



COMMUNITY ENGAGEMENT

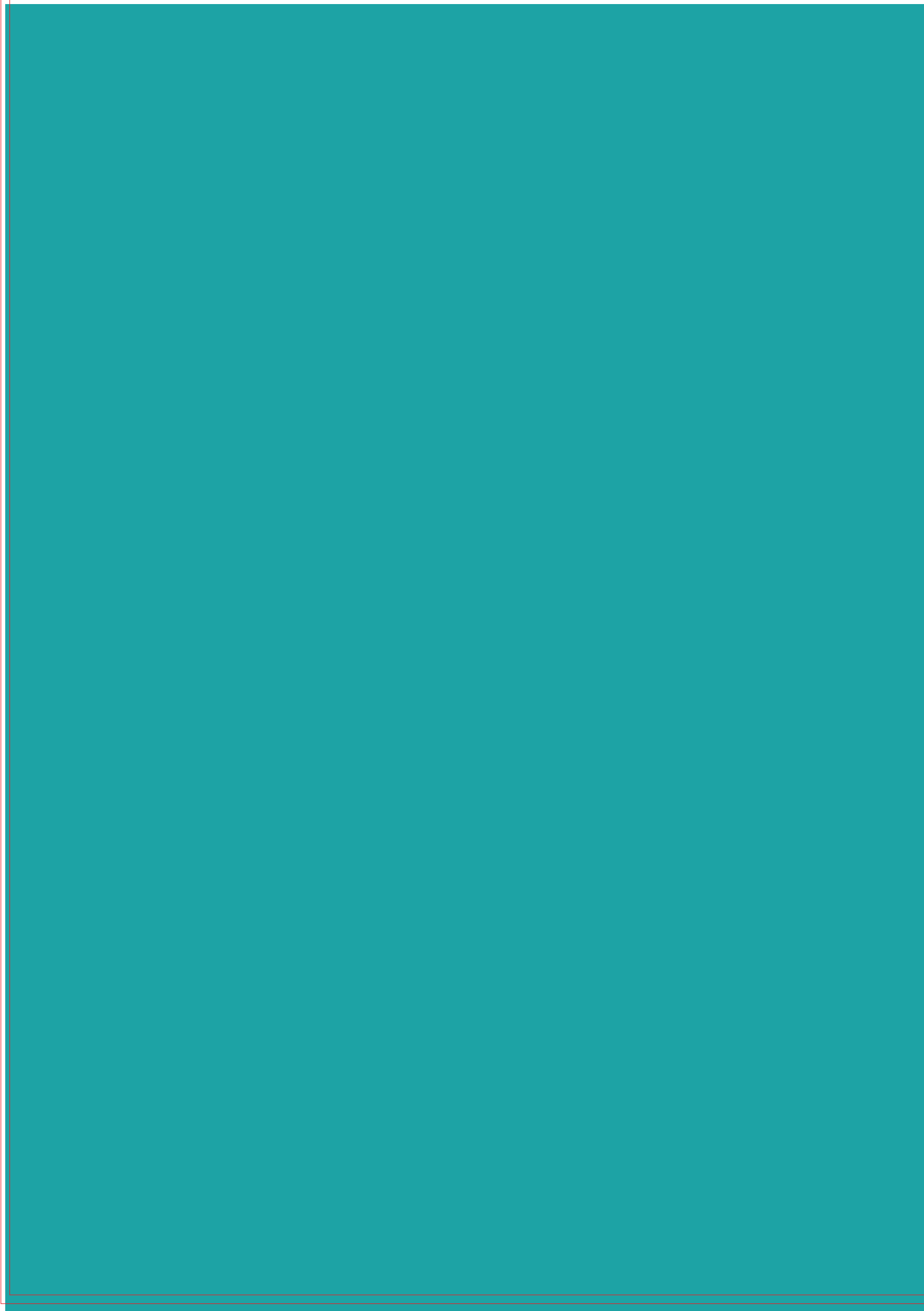
Guiding Handbook



For a world without hunger



WASH Sector
Cox's Bazar



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Background

In recent years, the water, sanitation and hygiene (WASH) sector has encountered increasing challenges due to significant reduction in available funding. This decline has led to decreased staffing capacity, limited volunteer participation, and reduced resources for regular maintenance of WASH facilities. Consequently, sustaining essential services and ensuring long-term functionality of WASH infrastructure have become progressively difficult.

Among these constraints, community engagement has emerged as a vital approach to uphold and enhance WASH services. By adopting a sense of ownership, responsibility, and leadership within communities, this approach enables local actors to maintain facilities, promote hygiene practices, and safeguard access to safe water and sanitation — even in the absence of external assistance.

Although many community engagement frameworks already exist in the WASH sector, the situation in the field continues to change, especially in humanitarian and long-term crisis settings. Because of these changing conditions, more practical and context-specific guidance is needed. This technical guidance has been developed to fill that gap and to help WASH actors apply community engagement in a consistent, effective, and sustainable way.

1. Primary Objective

- Provide a comprehensive guidance for strengthening and standardizing community engagement practices within WASH programming
- Enhance community ownership and resilience by promoting locally driven maintenance, management, and sustainability of WASH facilities
- Support WASH actors in adapting community engagement strategies to resource-constrained and crisis-affected contexts, ensuring that interventions remain inclusive, equitable, and sustainable.
- Provides an overview of the purpose and significance of community engagement in achieving sustainable WASH outcomes.

2. Community Engagement

2.1. Concept of Community Engagement

Community engagement in WASH is a participatory approach where community members actively take part in planning, decision-making and managing WASH services. It recognizes diversity—such as culture, gender and abilities—and ensures that everyone can contribute.

