



CAMP 11 FIRE INCIDENT

POST-DISTRIBUTION MONITORING REPORT

ROHINGYA REFUGEE RESPONSE, COX'S BAZAR, BANGLADESH

REPORTING PERIOD: MARCH-SEPTEMBER 2023

Picture: LPG Distribution Activity in Camp 11, Image © IOM

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LIST OF ACRONYMS

- BDT- Bangladeshi Taka
- CwC- Communication with Communities
- HHs- Households
- HoHH- Head of Household
- IOM- International Organization for Migration
- LPG* - Liquefied Petroleum Gas
- NFI- Non-Food Items
- NGO- Non-Governmental Organisation
- NPM- Needs and Population Monitoring
- SMSD- Site Management and Site Development
- SNFI- Shelter and NFI
- WASH- Water, Sanitation, and Hygiene

*LPG (Liquefied Petroleum Gas) was introduced in the Rohingya humanitarian response in September 2018 in order to alleviate the strain on the forest caused by the use of firewood for cooking. Up to May 2021, LPG replenishment was also provided to households in the host community; however, because of a lack of financing, this service was later discontinued in the host community.

BACKGROUND:

The world's largest refugee camp suffered significant damage in certain areas across Camp 11 after a massive fire spread through this camp on March 5, 2023. Three blocks were affected blocks (A, B, and D), with Block D having the most impacted households (1,278). The fire caused to a huge number of shelter damage (2,165 shelters) and the temporary displacement of five thousand people. IOM redirected efforts to support individuals impacted by the fire by deploying staff and resources quickly and remaining present in the camp without interruption.

Moreover, IOM's Needs and Population Monitoring (NPM) team conducted an Initial Rapid Needs Assessment¹ within 24 hours of the incident to provide immediate response and an In-depth Rapid Needs Assessment² within 48 hours to support effective decision-making processes in meeting the needs of the affected population. In addition, in order to assess and provide an overview of the situation and humanitarian services and gaps, as well as to understand the driver and severity of needs of the affected population from each sector's perspectives and to know the sufficiency and effectiveness of the assistance provided to the affected households, NPM conducted a household level situational assessment³ in June 2023.

Six months later the fire incident, NPM conducted post-distribution monitoring (PDM) to ascertain the beneficiaries' satisfaction and opinions regarding the quality, sufficiency, and effectiveness of the assistance that had been provided to them by various units over the last six months.

METHODOLOGY AND DATA COLLECTION:

The assessment followed a quantitative method approach by using a structured questionnaire and applied an in-person data collection exercise. A total of 222 household-level surveys were conducted in all three affected blocks A, B, and D in Camp 11 using a simple random sampling approach and the sample size for each block was calculated at a confidence level of 95% and a margin of error of 11%.

The assessment was conducted by 34 NPM enumerators divided into 17 teams. The KOBO system was used to collect interviews. Before starting data collection, NPM organized a one-day training for the enumerators. The data was cleaned and analyzed by the NPM information management team and using the analysis NPM prepared the report. Indicators were based on respondents' perceptions and may not directly reflect the exact realities of service provision.

KEY HIGHLIGHTS:

- Total respondents: 222 (50% Male, 50% Female), Average HH size: 5.8.
- 94% of the respondents informed that their HHs had received services or assistance in the first 24 Hours following the fire incident. 61% of the respondents reported that shelter/NFI assistance delivered after the fire incident was enough compared to 39% who informed assistance was insufficient. Out of the respondents who mentioned that the support was insufficient, 89% of them bought shelter items. The average money respondents spent to buy the items was 5,266 BDT.
- Cooking fuel (80%), permanent shelter materials (77%), and food items (70%) were the top three items' respondents reported that they liked most about their in-kind assistance. When the respondents were asked about the in-kind items that they do not like most, the majority of the respondents said (82%) there is nothing to dislike.
- 12% of respondents reported that they know the LPG buyers in the camps, and while 87% mentioned they do not know, and 1% preferred not to answer.
- Only 5% of the respondents reported that they had sold in-kind assistance that they received from humanitarian organizations.
- 31% of the respondents reported that there was someone who offered them money to sell or exchange in-kind assistance.
- 14% of the respondents reported that they saw or heard any beneficiaries selling or exchanging the in-kind assistance that they had received from the humanitarian organizations.
- The type of items beneficiaries sold or exchanged are food items (57%), health and sanitation items (50%), sleeping NFIs (21%), etc.

