



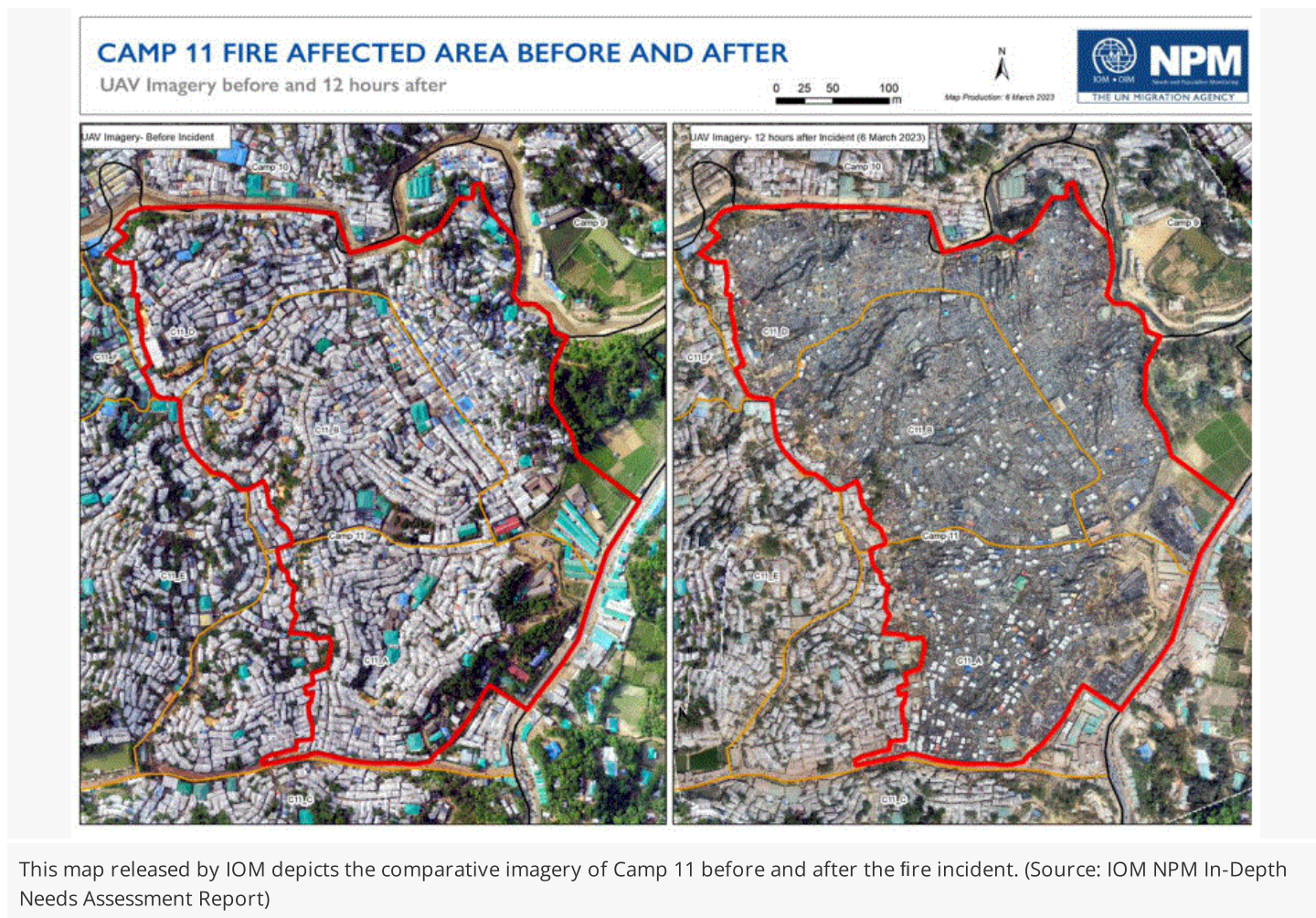
The newly restored Water supply network facility of BDRCS in Camp 11 that is now fully functional and operational. (Photo: BDRCS/IFRC WASH team)

Appeal: MDRBD029	Total DREF Allocation: CHF 500,000	Crisis Category: Yellow	Hazard: Fire
Glide Number: FR-2023-000031-BGD	People Affected: 15,000 people	People Targeted: 15,000 people	
Event Onset: Sudden	Operation Start Date: 10-03-2023	Operational End Date: 30-09-2023	Total Operating Timeframe: 6 months

Targeted Areas: **Chittagong**

The major donors and partners of the DREF include the Red Cross/Crescent Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of BDRCS, would like to extend thanks to all for their generous contributions.