It focuses on building local capacity by providing knowledge, skills and resources so that communities can manage and maintain WASH facilities independently. Through trust, collaboration and shared responsibility, community engagement promotes ownership, sustainability and better hygiene practices.

- Key Outcome of Community engagement Better informed and contextually appropriate decision-making
- Greater sense of involvement, ownership, and responsibility among community members
- Increased diversity of ideas and options, leading to improvements in hygiene practices and the functionality of WASH facilities.

2.2. Principle of Community Engagement

Effective community engagement is central to the success and sustainability of WASH interventions. The following principles guide engagement efforts to ensure inclusivity, empowerment, and long-term Community ownership:

- **Clarity of Purpose** – Clearly define the goals, expectations and role of the community from the beginning.
- **Respect and Trust** – Approach communities with respect, listen actively and build trust through transparency and honesty.
- **Community Knowledge and Context** – Understand local culture, beliefs, challenges and existing practices before planning interventions.
- **Inclusiveness and Equity** – Ensure participation of women, men, youth, elderly, persons with disabilities and marginalized groups.
- **Empowerment and Ownership** – Strengthen the community's ability to make decisions, solve problems and manage WASH facilities.
- **Collaboration and Partnership** – Work jointly with community groups, religious leaders and local institutions to sustain efforts.
- **Asset-Based Approach** – Focus on local strengths, skills and resources rather than only on problems or gaps.
- **Flexibility and Shared Control** – Adapt methods to community needs and gradually transfer control and responsibility to them.
- **Effective Communication** – Keep communication simple, accurate, two-way and culturally appropriate.
- **Accountability and Transparency** – Promote shared responsibility, openness in decision-making and feedback mechanisms.

2.3. Effective Communication

- Be clear: Provide direction and explain goals
- Be concise: Avoid overwhelming with excessive information
- Be correct: Ensure accuracy of facts and update information regularly
- Be connected: Build relationships with key community members and networks
- Be confident, not controlling: Display genuine leadership to earn trust
- Be transparent: Clearly communicate goals, values, and priorities

Adhering to these principles ensure that WASH interventions are inclusive, participatory and sustainable, ultimately empowering communities to maintain and improve their water, sanitation and hygiene services.

3. Community Engagement from Existing WASH Guidance

3.1. WASH Committee Meeting

WASH committee-driven engagement is a community-centered approach where committee members lead the planning, decision-making and implementation of WASH-related activities. This approach strengthens community ownership, accountability and sustainability of WASH services. Community members identify their priority WASH needs and gaps, to actively take decisions through these meetings.

3.1.1. Roles and Responsibilities

WASH Committee / Community Members:

- Initiate and organize meetings
- Identify problems, propose solutions and make decisions collaboratively
- WASH committee divides members into small task-oriented teams to manage specific areas or functions (e.g., latrine maintenance, water point management, hygiene promotion).
- Roles are assigned based on member's skills, capacity and availability.
- Teams collaborate to ensure that all tasks are covered efficiently and equitably.

WASH Agencies:

- Provide technical guidance and support as needed
- Ensure that community plans align with sector standards and safety requirements.
- Facilitate capacity-building sessions for committee members on WASH management, communication, advocacy and problem-solving

CiC Office:

- Act as a liaison between the committee and external authorities or agencies
- Help resolve disputes or challenges that cannot be addressed solely by the committee
- Support dispute resolution, accountability, and transparency
- Encourage sustained collaboration and follow-up on agreed actions

Sustainability and Follow-Up

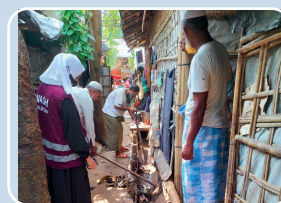
- Committees establish routine follow-up meetings to monitor ongoing activities and address emerging issues
- Capacity-building sessions for committee members ensure long-term knowledge retention and preparedness
- Documentation and reporting create a feedback loop for continuous improvement and replication of successful practices

WASH committee meetings initiated by committee members demonstrate empowerment and ownership, core principles of community engagement. When each stakeholder—community, agency and CiC office—fulfills their responsibilities effectively, WASH interventions become more inclusive and responsive to the real needs of the community.

3.2. Camp Cleaning Campaign

A camp cleaning campaign is an organized initiative aimed at improving the cleanliness, sanitation and overall environment of the camp through the active participation of the community. When conducted without external resources or agency support, the campaign relies entirely on community motivation, coordination and ownership.

3.2.1. Planning & Mobilization



Community Initiative

- Community leaders and volunteers identify priority areas needing cleaning, such as:
 - Pathways
 - Communal spaces
 - Connecting drains
 - Water points
 - Sanitation facilities
- Persons with disabilities (PWDs) are included in the planning committee to ensure:
 - Their perspectives shape the cleaning plan
 - Accessibility issues are addressed
- Priority is given to locations affecting them directly (e.g., routes to latrines, water points, or shelters)

Awareness and Motivation

- Community members are informed about the importance of cleanliness through:
 - Word-of-mouth communication
 - Community meetings
 - Mosque announcements
 - Local loudspeaker announcements
- Youth group members support awareness by:
 - Leading or co-facilitating hygiene and cleanliness sessions
 - Sharing messages on inclusive participation
 - Promoting the benefits of collective action
 - Highlighting how cleaner environments support people with limited mobility and other challenges.

Team Formation

- Community members organize themselves into small cleaning teams.
 - Roles and responsibilities are assigned to ensure efficiency.
 - A cleaning schedule is developed to ensure all areas are covered.
 - Teams coordinate tools, time, and division of tasks to maximize participation.