¹<https://iom.maps.arcgis.com/sharing/rest/content/items/e10d97f22fd140c7a07a9bdf3eb18be/data>

²<https://iom.maps.arcgis.com/sharing/rest/content/items/7643576e6f5c4dd2886004f458dc74aa/data>

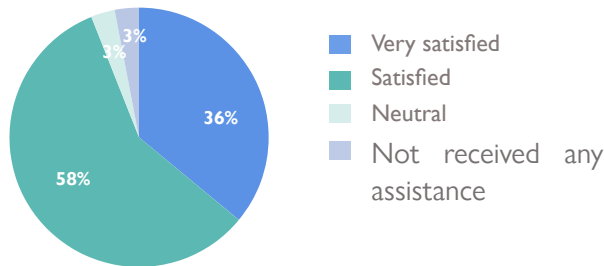
³<https://iom.maps.arcgis.com/sharing/rest/content/items/dfbf5188285645228e75c6c4e30070f2/data>

NEEDS AND ASSISTANCE WITHIN 24 HOURS

94% of the respondents reported that their HHs had received services or assistance in the first 24 Hours following the fire incident. The type of assistance they received in the first 24 hours following the fire incident were food items (99%); water for drinking, cooking, cleaning (90%); emergency shelter materials (32%), etc.

58% of the respondents reported that they were satisfied with the assistance and services they had received in the first 24 hours following the fire incident, 36% said they were very satisfied, and 3% percent were neutral.

Graph 1: Satisfaction Level with Services or Assistance Received Within First 24 Hrs.



SATISFACTION WITH SHELTER ASSISTANCE:

A large number of respondents (61%) reported that shelter/NFI assistance delivered after the fire incident was enough compared to 39% who informed assistance was insufficient. Out of the respondents who mentioned that the support was insufficient, 89% of them bought shelter items. Around the same level of percentage (92%) who bought shelter items can be found in the Camp 11 situational assessment conducted in June 2023⁵.

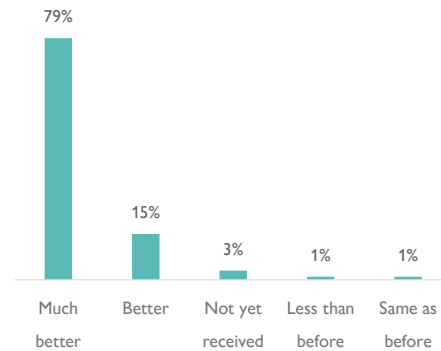
Table 1: Average of Shelter Items Expected VS Shelter Items Bought

Type of Shelter/NFI Items	Average of Each Item Expected	Average of Each Item Bought
Muli bamboo	42	34
Tarpaulin	2	2
6 mm rope	2	2
3 mm rope	2	2
Jute bag	8	6
Floor mat	3	2
Mosquito net	2	2
Blanket	3	1
Portable solar light	2	1
Kitchen set	5	6
LPG canister	1	1
LPG stove	0	0
Clothes	5	5
Borak bamboo	4	4
Tool kit	3	4

The average money respondents spent to buy the items was **5,266 BDT**

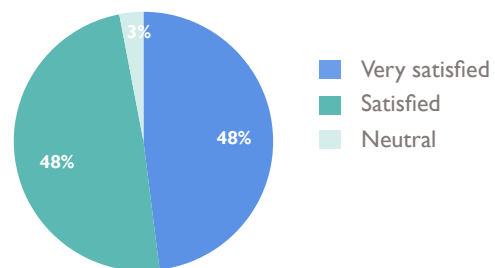
The majority of the respondents (79%) stated that their new shelters are much better than previous shelters, while 15% said they are better.

