



**Bangladesh Red Crescent Society**  
Population Movement Operation (PMO), Cox's Bazar

## **Perspectives and Priorities from Guest and Host Communities in Cox's Bazar**



*Emergency shelters in Balukhali camp, Cox's Bazar. Photo: Victor Lacken / IFRC*

**Report by BDRCS Community Engagement and Accountability (CEA) team**

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## ACRONYMS

AMEL	Accountability, Monitoring, Evaluation & Learning
BBC MA	BBC Media Action
BDRCS	Bangladesh Red Crescent Society
CEA	Community Engagement & Accountability
CiC	Camp-in-Charge
FDMN	Forcibly Displaced Myanmar Nationals
FGD	Focus Group Discussion
HH	Household
ICRC	International Committee of the Red Cross
IFRC	International Federation of Red Cross and Red Crescent Societies
IOM	International Organization for Migration
ISCG	Inter-Sector Coordination Group
LPG	Liquid Petroleum Gas
NGO	Non-Governmental Organization
NID	National Identity Card
PNS	Partner National Society
RCY	Red Crescent Youth
RC/RC	Red Cross / Red Crescent
RFL	Restoring Family Links
WaSH	Water Sanitation and Hygiene

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## 1. BACKGROUND

Since 25 August 2017, more than 700,000 people have been forced to cross the border to seek safe shelter in Cox's Bazar, Bangladesh, due to violence in Rakhine state, Myanmar. The Bangladeshi local community and law enforcement agencies came forth with primary assistance for the Forcibly Displaced Myanmar Nationals (FDMN), who were temporarily settled in unregistered camps, alongside previous arrivals already located in registered camps. The Bangladesh Red Crescent Society (BDRCS) was one of the first responders. Observing the deteriorating situation, BDRCS launched the Population Movement Operation (PMO) in January 2017, with support from IFRC, ICRC and Partner National Societies (PNSs) in Bangladesh.

A total estimate of 911,566 people from Rakhine are now residing in 34 settlements in Ukhiya and Teknaf, in Cox's Bazar district. It is the largest encampment of displaced people to date in the world. Even two years after the large influx of August 2017, the guest community is still heavily reliant on humanitarian assistance for basic survival and subsistence. Pathways to durable solutions for the displaced population remain unclear. At the same time, the standard of living and economic wellbeing has deteriorated for the host community in Ukhiya and Teknaf, for example due to higher cost of living and lower labor wages.<sup>1</sup> The influx has caused a change in the socio-cultural environment, the security situation and on social cohesion between the guest community and the host community.

At the brink of the second anniversary of the influx (August 2019), the Community Engagement and Accountability (CEA) team from BDRCS conducted a large-scale study to get a better understanding of the current perceptions of the guest community and the host community. Survey topics included key concerns and demands, the security and protection situation, perspectives for the future and the overall perception about BDRCS. The survey involved both Focus Group Discussions and Household Interviews among the guest and host community. In addition to this BDRCS report, BDRCS and IFRC will publish shorter Feedback Bulletins based on this data in order to inform humanitarian programming and to ensure that governments, policy-makers and other relevant stakeholders are informed about the actual status of the problems and are able to play a role in addressing the identified challenges.

## 2. OBJECTIVES

The objectives of this perception study are:

- To assess the perceptions of guest community and the host community on their current living situation and future perspectives.
- To measure the opinion and satisfaction of camp and the host community on BDRCS services in Cox's Bazar.
- To use this information for improved RC/RC programming and evidence-based advocacy.

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<sup>1</sup> UNDP (November 2018) Impacts of the Rohingya Refugee Influx on Host Communities.  
<https://reliefweb.int/report/bangladesh/impacts-rohingya-refugee-influx-host-communities>

### 3. METHODOLOGY

All data was collected between 1 and 21 August 2019. The team has used the following data collection methods:

- **Focus Group Discussions (FGDs)** (30 with Guest Community, 11 with Host Community)
- **Door-to-Door Household Interviews** (29 with Guest Community, 23 with Host Community)

#### 3.1 Sampling procedure

##### Age and gender

The needs, demands and challenges vary among people with different ages and gender. Listening to male, female, elderly and adolescents in separate consultations has been considered for this perception survey. A total number of 248 women and 200 men participated in the total 41 FGDs. In addition, 34 women and 18 men were interviewed at the household level.

##### Geographic coverage

BDRCS has consulted a representative sample of both the guest community and the host community. In terms of vulnerability and opportunities, there is some expected variance among different camps, for example between registered and non-registered camps. The same is applicable for the host community, for example between those living adjacent to the guest community and those living further away. Another consideration has been the inclusion of voices from people living in BDRCS service areas, as well as people living in areas where BDRCS services are not available. Annex 1 presents a detailed map of all the data collection locations in Ukhiya and Teknaf.

#### *Overview of Focus Group Discussions per location, in guest and host community*

<b>Guest community</b>	<b># of FGDs</b>
Kutupalong Hindu Camp	1 FGD
Kutupalong RC	2
Camp 5	1
Camp 8W	1
Camp 9	2
Camp 10	2
Camp 11	2
Camp 12	2
Camp 13	2
Camp 14	2
Camp 15	3
Camp 17	4
Camp 19	2
Salt field, Teknaf	2
Camp 26 (Nayapara RC)	2
<b>TOTAL</b>	<b>30 FGDs</b>

<b>Host community</b>	<b># of FGDs</b>
Nayapara, Ward 9	2
Jadimura	1
Muchoni, Teknaf	1
Bakghuna, Jamtoli	1
Hakimpara, Ward 5	2
Tajnimarkhola	2
Burmapara, Ward 4	1
Baruapara, Kutupalong	1
<b>TOTAL</b>	<b>11 FGDs</b>

##### Diversity

Access to rights and entitlements is unequal for different groups of people, including people with disabilities and people experiencing poor mobility. This perception survey has taken these specific needs and views into account through targeted door-to-door household interviews with people facing mobility restrictions and other specific groups.



