



Project Completion report of Emergency Assistance Support to Waterlogging Affected Populations in Bangladesh.

**Financed by:
European Commission Humanitarian Aid and Civil
Protection (ECHO)**

**Supported by:
Concern Worldwide**

**Implemented by:
Samadhan**



Samadhan

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Samadhan

Keshabpur, Jessore

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Date: 30.6.2012

Basic Project information:	
Project Name:	Emergency Assistance Support to Waterlogging Affected Populations in Bangladesh
Financed by:	European Commission Humanitarian Aid and Civil Protection (ECHO)
Supported by:	Concern Worldwide
Project Location (s):	Sufalakati, Biddanandakati and Sagardari Union in Keshabpur Upazila under Jessore district.
Reporting period:	01.02.2012 to 30.06.2012
Beneficiaries:	Flood affected most vulnerable 2874 HHs
Person Who compiled the report:	M. A. Khaleque, Coordinator, Samadhan

1. Introduction:

Samadhan is a Non-government, Non-political, Non-religious, Non-profitable multidimensional development service oriented local level voluntary organization. It is working in southwest region of Bangladesh from October 14, 1987 for poverty alleviation and sustainable socio-economic development for the poor and ultra poor inhabitants of the Kopotakkha, Harihar, Mukteswari and Sreenadi River basin areas under Jessore District.

In the monsoon season of 2011 different unions of Keshabpur Upazila has been seriously attacked and affected by water logging due to heavy shower, blocked of water flow in the river Kopotakkha. The continuous showering has been created an extreme and extensive high inhumanities situation over the areas. The affected villages have gone under water with houses, livestock's and other assets including field & homestead crop. The T. Amon, grown vegetables and seed beds has also went under water and damaged 100% with in short time i.e. the people did not get enough time to save and harvest those crops. At least 25% houses of the areas has been inundated & flooded and the people has taken shelter on the roads, schools grounds and other high areas under the open sky. The most affected area was Biddanandakati, Sagardari and Sufalakati union.

2. Project background:

South-west region of Bangladesh is highly hazards prone as the areas are adjacent Bay of Bengal; Jessore is the neighboring districts of the ocean. Kopotakkha is the historical branch river of the sea, which is now out of functioning and causes of harmfulness for the people of these areas. The lower stream of the river bed is siltation, become high than surrounding land and has been lost water holding capacity, that is why, the flood and waterlogging occurring here more or less every year. The people of these areas have been loosing assets, becoming highly vulnerable situation as the victim of disaster, changing their livelihood pattern and socio-economically they are now very poor, marginal

and hand to mouth round the year for causing the disaster one after one. The people of the riverbank areas are really under pressure as the victim of waterlogging, flooding and long term climate change affects.

Flood 2011 has caused serious water logging in most areas of Keshabpur upazila. out of 9 unions Biddanandakati, Sagardari and Sufalakati unions has been badly affected.

The Flood 2008 was completely different than previous year i.e. it has been broken all previous records of flood/water logging at least 3 to 5 feet of high water level found than previous year, the upper stream water was coming down and river water was increasing day by day, as the river has been silted in lower part and that is why the surplus water can not drain out, thus the river and community areas were over flooded, inundated houses, roads, embankments, education institutions, markets, other common places, 100% of the cropped lands and betel-leaf farm.



View of waterlogging over Keshabpur upazila during waterlogging' 2011

The affected villages were under water with houses, livestock's and other assets including 100% field & homestead crops. The T. Amon, grown vegetables and seed beds were also inundated and damaged. At least 75 % mud made houses of the areas have been damaged and beyond living condition and the affected people was sheltered on roads, schools grounds, and other high areas under the open sky.

The situation was really beyond control of the affected people and hampered/disrupted 100% of their livelihood opportunities. The latrine, tube-well, kitchen, firewood's and other essential items and commodities has been damaged. Water and sanitation facilities also damaged. The women used banana tree made boat for their toilet after sun set, i.e. in day time (Light) they can't go for toilet. This was really inhumanities situation for the victims. The victims were sufferings for wants of foods, drinking water, toilet facilities, plastic sheet and other essential items. The cattle, goat, chicken and ducks were also seriously affected. 100% employment opportunities have damaged, especially for the victims of affected villages. The poor and most vulnerable people found receiving loan from money lenders with high rate of interest, some people sold their residual part of assets like cattle, goat, chicken, duck, family uses plate, glass, ornaments and assets by token of prices for their survivability.

