



FROM THE CRADLE
TO THE GRAVE

WE ARE THERE



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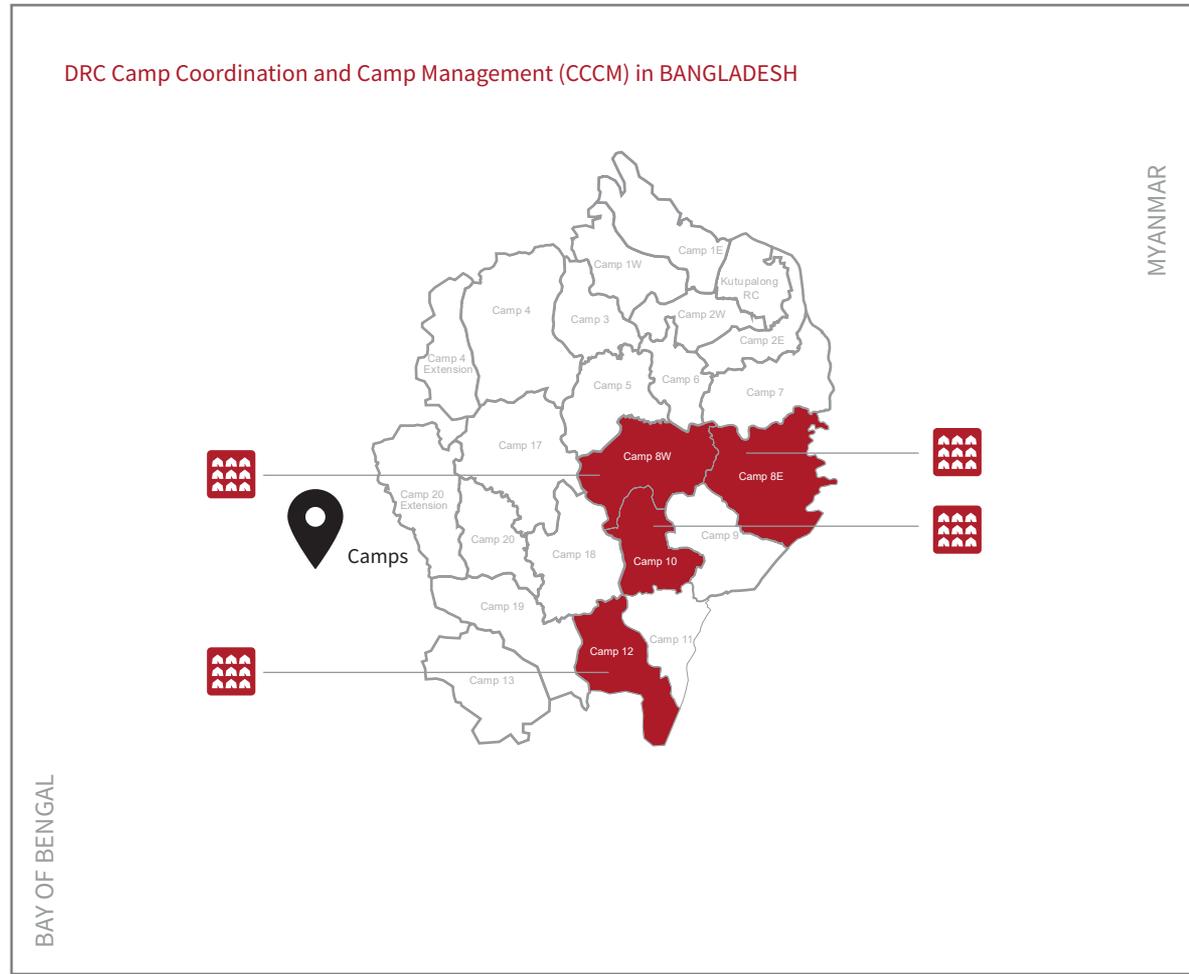
Camp Coordination & Camp Management
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DRC Camp Coordination and Camp Management (CCCM) in BANGLADESH