Graph 2: Rating of the Shelter Compared to the Previous Shelter



48% of the respondents reported that they were satisfied with their new shelter, 48% said very satisfied, 3% were neutral, and 0% were dissatisfied or not satisfied.

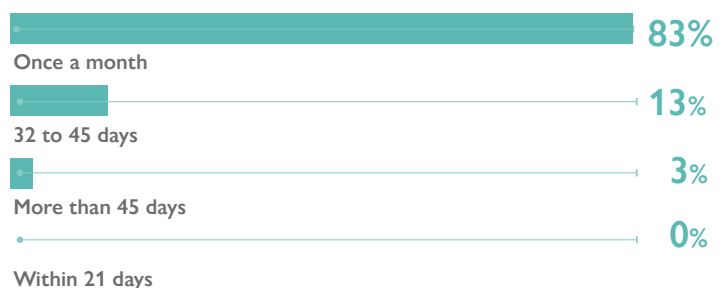
Graph 3: Satisfaction Level with New Shelter



LPG (LIQUEFIED PETROLEUM GAS):

99% of the respondents had received LPG assistance after the fire incident. Out of the respondents who received LPG, 69% of them reported that the quantity of the received LPG was enough for their family to cook meals until the next refill date, while 31% of respondents said it was not sufficient.

Graph 4: Frequency Receiving LPG Assistance



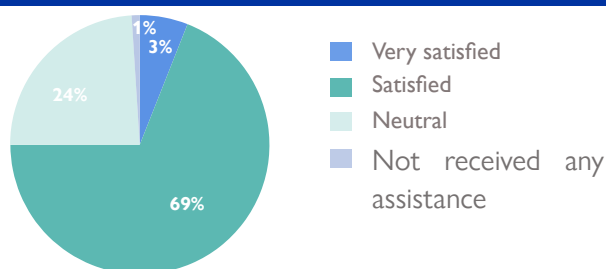
⁵<https://iom.maps.arcgis.com/sharing/rest/content/items/e10d97f22fd140c7a07a9bdf3eb18be/data>, (Page no 5)

- When respondents were asked what they did with the LPG that had received last time 91% of them mentioned it still exists and using it, and 9% said finished.
- 12% of respondents reported that they know the LPG buyers in the camps, while 87% mentioned they do not know, and 1% preferred not to answer.
- 100% of the respondents received any orientation related to LPG usage. 97% of the respondents said they did not face any difficulty cooking while using LPG.
- When respondents were asked to show the LPG cylinder that they received last time, enumerators observed 91% of households had gas inside, 9% of households had empty cylinders.

SATISFACTION WITH HEALTH SERVICE:

69% of the respondents informed that they were satisfied with the health services provided by the existing health facilities, mobile medical teams, and community healthcare workers after the fire incident, while 24% of respondents were neutral and 7% were unsatisfied or very unsatisfied.

Graph 5: Satisfaction Level with Health Services



Out of the respondents who were very satisfied or satisfied, 93% of them said health services met most of the essential health needs while 7% said met all essential needs.

Out of the respondents who were neutral or dissatisfied, 89% of them said health services met the essential health needs to some extent and 11% said essential health needs were met inadequately.

SATISFACTION WITH WASH FACILITIES:

91% of the respondents informed that their households currently have access to enough water for drinking, cooking, and personal hygiene, while 9% did not. According to the findings⁵ from the household Assessment done by the Area Focal Agency in October 2022 to get an overview and monitor WASH services in the camps found in the Overview and Monitoring of WASH Per Camp Round 2 report shows that 94% of the respondents in Camp 11 had enough water to meet all their household needs.