3. Wider objectives:

To respond to the emergency humanitarian needs of the most flood-affected communities hit by the 2011 Monsoon in Bangladesh

4. Specific objective:

To provide integrated relief assistance a manner that fosters early livelihoods recovery, reduces vulnerability and upholds dignity to the most vulnerable flood and water logging affected households to meet basic needs without them having to resort to negative coping strategies.

5. Staff recruitment, orientation and deployment:

The implementing organization Samadhan has recruited and deployed them after completion of organization and project related orientation. a 3 days orientation session has been conducted to make them well known about the project and the organization as well. The list of human resources are shown below:

SL #	Name of Staff	Designation	No. of position	Date of Joining	worked for the period	Remarks
1	Md Rezaul Karim	Executive Director	01	1/2/2012	30/6/2012	
2	Md. Abdul Khaleque	Project Coordinator	01	1/2/2012	30/6/2012	
3	Md Shahadat Hossain	Finance Manager	01	1/2/2012	30/6/2012	
4	Md. Abdul Mannan	Project Manager	01	1/2/2012	14/6/2012	
5	Debbbrata Biswas	Project Officer	01	1/2/2012	30/6/2012	
6	Md. Moniruzzaman		01	7/2/2012	17/2/2012	Resigned
7	Mohammad Sukur Ali		01	18/2/2012	30/6/2012	
8	SK. Shahariar Kollol		01	7/2/2012	30/6/2012	
9	Md. Yunus Ali	Accounts Officer	01	11/2/2012	30/6/2012	
10	Md. Altab Hossain	Field Facilitator	01	7/2/2012	30/6/2012	
11	Ms. Ruma Parvin		01	7/2/2012	19/3/2012	Resigned
12	Sheuli Parvin		01	1/2/2012	30/6/2012	
13	Anita Mahalder		01	1/2/2012	30/6/2012	
14	Masud Daria		01	1/2/2012	30/6/2012	
15	Shadhana Rani Kundu	Field Facilitator	01	1/2/2012	30/6/2012	
16	Mst. Shahida Khatun		01	7/2/2012	30/6/2012	
17	Sabrina Yasmin		01	7/2/2012	30/6/2012	
18	Md. Shamimur Rah.		01	7/2/2012	30/6/2012	

SL #	Name of Staff	Designation	No. of position	Date of Joining	worked for the period	Remarks
19	Reshma Yasmin		01	1/2/2012	30/6/2012	
20	Tandra Datta		01	7/2/2012	30/6/2012	
21	Rehena Parvin		01	7/2/2012	30/6/2012	
22	Md. Rafiul Zamil		01	20/3/2012	30/6/2012	

6. Key responsibility carried out by the Samadhan:

- Selected vulnerable villages through discussion with local representatives, local administration, and civil society people and also from the previous experiences.
- Discussed with Upazila Nirbahi officer of Keshabpur upazila.
- Inform to the Deputy Commissioner, Jessore and seek their assistance for smooth project implementation.
- Conducted staff orientation and developed plan jointly with Concern Worldwide.
- Formation and activate the Project Implementation Committee.
- Developed house to house beneficiaries' survey form, beneficiaries list form, Master roll form, Chit card, specimen of Banner, Festoon, Complain box, signboard and all other necessary formats with the consent of Concern Worldwide, Bangladesh.
- Displayed all specimens of formats, action plan, progress and other messages in office board.
- Prepared draft beneficiaries list through community consultation, and finalized the beneficiaries list through analysis of survey form, discussion with civil society and UP representatives.
- Ensure counter sign of the final beneficiary list by the respective union parishad Chairman.
- Distributed beneficiaries' chit card through door to door visit.
- Formation of Complaints Management Committee, conduct regular basis CMC meeting to address the complaint.
- Completed total Cash for Work and Cash for Training activities by ensuring Humanitarian Accountability Partnership guided by Concern Worldwide, Bangladesh.
- Ensured and preserved Beneficiaries list, Chit card, master roll, attendance register, Scheme register, Complaints register and all other necessary documents.