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Sumitra Mukherjee

Operations Director Asia &
Country Director Bangladesh



'Where there is life, there is joy, sorrow, celebrations, welcomes and goodbyes. You also find an array of realities that define the different chapters of life, like conflicts, hope, resilience and growth. More than six years have transpired since the Rohingya population sought refuge in Bangladesh, and now, a

million lives embody these diverse realities. This book delves into the coordination and management efforts of DRC in the Rohingya camps in Cox's Bazar. In August 2017, an outbreak of hostilities in Myanmar triggered the displacement of more than 600,000 Rohingya people, who fled across the border into Bangladesh to seek refuge. Their plight not only affected the lives of Rohingya men, women and children, but also the communities in Bangladesh who became their hosts.

Population density was already high in Bangladesh and resources stretched, when thousands of Rohingya arrived at their doorstep in the flood and disaster-prone district of Cox's Bazar that overnight turned into the world's largest refugee camp complex. As of 2023, an estimated 978,000 Rohingya refugees and 538,000 host community members in Cox's Bazar now reside and face dire needs of humanitarian assistance.

The Danish Refugee Council (DRC) is assisting both Rohingya and their host communities in Rohingya camp to manage and coordinate the temporary settlement sites. The CCCM – Camp Coordination & Camp Management is one of the five core sectors, and DRC Bangladesh is providing Site Management Supports (SMS) through this sector.

I am pleased to present you a collection of inspiring photo stories 'FROM THE CRADLE TO THE GRAVE' from DRC SMS activities in Cox's Bazar.'

Sumitra Mukherjee

ABOUT

CAMP COORDINATION & CAMP MANAGEMENT

Danish Refugee Council (DRC) has been operating in Bangladesh since 2014, and in 2017 DRC started providing emergency assistance to the Rohingya population arriving from neighbouring Myanmar. Since then, DRC has been engaged in Camp Coordination and Camp Management (CCCM) activities, aiming to safeguard the well-being and protection of the Rohingya displaced population in Bangladesh. DRC has been supporting Camp Administration (Government of Bangladesh Camp-In-Charge Officials and their teams) in managing four camps —Camps 8W, 8E, 10, and 12—in Ukhiya. The targeted population for these camps stands at 125,053 individuals, comprising 32,742 women, 31,216 girls, 28,148 men, and 32,947 boys, as per the Joint Government of Bangladesh – UNHCR Population factsheet dated July 31, 2023. DRC's CCCM activities are comprehensive and include coordination with service providers and camp officials, strengthening accountability mechanisms, facilitating community engagement through committees, disseminating information to stakeholders and affected populations, and coordinating emergency preparedness and response efforts. The focus remains on achieving the SCCC Sector JRP Objectives, ensuring affected populations participate in decision-making processes and have equal access to accountable, life-saving assistance that upholds their dignity and well-being. DRC's CCCM interventions involve identifying unmet needs through daily service monitoring, producing and sharing monthly camp-level information products, monitoring relevant facilities, supporting multi-sectoral assessments, advocating for service providers to address gaps, and reinforcing existing camp-level coordination mechanisms.

The organisation prioritises disaster risk reduction, monsoon response, cyclone preparedness, fire response, and the operationalisation of mobile firefighting units (MFU)/Tuk-tuk across the four camps. Emphasising the safety and protection of refugees, especially vulnerable groups such as women, children, and the elderly, DRC's CCCM activities incorporate regular community meetings, Complaints Feedback, and Response Mechanism (CFRM), life-saving information sharing, awareness raising initiatives on and representation in camp management structures to foster a participatory approach. The organisation focuses on targeted community-led projects, emphasising community consultations, project development at the community level, and project sustainability in line with DRC's CLP SOP. Additionally, DRC enhances women's engagement and participation in community representation mechanisms, augmenting the capacity of Women's Participation Project: (WPP; IOM's global Project) members to prevent, mitigate, and respond to protection risks in alignment with the specific needs of vulnerable groups including accessibility audit for people with disabilities across the four camps. DRC's commitment extends to Youth Engagement through Micro-Community Projects, supporting youth groups to foster empowerment, social integration, resilience, and coping mechanisms to improve mental health and well-being. The organisation remains dedicated to promoting equitable access to essential services and advocating for improved living standards, dignity, and safety as core principles of its CCCM programming.