## Religion

People living in the camp and host area follow different religions, which might have implications for their daily needs, livelihood opportunities and perceptions about their situation. Therefore, the religious identity of participants has been considered, for example by including both Hindu and Muslim groups.

## General people and ‘Elite Groups’

There are differences in the perspectives of the general population and community representatives in the surveyed areas. Local leaders, Majhis<sup>2</sup>, Imams and teachers may also have different levels of opportunity to extract resources and to use their power. Therefore, all perspectives have been considered in the perception survey.

## 3.2 Complementary data

BDRCS has triangulated the perception data with all information from the BDRCS Feedback Database for the Population Movement Operation. In addition, BDRCS has reviewed secondary data sources to compare and contrast the primary findings. These include the multi-sectoral needs assessments from IOM and UNHCR<sup>3</sup>, perception surveys by Ground Truth Solutions<sup>4</sup> and the What Matters bulletins from BBC Media Action and Translators Without Borders<sup>5</sup>.

## 3.3 Data analysis

To enter, cluster and analyse the data, the CEA team have made use of an Excel sheet with specific codes for each answer type. All data from the Focus Group Discussions and for the Household interviews has been entered and analysed in this tool.

## 3.4 Limitations

The primary data was collected by local BDRCS staff and RCY who always wear their vest for visibility and security. This might have affected the answers that respondents give, due to potential expectations regarding the specific types of assistance that BDRCS is known to provide (such as relief items and health services). Language is another key limitation for data collection in the Cox’s Bazar response.<sup>6</sup> The discussions with the guest community were conducted by BDRCS staff and volunteers speaking the Chittagonian dialect, with interpretation support from Rohingya-speaking volunteers. Nevertheless, it is likely that some information has gotten lost during the translation process. Finally, due to the qualitative nature of the data collection, this report is not able to present representative figures or percentages on people’s perceptions. The forthcoming bulletins from Ground Truth Solutions (early 2020) will provide more quantitative insights on these topics and compliment the findings from this BDRCS report.

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<sup>2</sup> The Bangladeshi army introduced the Majhi system in the newly constituted settlements in order to efficiently organize the large number of displaced people within a short period of time. Majhis are still used as unelected appointees, for example to support in the organization of distributions and to channel communication to the guest community.

<sup>3</sup> Multi-Sector Needs Assessments (2019)

<sup>4</sup> Ground Truth Solutions (2019) <https://groundtruthsolutions.org/our-work/feedback-rohingya-bangladesh/>

<sup>5</sup> BBC Media Action and Translators without Borders (2019) What Matters? Community Feedback Summaries for the Cox’s Bazar Response. <http://www.shongjog.org.bd/news/i/?id=d6ea30a3-be19-4747-bb90-64fdf255ef97>

<sup>6</sup> ACAPS and NPM (2019) Lessons Learned on Needs Assessments in Cox’s Bazar.

<https://www.humanitarianresponse.info/en/operations/bangladesh/assessment/lessons-learned-needs-assessments-coxs-bazar>

## 4. FINDINGS

### 4.1 Most urgent challenges for the guest community

Both in the older registered camps and in the new non-registered camps, the forcibly displaced people from Rakhine face considerable challenges in their daily lives. In order of priority, people mentioned the following five themes as their key challenges.

#### 4.1.1 Sanitation problems

The main problem that was raised is the lack of proper sanitation facilities in the camps. The number of latrines in the camp is not enough for this large population. In some cases, 25 families are forced to share only one latrine. And many toilets have become unusable due to blocked toilet tanks. In addition, waste and drainage systems are not properly managed across all camps.

*“Most of the toilets in our block are unusable due to blockage of the toilet tanks.”*

**Guest community,  
non-registered camp**

#### 4.1.2 Overcrowded shelters

Limited living space and congestion is considered as the second biggest challenge. In registered camps, this is even more critical than in non-registered camps. Registered refugees who arrived in the early 1990s have been allocated a space of 15 feet by 15 feet for each family. In the past decades, their family size has increased even triple in size. Children, youth and adults must often

*“Since 1991, the size of our house remained the same while the number of family members almost doubled.”*

**Guest community, registered camp**

stay in one room under unhealthy conditions, without having any privacy. Unfortunately, the allocated land is not expandable as it has been fixed by the authorities. Due to overpopulation, the surroundings have become dirty, people face difficulties in their daily movement and people feel unsafe.

#### 4.1.3 Lack of safe drinking water

Many households live on the top of the hill while the water sources are mostly established in the lower areas. As a result, especially elderly people, people with mobility restrictions and pregnant women face challenges to collect enough water. The guest community mentioned that there are not enough sources available to get pure drinking water. Some tube wells are no longer functioning, and some cannot be used since they have been marked red by the local authorities. In some camps, the water supply is only available for a certain number of hours per day, resulting in long queues to wait for water. In one registered camp, people have been restricted to a limited amount of water: they are officially entitled to get 20 liters per person per day but due to water shortages in summer, they sometimes receive less than 15 liters which is below their actual needs.

#### 4.1.4 Inadequate health services

Respondents identified inadequate availability of hospitals and medical experts in the camp as a key challenge. For critical diseases, they are often forced to go to health facilities outside of the camp which is expensive and requires exceptional permission from the government (CiC). For emergencies, people often need to carry the patient manually or hire a local vehicle (Tomtom). They would like to have 24-hours ambulance services in each camp.

*“There are no specialised doctors, X-Ray machines and medical test services in our camp.”*

**Guest community,  
non-registered camp**

#### 4.1.5 Insufficient education opportunities

Formal education activities for the new influx of forcibly displaced people from Rakhine are still not allowed by the authorities. In the non-registered camps, children and youth only have access to some informal education activities such as English language learning facilities. People mentioned that the quality of such informal programs is not up to the mark. They also noted that not enough skills-building activities are available in their camp, such as tailoring projects, making fishing nets or nursing practice.

