



# CHS Revision Bangladesh

*Welcome*

**“Bringing the CHS Closer to  
People We Serve”**

Dhaka, 25 September 2023

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**“Bringing the CHS Closer to People  
We Serve”**

*Agenda*

1. *Welcoming session*
2. *Brief presentation of CHS revision process and main changes*
3. *Commenting on the draft revised CHS – interactive work*
4. *Summary and Close*

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## Workshop on “Bringing the CHS Closer to People We Serve”

### Welcoming session

**Rezaul Karim Chowdhury**

*Executive Director, COAST Foundation*

**Bonaventure Gbetoho SOKPOH**

*Policy & Outreach Senior Advisor*

**Ms. Aleyda Valdes**

*Humanitarian Affairs Advisor, UNRC Office, Bangladesh*

**Ms. Trude Strand**

*Director of Policy, Impact and Advocacy, CHS Alliance*

**Mr. Md. Mizanur Rahman**

*Director General, Department of Disaster Management, Government of Bangladesh*

**Mr Nayeem Gawher Warha,**

*Vice Chairman, COAST Foundation and Member Secretary Disaster Forum*

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## “Bringing the CHS Closer to People We Serve”

### CHS and CHS Alliance



**CHS Alliance, a membership organisation**



**The CHS as a standard**

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*CHS Alliance is a membership organisation*

## “Bringing the CHS Closer to People We Serve”

CHS Alliance members believe organisations deliver higher quality, more effective aid when they are accountable to the people they serve.

Some of our members are among the largest humanitarian and development actors in the world working across several continents; others work locally and might be among the smallest. All are committed to putting people in crisis at the heart of what they do by implementing the Core Humanitarian Standard (CHS).



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*CHS Alliance is a membership organisation*

## “Bringing the CHS Closer to People We Serve”



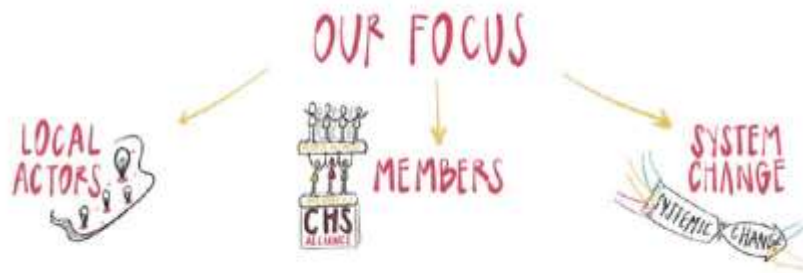
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## “Bringing the CHS Closer to People We Serve”



*CHS Alliance is a membership organisation*



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## “Bringing the CHS Closer to People We Serve”



*The CHS as a standard*



- Put **Communities and people affected by crisis** at the **center**
- Based on the **humanitarian principles**
- **Nine Commitments**
- Each commitment is accompanied by supporting:
  - ✓ **Quality Criteria**
  - ✓ **Key Actions**
  - ✓ **Organisational Responsibilities**

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**The CHS as a standard**



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## “Bringing the CHS Closer to People We Serve”

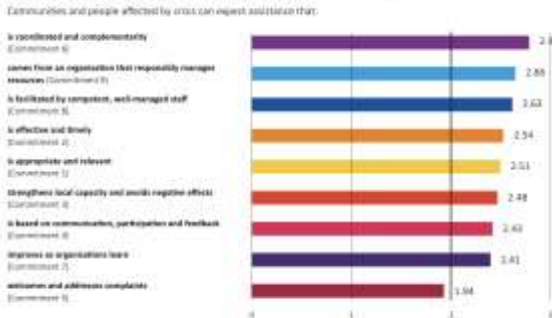
- The CHS was designed as a **measurable and verifiable standard**.
- Verification is a **structured, systematic process** to assess the degree to which an organisation’s work meets the CHS.