3.2.2. Roles and Responsibilities

Responsibilities of Community Members:

- Actively participate in cleaning and maintaining designated areas
- Bring their own basic cleaning tools (brooms, buckets, clothes) and coordinate their usage within the team
- Encourage neighbors to participate, fostering a sense of shared responsibility
- People with disabilities can help ensure that cleaning activities do not create any barriers (e.g., blocking ramps or water pathways).
- Ensure proper disposal of collected waste using available camp waste management to handover solid waste volunteer.

Responsibilities of Community Leaders / Committees:

- Organize teams, define responsibilities, and monitor progress.
- Motivate residents and mediate any conflicts that arise during the campaign.
- Religious leaders announce for encouragement of community to participate in cleaning campaign.

Responsibilities of WASH Agencies:

- Provide orientation on safe campaign and waste disposal.
- Share ideas of low-cost local cleaning & safety materials and technical guidance.
- Community hygiene worker (CHW) will directly involve in monitoring and support community-led activities during the campaign
- Document successes, challenges and lessons learned for future betterment to ensure more engagement.

Responsibilities of Community hygiene workers:

- Motivate community members—including leaders, youth, and women’s groups—to actively join cleaning campaigns and maintain cleanliness in households and communal spaces
- Coordinate with the WASH Committee and Community Engagement Team to plan activities, identify priority cleaning areas, and set schedules.
- Conduct brief awareness sessions on hygiene, waste management, and disease prevention (AWD, dengue, cholera) Promote sustained hygiene behavior.
- Monitor cleanliness before and after the campaign, report issues (e.g., waste overflow or blocked drains) and share community feedback in WASH committee meetings.
- Work with Latrine, Water, and MHM groups to ensure facilities are cleaned, maintained and responsibly used.

Responsibilities of CiC Office:

- Facilitate coordination between agencies and community groups (WASH committee, youth group, user group)
- Ensure compliance with camp regulations and safety standards
- Support mobilization efforts and promote public awareness about the campaign
- CiC office monitor progress throughout the campaign and address any challenges immediately.

A camp cleaning campaign is an organized effort to improve sanitation, hygiene, and the overall environment of the camp through active participation of the community, WASH agencies, and relevant local authorities. Effective community engagement is key to ensuring the campaign’s success and sustainability.

3.3. Community-Driven Solid Waste Management

Community-driven solid waste management (SWM) is a participatory approach that empowers communities to take collective responsibility for maintaining a clean and healthy living environment. Through organized planning, active participation and collaboration with WASH agencies and the CiC office, communities can take part in waste management and promote hygiene as well as environmental well-being within the camp or settlement.

3.3.1. Community Initiative

- Community members led by the WASH committee, identify waste management challenges such as irregular collection, open dumping or poor disposal practices.
- The committee initiates discussions to explore practical, low-cost and locally feasible solutions.
- Community representatives take the lead in planning waste collection routes, selecting disposal sites, and setting cleaning schedules.

3.3.2. Awareness and Motivation

- Awareness sessions are organized to educate community people about the health, environmental and social impacts of poor waste management.
- Messages focus on waste segregation, proper disposal and the importance of keeping shared spaces clean.
- Community volunteers and youth groups are mobilized to spread key hygiene and cleanliness messages through door-to-door campaigns, posters and community meetings.
- Recognition and appreciation of active participants are used to sustain motivation.

3.3.3. Roles and Responsibilities

WASH Committee / Community Members:

- Lead planning and coordination of community-led waste management activities.
- The WASH committee forms dedicated teams or subgroups responsible for monitoring waste segregation and disposal practice.
- Team leaders coordinate with committee members to ensure regular operation and communication with other stakeholders
- The WASH committee should establish routine waste management schedules and periodic reviews to track performance and identify improvement areas
- Facilitate equitable coordination and communication, ensuring that team leaders regularly consult with women's groups, youth representatives, and persons with disabilities to address accessibility and safety concerns related to waste collection and disposal
- Organize "no littering campaign", maintain waste bins and monitor proper disposal
- Encourage households to participate in waste segregation (biodegradable and non-biodegradable).
- Report challenges, such as overflow or collection delays, to the WASH agency or CiC office.

WASH Agencies:

- Provide technical guidance on "no littering campaign" segregation and environmentally safe disposal.
- Support training sessions for committee members and volunteers on waste management practices.
- Facilitate alternative ideas of locally available and low-cost materials (e.g., bamboo baskets, reused containers, sacks, or damaged buckets) for household waste storage and segregation.
- Offer periodic supervision and feedback to strengthen community capacity.

CiC Office:

- Oversee coordination between the community and agencies to ensure compliance with camp management standards.
- Approve designated waste collection and disposal points to avoid environmental hazards.
- Support in resolving issues related to land use, resource sharing, or community disputes.
- Recognize and encourage successful community-led initiatives to ensure long-term engagement.

3.4. Community-Driven Dengue Seek and Destroy Approach

The Community-Driven Dengue Seek and Destroy Approach is a method promoted to reduce mosquito breeding sites in camps. The WASH sector strongly recommends this approach for dengue prevention, as fumigation is no longer advised due to its inefficiency. It empowers communities to lead prevention efforts, supported by sector actors, WASH agencies and the CiC office. This process aligns with the camp-level dengue prevention guidance provided by relevant sectors and the Disaster Management Committee (DMC).

[Seek and destroy approach:](#) The "Seek and Destroy" approach is a practical method to prevent dengue by identifying and removing mosquito breeding sites. Dengue-carrying Aedes mosquitos breed in stagnant water that remains still and uncirculated—such as buckets, tires, coconut shells, and roof corners. By eliminating these sources, communities can break the mosquito life cycle and reduce the risk of dengue transmission.

Implementation Initiatives.