Table 2: Satisfaction Level with Different WASH Assistance⁶

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied	HHs reporting main reasons for dissatisfaction
Access to drinking water	27%	60%	5%	7%	1%	Water source far away (94%), long waiting time (59%), bad taste of water (24%), improper staircase (24%).
Access to latrines/toilet	5.86%	59.46%	19.82%	14.41%	0.46%	No latrine nearby (42%), one latrine for more than 20 people (45%) ⁷ , feel unsafe (33%).
Access to bathing facilities	6.31%	72.07%	10.36%	9.91%	1.35%	No bathing nearby (92%), feel unsafe (4%).
Solid waste management system	9%	62%	26%	3%	0%	Drain blocked with water (43%), do not collect waste regularly (57%), bins are not sufficient (29%).
Access to the hygiene materials (soap/MHM kit ⁸)	7.66%	72%	13.51%	6.76%	0%	Quantity of soap not enough (80%), do not receive soap regularly (40%), do not receive MHM kit regularly (27%).

24% of the respondents reported that they have private latrines or toilets in their shelter while 76% disagreed.

⁵https://rohingyaresponse.org/wp-content/uploads/2023/07/Overview-and-Monitoring-of-WASH-Per-Camp_Round_2_May_07_2023_rev-1.pdf

⁶Note: WASH supply was reduced in May 2023 throughout the camps

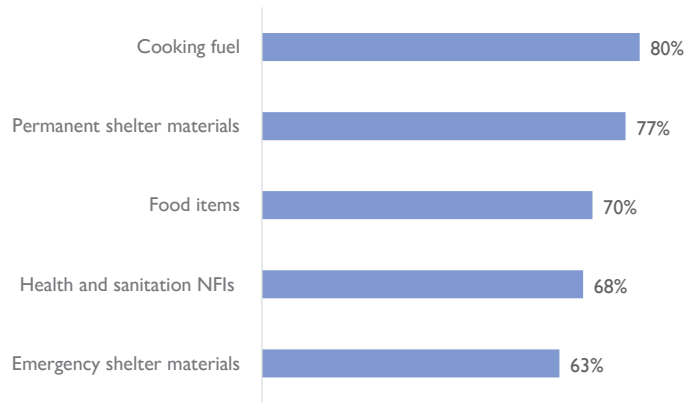
⁷Number of people per functional latrine found is 25 in this report: https://rohingyaresponse.org/wp-content/uploads/2023/07/Overview-and-Monitoring-of-WASH-Per-Camp_Round_2_May_07_2023_rev-1.pdf

⁸MHM items are provided in each six months.

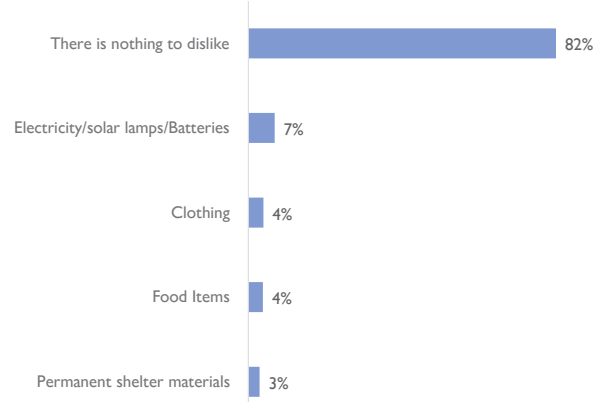
IN-KIND ASSISTANCE: (EXCHANGE AND SELLING)

78% of the respondents reported that they were satisfied with the quantity and quality of the in-kind assistance that they have received so far, while 20% said they were very satisfied, and 2% were neutral.

Graph 6: In-kind assistance Respondents Liked the Most



Graph 7: In-kind assistance Respondents Do not liked the Most



- 84% of the respondents reported that they received in-kind assistance when they needed it urgently, while 16% disagreed.
- 98% of the respondents agreed that the in-kind assistance they had received contributed to meeting their urgent needs.
- 100% of the respondents reported that they are going to use all the in-kind assistance that they receive from humanitarian organizations.
- 85% of the respondents informed that they had been consulted by the organizations before receiving their in-kind assistance.

