

Internal Evaluation Report
COAST Tearfund Project
 Internal evaluation report, dates: 13-14 August 2020

Accountable to the Beneficiary

Accountability Mechanism	Observations
<ul style="list-style-type: none"> COAST, in project implementation, followed all the accountability mechanisms, e.g. sharing project details, CoC, CRM, PSEA, etc. 	<ul style="list-style-type: none"> Beneficiaries said, COAST shared those issues but could not say much about what they have learnt from it. Their attitude seemed—they are happy of what they have received. No complaints. <i>It understood that COAST has to focus more to understand the beneficiary that it is their project and they have full rights to know, ask and act meaningfully on this project activities.</i>

Principal of Partnership:

Responsibility down to implementing organization	Observations
<ul style="list-style-type: none"> COAST, as an implementing partner is solely responsible to take approval, negotiate and take consent from local administration, e.g. approval from DC office, camps in charge and RRRC. 	<ul style="list-style-type: none"> <i>Partner organizations (funding partner) may take initiatives to support the local partners in the approval process. Joint work and advocacy may reduce the burden in terms of taking approval from govt. side.</i>
<ul style="list-style-type: none"> Partnership relationship is perfectly address in all stages of project planning, design, budgeting, monitoring and evaluation. 	<ul style="list-style-type: none"> It is the beauty of Tearfund and a very positive sign of localization and capacity building for local partners.

CRM Mechanism

CRM	Observations
<ul style="list-style-type: none"> Community people are happy with the services, they received. 	<ul style="list-style-type: none"> There is lack of tendency of community people for drawing any complaint in relation to services both internal and external.
<ul style="list-style-type: none"> Only 23 complaints received from October 2019 to July 2020. Complaint receiving numbers—in October 2019- 9 complaints, November- 1, December-3, January 2020- 2, February-2, March- 3, April-1, May-2, June-1, July-4, and addressed. 	<ul style="list-style-type: none"> <i>Complaint receiving rates are low. Beneficiary and stakeholders should encourage more to submit complaints.</i> <i>Beneficiary has no idea of submitting complaints that doesn't fall with COAST trust.</i> <i>Almost all the Beneficiary said, yes, COAST has complaint mechanism but could not say properly where to contact or how to submit a complaint, if requires.</i>

Working Sectors were Protection, WASH, DRR, Livelihood

Sectors	Observations
<ul style="list-style-type: none"> COAST implemented activities on the above sectors and found a major challenge (in UNICEF project on the protection issue). The case was— Nojuma (16), an adolescent girl who worked with COAST-UNICEF child protection project as volunteer. Her family lived at block 5 under camp number 14 (Hakimpara). She attended different sessions on life skill-based education and youth leadership training. She also received training from UNICEF on photography and worked as a volunteer 	<ul style="list-style-type: none"> Country laws do not apply on the Refugees. They are under the Refugee laws. So, the miscreants and perpetrators use to get the chance to continue such offence, assaulting, drug paddling, trafficking, threatening, etc. <i>Staff said, they found, law enforcing agencies have almost no attempt to ensure proper protection in the camps.</i>

<p>photographer. As she worked outside the family for raising awareness, she and her father Amir Hossain were attacked and seriously tortured by the Al Ekin (so called anti-social and military group in the camp). Al Ekin attacked Nojuma because of working outside her house and working with adolescent girls and adolescent groups.</p> <p>Then her family has serious afraid on their protection and safety. They are assumed that Al Ekin members would attack and kill them as they informed that incident with CiC and COAST. They have planned to leave camp 14 without informing anybody. Later Nojuma shifted other camp with the support from UNHCR.</p>	
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Activities, not worked properly

Activities	Observations
<ul style="list-style-type: none"> There were DRR trainings for Rohingya people. 	<ul style="list-style-type: none"> Due to the nature of shelter structure in camps, DRR training was not very effective for them when heavy rain occurs and speedy wind blows. Some NGOs provided some tools, e.g. spade, weeding, etc. for agricultural works and to tackle the disaster impact. It is now banned. Density of shelter houses in the camps are very high. A fire caused in the last week of May, damaged more than 300 houses. Advocacy needs to address the issue.
<ul style="list-style-type: none"> Tree plantation 	<ul style="list-style-type: none"> Tree plantation survival rates in the host community was 70% & Rohingya camps about 30%. Rohingya people don't take care of the planted trees, because they do not feel the ownership and climate responsibility.

Major activities that hampered due to COVID-19

Activities	Target up to July 31	Achievement	Percentage
CFS session	3312	1617	49%
Parents meeting	72	36	50%
Child safety meeting	72	36	50%
Awareness session on Protection Issue	34	0	0%

Challenges:

- Delay in project approval from govt., activities couldn't complete within the timeframe.
- Due to COVID-19 pandemic, humanitarian workers are facing difficulties to work in the camps on protection issues as their movement have been restricted. So, women and children are now more at risk of sexual abuse, etc.
- New normal life in the community is difficult. Because most of the community people don't follow the rules of health and hygiene and social distancing. Even they don't believe in the existence of COVID-19.
- Most of the staff feel unsafe to work as they also have fear of COVID-19.
- Less access to health care services during COVID-19.
- Some community people believe that they might be get infected of COVID-19 by having contact with NGOs workers.

Learning:

- Taking beneficiary feedback and execution is very important. The project adjusted Street Solar Lights based on the beneficiary feedback to meet their priority needs.
- Having contingency fund in project helped to convert emergency COVID-19 response. We can consider allocating more such funding.
- Having contact details of community people help project team to communicate during lock down and long distance education and information sharing on COVID-19.
- In Cox's Bazar, most of the INGOs abstained from field work during COVID-19 pandemic where local NGO workers continued their work with local community. This has proved that any crisis and disaster can be responded and managed immediately only by local actors.

Way Forward:

- Allocating more contingency fund on DRR and emergency response like COVID-19 could help responding people immediately.
- New strategy to work during COVID-19 pandemic and bringing people back to new normal life.
- Ensuring separate transportation facility and PPE for staff for health safety and security during this pandemic.

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