Since 2017, DRC has been an elected member of the Sector Advisory Group (SAG) of the SCCC sector. DRC's active participation has involved valuable contributions to the sector, Notably, from December 2017 to December 2022, DRC played the role of co-lead within the SCCC sector, playing a central role in guiding the sector's strategic direction and fostering collaboration among stakeholders.





THE BEGINNING

12,789 beneficiaries to resolve their registration related cases through CFRM since 2019

DRC CCCM runs 11 CFRM static desks along with mobile CFRM teams to register community complaints across the four camps where a significant number of complaints are received on registration related. DRC received the complaints. DRC collects all registration-related cases, referring them to UNHCR, and systematically follows up until cases are resolved, providing feedback to complainants.







Six months passed since our daughter was born, but we couldn't register her in the Family Attestation Card provided by UNHCR. Without the registration document, we couldn't access any assistance or services for her. I decided to go to DRC to seek help, and fortunately, they provided the support we needed.

- Syed Alam





IQRA: THE PRACTICE OF READING BOOKS

120 people received access to read a variety of books.

The Rohingya Youth Group, with support from DRC CCCM, launched a library project catering to Rohingya readers. As a part of this initiative, four libraries have been established in different parts of the camps, which has provided a valuable resource for the youth. This initiative not only fosters a love for reading but also contributes to the educational and intellectual development of the community members. Access to books can empower individuals, offering them a means to acquire knowledge, expand their horizons, and improve their overall well-being.





We keep a record in a logbook, and each person can borrow up to two books for a week. Among us, there are about 15 youth in the youth groups managing the library, but sadly, we don't have enough books.

- Anwar Azim
Member of the youth group





YOUTH-LED COMMUNITY CENTRE

1,573 community events have been supported by the wedding kits initiatives (CLP)

Since 2019, DRC has formed youth groups across four camps, involving 417 youths as part of CCCM community engagement. With DRC support, these groups have successfully implemented 23 small Community-Led Projects (CLPs). Notably, the youth-led wedding kits initiative has proven to be a sustainable CLP, significantly supporting the community in wedding celebrations and other cultural events.

By providing essential items for wedding celebrations, the initiative addresses a significant need within the community.

In many cases, these resources are financially burdensome for individuals in the camp, making it challenging for them to organise and enjoy important life events such as weddings. The provision of wedding kits by the youth-led initiative not only alleviates this financial strain but also contributes to the overall well-being and happiness of those involved and fosters a sense of unity and support among the camp residents. Moreover, by empowering the youth to take a leading role, the CLP not only meets practical needs but also encourages a sense of ownership and responsibility within the community. This fosters a spirit of collaboration, solidarity, and self-sufficiency, elements crucial for the well-being of any community, especially one residing in a challenging environment such as a refugee camp.



WELCOME

the most... the most powerful
WELCOME WEDDING CEREMONY

Ms. Eliza Bosh

Ms. Shahidah

Ms. Mye Soe
(B.Sc. Physics)

Ms. Hla Hla Soe

Place: Mhatkhal (1), Camp... (P-13) (Near to IOM Hos...
and... Ngan Chuang Village Trac... ang Township, Arkan Sta... mar





I received assistance from the DRC-supported youth group when I got married. They assisted us with decorations, cutleries, big cooking pots, and other items for the celebration. Usually, these things cost a lot, and I couldn't afford to rent them from a local decorator. Thanks to the support from the DRC youth group, my wedding went smoothly.

- Mohammad Forkan





Collecting beneficiaries' complaints through the mobile CFRM using the Zite Manager (ZM) web platform helps eliminate the need for paper records, promoting more efficient complaint documentation and improved data protection.