Trading In-kind Assistance



99% of the respondents reported that they had not traded in-kind assistance ever in exchange for goods or any other essential items.

When respondents were asked If they had a chance to trade in-kind assistance in exchange for goods or any other essential items, what items would they exchange, 97% of the respondents reported they do not want to trade in-kind assistance.

Selling In-kind Assistance



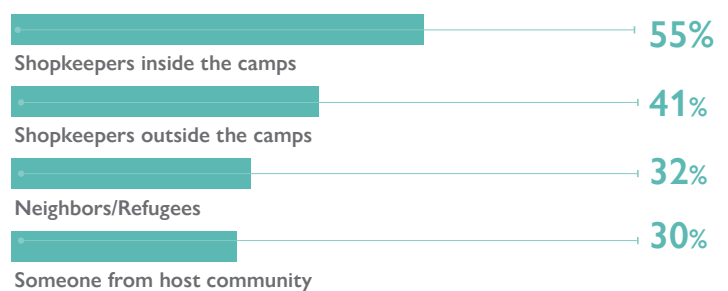
5% of the respondents reported that they had sold in-kind assistance that they received from humanitarian organizations.

The primary reason for selling in-kind assistance was to generate cash for other necessities (70%), food purchases (30%), buy medicine (10%), and buy clothes (10%), etc.

Of those who sold, 50% of them sold to their neighbors or other refugees, 40% sold in the market within the camps, 20% did so in the market outside the camps, and 10% to the host community. 97% of the respondents mentioned they do not want to sell if they had a chance to sell in-kind assistance.

31% of the respondents indicated that they have been approached by someone with an offer to buy or exchange in-kind assistance.

Graph 8: From Whom Offer Came to Sell or Exchange the In-kind Assistance

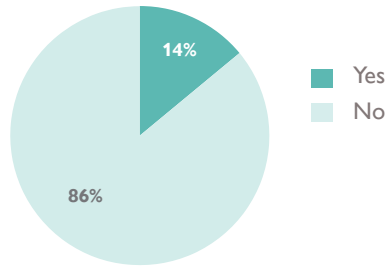


Timing of Offer to Sell/Exchange the In-kind Assistance



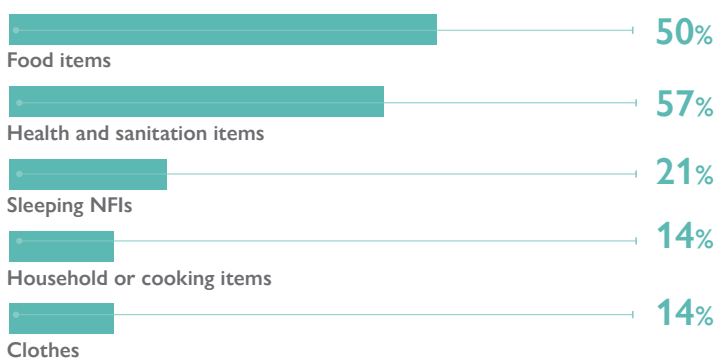
14% of the respondents reported they saw or heard that the beneficiaries were selling or exchanging the in-kind assistance that they had received from the humanitarian organizations.

Graph 9: Percentage of Respondents Reported Seeing/Hearing Beneficiaries Selling/Exchanging the In-Kind Assistance



Out of them, 45% of the respondents were able to provide the details of the items that they sold or exchanged. 57% said food items, 50% of the respondents informed that health and sanitation items e.g., buckets, soap, jerry can, sanitary cloth, diapers, etc., 21% said sleeping NFIs (blanket, mosquito net, sleeping mat), and 14% mentioned household/cooking items.