7. Key responsibility carried out by the Concern:

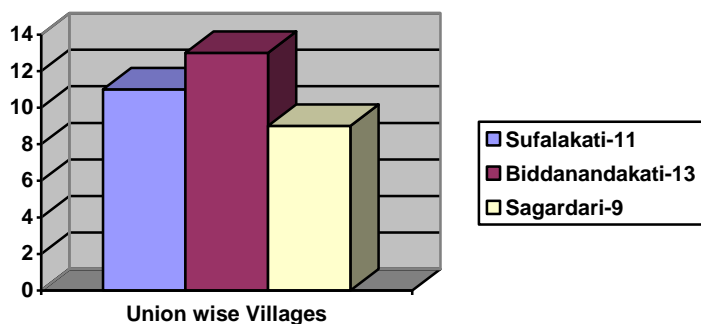
- Ensured proper technical support.
- Provide timely financial support.
- Two Project Officers and one Field Coordinator has assigned for providing full time and continuous guidance, supervision, monitoring, sharing and evaluation.
- Make Samadhan tracking with the project activities by ensuring necessary filed visit from Concern Worldwide.
- Made decision prior discussion with Samadhan to protect interest of the project participants.
- Provided feedback and shared openly with Samadhan about any of the significant information gathered from project monitoring visits.

8. Selection of Vulnerable villages:

With the consultation of local representatives, local administration and area visit Samadhan has selected the vulnerable villages from 3 unions under Keshabpur Upazila. the vulnerabilities were detected on the basis of damages due to floods and water logging. The Union and ward wise selected vulnerable villages are shown below.

SL #	Union	Village name	Ward #
1	Sufalakati	Krishna nagor	1
		Sarutia	
		Kayemkhola	2
		Hariaghop	
		Maynapur	5
		Santala	
		Arua	6
		Kalagachi	7
		Gridhornagor	
		Kanaidanga	8
		Sufalakati	
Sub-Total of Sufalakati		11	6
2	Biddanandakati	Burihati	1
		Awalgati	2
		Hasanpur	
		Subsekelpur	
		Kabilpur	
		Baga	3
		Rejakati	
		Nehalpur	
		Mahadebpur	4
		Maminpur	
		Teghori	5
		Titabajitpur	
		Kakilakhali	
		Sub-Total of Biddanandakati	
3	Sagardari	Kasta	5
		Baruihati	
		Fatepur	6
		Sreepur	
		Jhikra	
		Chingra	7
		Sheipura	8
		Sagardari	9
		Komorpur	
Sub-Total Sagardari		9	5
Grand total		33	16

It is noted that under Keshabpur Upazila total 33 vulnerable villages has been selected from 16 wards.



Beneficiary selection process:

The selection of beneficiaries for both cash for work and cash for training have been carried out through participatory approach. With the active participation of the affected communities Samadhan has conducted community consultation meeting with the selected villagers. All level people from the community has gathered in a pre selected and prior informed place in due time. In the community consultation meeting a draft beneficiary list has been prepared. For better assistance we have selected some representatives from different corner of the villages who have assisted us to prepare the draft beneficiary list. In each village except one we have organized and conducted in 33 community consultation meeting from below mentioned time frame.

SL no.	Name of Union	Duration		Total CC
		From	To	
1	Sufalakati	12/2/2012	15/2/2012	12
2	Biddanankati	12/2/2012	20/2/2012	13
3	Sagardari	12/2/2012	15/2/2012	8
Total	3			33

Based on draft beneficiary list prepared from the community consultation meeting staff members has conducted house to house surveys to validate the most vulnerable families and household at the village level. During house to house survey staff members have included the households that have been excluded in the community consultation. Staff members have also filled up a prescribed survey form for analysis, future reference and documentation. After completion of house to house surveys staff members have analyzed the survey documents in the office and finalized the beneficiary list. It is noted that field level discussions with the local government bodies has also been carried out to finalize the beneficiary selection in the targeted unions. After finalized the list it has counter signed by Union parishad Chairman and send a copy to Upazila Nirbahi Officer and Deputy Commissioner also. The beneficiary selection criteria are-