Household Level	Facility Level	Community Level
Community hygiene worker conducts regular inspections supported by WASH committee members.	Each institution takes responsibility for facilities under their management	Weekly camp-wide cleaning campaigns, facilitated by the WC and CiC office.
Households are guided to eliminate standing water, clean containers, store water properly, and manage waste safely	Regular inspections and removal of breeding sites in communal wash facilities waste bins, construction sites, Fire drums and drainage points.	Removal of stagnant water, waste, tires, and containers from open spaces and communal areas.
Encouragement of routine weekly “seek and destroy” activities inside homes.	Humanitarian agencies monitor that tarpaulins, roof areas and bamboo structures do not retain water.	Use of joint campaigns to foster community solidarity and shared responsibility.
Households report problems or needs to wash committee.	All actors share gaps to CiC being coordinated with WASH Committee.	‘Promoting Seek and destroy’ through community structures. (WASH committee, youth group, user groups etc.)

3.4.1. Roles and Responsibilities

WASH Committee / Community Members

- Identify and report mosquito breeding sites
- Mobilize households for cleaning and preventive actions
- Conduct routine household-level inspections
- Support weekly cleaning campaigns
- Monitor progress and report to DMC and WASH partners

WASH Agencies

- Provide technical guidance, tools, and support for community messaging
- Coordinate with other sectors on advocacy and facility-level action
- Support training of volunteers on identifying breeding sites
- Monitor quality and ensure alignment with guidance recommendations

CiC Office

- Oversee camp-wide planning
- Ensure all sector focal points remain engaged and aligned
- Monitor dengue trends and receive routine updates from health teams
- Facilitate the WASH committee to implement weekly cleaning and prevention campaigns
- Report progress and trends to RRRC/ISCG

3.4.2. Sustainability and Follow-Up

To maintain long-term impact, the following measures are essential:

- Continuous community awareness sessions and reinforcement of key messages
- The WASH committee and CiC office conduct routine inspections and support corrective measures
- Sharing and recognition of successful community practices to encourage replication
- Maintaining weekly cleaning campaigns even outside peak dengue seasons

3.5. Community Led Repair and Maintenance of WASH Facilities

The community-led repair and maintenance approach aims to ensure the continued functionality and sustainability of WASH facilities through community ownership, local capacity building, and collaborative action. This process encourages active participation of community members, supported by WASH agencies and the CiC office, to maintain safe, accessible, and hygienic WASH services across the camps.

3.5.1. Community Initiative

- Community members identify non-functional or damaged facilities (handpumps, latrines, handwashing stations, drainage systems).
- WASH committees prioritize repairs based on urgency and impact.
- Community-led monitoring encourages proactive maintenance rather than externally dictated inspections.
- This bottom-up process ensures that repairs are need-based and locally driven rather than externally dictated.

3.5.2. Awareness and Motivation

Awareness sessions are conducted to emphasize the importance of regular maintenance and collective responsibility for WASH infrastructure. Communities are motivated through:

- Demonstrations on how timely maintenance prevents service interruption and health risks.
- Sharing success stories and visible benefits of community-led repair efforts.
- Encouraging ownership through recognition of active community volunteers or caretakers.
- Motivation is sustained by reinforcing the idea that maintaining shared facilities ensures dignity, hygiene, and well-being for all.

3.5.3. Team Formation

A WASH Maintenance Team is formed at the community level, consisting of:

- WASH Committee members to oversee and coordinate repair activities.
- Trained community volunteers/caretakers responsible for routine checks and small-scale repairs.
- Youth representatives to support supervision, record-keeping, and awareness.
- Women members to ensure facilities used by women and girls are prioritized and maintained appropriately.

The team works in close coordination with WASH agencies and the CiC office for technical support and material supply when necessary.

3.5.4. Implementation Details

Assessment and Planning

- WASH committee inspects facilities
- Prepares simple maintenance plan

Mobilization

- Community hygiene workers mobilized
- Scheduled or emergency repairs & cleaning

Repair and Supervision

- Minor repairs by trained caretakers
- Technical oversight by WASH agencies

Reporting and Feedback

- Share progress & challenges
- WASH committee & camp coordination meetings

Record-Keeping

- Document each repair in logbook
- Include date, issue, action, responsible person

3.5.5. Roles and Responsibilities

WASH Committee / Community Members	WASH Agencies	CiC office
Identify maintenance needs, mobilize volunteers, carry out minor repairs (e.g., fixing taps, cleaning drains), and report major issues to agencies. Ensure safe use of facilities and promote a sense of shared ownership.	Provide technical guidance, training, and toolkits for minor repairs; support procurement of materials for larger maintenance tasks; monitor quality and safety standards.	Oversee coordination and approve major maintenance plans; facilitate communication among sectors; ensure accountability and transparency in resource utilization.

4. Future Scope and New Initiatives

(Community Engagement Workshop Findings)

4.1. Community-Led Free Residual Chlorine (FRC) Testing of Water:

Safe water is vital for our community and keeping it safe is a responsibility we all share. The Community-Led FRC Test empowers community members to check the chlorine levels in their water, ensuring it is clean and safe for everyone.

Through this participatory process, people are not only checking water quality—they are becoming guardians of their own health, learning to notice potential issues, and taking pride in keeping their water points safe. Every tap tested, every result recorded, and every corrective action taken is a step toward a stronger, healthier, and more resilient community.