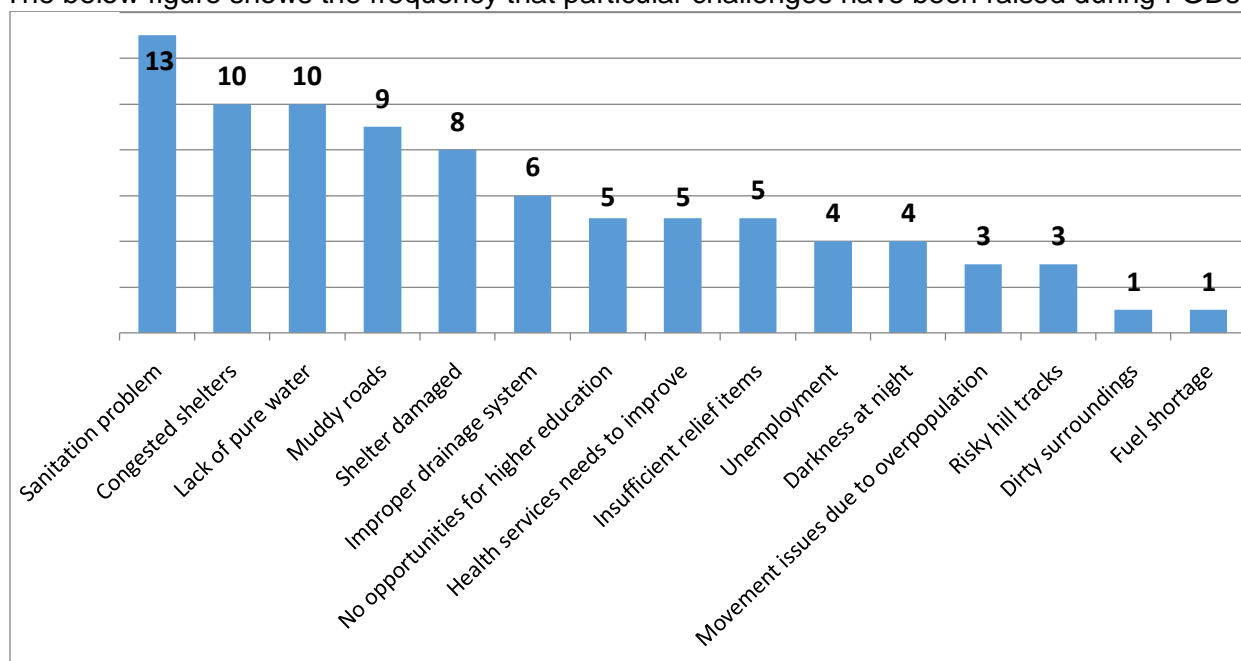
*"We have no idea what to do in the future because of the lack of proper education."*

**Guest community,  
registered camp**

In registered camps, both in Teknaf and Kutupalong, people do have primary education opportunities. Nevertheless, they are still facing some difficulties with their education curriculum since it is often not adapted to their age or knowledge level. In some cases, the learning facilities make sudden changes from using the Bengali curriculum to using a Burmese curriculum, which hampers the primary education of children. There are also some vocational training opportunities, but this is very limited.

Other challenges that were mentioned by the guest community as affecting their entire community are the high number of damaged shelters, muddy and inaccessible roads, darkness at night (lack of street lighting), risky hill tracks and unemployment. Some respondents noted that they are aware of their friends and community members volunteering for NGOs, mainly for disseminating information, providing informal education and working as guards or as daily labor. But overall, they feel that not enough people in their camp have gotten that opportunity and that only those few people who volunteer with NGOs are getting opportunities to strengthen their skills.

The below figure shows the frequency that particular challenges have been raised during FGDs.



N = number of FGDs in which the issue was raised (out of total 30 FGDs with guest community)



## 4.2 Most urgent challenges for the host community

### 4.2.1 Unemployment

The host community has been highly impacted by the huge influx of people from Rakhine in 2017. Livelihoods opportunities have reduced in several ways. Most of the agricultural land in Ukhiya and Teknaf is no longer available due to the establishment of emergency shelters as well as newly built offices and warehouses from aid agencies. The government preserved forest areas have also been largely destroyed. Fishing access to the Naf River has been stopped due to unrest.

*“Even those of us who completed their secondary education are not getting any job.”*

**Host community**

Members of the guest community have started competitive businesses in the local area, and they are selling their labor on the local market for lower prices. Some respondents also complained about aid agencies engaging the guest community as daily laborers for infrastructural development within the camp as well as outside of the camp areas.

### 4.2.2 Increased crime and conflict

Many members of the guest community are living nearby or mixed with the host community, which creates an overcrowded living situation. There is a wide-spread perception among the host community that anti-social activities and conflicts have increased in the past 2 years, for example related to theft of domestic animals, crops and firewood. Other related concerns are prostitution, human trafficking and drug use and selling. At the same time, the host community expresses fear that their local culture is being degraded by the influx of displaced people as well humanitarian workers. This includes issues around culturally inappropriate clothing and differences in language and religious practices. Some parents also mentioned that they are no longer willing to let their children walk to school alone due to the increased traffic and criminality.

*“Rohingyas are doing yaba (drugs) business at the border but they are not getting arrested.”*

**Host community**

### 4.2.3 Inflation of prices for essential goods and services

The number of people living in the concerned area is now 3 times higher than before, while the production of goods decreased in the area due to the loss of agricultural land and grazing fields for cattle. This has led to much higher prices of essential goods and services such as vegetables, fish, meat, transportation, education and house rent. The multi-sectoral Needs Assessment conducted by REACH also shows that 79 per cent of the host community reports an increase in the cost of living in the past year.<sup>7</sup>

### 4.2.4 Overpopulation

Teknaf and Ukhiya are hilly areas, with limited appropriate land available for housing, cultivation and grazing fields. Even the natural forest has been destroyed to accommodate the large number of displaced people as well as humanitarian organizations. The density in the local areas is too high.