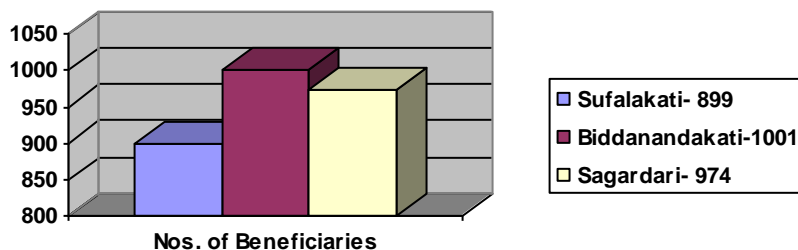
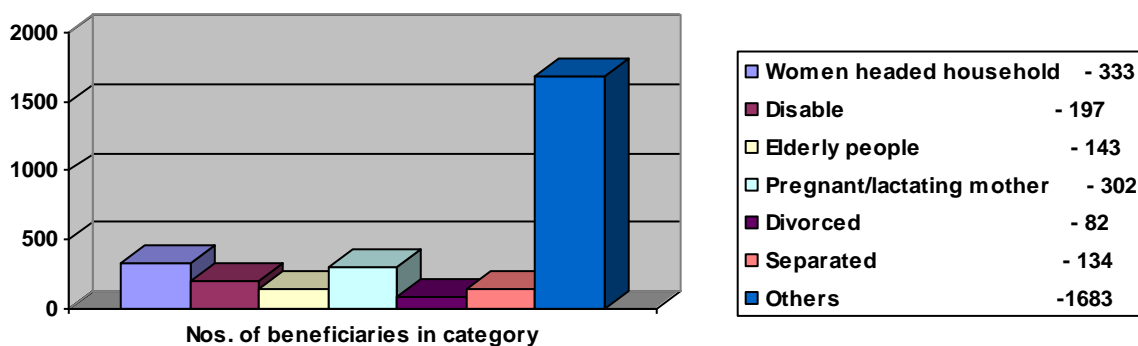
- Families whose houses and property was damaged/washed away during the floods and have had to continue living on embankments or in villages in marooned locations;
- Socially vulnerable people (female-headed and child headed households, elderly people, and disabled people) lacking purchasing capacity;
- Households that have no or little access to income generating activities.
- Families that suffer discrimination due to their minority status - neglected minority groups;
- People who have no means to recover from the loss on their own,
- Families with widows and people with disability,
- Landless laborers, small and marginal farmers.
- Permanently living people of the village.
- No earning member in the family but the family size is big.
- Illness family and having disable member.
- Having food crisis with elderly people in the family.
- Women headed family (Divorced, Abandoned, Widow etc).

- No Assets in the family, whose are hand to mouth.
- Having little bit land but no growing crops.
- No employment opportunities.
- Having pregnant mother, lactating mother and children in the family.

Considering the beneficiary selection criteria we have given more emphasis on women headed household disable, elderly people, pregnant/lactating mother, Divorced and separated households that are given below:

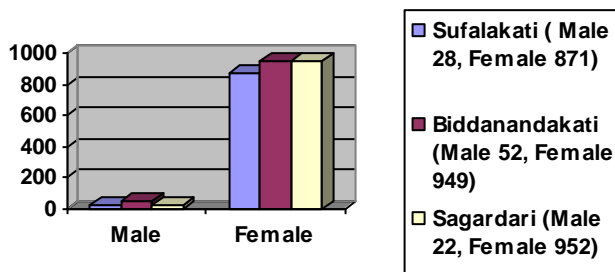
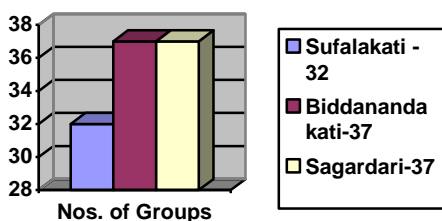
NARRI Associate has encouraged us to conduct focused group discussion where people might be selected the neediest and appropriate beneficiary from their locality. Through this process women and the poorest labor groups has given preference to work under these activities to reduce pressures for outgoing migration - a common coping mechanism to counteract loss of earnings.

Union wise total selected beneficiaries are Sufalakati union -899, Biddanandakati union -1001 and Sagardari union -974.



9. Segregated the beneficiaries into small groups

For easy handling of beneficiaries as well as to conduct training the beneficiaries have been divided into small groups. Total beneficiaries have been divided into 106 groups (Sufalakati- 32, Biddanandakati- 37 and Sagardari- 37) range from 20 to 31 in each group mentioning the group name and number. It is noted that most of the beneficiaries are female. Out of 2874 beneficiaries 102 have been selected from male and 2772 have been selected from female where male and



Activities Implementation:

Result: 01

Ensure Food security of Flood affected Community (2874 targeted households have increased income, through the Cash for Work (CFW) activity, to consume the food they need to meet the hunger gap in 3 month) Under this activity initially beneficiaries has been selected for 40 days Cash for Work (CFW). Just after completion of 40 days CFW another 7 days has been extended for all the beneficiaries. The final status of CFW activities are as follows:

Activity	Union	Person days			Amount		
		Target	Achieved	% covered	Target	Achieved	% covered
Cash for Work	Sufalakati	42253	42253	100	7394275	7394275	100
	Biddanandakati	47047	47047	100	8233225	8233225	100
	Sagardari	45778	45778	100	8011150	8011150	100
Total		135078	135078	100	23638650	23638650	100