Scope:

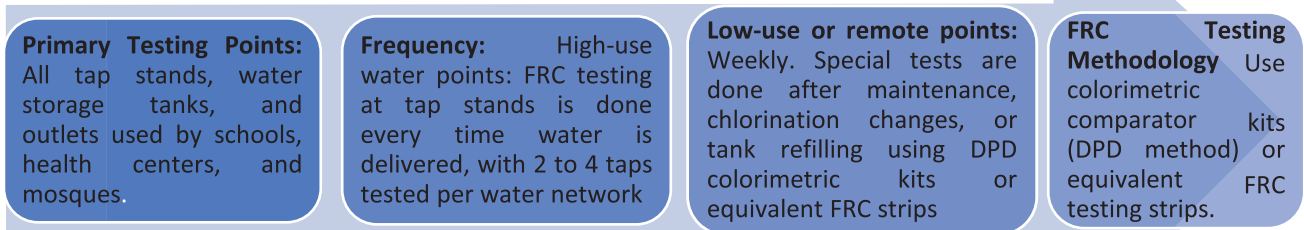
This process applies to all water points, including tap stands, communal storage tanks, schools, health centers, and other communal facilities within the 33 Rohingya camps covered under the Safe Water Supply Master Plan. This new initiative can be a key step to prevent water borne diseases like cholera, AWD, Jaundice etc. and shift the responsibility of safe water to community.

Process Overview

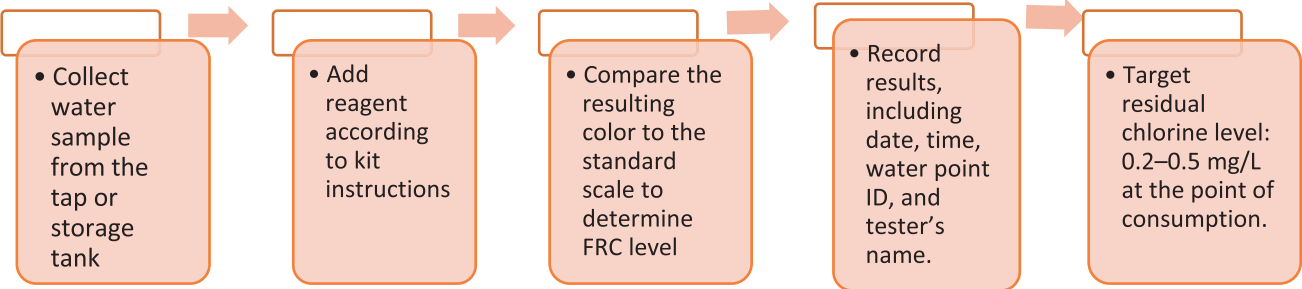
Community Engagement and Mobilization

- Community members, including Mahji representatives and other volunteers are trained on the purpose, methodology, and interpretation of FRC testing.
- Training covers the use of FRC testing kits, safety precautions and data recording procedures.
- The FRC testing schedule is developed collaboratively, aligning with daily water distribution patterns and ensuring equitable coverage of all taps stands within each Mahji block.

Testing Frequency and Points



Steps of FRC test



Data Recording and Reporting

- Community testers record FRC results on standardized forms.
- Data is aggregated weekly and shared with Implementing Partners (IPs) and the WASH sector for monitoring and decision-making.
- Any readings below the minimum standard trigger immediate follow-up actions, including re-chlorination, system inspection, or maintenance.

Follow-Up Actions

- IPs respond promptly to low FRC readings to ensure safe water supply.
- Community members participate in corrective actions, such as cleaning tap stands, flushing pipelines, and checking storage tanks.
- Continuous engagement strengthens community knowledge and promotes ownership of water safety practices.

Quality Assurance and Sustainability

- Community-Led FRC testing is integrated into routine water quality surveillance protocols.
- Iterative feedback loops allow community members to report trends, concerns, and successes.
- The process supports long-term sustainability by combining technical oversight with active community participation.