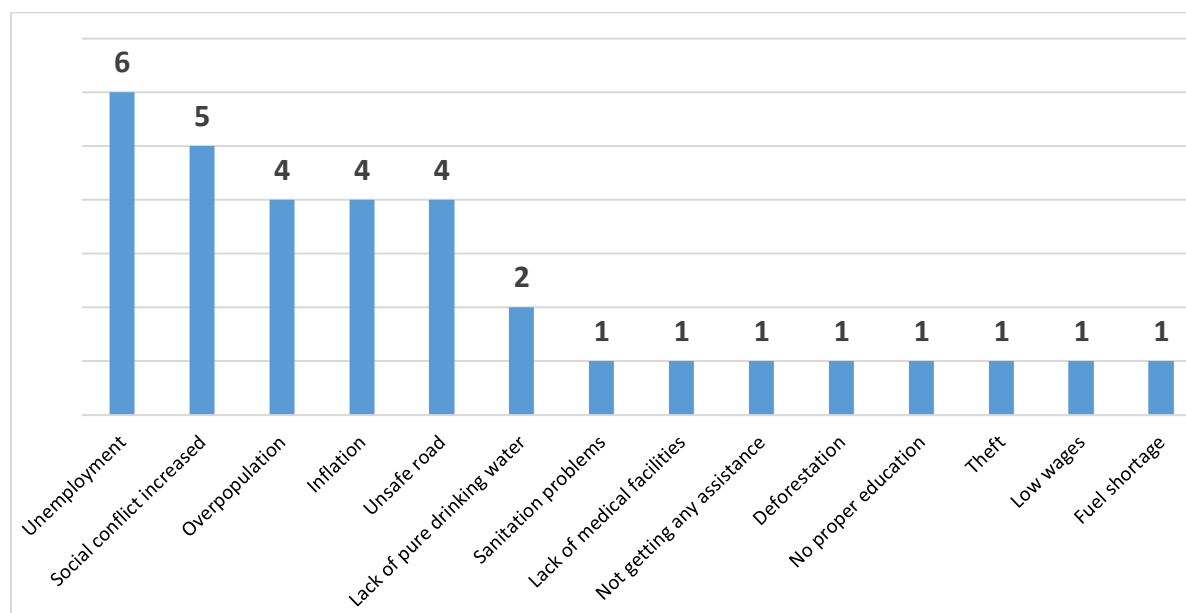
*“We lost all our cultivable land.”*

**Host community**

<sup>7</sup> REACH (March 2019) Multi-Sectoral Needs Assessment in Host Communities, Cox's Bazar

Other key challenges that were mentioned by respondents from the host community are the lack of firewood, the lack of safe drinking water, unsafe roads, insufficient medical facilities, broken down shelters and insufficient sanitation facilities.

The below figure shows the frequency that certain challenges have been raised.



*N = number of FGDs in which the issue was raised (out of total 11 FGDs with host community)*

### 4.3 Livelihoods concerns in the host community

Bangladeshi people in Ukhiya and Teknaf note that they are mainly dependent on agriculture, livestock and fisheries for their livelihoods. Other income sources are daily labor, remittances and small businesses. These livelihoods opportunities have been severely affected since the influx in late 2017. The overall agricultural production has decreased as the land is occupied by displaced people from Myanmar as well as by humanitarian organizations and vendors who are involved in the supply of goods. The restrictions on fishing in the Naf River have had huge implications for local fishermen.

Some respondents demanded the authorities to improve the controls on illegal cross-border import of Burmese products by people from Myanmar. They are also concerned that the guest community has started businesses in areas where the host community is living and that they are selling their labor outside of the camp. The host community have witnessed that the wage rate of daily labor has decreased around 40 per cent.

*“NGOs are giving jobs to Rohingyas, but we are deprived. Please create employment for local youth.”*

**Host community**

A few members of the host community mentioned that they are working with NGOs, but only in lower positions such as guard or volunteer. The host community feels that they are not getting enough opportunities to work inside the camps, while volunteers from the guest community are sometimes used by NGOs to do paid work also in the host areas, for example for road development projects, which should not be permitted.

At the same time, the host community has observed that a small portion of Bangladeshi landowners and powerful businessmen have benefitted much from this humanitarian crisis because they are renting out their houses or land and supplying goods such as vehicles.

To improve the overall livelihoods situation, the host community suggested that humanitarian organizations need to involve local workers and uneducated youth better in their ongoing aid programs in camp areas. Another suggestion was to provide more targeted skills trainings to men and women with seed money that enable them to start income generation activities. Finally, the host community asked for investments in quality education for children and the distribution of some essential items such as water pumps, gas stoves (LPG) for cooking.

#### **4.4 Safety and security concerns from the guest and host community**

Approximately half of the guest community respondents state that they feel safe in their day-to-day activities. The more immediate safety-related fears among guest community respondents are the risk of landslides, lack of visibility at night (when using facilities) and demands from local citizens to pay informal taxes when they come to local markets outside of the camp for business.

Compared to one year ago, some camp residents feel that the security situation has improved due to more investments in site development and more systematic delivery of humanitarian services. Other people from the guest community noted that conflicts have increased in the past year and that the host community has become less tolerant towards them. The scarce availability of drinking water has also become a source of tension

*“Even though we are registered refugees, we are facing too many restrictions in our movement from the army. Before 2017, we did not face these restrictions.”*

**Guest community, registered camp**

among camp residents, and between the guest and host community. People are also worried about the rise of criminal and terrorist activities within their camps. Refugees in the registered camp suggested that there are drug dealers and criminals from the host community living in their camp, running their criminal activities together with the guest community.

When asked what should be done to improve the security in the area, almost half of the guest community respondents insisted on efforts related to site development, such as constructing better roads and staircases in the camps, repairing houses, improving the drainage system and building protection walls to prevent landslides. Other suggestions related to investments in education and permission to work in Bangladesh, which would reduce criminal activities and tensions.