The targeted (2874) households have been provided with employment opportunities for 47 days. All the Cash for Work activities have been successfully completed. Each household have been received income through Cash for Work activities amounting Tk- 8225 that have been started from mid March 2012 which enable them to purchase household needs to meet their daily requirements and reduce food related vulnerabilities. The income from the CFW was crucial for families to ensure food security and to cope with the situation and prevent them from falling into a more vulnerable situation. Through Cash for Work activities project has implemented infrastructure activities that have been increased the ownership and management capacity of community people. it has also provided an opportunity to families to create individual and community infrastructure that have served to reduce vulnerability to future disasters. Wages have been paid in weekly basis after securing signature of individual beneficiary in a master roll.

Result: 02

Ensure Food security of Flood affected Community (2874 targeted households have increased income, through the Cash for Training (CFT) activity, to consume the food they need to meet the hunger gap in 2 month) Under this activity same nos. of beneficiaries (2874 nos.) has been selected for 5 days Cash for Training (CFT). The final status of CFT activities are as follows:

Activity	Union	Person days			Payment status (TK)		
		Target	Achieved	% covered	Target	Achieved	% covered
Cash for Training	Sufalakati	4495	4495	100%	3146500	3146500	100%
	Biddanandakati	5005	5005	100%	3503500	3503500	100%
	Sagardari	4870	4870	100%	3409000	3409000	100%
Total	3	14370	14370	100%	10,059,000	10,059,000	100%

It is noted that both Cash for Work and Cash for Training beneficiaries are same. in case of cash for work male members (nominee of beneficiary) have been allowed to earth cutting as it is hard work and most women have not habituated with this. in case of Cash for Training only female have been allowed as most of the training topics has interrelation with women activities. A total of 2874 most vulnerable households have participated in the cash for training sessions, started from May 2012 and have received a

total of Tk 3,500 per beneficiary for a total of 5 days of training on Income generation activities, Home based production, WASH & DRR; The targeted households have generated an income through their participation and contribute in the training sessions to meeting their basic and other livelihoods needs. The targeted participants have also made aware of and understand the remuneration as a contribution towards the food security of all household members equally. The Cash for Training programme have been considered one of the best options to channel assistance to those who might not be able to join in labor-intensive work. Provided cash through training to save lives to most deserving disabled individuals, aged persons and women headed households who may not be able to join in other labor-intensive employment opportunities

The cash for training sessions has covered:

Emergency preparedness and response (DRR):

The main components of this training session has covered:

DRR approaches; demonstration of some small - scale mitigation and rehabilitation activities, which has done under the Cash for Work scheme; Community mobilization through awareness campaigns.

Income Generation Activities:

Under this activities capacity of beneficiaries has developed to involve with some income generation activities for future earnings. Health; Exclusive breast feeding, optimal breast feeding and complimentary nutritious diet.

WASH: Under this topic we have covered in the training: Personal & Family health/hygiene; Safe water, sanitation and hygiene care

Homestead gardening:

Malnutrition is one of the major problems of the rural people of Bangladesh. These training programmes has been facilitated by project experienced and trained facilitators. The contents has discussed in the training under this session: Food, nutrition and nutritional diet; Food security & Malnutrition; Composed fertilizer; Seed selection and germination; Seed bed preparation & care

13. Outputs/result:

It is mention-able that we have provided only Cash for Work and Cash for Training to the victims as short term basis to reduce their immediate sufferings. The results and or output of the supports have been stated as follows-

- 2874 households have received income through Cash for Work and Cash for Training activities in a timely manner to enable them to purchase food or other immediate needs to meet their daily requirements and to reduce food related vulnerabilities.
- People have got 5 months support, through which the short-term food security and food value both for adult and child have been improved. Supported families can meet other immediate needs.
- The payment has been made at 6 days interval without some exceptional issues in case of CFW and 2-3 days interval for CFT to the beneficiaries and the money has been spent by them based on their needs. The money has been contributed to refill the nutritional deficiency especially for the children, lactating and pregnant mother.
- Targeted families have increased income through the cash for work activity and through the cash for training session to address food security issues within the targeted unions.
- Some people have lost their assets that have inhibited them from the livelihood. Through this support people have recovered their losses. For example many households have lost boat and net which was their main livelihood asset. This lost has been recovered by this support.