Graph 10: Type of Items Beneficiaries Sold or Exchanged



- 64% of the respondents said that they sold to shopkeepers inside the camps, 29% said shopkeepers outside the camps, 21% informed neighbors/refugees, and 21% said to someone in the host community.
- 10% of the respondents reported that they know why the beneficiaries are selling or exchanging in-kind assistance.
- Respondents were asked to show the in-kind assistance that they received last time, 78% of them had already used and in 22% of households still existed.

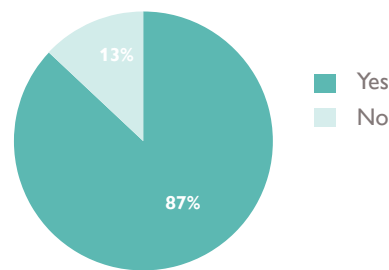
87% of the respondents reported that they are receiving assistance at the right time when they need it.

60% of the respondents reported that they collect in-kind assistance themselves, while 40% said no. Out of the respondents who reported they do not collect in-kind assistance on their own, 76% of them mentioned their head of household collects the aid items.

Men and women described receiving in-kind support differently, with disparities that are statistically significant. While a large number of male respondents (89%) stated that they directly collect their in-kind assistance, only 32% of female respondents said the same.

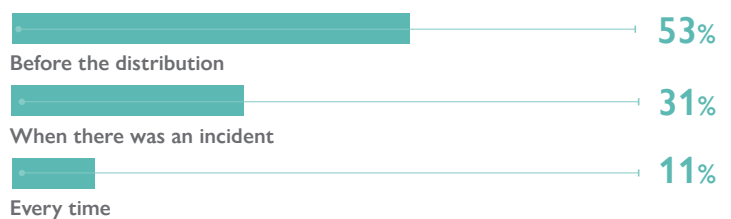
87% of the respondents reported that they were receiving their full entitlement.

Graph 11: If Respondents were Receiving their Full Entitlement



79% of the respondents reported that they could recall a situation where the humanitarian organization came to them and asked about their needs. 53% claimed it was before the distribution, 31% said when there was an incident, and 11% mentioned it every time.