Description of the Event



Date of event

2023-03-05

What happened, where and when?

The massive fire that occurred on 5 March 2023, was considered one of the major incidents that caused significant impacts on the displaced people from Rakhine temporarily living across the camp settlements in Cox's Bazar. Due to several factors such as humidity, temperature, wind direction and intensity, and the type of materials used for shelters and other critical infrastructures within the three (3) blocks in Camp 11.

Through the collective efforts of the government, represented by the Office of Refugee Repatriation and Relief Commissioner (RRRC), the Fire Service and Civil Defense (FSCD), and the humanitarian community, represented by the Inter Sector Coordination Group (ISCG) jointly led by IOM, its partner agencies, and BDRCS, the fire was managed and suppressed. Additionally, existing preparedness and response capacities and mechanisms in place within the camp became one of the contributing factors that somehow enabled the control of further impacts and damages to lives, properties, and critical infrastructures if such capacities and mechanisms were not in place.

With the existing response readiness capacities that BDRCS currently has in Cox's Bazar, supported by IFRC and its RCRC in-country movement partners, and in close coordination and collaboration with the Office of the Camp in Charge, Site Management Sector (SMS), BDRCS was able to immediately activate its emergency contingencies and mobilized all its volunteers and staff to respond and provide immediate emergency relief assistance in accordance with its recognized roles as Shelter/NFI Focal lead agency and Water Supply lead agency in Camp 11. It is also worth noting that these efforts would not have been successful without the support of other external agencies, including IOM and its partners, who jointly complemented the provision of other Shelter and Essential household items to complete the standard package, especially during the initial phase of the response supported by this IFRC-DREF response.

Notes on the pictures below:



Photo 1: Temporary Health Clinic established near the BDRCS-damaged health facility (Photo: BDRCS/IFRC Communications team)

Photo 2: BDRCS camp volunteer conducting regular water quality testing and monitoring at all water points within the fire-affected blocks in Camp 11 (Photo: BDRCS/IFRC WASH Team)

Photo 3: Distribution of Essential Household Items to fire-affected beneficiaries in Camp 11 led by BDRCS and IFRC Senior Management in PMO (Photo: BDRCS/IFRC Communications Team)

Photo 4: BDRCS Information Help Desk set up during shelter and NFI distributions as part of a comprehensive approach to ensuring that feedback from communities is collected and responded to (Photo Source: BDRCS/IFRC Communications Team)

Photo 5: BDRCS camp volunteer providing psychological first aid while assisting the fire-affected population in Camp 11 (Photo: BDRCS/IFRC Communications Team)

Photo 6: BDRCS Shelter Team providing technical support to beneficiary households to ensure the proper installation of emergency shelters during the emergency phase of the fire response (Photo: BDRCS/IFRC Communications Team)



Photo 1



Photo 2



Photo 3



Photo 4



Photo 5

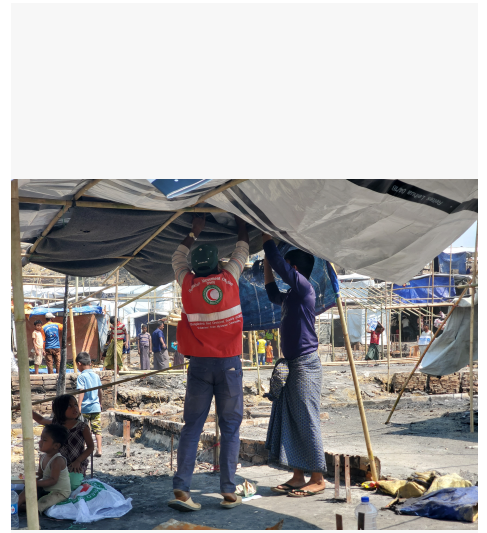


Photo 6

Scope and Scale

Based on the In-Depth Needs Assessment Report released by IOM on 9 March 2023, a total of 15,926 individuals or 3,011 households were affected. Among them, 2,805 lost their shelters, 212 sustained injuries, and 5,274 individuals or 795 households were reportedly displaced and sheltered in designated temporary relocation centers within and neighboring camps. After clearing the fire-affected area, in accordance with the cultural practices of the camp residents, the majority of displaced households immediately returned and utilized the emergency shelters provided, while others sought refuge with relatives and neighbors whose shelters were unaffected by the incident.