- For want of money many students have dropped their study. Through getting financial support they have paid the tuition fees and bought educational materials and finally project support enabled them to restart their education.
- Reduced vulnerability of the affected people.
- Increased name and fame of the Concern worldwide, Bangladesh, ECHO as donor organization and as well as Samadhan as implementation organization in the locality.
- Reduced levels of risk, threats and vulnerability with the repairing of home yards above flood water levels.
- Improved communication through roads and paths that have given better access to markets, schools, health care centers, etc.

Scheme selection:

Under Cash for Work programme the activities has been taken up in consultation with affected community, local government representatives and with Upazila administrations. To implementing the schemes we have also consulted with Concern representatives. Staff has been trained on disaster risk reduction and mitigation techniques so that they can guide and give technical support for all accepted schemes.

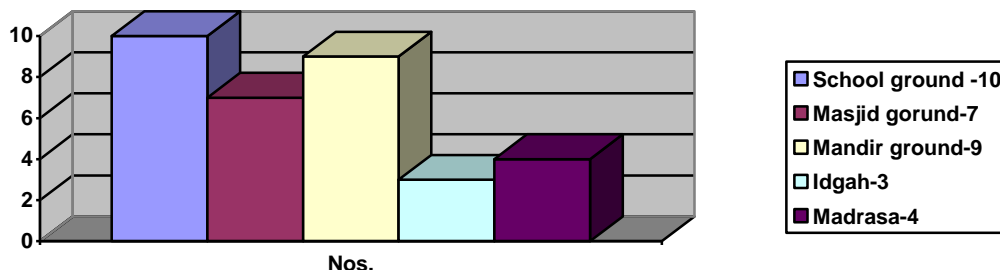
Orientated all staff about the damaged scheme selection and implemented it through considering DRR.

In each Union one Project Implementation Committee (PIC) has formed including beneficiary, UDMC members, civil society people and so on and has clarified their roles and responsibilities. PIC has provided the assistance to successful implementation of the project.

The activities have improved communication through roads and paths repairing that have created better access to markets, schools, health care centers. The raising of school grounds have created access to remain opens the school in disaster time as the school premises become water free. In case of cluster households rising have reduced the level of risks and vulnerability of home yards above flood water level.

The targeted households' plinth has been raised by a minimum of 1 foot above the flood water level in order to avoid the house being submerged or damaged to future flooding. Moreover, project participants have encouraged using suitable soil for raising the plinth, and has compacted the soil strongly so that it does not erode in the water easily. It is also noted that for better achievement and cost minimization we have selected cluster households instead of individual households.

The project has completed total 246 schemes. Out of which 89 cluster households, 124 are Feeder path/roads and 33 are institutions. Out of 33 common places 10 are educational institutions, 7 are Masjid ground, 9 are Mandir, 3 are Idgah and finally 4 are Madrasa. the category of schemes and institutions is shown in graph:



Category of Institutions



14. Management:

The Samadhan has developed an organogram to control and ensure accountability for each of the implementing staff and support staff to make it more transparent in every tire. Based on the developed and recognized systems chain of command followed accordingly. In field level implementation one project officer has assigned for one union to control & ensures proper list, and other essential documents in field level. Another one officer has assigned to preserve documents, ensure logistic and other necessary activities to ensure quality, quantity, time and cost. A 3 members procurement committee has also formed to procure all sorts of materials. Over all the man, money, moments and materials has been controlled in field and organizational levels during the project period very efficiently and enthusiastically. Other than that another one Project Manager has assigned for control over all planning, implementation, supervision, coordination, communication between government officials especially with the Upazila level to ensure their presence and or the presence of district level other officer. Project officer has assigned for day to day monitoring, conduct CMC meeting, open complain box, analyzed complaints, documented, shared with Director and Coordinator for necessary action. Other than those different levels of officer has assigned from Concern Worldwide, Bangladesh for proper monitoring support time to time to make it acceptable, transparent and justified to every one of the project areas as desired. Some other Senior Officer from Concern Regional Office has been extended whole hearted cooperation to ensure better support for the beneficiaries. After completion of all activities Upazila Nirbahi Officer has kindly given “**Completion Certificate**” to the Samadhan as documentary evidence for good and transparent implementation of activities.

