



MISSION REPORT

Subject: Monitoring mission – Sittwe, Rakhine State, MYANMAR

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Participants:

- ECHO: Clementina and Sai Nandar, ECHO Yangon, and Luc, ECHO Islamabad
- Partners: DRC and SI

Places visited & Interlocutors:

Ohntaw Gyi South, Phay Yar Gone and Dar Paing camps with DRC

Anauk Yae camp with SI

OFDA

1. EXECUTIVE SUMMARY / HIGHLIGHTS

The WASH situation in the visited camps of Rakhine looked ok but showed **vulnerabilities** - water scarcity, insufficient WaSH facilities especially latrines etc.

In Anauk Yae (ANY), a mountain **dam** could be an easy reliable water source, solving the water scarcity: let blockages be overcome. Camp Management Committee mentioned that they need technical, financial and administrative supports from both aid agencies and government.

Informal settlement in ANY that will likely be **without any access to water soon**.

Meeting and partial joint mission with OFDA: very interesting and worthwhile; to redo and develop.

Funding is shrinking while need is increasing.

2. INTRODUCTION & BACKGROUND

WASH monitoring mission after the previous contract with DRC came to an end on 31 December 2016.

IDP camps started after the 2012 riots. They were meant temporary and short term. Four and a half years later, they are now thought they will last many more years.

Camp Coordination and Camp Management (CCCM) has been long lasting challenge.

3. ISSUES DISCUSSED, COMMENTS AND RECOMMENDATIONS

OPERATIONAL ISSUES

Progress updates on SI

Vis-à-vis the logframe - Indicators

(1) target 13 489 – as of end of January, 10 840 individuals are served with water, population of the 3 camps after moves.

(2) target 90 % of functional latrines – currently 86 %.

(3) target 50 persons per latrine – currently better with 36.

(4) target 70 % of the target population wash their hands after using the latrine and before eating from current baseline at 66 %: little ambitious improvement.

After the anthropological study, distribution of water eventually remained unchanged, in terms of timing and frequency, 2 times per day.

Water close to latrines translates into an improvement but non-viable during dry season with scarcity of water.

Child latrines are introduced successfully, and some latrines regarding access with ramps.

Visit of Anauk Yae camp, # 4000 capita, together with USAID / ODFA and SI countrywide WASH coordinator and Pauktaw WASH program manager, 2 competent staff.

SI has 15 **WASH local staff** + 2 logisticians in Anauk Yae camp; they **do a good job**, are proficient, involved, committed – and proud – and **independent** – **SI did** certainly do **well in training them and building their capacities**.

133 latrines total, including 5 child-friendly.



An existing mountain **dam** could solve the water scarcity problem; it was addressed a couple of times and planned to get started but faced obstacles and resistance from host villages and land owners, after the IDPs had contributed for the rehabilitation of the dam. To possibly reach a solution, the decision and involvement of the Pauktaw township administrator (TA) is needed. The CMC told us that they talked with him about it the last time the TA was in the camp recently. Reaching an agreement will require a lot of advocacy, for which SI is currently alone. ECHO reiterated its willingness to support SI advocacy initiatives when meeting with authorities. Unfortunately, despite SI possessing all necessary paper work and approvals, the likelihood of moving ahead with this option in the immediate term is unlikely - and water boating will certainly be necessary from March until the rainy season.

Soap and hygiene kits are still systematically **requested** by IDPs. Rather than communal mass cleaning campaign, they request brooms at household level. Surprisingly, it was easy to talk about **menstrual sanitation**, even in the presence of and with males; women prefer reusable pads to the disposable ones – that often end up in latrine pits and clog them – as sanitary pads constitute a necessary expense; still, the few 50 women who received reusable pads in May 2016 experienced difficulties to wash them as they were missing soap. As we requested, SI shared its PDM report on the pilot re-useable pads - it is an issue that OFDA colleagues were also interested to follow up -, Safepads™, donated by an Indian company, as a commercial sample that SI requested, showing high satisfaction – mainly to save money -, with the limitation of having to wash and dry the pads in an environment lacking intimacy and privacy.

SI staff expressed frustration with LWF as Camp Management agency because LWF would hardly coordinate and advocate for the service agencies; they spread wrong information, like no likelihood of water shortage – after which SI has a hard time to get funding for water boating for the end of the dry season.

The **WASH situation is adequate**. Water is produced, treated – flocculated, sedimented and chlorinated – and produced at 10 l/cap/day for drinking – residual chlorine at distribution point was checked adequate at 0.4 to 0.5 mg/l. Thanks to a fenced new pond currently closed and kept, water boating will only be required a month later than the previous years. An extra pond was completed after the rainy season and will improve even more the water situation for the coming years. The additional pond enables also a reduction of water loss in the previously existing ponds through infiltration.