The host community respondents, on the other hand, expressed that they feel the security situation has deteriorated in the past year due to conflicts with the guest community. They have perceived an increase in theft, drug businesses, terrorist activities and unauthorized use of power by some members of the guest community. They feel more unsafe to move freely in their own local area and they are now obliged to carry their NID card or otherwise they fear that the army will harass them. The host community also noted that the local government administration does not provide adequate support to manage the current situation. Other concerns that were frequently raised by the host community respondents relate to environmental degradation,

frequent road accidents and the guest community “dominating” their area since they are now the majority.

When asked what should be done to improve the security in the area, the host community prioritized investments in their shelters, the sanitation structure and other types of basic assistance for poor Bangladeshi families. People also mentioned that the Bangladeshi government should do more to control the movement of refugees and to separate the camp entirely from the residential areas from the host community. For example, the idea of building a border wall around the camp was raised in multiple focus group discussions and interviews. Host community respondents also proposed that the authorities need to take more effort to create a drugs-free environment.

*“We will only feel safe if the Rohingya repatriation is done.”*

**Host community**

#### 4.5 Protection concerns

The longer-term protection-related concerns from the guest community relate to movement restrictions and lack of citizenship. Some people also expressed that they don’t feel safe in their daily lives due to rumors and misinformation related to their future, for example about repatriation or relocation.

Camp residents are particularly worried about the safety of their children. Potential threats they identified include missing children and child trafficking, diseases and road accidents due to the increase of vehicles on their roads. Most respondents did not see a significant difference between the safety of boys and girls in the camps, although they recognized that girls face additional movement restrictions and are often confined to their congested shelter all day. In one registered camp, people mentioned that an increasing number of girls are engaged in prostitution due to the bad economic situation of their family. Girls face additional problems due to the lack of private latrines and places to wash themselves. Parents also expressed a fear for their children to be trafficked, especially young girls.

*“Rohingya children are the majority. As a result, our children no longer have any safe place to play.”*

**Host community**

Interestingly, the host community expressed similar concerns around child safety. Bangladeshi parents in Teknaf and Ukhiya are worried about child trafficking, road accidents and the lack of playgrounds. They also mentioned that their children and youth’s way of living is now being influenced by the Rohingya culture, which some respondents perceive as a threat to their local culture.

#### 4.6 Safety around humanitarian workers

Almost all respondents from both the guest and host community feel safe around humanitarian workers and volunteers. A few inhabitants from the registered camps mentioned that not all field workers and volunteers respect them and that they sometimes misbehave with them at the distribution centers. In the host community, some people expressed that humanitarian workers only care about the welfare of the guest community and that they do not care about the host community. Some male respondents also expressed that not all humanitarian workers respect the local culture and norms, which has negative impacts on local youth.

*“Humanitarian workers give us safety and motivate us to live. We can share our feedback and emotions with them.”*

**Guest community,  
non-registered camp**

#### 4.7 Future perspectives of the guest community

Daily labour, volunteering for humanitarian organizations and selling relief items in the market were noted as the three most common current sources of income for families in the guest community. Some people also mentioned remittances from people living abroad as an important way to support their family. In 9 out of the total 30 FGDs, camp residents said that they have no permanent income sources at all. The guest community strongly asks for cash to meet their most essential needs, creation of jobs and education opportunities for their children, which are currently all restricted by the Government of Bangladesh.

*“We have no national identity. As a result, we cannot answer our child which is his real country, either Bangladesh or Myanmar.”*

**Guest community, registered camp**

The guest community is facing a national identity crisis, particularly for their future generation who are born in camps, without formal registration of their births. When asked about their hopes for the future, most of the respondents expressed that they are interested to return to Myanmar but only if all their conditions will be met. This includes national citizenship and equal rights in

Myanmar, as well as justice for the violence and human rights violations that have occurred and a guarantee of their safety in the future. People are afraid that they would be forced to live in camps in Rakhine state, instead of getting their former piece of land and house back. In 8 out of the total 30 focus group discussions, the guest community asked whether BDRCS could help to facilitate safe and dignified repatriation. One male group in the Kutupalong Registered Camp expressed a preference to be resettled in any third country, instead of living in Bangladesh or Myanmar.

#### 4.8 Social cohesion

At the start of the crisis, the host community provided shelter, drinking water, food and other essential items to the displaced people from Rakhine. They feel solidarity, especially because the majority of both groups are Muslims. However, in the past 2 years the general perception from the host community about the guest community has become very negative, which is in line with most recent media reports. Most Bangladeshi respondents state that they do not have positive interactions with the guest community. They face each other in their daily lives, for example at local tea stalls or when members of the guest community come to sell items. But the host community expresses that they do not share similarities with the guest community because their culture and traditions are very different. Another source of frustration from the host community is that they are facing more challenges to apply for new passports as a result of members of the guest community trying to get fake Bangladeshi passports in order to go abroad.

*“Our children are merging with Rohingya children which we find harmful for their future. We need to protect our culture.”*

**Host community**

When BDRCS asked for suggestions on how to build better relationships and trust, most of the host community proposed more investments in employment opportunities and aid programs for local citizens. None of the host community respondents proposed to have joint NGO programs together with the guest community because they are afraid that this will impact their local culture negatively. The consensus in the host community appeared to be that the situation can only be



improved if the camp becomes a separate zone with a strong border to control their movement as well as more army and police postings in the camps.

The perceptions from the guest community are more positive, with most respondents expressing that they are living in cohesion with the host community and that there is strong bonding. Only in some specific camps, such as Kutupalong Registered Camp and camp 14, people expressed that there is a lack of social cohesion because the host community is imposing hard rules on them. People in the registered camps noted that the social tensions have increased a lot after the 2017 influx, whereas there was a good social balance before.

#### 4.9 Opinions about BDRCS

In the host community, all respondents noted that they know BDRCS. BDRCS appears to be most renowned in the Cox's Bazar area for its cyclone preparedness program and the BDRCS hospital and blood bank services, but most of the host community respondents are not aware of any relief, shelter or livelihoods programs in their area. In the guest community, there were only 2 discussions out of the total 30 where participants were not familiar with BDRCS. BDRCS is broadly known as "Chan Tara", which means "Moon Star" in the Rohingya language. Most of the host and guest community report that they have interacted with BDRCS in the past 2 years.