Cross cutting issues:

Gender/ Equity:

Generally, women are at a disadvantage at the household, community, and societal levels especially in the project working areas. Before the project, it was observed that women have less access to and control over resources and limited influence over household decisions. The project have been enlisted 98% of women beneficiaries and have been involved them in productive work (Cash for Work/ cash for Training activities). The project has ensured equal wages both male and female beneficiaries. The project has sensitized the men in the community and learned them on gender equality. The sensitization activities encourage men to allow their women in productive works. It is also noted that Manager Gender & Equity from CWW has visited the project areas. She has facilitated session with staff members and beneficiaries as well. Through these activity 2781 women has got income earning opportunities for 47 days with a wage payment of 175 BDT in each day. According to our observation it has found that the opportunity enables women in control over resources, decision-making power in the family, becoming earning members of their families, having some savings and improved family relations. Some women have been expending the earned money to meet the basic needs of the family, purchasing goat, poultry, and household accessories. Some women have been used the earned money to buying the educational materials, tuition fees, bicycles that have been reducing the drop out of their children from school. In some cases males have been involved with domestic work like cooking food, collecting safe drinking water to assist women. The project has also been created women-friendly working condition in Cash for Work place ensuring toilet and water facilities. Moreover, the households become happy because with increased income from Cash for Work activities, they become able to feed their families, children even though the cost of basic needs have been increasing. Besides this the project has also created some negative effects like increased the women workload, inadequate childcare and hazardous of personal health and safety. In some cases beneficiaries become sick due to heated sunny weather. The project has been given emphasis to include disable and other minority people and bring them in mainstreaming of development activities.

Disaster Risk Reduction (DRR):

The proposed working areas have seen repeated water logging for the last eight years that causes severe damage of feeder/connecting roads, individuals' houses. Waterlogging caused inundation of different institutions that have been severely affecting the study of many students. From the beginning of the project we have collected nos. of schemes from the community people and local representatives that become water logged. Through Cash for Work activities we have been providing an opportunities to the flood affected families to create individual and community infrastructure that have served to reduce vulnerabilities to future disasters. The project has been reducing levels of risk and vulnerability with the repairing of home yards, rural roads and institutions above flood water levels that ultimately minimize the future threats. Under this project we have been raised 89 cluster households considering DRR. Most of the households members had left their houses and took shelter in the high road or embankment during disaster. Community people hoped that their households might not be flooded and they might not lose their domestic materials. Last floods have damaged the community link/feeder roads and people have been faced problems to move freely. project have repaired 124 feeder path/roads considering DRR where 223 community people have got access to free movement, carrying their agricultural produces and others. Community people as well as local govt. and administration become happy for implementing this activity. It is also noted that floods and water logging have been stopped the education of children as the premises have gone under water for 3-5 months time. The project has raised 10 nos. of such school ground above flood level that might not be inundated in future. The project also raised 23 masjid, mandir, idgah and madrasa ground.

Security:

To maintain the safety and security of the project staff earlier we have communicated and informed about the project to local administration like UNO and OC of keshabpur upazila. For proper safety measure we have completed our day to day work and return to office before sun set. During cash transportation we have always take safety measure like more than one person at a time carrying the money. Selected secured place to distribute the money, involvement of local people during disbursement. Carrying of big amount money we have hired 4 wheeler for more safety measure.

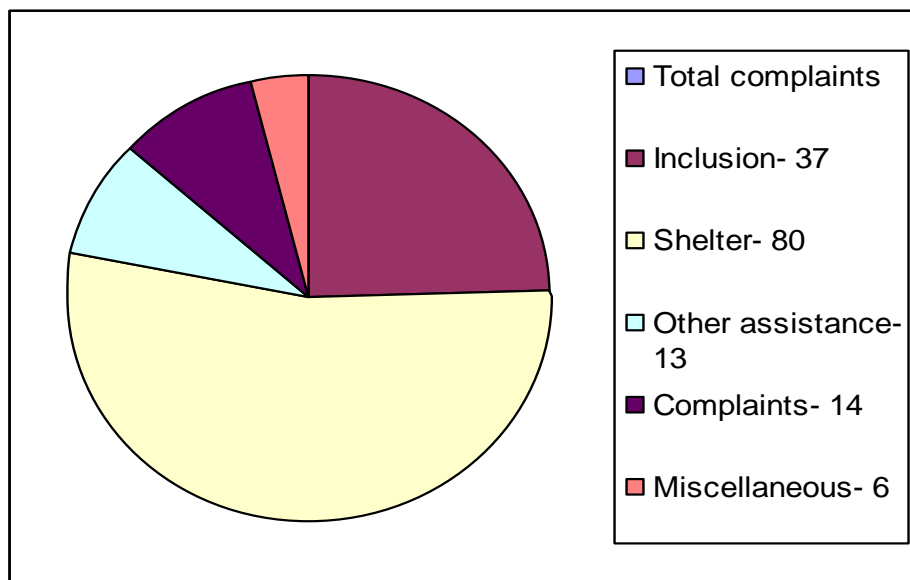
Visibility:

To ensure visibility logos of donors, supporting and implementing organization have been demonstrated all the papers and documents. Logos also have been displayed in all the chit card, banners, signboards, festoons, information boards and so on.