Although already advised / requested previously, and agreed, **rain gauges** are still **to be installed**.

Latrine pits are desludged through pipe pumping to fenced retention ponds before pumping into the sea with going down tide to favor dilution.

Informal camp settlement where some IDP HHs set up, some 50 + remaining # 200 individuals, since the violence in June 2016, without sanitation, without latrines; they get their water from the village pond; they would not go back to the camp at any cost, they actually want to be separated. It was learnt that they regularly received WFP ration, though in order to receive it, they must hire daily wage workers from the village in order to enter the camp. With availability gradually decreasing, **access for this population will get increasingly more difficult; a solution, sharing the camp water, needs to be agreed on** urgently, to avoid otherwise renewed conflict over scarce resources.

The previous CMC leader is said to be in jail.

Progress updates on DRC

Vis-à-vis the logframe - Indicators

(1) Between June and December 2016, 129 water samples, out of some # 255 water sources, showed no fecal contamination.

(2) A Knowledge study conducted in July 2016 showed only 16 % persons able to mention 4 main contamination reservoirs, routes and vectors in feco-oral transmission. No endline was conducted, an observation of practice is planned on UNICEF funds.

(3) 13 105 people received soap regularly.

Human resources: 8 WASH national staff were discontinued end of December 2016 for poor or inadequate performance; 2 new national staff members were recruited mid-January 2017; 3 more will be recruited when funds get available.

Long houses are 45 ft x 30 ft, containing 10 rooms of 9 ft x 15 ft per family. 140 rooms or 14 long houses were rehabilitated. Unit costs: US\$ 450 for a full repair, US\$ 225 for a major repair, a third category addressed slight repair.

Average cost of a 4-unit latrine block # US\$ 1180.

Ohntaw Gyi South

2235 HHs @ 6 cap / HH

222 incentive workers, working 3 days per week, 5 h per day – 80 % are males; selection was done by lottery. They **were not paid in January** due to the ECHO grant having ended in December 2016. The ECHO team told the DRC team that this was not good practice and should be rectified immediately –the issue was subsequently clarified with the CD during the mission debrief. One incentive worker supports 6 to 10 people.

A number of trolleys / carts, used for solid waste management, were witnessed non-functional, needing repair.



The camp is definitely less clean than what we were used to with DRC, **a lot of open defecation, drainage ditches are not cured, dirty water stagnates all over** – incentive non-payment may explain partly; we were also mentioned land issues and difficulties.

No agency is in charge of protection; UNHCR has little capacity. Kind of paradoxically, DRC is in charge of protection in Ohntaw Gyi North and WASH is taken care of by Save the Children while they are in charge of CCCM and WASH in Ohntaw Gyi South. This highlights the ongoing problem of lack of basic uniformity in service provision across the camps. This is due to a combination of factors, including the different size and sectorial expertise of various partners, competition for funds, different capacities to negotiate with CMCs but overall points to a clear lack of coordination and the difficulties involved in trying to standardize approaches.

Most everywhere, **PVC pipe** is exposed to UV (ultraviolet) radiation and then becomes brittle; it **needs to be protected** somehow, buried, covered with some material or painted.

Mosquito wire mesh remains put on latrines below the roof but with more or less wide openings: it is then useless and should be saved.

A brief discussion with both men and women in the camp revealed a high level of satisfaction with the contents of the hygiene kit distributed by DRC (which includes items such as soap, toothpaste, disposable sanitary pads, washing powder etc.). Unsurprisingly, men ranked sanitary pads as “the least useful” item, while women strongly disagreed. Both men and women however, ranked soap as the most useful item.

A closed discussion group with girls and women to discuss menstrual hygiene management revealed that while they appreciate and use the disposable sanitary pads,

the way in which they dispose of the items causes both **environmental and protection concerns**. Women either dispose of the pads in the latrines (causing them to clog) or they collect used pads in a plastic bag and then bury them near the latrines at night. During the rainy season, the pads are buried nearer to the shelters. At night, women use candles or LED lamps to go and bury the items, often preferring to go in groups of two or more for safety reasons. Other concerns raised included that underwear provided in the NFI distribution are of a standard size that does not fit young girls or larger women, making the use of disposable pads difficult. Girls expressed regret that once they start menstruation, they are no longer allowed to go to temporary learning spaces. All these issues point to a clear need for a more sensitive and targeted response from service providers and donors with regards to menstrual hygiene management in the camps.

Phay Yar Gone camp: **very many latrines are non-functional** – rehabilitation is planned with HIP 2017 grant - and **open defecation takes place all over**. The camp is still ok thanks to a lesser population density.