DOOR-TO-DOOR

15,718 sessions conducted

DRC employs door-to-door visit strategies in camps to improve communication, support, and overall project effectiveness. These visits involve assessing the unique needs of individual households, sharing life-saving information, a mobile CFRM system, and sharing information about GBV risks, intimate partner violence, GBV case referral mechanisms, PSEA, and early marriage risks with WPP committees through a radio drama. The aim is to enhance community engagement by fostering direct relationships with residents. The approach to door-to-door visits prioritizes cultural sensitivity and respecting the privacy and traditions of the residents. In 2023, through door-to-door visit approaches, DRC conducted 610 mobile CFRM sessions and 15108 sessions on different sessions focusing on reaching girls and women, as gender norms often discourage the Rohingya women from leaving their shelters to access life-saving information and CFM mechanisms.





DRC

DANISH
REFUGEE
COUNCIL
VOLUNTEER



We face different issues in the camps. When the DRC mobile CFRM team and CCCM volunteers visit our block for a door-to-door visit, we can express our concerns, and they support us by providing information and addressing our concerns. As a result, we now have a positive and strong connection with the DRC volunteers.

- Fatema





THE DIGNITY OF BEING HUMAN

61 people with special ability supported through gardening supports

DRC promotes inclusivity by including people with disabilities in a Community-Led Project (CLP) to reflect the diversity of the community. Designing CLPs with the needs of people with disabilities in mind ensures that facilities and activities are accessible to everyone. It empowers individuals by recognising and utilising their unique skills, contributing to their sense of self-worth and independence. DRC supported different community committees to implement 9 CLP on rooftop gardening in the last 4 years where 61 people with special ability were included in all processes.







I am a person with special ability. DRC has some special support for people like me. I received trainings on handicrafts, I use these for my regular household activities. I learnt how to get any help and where to go for any service, such as relief, medicine, ID cards etc. Also, I received support for gardening, now I grow vegetables here, so I can feed my children nutritious foods.

- Saddam Hosen





WHEN WOMEN TAKE LEAD

162 women supported

DRC runs a women's participation project (WPP) in each camp that aims to enhance women's engagement in community representation, strengthen the capacities of community representatives to address protection risks, and consider the specific needs of the most vulnerable groups. DRC coordinated with other partners and IOM to provide tailoring training to 162 WPP committee members. 162 sewing machines were distributed to training participants to promote financial independence.





I learned how to sew with help from DRC, and they gave me this sewing machine. It's too costly to pay tailors to make clothes in the camps. Now, I can make clothes for my family, and I teach other women too.

- Rom Bahar





IMAMS, THE GREAT INFLUENCERS

40 Imams receive supports regularly

Engaging with Imams (community religious leaders), in Rohingya camps through DRC SMS significantly enhanced community engagement, and facilitated a more profound connection with the Rohingya community, fostering trust and understanding. Notably, Imams, as respected figures, play a vital role in effectively disseminating crucial information to a broader audience, ensuring it is received and understood. This collaboration has also proven effective in addressing cultural and religious sensitivities, promoting greater community acceptance and participation from the community. DRC SMS holds bi-weekly meetings with established Imam committees in the four camps. These sessions address general concerns, update on DRC activities, gather feedback on service provision, and share key information and awareness messages. A total of 40 Imams from all camps participate, disseminating the information within their communities and supporting DRC by relaying community feedback and concerns collected at the block level. Imams played a crucial role in disseminating information about disaster preparedness, cyclone messaging, and disease outbreaks to the community and in managing deceased bodies during the COVID-19 pandemic through the facilitation of dignified burials, with support from DRC CCCM.







I'm an Imam, a religious leader. I often join discussions with other Imams in DRC sessions. In these gatherings, we cover various crucial topics related to our well-being, including information about COVID, hygiene, behavior, and disaster alerts. Today, after the Jumma prayer at my mosque, I talked to the congregation about Dengue, aiming to raise awareness among the people.