*"BDRCS is active during cyclones and other disasters."*

**Host community**

In the camps where BDRCS currently provides services, camp residents stated that they prefer to receive assistance from BDRCS rather than from other humanitarian agencies, due to their good behaviour and strong field presence. They asked BDRCS to provide more assistance, especially by introducing more cash programs. They also suggested BDRCS to expand its services around Restoring Family Links (RFL) and to establish more specialised health services with trained mid-wives and doctors and a 24-hours ambulance service.

*"BDRCS helps us to communicate with those persons who are in prison in Myanmar."*

**Guest community,  
non-registered camp**

In some camps, people asked BDRCS to improve the set-up of the distribution centres, with more attention to pregnant women, single mothers, disabled people and the elderly. Another issue that came up in multiple discussions relates to the BDRCS relief cards, which have been distributed to people from specific camps in early 2018. Many households are now facing a range of challenges with their card, for instance due to card theft, duplications, relocations to other camps or the birth of a new family member. They suggested BDRCS to transition to the smartcard system from UNHCR or a similar system, since those organizations have better updated household information in their database.

In the camps where BDRCS does not provide services, people asked whether BDRCS could also start shelter, WASH and other relief distributions for their camp. And residents from camp 18 suggested BDRCS to build another distribution point in their camp, since they currently need to walk far to camp 11 to receive their basic relief items.

## 5. SUGGESTIONS FOR HUMANITARIAN ACTORS

### 5.1 Suggestions from the guest community

- 5.1.1 **Advocate for education and skills training:** The future generation of the guest community demands higher education and high-quality skills training so that they can cope in case they can be repatriated in their own country or to any third country in the future. Even in the registered camps, where the government allows education, the quality is insufficient.
- 5.1.2 **Improve site development:** Despite significant investments in site management and development in the past 2 years, the roads, houses and other infrastructure in the camps remains very weak in condition. This needs to be strengthened or reestablished in a more user-friendly manner.
- 5.1.3 **Continue with volunteering opportunities:** Local law enforcement agencies estimate that around 97,000 guest community volunteers (10 percent of the total guest population) are currently engaged in voluntary services with humanitarian organizations.<sup>8</sup> This helps them to develop skills and to earn some money for their family. Such volunteering opportunities should remain, in line with the recently revised guidelines from the RRRC.
- 5.1.4 **Provide cash or vouchers to get essential goods:** The guest community needs some essential goods which are currently not included in relief distributions, such as fish, vegetables, medicine and other special demands, for example from children. In some cases, they also receive too much of specific items which is not in line with their priority need. As a result, many families are forced to sell the relief items they receive, such as their hygiene kits or shelter items, for a lower price than the current market value.
- 5.1.5 **Establish specialized medical facilities:** In case of medical emergencies, people require a 24-hours ambulance service. There should also be more specialized treatment facilities for certain chronic diseases.
- 5.1.6 **Support voluntary return in safety, security and dignity:** Most of the consulted people are interested to go home to Myanmar, but only if they can live with national citizenship, safety, dignity and restoring of both the condition of and access to their original land. As an auxiliary to the government of Bangladesh, BDRCS can support the government to continue its work towards voluntary, safe and dignified repatriation in accordance with international humanitarian standards.

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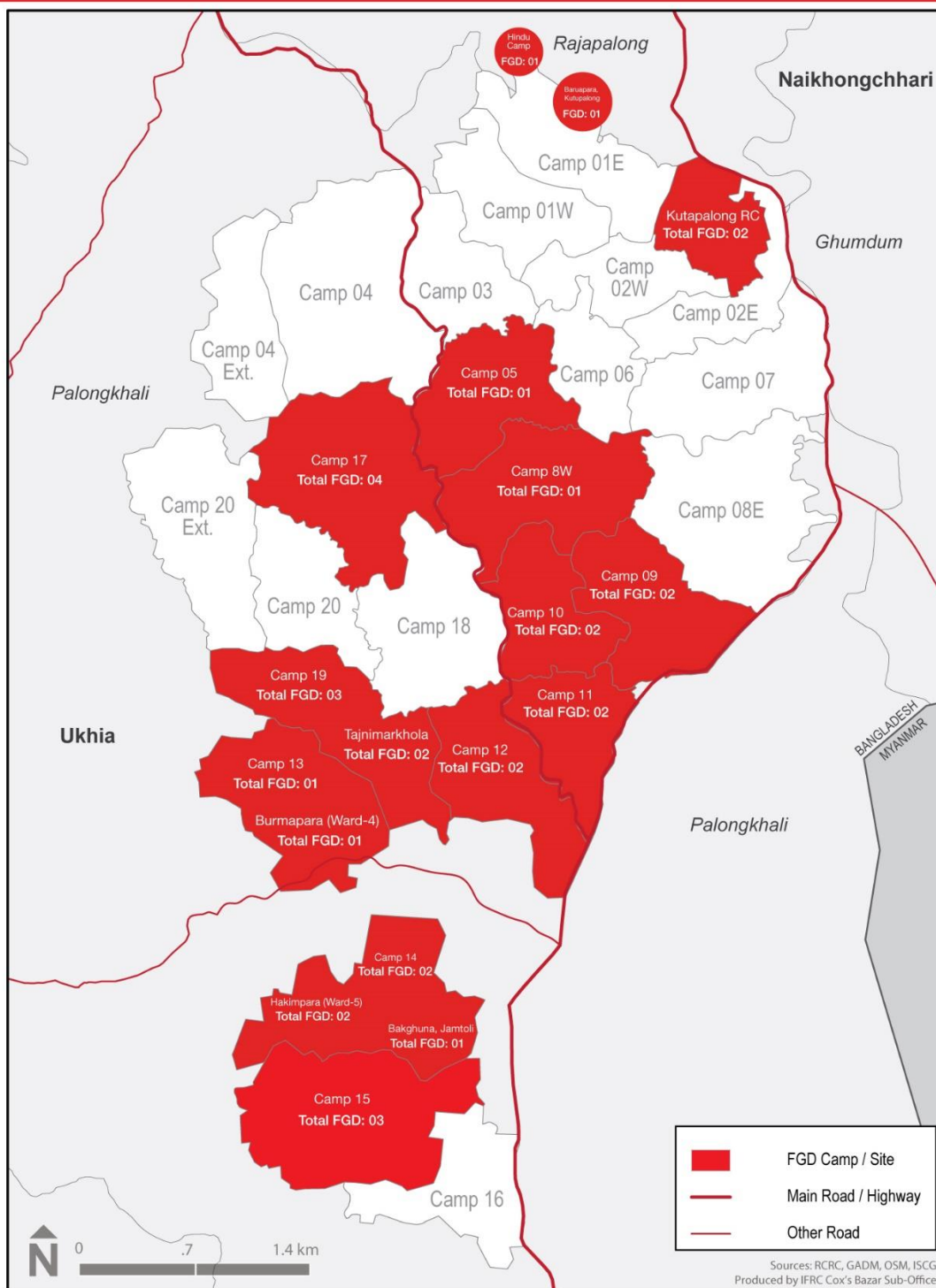
<sup>8</sup> Estimates shared by Bangladeshi law enforcement agencies during coordination meetings in Cox's Bazar, October 2019.