Dar Paing camp where DRC is in charge of CCCM only + Shelter – **poor makeshift shelters for newly arrived IDPs** - according to DRC camp base staff, there are 494 households, those moved from the villages close to the camp - **who seem not to have received assistance**. They were already vulnerable in term of economy before 2012 and movement restrictions imposed by government make their daily lives more challenging. Finally they move to the camp in search of assistance.

It was seen that family latrines are being constructed in Dar Paing and according to the DRC camp based staff, it is planned to construct 50 family latrines supported by the Government but Sittwe WaSH cluster is unclear who supports those latrines and concerns are about “accountability to the assistance”.

Evidence based data

Presentation by DRC on JIPS, Joint IDP profile study / camp profiling in Sittwe rural camps – 17 600 HHs. Funding is needed to expand exercises in Pauktaw Township.

Methodology - Three stages

1) 100 % assessed with 12 basic questions focusing mainly on HH composition (i.e. children under 5, disabled etc.) – numeration; 41 to 38 enumerators trained + 8 Sittwe-based assistants + 1 coordinator. Started in October 2016 with awareness raising campaign. Authorities are supportive and will conduct survey in Rakhine villages / areas. This part of the survey has already been completed, but data has still to be cleaned.

2) In-depth 100 question survey on sample of 4000 HHs – focusing on health seeking behaviors, livelihoods, property, education, future intentions in order to obtain more granular data . For comparative purposes, the sample will include Muslim populations from host communities, the Sittwe general population as well as resettled Rakhine communities. To date, gender balance on collecting this information has been more than adequate as enumerators are more likely to find women rather than men at home available to respond to the survey. This phase should be completed by mid- February.

3) FGD to get qualitative information – to be supported by a technical working group.

Despite the lengthy delays in obtaining approval to start the exercise, the JIPS team have taken a very careful and sensitive approach to ensure its effective implementation,

notably in relation to heightened security concerns following the October 9 attacks in NRS (Northern Rakhine State). An extensive awareness / information campaign preceded the official launch of the process in order to avoid any confusion over the objectives of the exercise. The ECHO team observed several information posters in all the Sittwe camps visited related to the JIPS. Extensive consultation was also conducted with all relevant clusters, particularly the protection cluster, in order to validate questions to be included in the survey. This extensive consultation, as well as the Government's involvement in conducting the survey in Rakhine areas, is instrumental to ensuring that the data is owned and used by all stakeholders. To this end, a joint data-sharing protocol was agreed beforehand. DRC and UNHCR will be the "data-holders" but the information will be vetted by both the protection WG and the RSG. The intention is to come up with a joint interpretation of the data by all stakeholders, once it is available - the final results should be available by April.

COORDINATION ISSUES

Difficulties with Camp Management Committees (CMCs) continue, causing low quality; land ownership keeps being an issue; camps, since 2012 – 2013, have weathered.

Regarding CMCs and the process of their reform, SOPs have progressed – for example, below US\$ 2000, it is possible to work directly with CMCs; above, proceed through call for tender. Draft of ToRs is progressing. Unfortunately, the WASH partners were not associated for the SOPs. CMC reform includes a code of conduct.

Theoretically, CMC assignments are for 6 months but they mostly last forever; changes happen without known reasons; appointment by government authorities.

New CMC in NC1, now considered as a village after individual housing was put up there; same concept gets applied to NC2 because of its neighborhood. The communication with them for SI is difficult.

SI expressed frustration with the current Rakhine UNICEF WASH cluster coordinator, in place for 8 months or so, working groups were formed to get some work and coordination done.

In Sittwe, interesting meeting with the USAID / ODFA team who are preparing their strategy for mid-2017 - mid-2018.

USAID / ODFA showed interested in supporting soap distribution, considered as basic WASH need as well as the need for better menstrual hygiene management (disposable versus re-usable) at camp level, given the greater complications to de-sludging following the use of disposable pads.

Meeting with Richard Tracey, coordinator of the Rakhine CCCM and Shelter clusters, he was added the Shelter cluster responsibility, which he already had in the past.

Richard reminded that CCCM, Camp coordination and camp management, is carried out by 3 agencies only, DRC, LWF and NRC. DRC has a 55 % share and, according to Richard, they do not coordinate with the government authorities.

DEBRIEFING

Debriefing meeting with DRC and SI in Sittwe, also with Melissa WASH OFDA, and with the 2 country directors (CD) in Yangon.

