



WASH – Camp Focal Point System- Terms of Reference

Approved by SAG on: 24th of November 2025

1. Overview

Based on experience gained since the onset of the present influx of Rohingya from Myanmar in September 2017 the WASH Sector, ISCG, and the office of the RRRC have established the need to revise, develop and improve the coordination of WASH programming between the camp management structures as represented by the RRRC and the CiCs, the WASH service delivery partners and the WASH Sector in Cox's Bazar.

The “Camp Focal Point” system has been adopted in Cox's Bazar Strategic Advisory Group (SAG) for establishing clear WASH coordination mechanisms at each of the main camps, and it will operate under the mandate of the larger Cox's Bazar (CXB) WASH Sector Coordination.

Camp Focal Point system of the WASH sector is aligned with ISCG recommendation under the leadership on SMSD sector which established “camp level coordination – guidance note” endorsed by RRRC.

The purpose of the Camp Focal Point system is to oversee the coordination of WASH Sector response on the ground at the camp level and ensure an effective emergency service provision. This can be achieved by facilitating information sharing between the camp (i.e. WASH actors, CiC) and WASH Sector Coordination; ensuring WASH guidelines and standards are adhered to; acting in the interest of the WASH Sector at the camp level, coordinating with all partners, identifying gaps and challenges and acting as the focal point for the WASH sector engagement with other sectors and Camp in Charges (CiC) at that camp.

In 2024, because of discrepancies between the dedicated positions for CFP responsibilities due to the changing modality of AFA, it is felt to revise the ToR.

To implement this system two positions are recommended:

- Camp Focal Point (CFP)
- Liaison and Field Coordination Officer of WASH Sector

In 2025, it was considered necessary that the nomination criteria of the hiring organization of the CFP be clearly defined. Accordingly, the nomination criteria of WASH Camp Focal Agency (ACFA) have been clarified.

2. WASH Camp Focal Agency (WCFA)

WASH Camp Focal Agency is a volunteering organisation (UN or NGO) defined yearly by the WASH actors (or WASH Sector in conflictual scenario) involved at camp level providing CFP and lead WASH Services in the designated camp.

Nomination Criteria:

To be selected as the WASH Camp Focal Agency, agencies need to apply to the WASH sector during the JRP process to express willingness to be a WCFA. Selection criteria to be met during expression of interest -

1. Willingness to be WCFA
2. Capacity to lead (financial resources for the subsequent year, including human resources/staff)

3. Population Coverage in the camp
4. Historical presence in the camp
5. Good relationship with stakeholders

Conflict Management:

- If more than one agency expresses interest and apply for the WCFA, then discussions should take place at camp level to determine which agency best meets the criteria above. If the WASH agencies at camp level are unable to reach a resolution, WASH Sector will decide who will be the WCFA.
- An AFA can also apply as WCFA if they meet the nomination criteria.

3. Camp Focal Point (CFP)

Nomination:

- ✓ The CFP of each camp is nominated by lead WASH Camp Focal Agency (WCFA) and endorsed by WASH Sector and AFA.
- ✓ CFPs should have communication and coordination skills.
- ✓ S/he should spend a significant amount of his/her time on the field at camp level and be neutral when acting in the sector's interest.
- ✓ CFP should strictly maintain neutrality and represent all the WASH agencies working in their AoR (including NGOs., Govt. organizations...).
- ✓ WCFA should be flexible in the CFP role to avoid potential conflicts of interest with his/her own organization and ensure transparency.
- ✓ CFPs can be changed at the request of the WASH hiring agency or AFA or WASH sector coordination team based on performance, transparency, neutrality, or communication with other camp-level actors. In that case, WCFA must identify new staff to replace CFP.

Accountability:

- ✓ The CFPs will be directed by WCFA or AFA. CFP may be dedicated or include other responsibilities as well.
- ✓ CFPs will be involved in the WASH sector for some coordination-related responsibilities.

Communication:

- ✓ The CFPs should be the focal person in terms of communication and information sharing with the following entities within their AoR-
 - Camp level Government and non-government stakeholders (CiC, AFA, CMO, Site management unit, etc.)
 - Other Sector Focal
 - WASH Agencies in their AoR
 - WASH Sector CXB (mainly to Liaison and Field Coordination Officer of WASH Sector)
 - Hiring organization

Administrative and Logistic Support:

- ✓ CFP is administratively attached to his/her organization (human resources, logistics, administrative support, etc.).

Specific Roles and Responsibilities:

3.1. Apply guidance and standards

- Overseeing the activities of all WASH partners in the camp to ensure WASH Sector policy and standards as well as WASH-related Government guidance.

- Based on necessity, CFP will support partners who are seen to be failing in meeting these standards and alert the Liaison and Field Coordination Officer for support.

3.2. Planning

- In coordination with the CiC and WASH Implementing partners conduct gap analyses for all activities in areas defined and required by the WASH Sector (refer to existing tools of the sector).
- CFP will assist with any survey/ assessment if necessary.

3.3. Meeting & Reporting

- Ensure that all WASH actors are reporting regularly to CIC and WASH Sector reports.
- Report to WASH sector on WASH Rapid severity assessment.
- Participate in monthly coordination meetings organized by WASH sector team. Organize / Lead WASH coordination meetings at the camp level.
- On behalf of all WASH actors, he/she will represent in the Camp level multi-sectoral coordination meetings, and Disaster Management Committee meetings.
- Ad-hoc basis bi-lateral meeting with the key stakeholders like CIC, WASH agencies, AFA, WASH Sector....

3.4. Support during Emergency Response

- Coordinate and support all WASH actors, on the ground, to operate as per the emergency WASH response plan in the event of disease outbreaks, landslides, floods, monsoons, acute waterborne diseases, COVID-19, and other occurrences.

3.5. camp level coordination

- Act as the linkage between CiCs and all WASH actors within the camp.
- Coordinate with key sectors such as shelter, education, site management, and health on inter-sectoral camp issues based on need.
- CFP will refer to the Liaison and field coordination Officer of WASH Sector in case of field conflict between actors.
- Assist in WASH-related visits in CFP's responsible area.
- Support CiC at the camp level to ensure smooth service delivery in collaboration with the WASH implementing agencies.

3.6. Raise field issues and advocacy

- Identify bottlenecks and report on needs and challenges on the field (bottom-up approach) to the Liaison and Field Coordination Officer of WASH sector.
- Raise uncovered gaps to AFA and WASH Sector Coordination team.
- Build a trustful, neutral, and positive work relationship with AFA and WASH Sector.
- Alert relevant actors about any major risks or failures that could potentially create a disaster or/and encourage outbreaks.

4. Liaison and Field Coordination Officer- WASH Sector:

WASH Sector Coordination Team has integrated the Liaison and Field Coordination Officer to support all the CFPs in the field and liaise closely with RRRC. Liaison and Field Coordination Officer will be the link between WASH Sector Coordination Team in CXB and CFPs at camps on the field. He/she will be under the direct technical supervision of WASH Sector Coordinator.

Liaison and Filed Coordination Officer can be changed at the request of the RRRC or WASH sector coordinator based on performance, transparency, neutrality, or communication. In that case, the hiring agency must identify new staff to replace him/her.

4.1 Communication, Liaison & Coordination