- Maulana Mohammed Yusuf





DEALING WITH DISASTERS

7,942 cyclone preparedness sessions conducted

DRC plays a crucial role in emergency preparedness and response for camps, making a significant impact on the well-being and safety of the people within them. DRC has Disaster Management Units (DMU) in each camp consisting of 400 Volunteers (260 Males and 140 Females) who are involved in planning and organising activities that enhance the overall preparedness of the camp. DMU Volunteers engage with the camp residents, building relationships and fostering a sense of community in times of crisis, as a connected community is better equipped to respond and support each other. DMU volunteers received training on various aspects of emergency preparedness, including evacuation procedures, first aid, and disaster response. DMU volunteers play a role in implementing early warning systems within the camp. This involves establishing communication channels, and alert mechanisms, and ensuring that residents are well-informed about potential risks. In the event of an emergency, DMU volunteers are involved in rapid assessments to understand the extent of the impact on the camp. DRC diligently managed 912 fire points and 185 fire hydrants across its four camps, ensuring continuous readiness through the regular replenishment of fire extinguishers, buckets, fire beaters, fire blankets, and water drums with the support of IOM and maintaining an active fire warden system. A total of 49 minor kitchen fires were quelled by DMUs in 2023 and concurrently, needs assessments were conducted for households affected by fire, with referrals made to appropriate service providers for assistance. In anticipation of cyclones, DMUs took proactive measures by conducting 7942 Cyclone Preparedness Program sessions. Additionally, 105 households, comprising 523 individuals from various camps, were temporarily relocated to communal shelters to minimize potential damage from heavy winds and landslides, exemplifying DRC's commitment to robust emergency preparedness and response.







We need female volunteers because there are elderly women, pregnant women, and children. Women volunteers understand the needs of other women. Additionally, women feel safe with us, enabling them to confide in us about their concerns during any disaster. Recognising the significance of female volunteers, I chose to join DRC to contribute to the support of my community.

- Manowara
DMU Volunteer



I joined as a DMU volunteer in DRC because I witnessed how scary it is when any disaster happens in the camps. I wanted to serve my community because I care about them. I received different trainings in 2019. Then, in 2021, when there was a massive fire in the camp, I rescued 5 people including children.

- Mohammad Ali
DMU Volunteer





7,349 referral support provided

DRC REFERRAL IMPACT

As a CCCM agency in four Camps in Cox's Bazar, DRC SMS plays a crucial role in maintaining a referral mechanism within refugee camps to ensure assistance. Through effective coordination, DRC SMS identifies individuals requiring specific assistance and refers them to relevant organisations specialising in Site Development (SD), shelters, food, NFI/LPG, protection, or other essential services. This referral mechanism helps streamline aid delivery, ensuring that refugees receive the assistance they require promptly and efficiently. By fostering collaboration between various stakeholders and service providers, the DRC contributes to a well-organized and responsive support system within camps. In 2023, the DRC facilitated a total of 7,349 referrals across the four camps pertaining to slope protection, drainage requirements, and pathways to SD partners and the Disaster Risk Reduction (DRR) partners. These referred issues were recorded through the SD service monitoring and CFRM desk. Notably, out of the total referrals made, a substantial 4,943 were successfully addressed through an effective referral mechanism managed by DRC CCCM which benefitted 2523 beneficiaries across the camps.

DRC, with ADWG technical experts and community members with disabilities, conducts Accessibility Audits in camps. The primary goal is to assess the safety and accessibility of camp facilities, identifying potential improvements. Findings are referred to IOM and service providers to enhance accessibility and safety for users with disabilities.





We were all asleep when, suddenly, I heard the baby crying. We woke up and realised there was a landslide about to happen. I quickly held the baby, and we rushed to a relative's house. The next day, I went to the DRC SMS office, and they kindly assisted us in finding temporary shelter. They also reached out to an NGO that works on positioning areas affected by landslides. After they completed the soil protection work, I returned home. Now, I've planted trees on this protected soil, and I'm taking care of them. It adds an extra layer of safety to our surroundings.

- Saifullah



I got a lot of help from DRC. There was a danger of landslides where I live. I'm a single mother, and being a woman brings many challenges. I got scared because my shelter was damaged in heavy rainfall previously. So, I went to the DRC SMS office and asked for assistance. Thankfully, my shelter is now repaired and protected by DRC by collaborating with shelter partners.

- Shamsunnahar

I'm a Mazi, a leader in my community. I saw that people were having a hard time because there was no road here. When it rained, the area got flooded. So, I went to the DRC CFRM (Complaints Feedback Response Mechanism) and registered a complaint about the issue, asking for a solution. Thanks to their big support, we now have a road.

- Syed Alam





RESOLVING CONFLICTS

96 community consultation facilitated

Effectively managing empty spaces within camps by DRC CCCM has several positive impacts on conflict resolution and the overall well-being of the community. Regular community meetings and open communication channels within empty spaces facilitate dialogue, allowing refugees to express concerns and resolve misunderstandings. DRC SMS facilitated 96 community consultations between the community and Shelter, WASH, and SD partners on the selection of 242 spaces in 2023.







People in our neighborhood argue and fight because there's not enough space in the camps. When people come to me with problems, I turn to the DRC CCCM for help. They're good at sorting things out very nicely and making people understand each other.

- Hason Manjhi, community leader



I previously had problems with my neighbours. They didn't help me find a space for my shelter because there was a disagreement about land. Thankfully, DRC helped us to understand the necessity of being united, and the conflict resolved.

- Mohammad Rashid





BREAKING THE CAGE OF AGE

12,842 elderly people supported

DRC CCCM facilitated the empowerment of elderly men committees through Community-Led Projects (CLPs), transforming them into active contributors rather than passive recipients. This approach prioritises inclusivity, ensuring that the unique needs and perspectives of the elderly population are acknowledged. In 2019, DRC SMS supported the established elderly committees in implementing 17 distinct CLPs, identified, designed, and executed by the elderly community, benefiting 12,842 individuals across various camps.

One particularly successful CLP focused on crafting bamboo handicraft items for elderly individuals. This initiative not only provided an avenue for acquiring new skills in bamboo craftsmanship but also fostered a profound sense of empowerment, bolstering the self-esteem and confidence of the elderly participants. The decision to use bamboo for handicrafts underscores a commitment to sustainability, utilising a locally available resource. This not only aligns with environmental consciousness but also demonstrates a practical and resilient approach to community development. DRC SMS remains dedicated to supporting initiatives that promote the well-being, skill development, and sustainable practices within the elderly population.







We learned how to make things like baskets and pots using bamboo when we were in Myanmar. DRC gave us bamboo to use. It's useful for us because there are rats and bugs in the camps, and we can't store things like rice, ginger, and onions safely. But now, we can put our necessary items in these pots and hang them up, so they stay safe.

- Hafez Ahmad





BEGINNING OF THE END

640 funeral event supported since 2019

DRC SMS established a Dignified Burial Management and Graveyard Management Committee in each camp, yielding positive impacts. The committee ensures that burials are conducted with dignity and respect, considering the cultural and religious practices of the community, and enhancing graveyard management through proper documentation and maintenance of graveyard sites. This fosters cooperation and understanding among refugees, creating a supportive environment. The committee, trained by IOM on safe and dignified COVID 19-era burials, received PPE for effective management, crucial for public health. With 92 members, the committee supported 640 burials since 2019.







We have a Graveyard Management and Burial team; DRC helped us to form it. DRC gave us tools like shovels, carriers, shrouds, bamboo, and other things we needed for funerals. I was part of about 50 funerals, helping with all the necessary arrangements.

- Abul Kashem



People come in this world and everyone has to die one day. It is a very important to say goodbye someone when the person die.

I am honoured that I work in this graveyard team. I have attended nearly 120 funeral events since I started.

- Nurul Hason



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