We thanked warmly the 2 NGOs and their staff for the good work they do, **in general good work by the WASH actors, but** we stated we were used to **better by DRC in the past**, solid waste management carts unusable, drainage ditches full of sand, earth and mud, a lot of dirty stagnant water, a lot of open defecation, many non-functional latrines, incentive workers non-paid during the month of January 2017. That situation is partly due to the fact that the ECHO grant came to an end on 31 December 2016. That illustrates, if it was needed, how **vulnerable** the WASH situation is in camps, **deteriorating quickly if not or less attended**.

DRC stated that the issue of payment of incentive workers had already been rectified and was based on a misunderstanding of their Rakhine-based staff. The CD stated that such misunderstandings are sometimes caused due to the highly de-centralized nature of DRC.

On the ECHO side, the contracts with the partners should be finalized more quickly and more efficiently, avoiding unnecessary delays.

Significant **differences between camps and partners** were stressed, in terms of approach, means – **better coordination**, communication, exchange and transparency are greatly advisable. It is good to note that **work rates** are addressed to be better **harmonized** – achieved between the DFID consortium partners, SI, Oxfam and Save the Children; harmonization is a challenge between camps that are different, partners that are different, population, work conditions and approaches that are also different. SI reminded that the issue was raised back in 2014 first by the Education sector when it was realized that some teachers liked better to work as desludgers as they were better paid that way. In aparté, SI also added that differences existed with some partners between the Rakhines and Rohingyas to 'buy the peace'.

DRC has 222 WASH incentive workers in a close to 12 000 capita camp while SI has 15 WASH staff in a 4000 capita camp. SI is the only agency to have contracted employees and offices based inside the camps – in spite of their absence of status; paradoxically, they also pay taxes, for services that they do not receive from the government; SI however, covers those taxes as well as providing health coverage. The SI contracted staff showed dignified, motivated and knowledgeable, in comparison with incentive workers hired by DRC on temporary basis.

Regarding work payment rates, the only viable solution is to **stick to market rates**, which are known or can be, some official rates seem to exist; those should be communicated and spread all over within camps; that would also enable to be fair for IDPs or, at least, as fair as possible.

Better communication with the other sectors is also advisable and **CCCM** is to play more and better their role.

In Anauk Yae, the project of water supply from the mountain **dam** should be done – in spite of the difficulties, the challenge, although it was attempted 2 times and failed; try again until it gets done, as everybody agrees on the fact it would greatly improve, if not solve, the water supply situation, possibly rendering the costly water boating, US\$ 25000 per month, not necessary; lobby, advocate, as necessary – **ECHO is willing to**

support as possible. SI were reminded that the documents that they produce are appreciated and they should not hesitate to tell ECHO, and the other donors, where and when they need support – on the donor side, need to improve coherence even better, coordinate, join efforts, talk more a same voice and complement each other.

The 2 technical ‘details’ / improvements, that have been mentioned / repeated since November 2015 were said again: **PVC pipe is to be protected** from UV radiation, mosquito wire mesh on latrines is useless as long as it juxtaposes openings.

SI CD rightly reminded that SI were alone to work in Anauk Yae camp for 2 months in June – July 2016 although they were told by OCHA to suspend their activities there; the CD reminded the independence of SI in their decisions but that it was also difficult and could have a cost.

The Rakhine WASH Cluster coordination meeting was attended and most of the above observations were shared.

SI showed quite unhappy with the current Rakhine WASH Cluster coordinator – the latter seems to his best although his technical competencies can be questioned. On the other hand, the situation has been little satisfactory for a very long time, since before the current coordinator and in spite of the numerous changes of person, the problem is also beyond the very person. The problem is generally acknowledged and a **consultancy**, for which ToRs were developed by UNICEF, should address it and reinforce the Rakhine WASH Cluster. DFID is hiring a consultant for their HARP, Humanitarian and Resilience Programme, with the very same ToRs – the national WASH cluster coordinator, also met, made clear that that the DFID consultant could not play the role for the cluster as he reports to DFID; the cluster consultant for Rakhine is to be hired by UNICEF soon; we were mentioned the main seven topics the consultancy is to address and promised the existing ToRs.

Meeting with OFDA on the field and sharing jointly part of the mission showed very **interesting and fruitful**, it is probably an experience worth attempting again in the future.

In the same sense, a wanted meeting with DFID could not materialize but there will be phone exchanges. A joint mission with DFID and their HARP is worth considering.

FURTHER RECOMMENDATIONS

Donors and service providers should try to converge better with regards to NFI kits and hygiene issues - particularly as regards menstrual cycle management. At the very least, donors could insist on soap being distributed universally across all camps, ensuring that adequate funds are available for this. Supporting a stronger evidence-base on how menstrual hygiene management could be improved (through better linkages between protection / gender focused agencies with WASH service providers) could also be considered.

Remark: it is possible to get a tourist or business visa to enter Myanmar electronically on evisa.moip.gov.mm