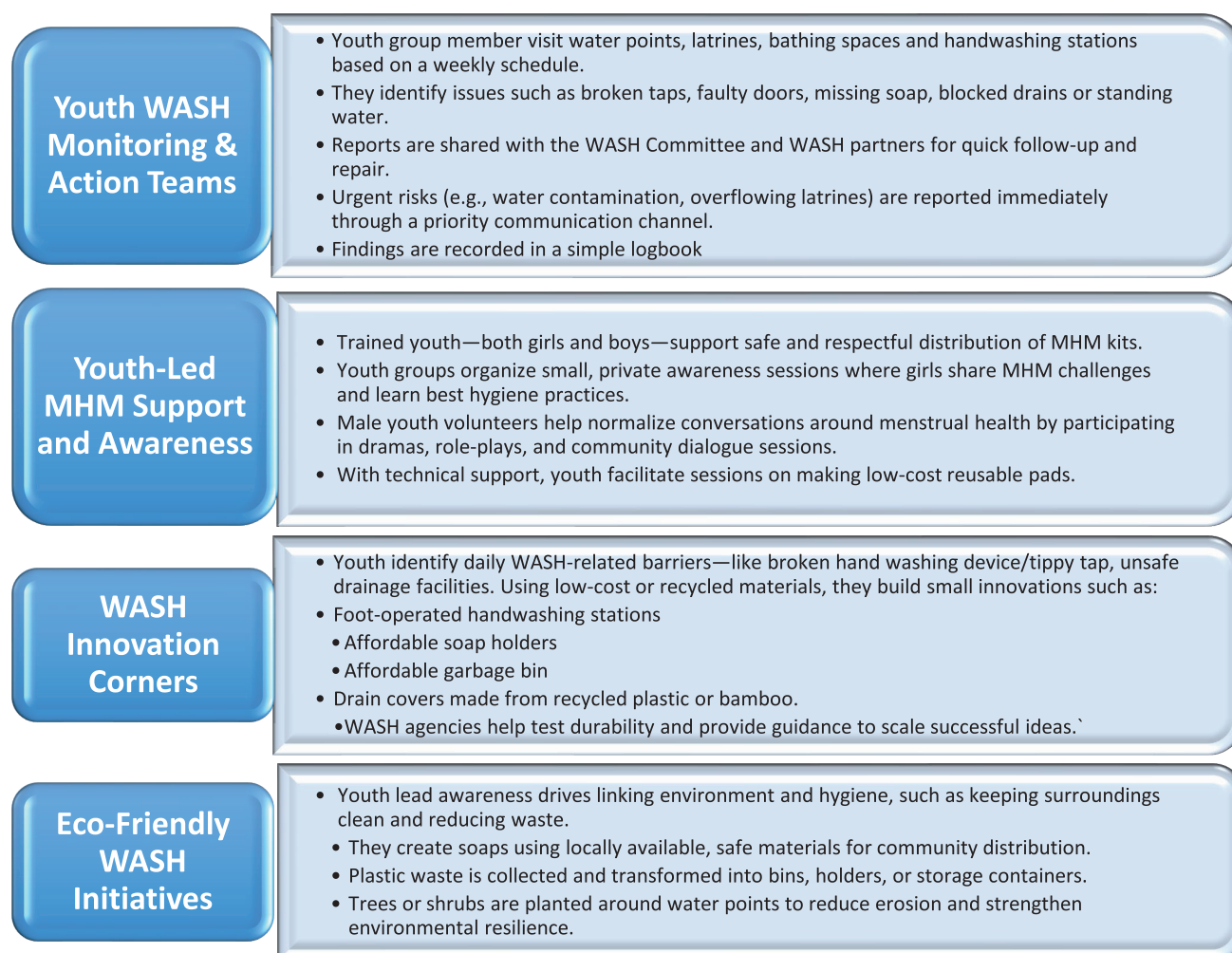
4.2. Youth Groups in WASH Initiatives

Formation of Youth Action Teams

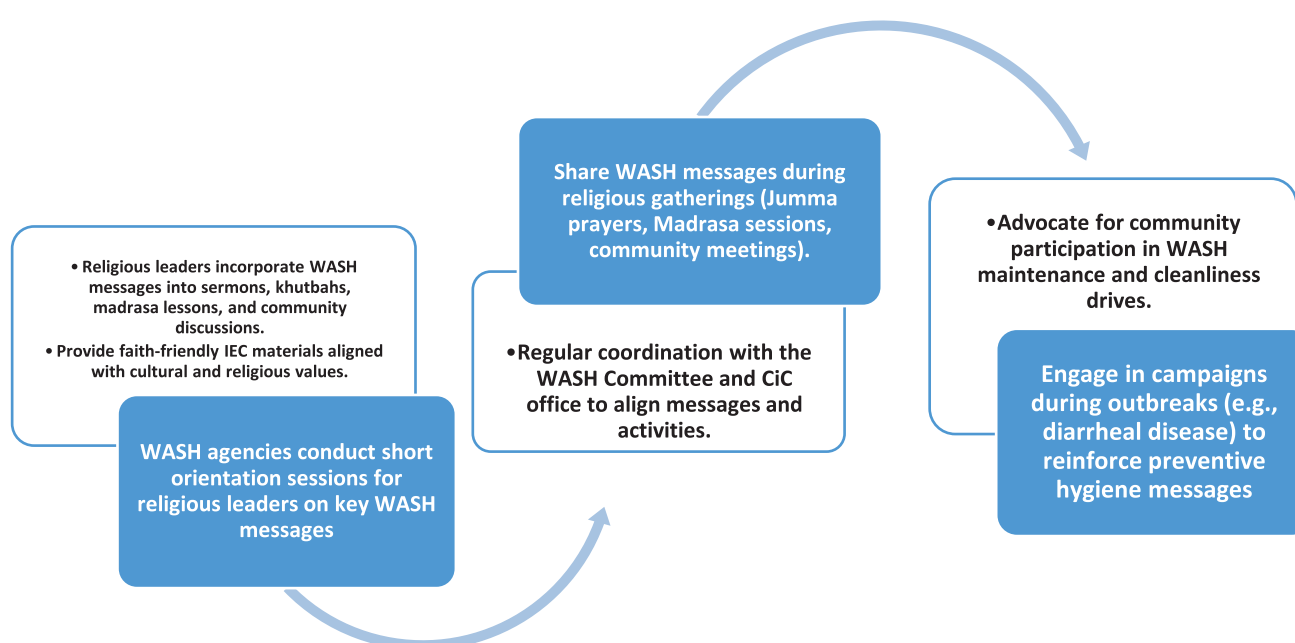
- Youth are organized into small functional groups according to their interest areas:
- WASH Monitoring & Action Teams
- MHM Support Groups
- Innovation Corner Groups
- Eco-Friendly WASH Teams

Each team chooses a focal person to coordinate activities and communicate with the WASH Committee, CiC office, and partner agencies.