Complaints Response Mechanisms (CRM):

It is noted that the project has been implementing in 3 Unions under Keshabpur Upazila. To address the complaints we have formed one Complaints Management Committee (CMC) in each union consisting 7-8 members. In each Union we have displayed 2 complain box and has been informed community people to put their written complain in the boxes if any. We have also displayed information boar mentioning all the project components 6 public places of 3 unions. Besides this we have hanged 12 nos. of festoon in different places in order to aware people to prevent bribe to enlist the name as a beneficiary. We have also provided 3 cell phone nos. (2 Samadhan staff and 1 CWW staff) in the beneficiary chit cart so that any moment beneficiary informed us any complaints. On fortnightly basis CMC seat in a pre selected places, collect the complaints through opening the boxes. CMC members have critically discussed and analyzed the complaints and find out the causes of the complaints. In critical cases CMC physically verified the cases through discussion with people who has raised the complaints. After verification CMC has been taken decision to address the cases.

Up to the end of the project we have conducted 20 meeting in 3 unions where we have got 150 complaints. Out of which 37 are application for inclusion as a beneficiary, 80 are application for shelter, 13 are for other assistance, 14 are complaints and 6 are miscellaneous. Regarding shelter we have handover the complaints to shelter project management. The CMC has investigated the complaints but all the complaints have been found baseless. The overall status has shown in chart.



Challenges/ Constraints:

Challenges:

- Selection of limited households from huge nos. of vulnerable households;
- Ensure attendance of 98% women beneficiaries in Cash for Work activities even in heated sunny weather situation.
- Continue Cash for Work activities in rice harvesting time;
- Lack of skill and experienced staff in short term project.
- Ensure participation of CMC members without financial support.
- Selection of limited cluster for plinth raising from huge nos. of water logged households.
- Find out suitable training venue the community area to conduct Cash for Training activities.
- Create suitable learning environment due to lack of IEC materials.
- Influential people have forced us as well as beneficiaries to do the infrastructure activities that are not useful for community people.
- In most cases influential people disagreed to provide soil from their own land.
- Local political influence to enlist beneficiaries who do not meet the criteria.
- Delay payment due lack fund availability.
- Carrying huge cash money to the remote and insecure areas.

Ways to overcome the challenges;

- Beneficiary selection through following the participatory approaches.
- Reducing working time due to sunny heated weather and rice harvesting issues;
- Provide support to the inefficient staff;
- Discussing about the roles and responsibilities of CMC members;
- Close coordination with local representatives and local administration;
- Select the cluster for plinth raising that are most vulnerable.
- Discuss with the authority of different institutions and request them to spare room using for training venue.
- Prepare/ collect IEC materials that locally available and easy to understand.
- Discuss about the project goals and objectives.
- Motivate them through community people or local govt. or collect soil from long distances/
- Ensuring Accountability and transparency of the project activities;
- Ensuring vehicle support and assigned more human resources during cash carrying.

Future community needs:

- Create employment and income for more earning opportunities.
- Provide non-conditional support to elderly people, disable and women headed households.
- Raised more household plinth in cluster and individual households.
- Provide agricultural support to small and marginal farmers.

15. Work Plan:

Attached herewith



23. Conclusion:

The inception period of the “**ESWAP Project, 2012**” in Keshabpur Upazila under Jessore district has very much exciting, as because the people were really helpless and hungry with women, children, elderly and disable people. Actually there was no any organization given such memorable support to the victims. So the beneficiaries were very happy with support, the Upazila administration, Union parishad and other third persons appreciated for enough items and quality of support and we feel proud being an implementation organization as the partner of the Concern Worldwide, Bangladesh.

Heartiest thanks and grateful to everybody of Concern Worldwide, Bangladesh especially to Country office at Dhaka and as well as the officials of **Concern and ECHO** for their contribution a lot to provide support to the waterlogging affected population of Keshabpur upazila under Jessore district.

Hopping continued support of Concern Worldwide, Bangladesh to provide support to the people, who have lost their health and wealth for waterlogging.

Thanks and regards

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