## The CHS verification scheme

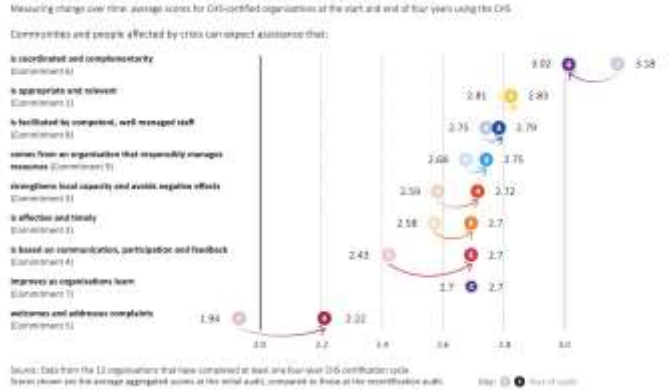


# Humanitarian Accountability Report 2022

**Figure 1: Average scores for all CHS-verified organisations, ranked by Commitment**



**Figure 3: Average change in scores for CHS-certified organisations over a full cycle**



Criteria	Changes
<b>People-centred standard</b>	<ul style="list-style-type: none"> <li>Everything reviewed through the lens of what it means for people in crisis</li> <li>Moved C4 to C1 – participation as the commitment that leads all the others</li> <li>Strengthened some commitments to be more people centred – e.g. C7</li> </ul>
<b>Addresses most important issues</b>	<ul style="list-style-type: none"> <li>Importance of Partnership / localisation and Do no harm – split C3</li> <li>Environment – more language on impact on environment</li> <li>Developed commitment 5</li> </ul>
<b>Reinforce standard, accountability practices, measurability</b>	<ul style="list-style-type: none"> <li>Continuity – everything to be linked to previous version</li> <li>Ensure every Key Requirement is measurable</li> <li>Aligns with Sphere Standards and others</li> <li>Guiding Criteria – organisational buy in</li> </ul>
<b>Simplify language and make more accessible</b>	<ul style="list-style-type: none"> <li>Key Requirements – not Actions and Org Responsibilities</li> <li>Reduced the number of Requirements (62 -&gt; 50) removing duplication</li> <li>Focus on the essential aspects of Requirements - Details removed to Guidance Notes</li> </ul>
<b>Increase buy in</b>	<ul style="list-style-type: none"> <li>Changed language so more orgs see themselves in the standard, e.g. removed term “humanitarian actors”</li> <li>Less prescriptive of the expectations in the Key Requirements to make them more accessible to more organisations</li> </ul>

## vi. The Nine Commitments and Quality Criteria

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1. Communities and people affected by crisis receive assistance appropriate and relevant to their needs.  
**Quality Criteria:** Humanitarian response is appropriate and relevant.
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2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.  
**Quality Criteria:** Humanitarian response is effective and timely.
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3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.  
**Quality Criteria:** Humanitarian response strengthens local capacities and avoids negative effects.
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4. Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.  
**Quality Criteria:** Humanitarian response is based on communication, participation and feedback.
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5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.  
**Quality Criteria:** Complaints are welcomed and addressed.
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6. Communities and people affected by crisis receive coordinated, complementary assistance.  
**Quality Criteria:** Humanitarian response is coordinated and complementary.
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7. Communities and people affected by crisis can expect delivery of improved assistance as organisations learn from experience and reflection.  
**Quality Criteria:** Humanitarian actors continuously learn and improve.
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8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.  
**Quality Criteria:** Staff are supported to do their job effectively, and are treated fairly and equitably.
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9. Communities and people affected by crisis can expect that the organisations assisting them are managing resources effectively, efficiently and ethically.  
**Quality Criteria:** Resources are managed and used responsibly for their intended purpose.

*People and communities in situations of crisis and vulnerability...*

**1. Know their rights and actively participate in actions and decisions that affect them**

**2. Receive timely and effective support in accordance with their needs and priorities**

**3. Are better prepared and more resilient to future crises**

**4. Receive support that does not negatively affect them and their environment**

**5. Have access to safe, inclusive and responsive means to report misconduct and complaints**

**6. Are supported through coordinated and complementary action**

**7. Receive support that is adapted and improved based on feedback and continuous learning**

**8. Engage with competent, well managed and respectful staff and volunteers**

**9. Engage with organisations that manage resources efficiently, effectively and ethically**

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# 1. Know their rights and actively participate in actions and decisions that affect them

## Key requirements

- 1.1 Establish processes for sharing information, facilitating communication and enabling participation in actions and decision-making processes, in line with people's and communities' priorities and preferences.
- 1.2 Share clear and timely information with people and communities on the organisation's commitments, expected behaviour of staff and volunteers, and their rights with relation to the organisation.
- 1.3 Facilitate communication in languages, formats and content that are easily understood, respectful and culturally appropriate and accessible for different members of the community.
- 1.4 Ensure representation of people and communities in decision-making processes is equitable and inclusive, involving them at all stages of work.
- 1.5 Ensure communication representing people and communities has their informed consent, and is accurate, respectful, ethical and preserves their dignity and agency.
- 1.6 Provide timely and appropriate life-saving information to people and communities, including how to access support and assistance

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## Consultation on the draft updated CHS

### • Draft revised CHS in May 2023

- Community consultations & country workshops
- Regional workshops
- Bilateral discussions
- Webinars
- Survey

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### Community consultation in Cox's Bazaar



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# Community consultation in Cox's Bazaar

## What we've heard so far

- Strong support from communities for the CHS
- Support for seeing the CHS Commitments applied
- Community members raised
  - Preparedness, resilience to future crises
  - Competent staff and volunteers
  - Safe access to means means to report misconduct and complaints
  - Participation in decision and coordination

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## Regional Workshops



**Nairobi, +100**  
participants



**Panama, +70**  
participants



**Dakar, +30**  
participants



**Amman, +70**  
participants



**Geneva, +80**  
participants

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# Hearing from you!

## Three Groups

### 1. “Silent discussion”

- *Please read the posters*
- *Give your score*
- *Share your comment using post-it*

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# Hearing from you!

## Three Groups

### 2. Deepening Commitment 5

- *What are your main internal challenges when dealing with sensitive complaints you receive either from communities or internally?*
- *What would help you address these internal challenges to better manage and process these sensitive complaints?*

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*Get in touch at*  
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***THANK YOU FOR YOUR  
ATTENTION!***