4.2.1. Implementation Steps for Each Intervention



4.3. Religious Leaders' Involvement in WASH

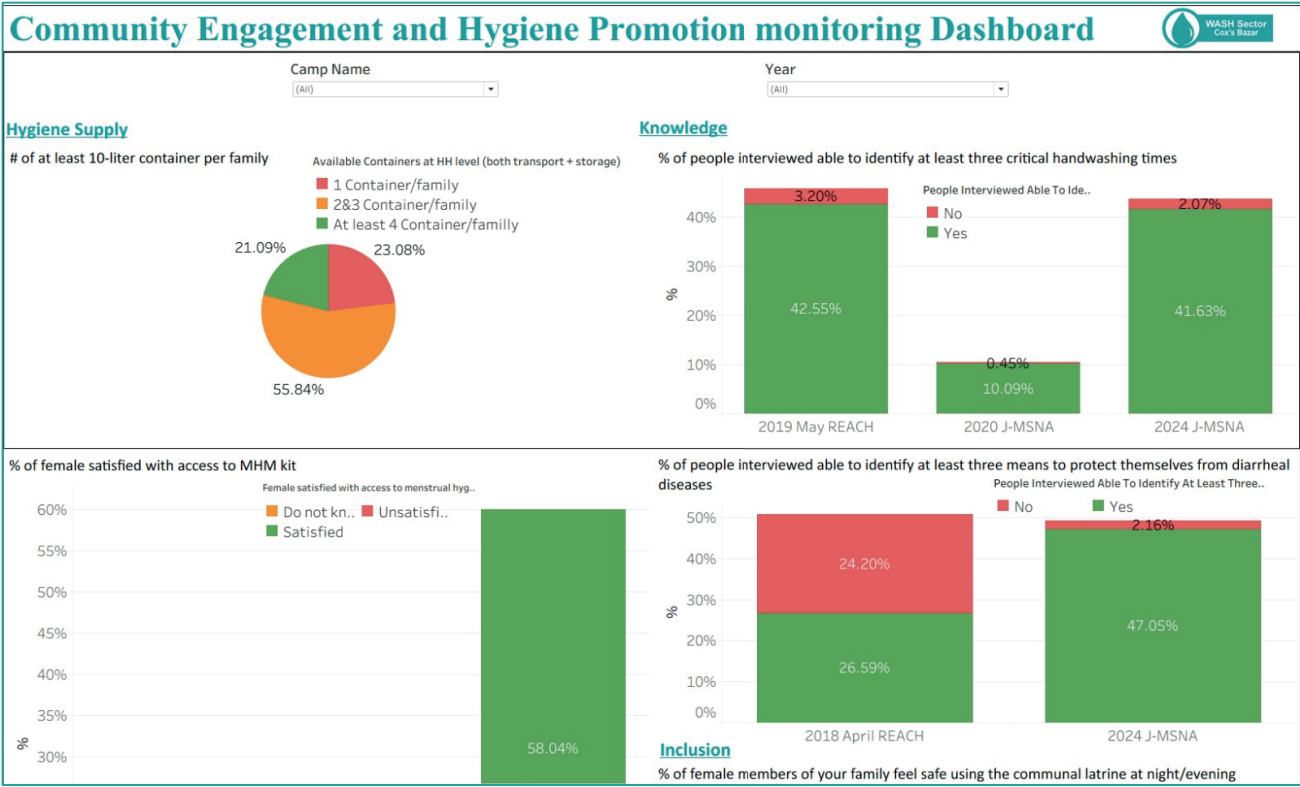


5. Monitoring of Community Engagement

Currently, WASH agencies and AFA partners employ diverse approaches to monitor community engagement and behavior change. Hygiene volunteers play a key role in this process by collecting data at the community level and submitting reports that help visualize trends and progress in community engagement activities.

Standardized Monitoring of Community Engagement:

- All WASH partners will use the Community Engagement Dashboard for uniform monitoring across the sector.
- Community engagement Data will be collected twice a year: June – July and November – December
- Hygiene Promotion and community engagement Leads from each camp will submit data using the standard KoBo form
- This system will help improve data consistency, quality, and support better planning and decision-making for community engagement in WASH.



6. Capacity Building and Empowerment of Community

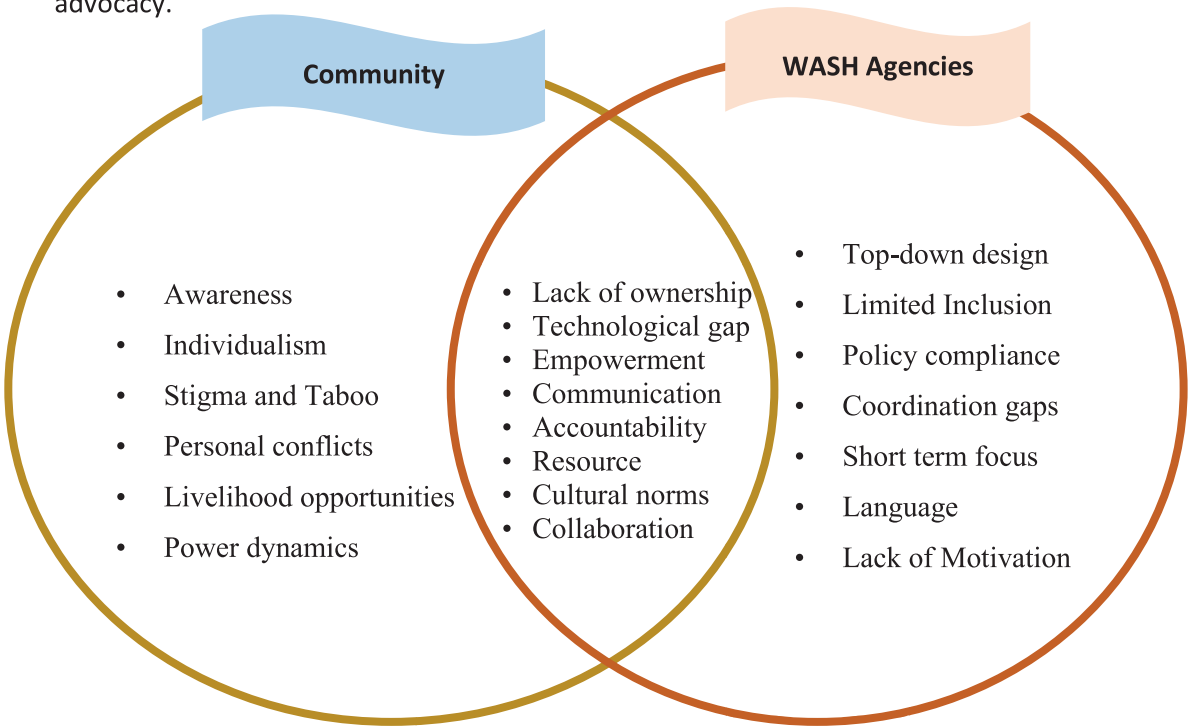
Community WASH Leadership & Capacity-Building Training			
Youth Facilitators Development	Religious Leaders Capacity Building	Women & Youth in Decision- Making	community groups, WASH committees
<ul style="list-style-type: none"> • MHM sensitivity, including distribution • WASH basics, safety • Communication • Soap, basket making 	<ul style="list-style-type: none"> • Advocacy • Communication and leadership • Community engagement 	<ul style="list-style-type: none"> • Empowerment • Leadership role • Hygiene promotion, 	<ul style="list-style-type: none"> • Facility operation, maintenance, and minor repairs.

