers best practices for conducting PDM for shelter and NFI distributions.

- **UNHCR Post-Distribution Monitoring Reports,2021,2022,2023 for shelter NFI, NFI items, and Shelter materials.** Includes comprehensive data on shelter materials, NFIs, and cash assistance in Cox's Bazar.

- **IOM Post-Distribution Monitoring Reports**: Specifically addresses feedback from shelter and NFI distributions, including feedback from beneficiaries in Camp 11.CERF Report

- **ALNAP's Post Distribution Monitoring Report**: Analyzes the protection concerns and feedback from the Rohingya refugee population, including distribution effectiveness.ALNAP Resources

- **We referred to the PDM tools of our shelter task force partners** for the harmonization of PDM questionnaires and guidelines
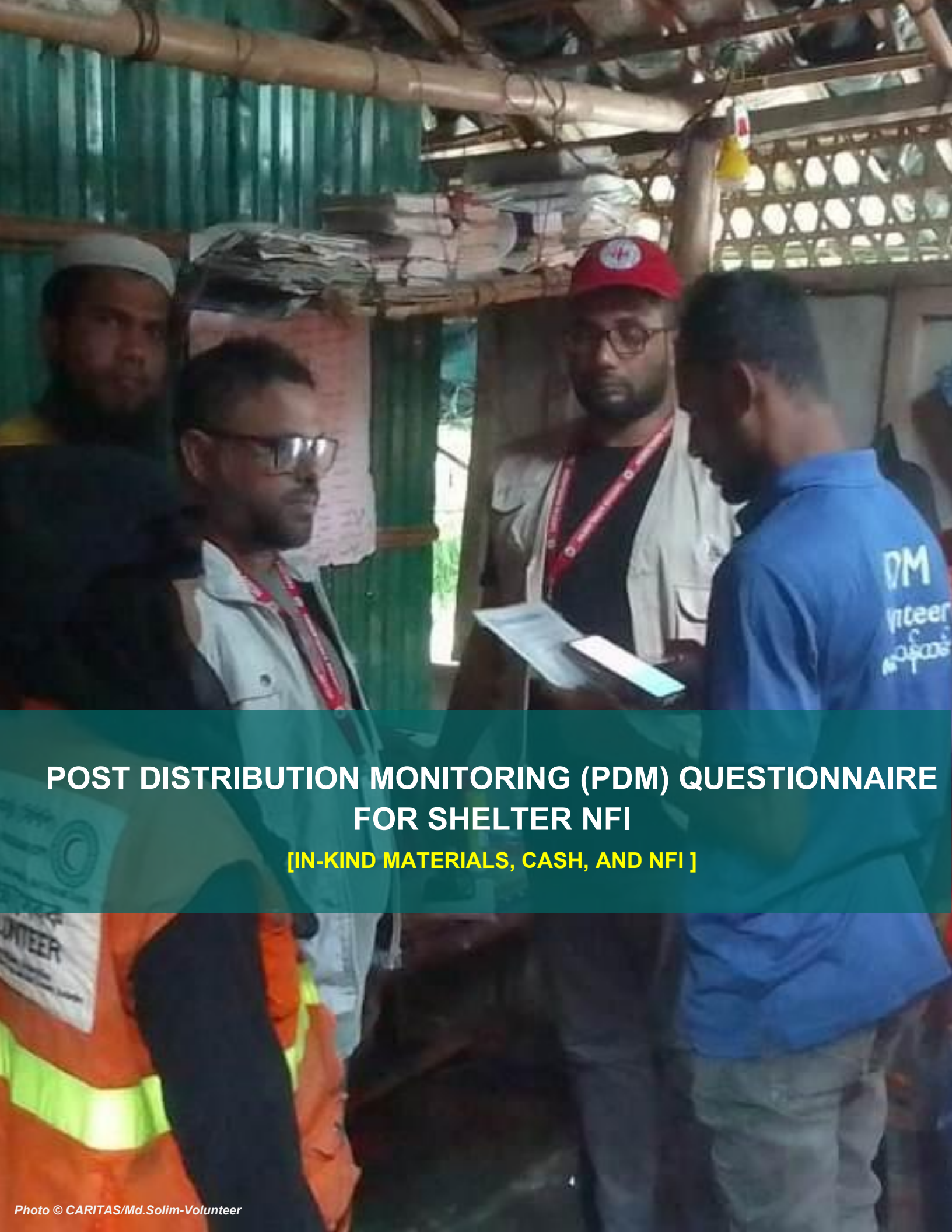
POST DISTRIBUTION MONITORING (PDM) QUESTIONNAIRE FOR SHELTER NFI

[IN-KIND MATERIALS, CASH, AND NFI]

Introduction

Post-distribution monitoring (PDM) is an independent evaluation conducted 3 to 5 weeks after shelter-in-kind materials are distributed to Rohingya refugees in Cox's Bazar, Bangladesh. This timeframe allows beneficiaries sufficient time to utilize the items, enabling a comprehensive assessment of their effectiveness and suitability. This assessment is often carried out in collaboration with **UN agencies, NGOs, INGOs, or the MEAL departments of implementing partners in line with SCCCM sector directions, ensuring an objective review of the assistance provided and also to share** lessons learnt with the shelter task force.