## 5.2 Suggestions from the host community

- 5.2.1 **Create livelihoods opportunities:** Local law enforcement agencies estimate that only 15,000 Bangladeshi volunteers are currently engaged by humanitarian organisations. The host community demands humanitarian actors to engage especially the local youth more for voluntary services in programs. This includes infrastructure development as cash-for-work projects, which could help them to gain income and to create future work opportunities. The most affected host households should also receive skills training on alternative income generating activities from humanitarian organizations.
- 5.2.2 **Invest in safety and security:** The day-to-day tolerance of the host community is decreasing, with more tensions and even occasional conflict. They feel insecure and they express discomfort with the current situation. They want to see better investments in safety and security from the government authorities, but also from humanitarian actors who are sometimes allowing the guest community to work outside of the camp area.
- 5.2.3 **Better separation between camps and host areas:** The host community views the current congested living condition as one of the most vital causes for tensions and intolerance, particularly in areas where the two population groups are living side by side. They ask for a clearer geographic distinction and restricted access between camp settlements and the adjacent local villages.
- 5.2.4 **Restore the natural environment:** For decades, many poor people living in Teknaf and Ukhiya have been largely dependent on the forest as they collect firewood for their own use and for selling. After the large influx of displaced people, many trees from the preserved forest area have been destroyed for firewood or to make emergency shelters for the guest community. The ecosystem is no longer in balance in Ukhiya and Teknaf. One effect is that people who work outside no longer have an opportunity to find shadow during their work in the hot sun. More tree plantations and grazing fields are required for sustainable livelihoods.