7. Challenges and Mitigation Measures

7.1. Challenges

Barrier Analysis (Source: CE workshop) show that challenges can be both from community side and wash agency side while achieving effective community engagement

- Community-related: Hesitation, livelihood priorities, cultural norms, personal conflicts, limited awareness.
- Agency-related: Program design, motivation strategies, lack of trust, top-down approach, limited advocacy.



7.2. Mitigation Measures

Barrier	Mitigation Measure
Knowledge & Awareness Gaps	Conduct awareness sessions, use participatory methods, employ visual and culturally appropriate IEC materials in local language.
Motivation & Individual Participation	Establish recognition; involve community in decision-making; use youth and community leaders as role models.
Leadership & Ownership	Build capacity of WASH Committees, Mahji, and youth groups; define clear roles and responsibilities; hold regular review meetings.
Resource & Infrastructure Constraints	Prioritize maintenance, use low-cost, locally available repair solutions, Encourages the use of local materials (e.g., locally made brooms, reusable MHM pads, bamboo made bin).
Cultural, Gender & Social Barriers	Bridging Initiatives: Promotes collaboration between youth and religious leaders to challenge taboos and social barriers. Engage religious/ community leaders, organize separate awareness sessions if needed.
Communication Challenges	Use multiple communication channels; provide multilingual materials, conduct dialogue sessions to resolve conflicts.
Program Design & Agency Limitations	Involve community in planning, use iterative feedback loops, ensure transparency and consistent communication.

8. Collaborative Actions for Effective Community Engagement

Effective WASH, solid waste management, camp cleaning, and dengue prevention rely on multi-sectoral collaboration. Coordination across health, shelter, education, protection, food security, and management units ensure efficiency, safety, sustainability, and community engagement.

Health Sector

- Links mosquito breeding site elimination with disease surveillance and early warning systems.
- Supports community awareness campaigns led by health volunteers.
- Engages waste management and camp cleaning volunteers in disease prevention activities.

Shelter and Site Management

- Maintains communal facilities, drainage systems, roof areas, bamboo fencing, and construction sites to prevent water stagnation.
- Ensures proper disposal of damaged materials, tarpaulins, and debris.
- Supports safe environmental conditions around shelters.
- Coordinates location and accessibility of waste disposal sites, ensuring they do not interfere with housing or camp layout.
- Site Management and Shelter Units: Ensure access to construction materials and safe maintenance activities.

Education Sector

- Integrates environmental health and dengue prevention messages into school sessions.
- Reinforces behavioral change among children and households through structured learning.
- Engages teachers, students, and parents in awareness and outreach campaigns.
- Promotes intergenerational education on hygiene, waste management, and dengue prevention.

Protection and Community Outreach

- Includes vulnerable and marginalized groups in WASH, waste management, and camp cleaning initiatives.
- Promotes inclusive participation to ensure equitable access to sanitation and hygiene services.

Food Security and Other Sectors

- Identifies risk areas around distribution points, storage facilities, and food handling areas.
- Coordinates preventive and hygiene actions with WASH teams.
- Supports safe handling practices and awareness campaigns to prevent disease transmission.
- Facilitates integrated planning, resource mobilization, and cross-sector reporting.

Cross-Sector Joint Actions

- Conduct joint planning and strategy development to align goals and maximize impact.
- Share resources, technical expertise, and data for integrated interventions.
- Organize joint campaigns, such as Environmental Days, WASH promotion drives, camp cleaning events, and dengue awareness campaigns.
- Conduct joint monitoring, evaluation, and learning to improve programs and capture lessons learned.

9. Key Steps for Sustainability Measures

Key Step	Actions / Focus Areas
Transparent Management & Governance	<ul style="list-style-type: none">- Define roles and responsibilities- Establish accountability and reporting mechanisms- Engage community in planning and decision-making
Operation & Maintenance (O&M) Systems	<ul style="list-style-type: none">- Develop simple maintenance plans- Ensure tools, spare parts, and local technicians are available- Train caretakers and volunteers
Local Resource Mobilization	<ul style="list-style-type: none">- Encourage community contributions (labor, materials, cash)- Coordinate with local authorities/NGOs- Support WASH-linked income-generating activities
Monitoring, Feedback & Learning	<ul style="list-style-type: none">- Conduct regular inspections and monitoring- Establish feedback channels- Document lessons and best practices
Behavior Change & Community Empowerment	<ul style="list-style-type: none">- Conduct hygiene promotion campaigns- Foster community ownership and participation- Promote social accountability mechanisms

Recommendations

- The WASH Sector places strong emphasis on Community Engagement as the foundation for community resilience and the sustainability of WASH services.
- Existing guidance should be adhered to, while new initiatives and ideas proposed in the guidance should be considered. Any future efforts to enhance community engagement should align with sector and guided by the Community Engagement and Hygiene Promotion Technical Working Group.
- Effective inter-sector coordination and collaboration among WASH actors are key to building consistent community trust and strengthen engagement.





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Cox's Bazar

COMMUNITY ENGAGEMENT

Guiding Handbook

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