The PDM primarily gathers **quantitative data** to assess the effectiveness of the materials distributed, identify key trends, and address beneficiaries' challenges. Findings from this assessment will help refine **shelter-in-kind packages, distribution methods, and overall program design**, ensuring alignment with community needs while mitigating potential protection risks.

1. Instructions

- Introduce yourself and the organization conducting the survey. ☐
- Explain the purpose of the survey. ☐
- Confirm voluntary participation and confidentiality. ☐
- Ask: "Do you agree to participate in this survey?" (Yes ☐/No ☐)

2. General information

- Name of interviewer:
- Date of visit (yyyy-mm-dd):
- Organization Name:
- Type of Beneficiaries (Refugee, Host):
- Camp Number/Location name:

- Block & Sub Block/Home number:

- Name of Respondent:

- Household Information (FCN, MRC, Shelter Address, Head of Household status):

- Age & Gender of respondent:

- Household Composition: Number of members by age & gender (to be added to age data table):

Total number of people who have been living in your household for up to the past three months (including non-family)	0-4 years		5-17 years		18-59 years		60+ years		**Total**
	M	F	M	F	M	F	M	F	**M+F**

Table 1 Household Composition

3. Vulnerability & disability assessment

- Do you or any household members have difficulty with *(based on washington group questions)*:

    - Seeing (even with glasses)? ☐

    - Hearing (even with a hearing aid)? ☐

    - Walking or climbing steps? ☐

    - Remembering or concentrating? ☐

    - Washing all over or dressing? ☐

    - Communicating or understanding others? ☐

- Specific vulnerability & disability assessment

    - Older person living alone (without an able-bodied family member for support) ☐

    - Female-headed household (without an able-bodied family member for support) ☐

    - Pregnant or lactating woman (without an able-bodied family member for support) ☐

    - Unaccompanied/separated child ☐

    - Person with a chronic illness ☐

- Person with a mental health condition ☐
- Others (specify):

4. Distribution process & information

- How did you receive information about the distribution? ☐ word of mouth, ☐ poster, ☐ mobile, ☐ other

- Who provided the information? ☐volunteer, ☐ NGO staff, ☐ majhi, ☐ community mobilizer, ☐ neighbor/relative, ☐other

- How many days in advance did you receive the notice? ☐ *1 day /* ☐ *2–3 days /* ☐ *more than 3 days /* ☐ *same day /* ☐*no notice*

- Did you receive a token/voucher for collection? ☐ yes/ ☐ no

- If yes, how was the token/voucher delivered? ☐by hand, ☐via community leader, ☐ at help desk, ☐other –

- Date of distribution: (yyyy-mm-dd)

- Was the distribution site accessible to you or other household members with difficulties (e.g., elderly or disabled)? ☐ yes/ ☐ no / ☐ not applicable

- What type of assistance did you receive? ☐ in-kind shelter materials, ☐ in-kind non-food items (NFI), ☐ vouchers for shelter materials, ☐ vouchers for non-food items (NFI), ☐cash for shelter materials, ☐ cash for non-food items (NFI), or ☐other (please specify)

5. Distribution experience

- Approximately how long did you wait in the queue? ☐ less than 10 minutes/☐ 10-30 minutes/ ☐ 31-60 minutes/ ☐ more than 60 minutes

- Were there separate queues for men and women? ☐yes/ ☐ no

- Do you feel the materials were distributed fairly and without discrimination? ☐yes/ ☐ no, if no, explain

- Were you asked for money, favours, or anything in return for access to the distribution? ☐yes/ ☐no

- Were basic facilities such as sanitation, drinking water, and breastfeeding spaces available at the distribution point? ☐yes/ ☐no

- Was assistance provided for people with special needs (e.g., elderly, pregnant women, persons with disabilities)? ☐ yes/ ☐ no / ☐ not sure

- Were the following facilities available at the distribution site (tick all that apply)? ☐drinking water ☐shade/shelter for waiting ☐ sanitation facilities (separate toilets), ☐Breast feeding/private space for women ☐seating for elderly or persons with disability ☐ none of the above

- How far is the distribution point from your shelter? How much time did it take you to get there(in km or minutes)? ☐less than 10 minutes & less than 1km/ ☐10-13 minutes & 1-3 km/ ☐31-60 minutes/4-6km / ☐more than 60 minutes & more than 6 km

- Were you informed about what items/assistance you would receive before or during the distribution? ☐yes/ ☐no / ☐partially

- Were you treated with respect and dignity by the distribution staff and volunteers? ☐yes/ ☐ no, if no, please explain