Graph 12: When Humanitarian Organization Came to Consult



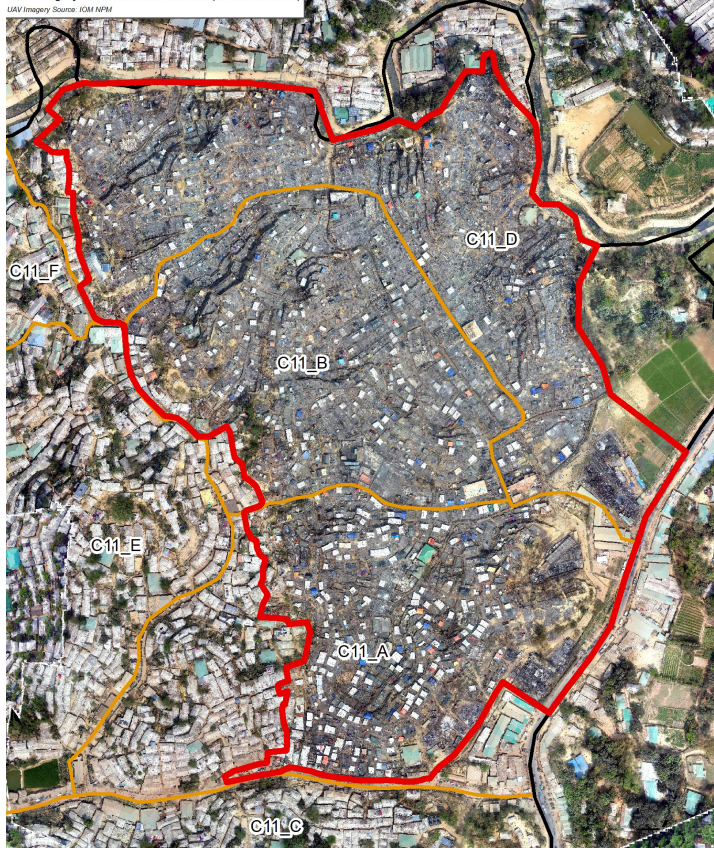
REDEVELOPMENT MAP : CAMP 11 FIRE AFFECTED AREA

UAV IMAGERY COMPARISON

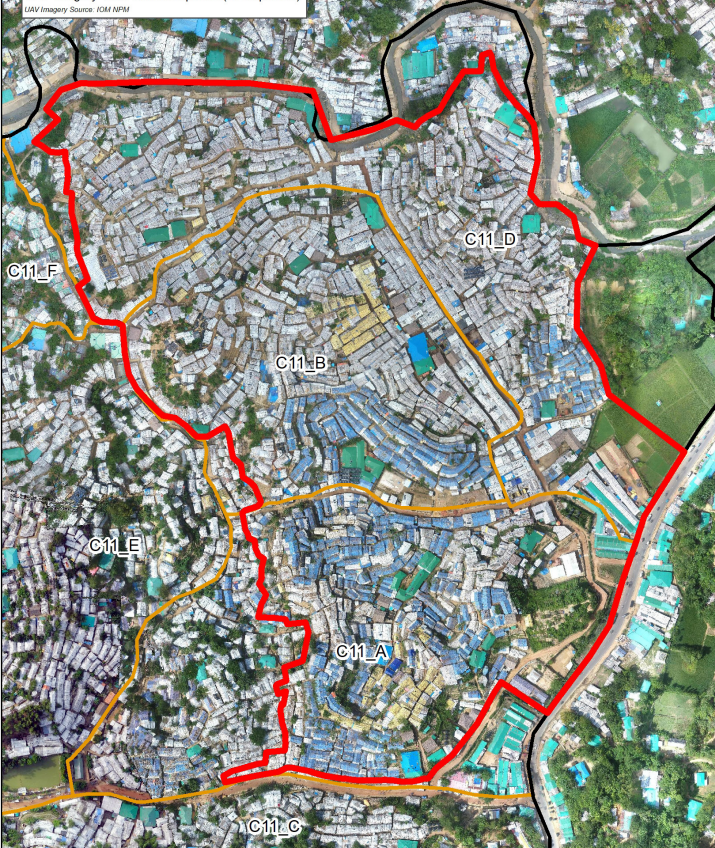


THE UN MIGRATION AGENCY
Map Production Date: 1-Oct-2023
www.iom.int | npmbangladesh@iom.int

UAV Imagery- 12 hours after Incident (06 March 2023)



UAV Imagery- After Redevelopment (21 Sep 2023)



ABOUT NPM

NPM is part of IOM's global Displacement Tracking Matrix (DTM) programming. DTM is IOM's information management system used to track and monitor displacement and population mobility. It is designed to regularly and systematically capture, process, and disseminate information to provide a better understanding of the evolving needs of displaced populations. At Cox's Bazar, NPM was first launched in early 2017 and has been a key data provider in the Rohingya humanitarian response.

Needs and Population Monitoring (NPM) unit works to support evidence-based humanitarian decision-making and prioritization by tracking needs and vulnerabilities in Cox's Bazar, among both Rohingya and the host communities. Through NPM's broad information management framework, service providers are able to access and make use of comprehensive data and analysis on the needs and vulnerabilities of affected populations, promoting more informed and nuanced humanitarian programming. NPM works closely with the Inter-Sector Coordination Group (ISCG), the Sectors, other IOM units, and various organizations, especially through designing and conducting a wide range of assessments and by providing technical mapping capacity.

For feedback, please contact: npmbangladesh@iom.int, The International Organization for Migration | Bangladesh Mission, Needs and Population Monitoring | Cox's Bazar, Parjatan Luxury Cottage-2, Motel Road, Cox's Bazar, Bangladesh, Tel: +88 02 5504 4811 - 13, Email: npmbangladesh@iom.int, Website: <https://bangladesh.iom.int/>

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