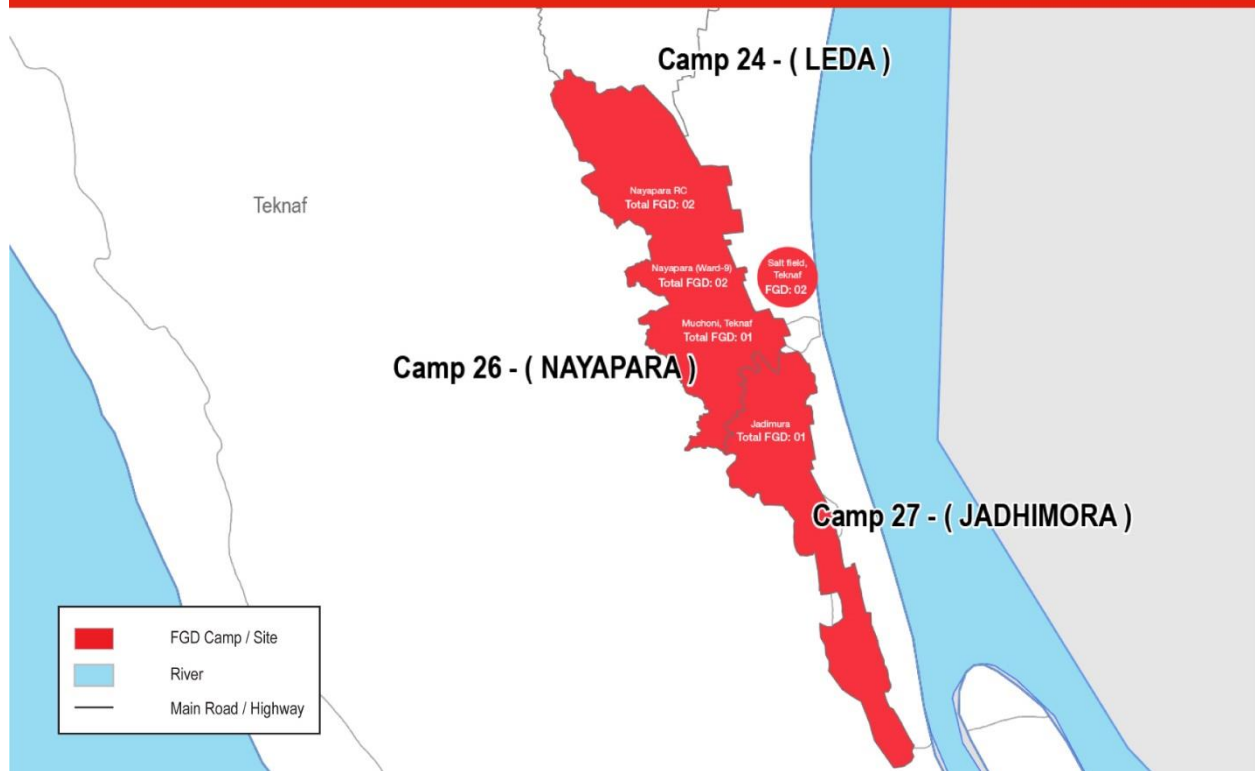
## Annex 1: MAPS OF FGD LOCATIONS

### Ukhiya Camps Map



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

## Teknaf Camps Map





## Annex 2: GUIDANCE FOR FACILITATORS

- **Ask for specific details:** The aim of these community consultations is to collect specific ideas and opinions. Always ask follow-up questions to get more detailed information. For example: *Why do you think the situation is bad? What would be the best solution? How should this be done?*
- **Focus on solutions and positive suggestions:** For BDRCS, it is most useful to get specific ideas and suggestions from people on how the situation can be improved. Instead of only hearing people talk for a long time about how bad the situation is, we need to ask them what the potential options are to improve the situation. Try to go “out-of-the-box”, which means that we want to gather original and creative ideas that can help BDRCS.
- **Do no harm:** When discussing sensitive topics, such as safety and security, it is important to be very careful and to sense whether the group or person is comfortable to discuss these topics. If someone reports a security or protection issue, this needs to be immediately reported using the referral pathways for PGI.
- **Random selection of FGD locations:** Try to find neutral, safe and private locations to run the FGD, not linked to BDRCS or another specific humanitarian organization. Ensure that external people cannot hear the discussion and ask them to leave if they enter the location.
- **Random selection of FGD participants:** As much as possible, aim for independent selection of FGD participants (without influence from majhis or host community representatives). Try to select people from different blocks and ask for their full consent to participate.
- **Proper introductions:** Always introduce yourself as a BDRCS staff member but explain that the questions we ask are *general* perception questions related to the overall situation. Explain that this is NOT a needs assessment. Explain that BDRCS will use this information to improve our programs.
- **Respectful behavior:** Especially during the household visits, always ask for permission first to enter people’s shelters and bring a female volunteer or mobilizer to talk to a woman.
- **Gender considerations:** The FGDs with women and the household interviews with women and girls should be done only by female community mobilizers and RCYs.

## Annex 3: QUESTIONNAIRE FOR GUEST COMMUNITY

### General

1. What are the 3 most urgent **broadier issues** for your **entire community** at the moment? (Try to discuss specific topics beyond “individual needs”, such as the infrastructure in the camp, congestion, social cohesion or crime)

### Safety

2. Do you feel people around you are generally friendly with each other? Do they like each other?
  - Why (not)?
3. Do you feel safe in your day-to-day life?
  - Where do you feel most safe in the camp? Why?
  - If no, in which situations do you feel most unsafe? Why?
4. Do you feel it is safe for **children**?
  - If no, what making it unsafe?
  - Is there a difference for girls and boys in terms of **safety**?
5. Do you feel safe around humanitarian workers and volunteers? Why (not)?
6. Has the **security situation** improved in the past year? Or has it gotten worse? Why?
7. What needs to be done to improve the **safety and security** in the camps?

### Livelihoods

8. What is the main source of income for your family?
9. Do many people in your community earn money through work? What type of work?
10. Are people in your community involved in any activities to build your skills? (Think about activities such as volunteering with NGOs, English classes, making fishing nets, sewing, etc.)

### Future

11. What needs to be done to improve your **overall situation** in the camps? Any ideas? What are your priorities?
12. What should humanitarian actors focus on in the upcoming years? (Think about what types of programs and initiatives humanitarian organizations could implement)

### BDRCS

13. Are you familiar with BDRCS? Have you seen this organization in your community?
14. Have you interacted with BDRCS staff or volunteers?
  - If yes, when?
  - If yes, have these interactions been positive? If no, why not?
15. Do you have any other suggestions or things you would like to share with us?

## Annex 4: QUESTIONNAIRE FOR HOST COMMUNITY

### General

1. What are the 3 most urgent issues for your community at the moment? (Try to discuss specific topics beyond “needs”, such as the infrastructure in the camp, congestion, social cohesion or crime)

## **Safety**

2. Do you feel safe in your day-to-day life?
  - If no, in which situations do you feel most unsafe? Why?
3. Do you feel it is safe for **children**?
  - If no, what making it unsafe?
  - Is there a difference for girls and boys in terms of **safety**?
4. Do you feel safe around humanitarian workers and volunteers?
5. Has the security situation improved in the past year or not? If yes/no, why?
6. In the next years, what needs to be done to improve the **safety and security** in your area?

## **Social Cohesion**

7. Do you have examples of positive interactions between the guest and the host community?
8. Where do you receive information about the displaced community? Which sources do you use?
9. Are there any aspects of your day to day life that have improved since the influx?
10. If people from Rakhine are not able to go back to Myanmar and must remain in Bangladesh for the upcoming years, what is the best way to build trust and for people to like each other more?

## **Livelihoods**

11. What is the main source of income for your family? Are most people in your community reliant on skilled wage labor?
12. Do you feel that employment opportunities are available for you and your family? Which ones?
13. Do you feel that some groups are more impacted by the influx than others in regard to access to livelihoods (for example women)?
14. Are people in your community involved in any activities to build your skills? (Think about activities such as volunteering with NGOs, making fishing nets, agricultural work, etc.)
15. Do you feel humanitarian actors have had any positive impacts in your community? If yes, what would these be? If no, why not?

## **Future**

16. What needs to be done to improve your overall situation? Any ideas? What are your priorities?
17. What should humanitarian actors focus on in the upcoming years? (Think about what types of programs and initiatives humanitarian organizations could implement)
18. How could your community contribute to these solutions? (*to look at **community ownership***)

## **BDRCS**

19. Are you familiar with BDRCS? Have you seen this organization in your community?
20. Have you ever interacted with BDRCS staff or volunteers?
  - If yes, when?
  - If yes, have these interactions been positive? If no, why not?
21. What is your overall perception of BDRCS?
22. In your opinion, what is the difference between BDRCS and other humanitarian actors?
23. In your opinion, what is the difference between BDRCS and government officials?
24. Do you have any other suggestions or things you would like to share with us?