6. Use & appropriateness of materials

- Did you use all the materials received? ☐ yes/ ☐ no

- If no, what did you do with the materials? ☐stored, ☐sold, ☐exchanged, ☐ etc

- If sold/exchanged, why? ☐food, ☐rent, ☐ medical, ☐other

- Were the materials appropriate for the weather conditions? ☐yes/ ☐no, if no, explain

- What improvements have you made using the materials? ☐shelter upgrade, ☐ drainage, ☐ partition, ☐etc

- Were the materials sufficient for your needs? ☐yes/ ☐no, if no, specify shortages

7. Material quality & sufficiency

- Rate the quality of materials received ☐very good, ☐good, ☐average, ☐ poor

- If poor, what were the issues? ☐broken, ☐rotten, ☐ incorrect size, ☐other

- What additional items or support did you need to complete your shelter upgrade fully? ☐ extra bamboo or ☐ timber, ☐additional tarpaulins, ☐Nails, ☐ Rope, ☐Fixing tools, and ☐ other items- specify

- If additional items were needed, how did you manage to get them? ☐ bought locally ☐ borrowed from others ☐Used savings ☐could not get them ☐ other (please explain):

- Were the materials compatible with your existing shelter structure? ☐yes/ ☐no / ☐ partially – if not, explain:

8. Training & awareness

- Did you receive training on how to use the materials? ☐yes/ ☐no

- Were the trainers knowledgeable and able to answer questions? ☐yes/ ☐no

- Was the training useful? ☐ very helpful, ☐ helpful, ☐ somewhat helpful, ☐ not helpful

- Did you receive an educational booklet (IEC-information, education, and communication materials)? ☐yes/ ☐no

- Did you find the IEC materials helpful and easy to follow? ☐yes ☐no ☐ Partially (explain):

- What major area/skill/topic did you learn from the training?

9. EVI support & shelter construction (for vulnerable groups)

- Did you receive transport or construction support? ☐yes/ ☐ no

- If no, what was the reason? ☐ not eligible (based on vulnerability criteria) ☐ didn't request support ☐ support not available in my area ☐ didn't know support was available ☐ refused by agency/volunteers ☐ other (please specify):

- What challenges did you face in upgrading your shelter?

- Did implementing agencies (UN/INGO/NNGO) staff visit your shelter for technical guidance? ☐ yes/☐ no

- Did implementing agencies (UN/INGO/NNGO) staff visit your shelter to verify to confirm the usage of In-kind or NFI items? ☐yes/ ☐ no

10. Accountability & complaints mechanism

- Did you know about the help desk or complaint feedback mechanism (CFM)? ☐yes/ ☐no
- If yes, are you aware that the complaints and feedback mechanism (CFM) desk is available at the distribution point or in the response area? ☐yes/ ☐ no
- Did you file a complaint? ☐yes/ ☐no
- If yes, was your complaint addressed? ☐ fully, ☐partially, ☐ not at all
- Were distribution staff and volunteers professional and respectful? ☐yes/ ☐no
- Were there moments when you or others were treated unfairly? ☐yes/ ☐no, if yes, explain

- What suggestions do you have to improve the complaint and feedback system? (Please specify):

11. Overall impact & satisfaction

- How satisfied are you with the overall this particular distribution or assistance program? ☐ very satisfied, ☐ satisfied, ☐neutral, ☐not satisfied
- What impact did the distribution have on your household? ☐Improved privacy, ☐ better weather protection, ☐ security, ☐ etc
- Did this particular distribution or assistance program support (In-kind materials/Cash/NFI) help you and your family feel safer or more protected? ☐yes ☐ no ☐partially *if no or partially, please explain:*
- Any other comments or suggestions?

12. Technical accountability follow-up

- Is the in-kind, cash, and nfi-related output shelter structure compliant with sector guidelines? ☐ yes/ ☐ no/ ☐partial

- Does staff or a representative demand money or other favours for shelter materials, either for an in-kind package or voucher materials, at any stage? ☐No ☐If yes, what kind of demand?

13. Details of in-kind, cash, and NFI items

No	Items	Quantity (According to the agency)	Quantity received	Quality (1-Very Poor; 2-Poor; 3-Average; 4-Good; 5-Very Good)	How Useful/appropriate was the item? (1–Not Useful at all; 2-Not so useful; 3-Average; 4-Useful;5-Very useful)	Use (Kept/used; Loaned; Sold (price); Stolen; Exchanged; Gifted; Destroyed; Lost)	Was the quantity received adequate? (Yes/No)
A	In-kind for Shelter						
B	Cash for Shelter						
C	In-Kind for NFI						
D	Cash for NFI						

Table 2 Details of Shelter NFI items

End of Survey
Thank the respondent for their time and feedback.

TECHNICAL INPUTS AND GUIDANCE BY SHELTER TASKFORCE MEMBERS :

SECTOR LEAD AGENCIES: