



Rapid Response of Cyclone Amphan Project
Project duration: 26 May- 9 July, 2020

Challenges and learning of COAST Trust

Challenges:

1. We faced difficulties while filling up information of project beneficiary format in line with the list provided by the Union Parishad (UP). UP beneficiaries list is not detailed (it contains only name, father/ mother's name, voter ID, mobile no.) and additional BNFs information could not be collected as per guide line due to wrong information by the program participants or the phone call was not received, or the program participant does not have contact number.
2. Union Parishad didn't extend their cooperation while door to door distribution was being conducted for ensuring transparency and compliance of core humanitarian standard (CHS).
3. Some anomalies found in the Aid list as the UP members themselves involved in with the manipulations. The team tried to keep it clean but could not help cutting off some names from the list.
4. It was a very rough & tough job to collect the list from UP, fill up forms, primary listing, scoring and prepare final list, taking signature from the UP and UNO and distribution of aid stuffs within a short period of time. It took huge amount of time spent to coordinate, collect information and maintain all the steps, instructed.
5. It was difficult to distribute aid stuffs at door steps during heavy rainfall to the badly affected people by AMPHAN who lives in outreach char and on embankment.
6. Limitation of budget for field allowance and caring cost.
7. Limitation of budget for hand washing device establishment cost. Budget could not be revised for sub-contracting terms by COAST and Jago Nari. Might be possible to revise if it was contacted to donor directly.
8. Budget estimate of this project was not discussed with COAST as an implementing agency.
9. All poor people cannot afford mobile phone. They use other's phone number. Some BNFs who were not available over phone, left behind.
10. There were some conflicts created who were beyond the scoring and not being a program participant.
11. Political influence and pressure over taking away the aid stuffs by the local political men.
12. At the onset of COVID-19 situation emerged, 100% verification of the list over phone was not possible.
13. Some listed names approved by the UP body and UNO could not be left behind.
14. Final program participants' selection list signed by the UNO, we used for distribution. It was challenging to take sign by the UNO again in the master role, when the papers are huge and the participants are same. Taking sign in a forwarding letter quoting the participants are seme would be better.



15. Two meetings were organized in two separate days between the working hours ahead of the distribution day. Time was a challenge.

Learning:

1. The project aimed at covering 80% female beneficiaries but the primary list we received from chairmen covers the male names. We tried to collect female name but it was difficult. And, also difficult to get approval from TNO and chairman as the female names were not on their list.
2. Complaint should be received and managed by the implementing organization first. If the complainant is not satisfied with the response then s/he can go further to the second organization and then third.

Recommendations:

1. For fare selection and fast reaching ought to the affected program participants, the implementing organization should have the sole right to select the program participants with responsibility.
2. Consortium members should discuss first and then sign the mutually agreed agreement.
3. We could use UP members for coordination and not as selection authority. As it is the SFB member organization which has the responsibility and accountability.
4. We conducted Post Distribution Monitoring (PDM) over phone and ticked in the satisfaction format, compiled report and submit. However, organization could manipulate data to keep them safe. Here, SFB, independently could verify some program participants to assess them and know their satisfaction and need.

Documented by
Md. Eunus
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