Service Facilities:

Three damaged health facilities (2 PHCs and 1 HP), along with their valuable assets (medical supplies, equipment, furniture, and generators), were reported, temporarily disrupting the provision of essential health services to the Camp 11 community. However, they were promptly managed by neighboring health facilities activated by the Health sector. Additionally, 35 learning centers, 4 Women and Girls Safe Spaces (WGSS), 32 mosques, 13 Child Friendly Spaces (CFS), 1 Nutrition facility, and 30 Moktaps were reported damaged.

WASH Facilities:

A total of 992 WASH Facilities (458 latrines, 189 bathing facilities, 236 tubewells, 72 water taps, 28 water points, and 8 Fecal Sludge Management units) were damaged, including the 2 water networks installed and managed by BDRCS in Camp 11.

Critical Infrastructures:

The fire incident reportedly damaged 1,578 critical infrastructures, including 86 pathways, 65 stairways, 18 bridges, 295 slopes/stabilization schemes, 2 electrical units, 144 drainages, 295 streetlights, 11 lightning arrestors, and 662 trees.

Despite challenges posed by technical aspects related to improvements in site development planning led by IOM as part of its updated fire preventive measures, and the occurrence of natural hazards such as cyclones and monsoon-induced heavy rains and windstorms, the reconstruction of the 2,805 shelters was completed and handed over to beneficiary households in September 2023. Additionally, other critical infrastructures required and recommended for restoration have also been completed as of this reporting date.

National Society Actions

<p>Have the National Society conducted any intervention additionally to those part of this DREF Operation?</p>	<p>Yes</p>
<p>Please provide a brief description of those additional activities</p>	<p>In addition to the set of activities implemented under the IFRC-DREF, BDRCS, as the shelter and NFI sector focal agency in the camp, constructed a total of 1,850 Mid-Term</p>



Shelters (MTS) in the fire affected blocks and sub-blocks within Camp 11.

These have been made possible through the collective efforts of IFRC, support from Pilot Programmatic Partnership (PPP) between the IFRC and DG ECHO, Qatar Red Crescent Society and Swiss Red Cross.

IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC technical sectors in Cox's Bazar, led by Emergency Response along with DRR, Shelter, WASH, and CEA, have worked closely with their BDRCS counterparts to ensure the provision of a high-quality response. IFRC has also extended its logistical support by activating its logistics hub, deploying manpower, and utilizing its fleet to ensure the timely dispatch of prepositioned emergency stocks. Additionally, IFRC PMER has led the facilitation of a lessons learned exercise, assisting in capturing insights and facilitating further improvements for the PMO sectors in future emergencies.</p> <p>Meanwhile, IFRC PMO has supported BDRCS in organizing the RCRC Movement Partners Meeting in Cox's Bazar to provide periodic updates on the situation and activities related to the ongoing operation.</p>
Participating National Societies	<p>The American Red Cross/IFRC mobilized its personnel from DRM (DRR, ER, CPP) and supported the overall fire response of BDRCS in Camp 11. Additionally, the Emergency Operations fund allocated under the DRM emergency readiness budget was significant in immediately activating quick responses from PMO, especially during the initial phase of the incident.</p> <p>The Danish Red Cross provided technical support to BDRCS and IFRC in implementing psychosocial support activities in Cox's Bazar and at the camp level.</p> <p>The Japanese Red Cross supported the BDRCS Health team in mobilizing community health volunteers who provided immediate first aid management to injured individuals brought to the temporary health clinic established by BDRCS.</p> <p>The Swiss Red Cross and Qatar Red Crescent, through their bilateral agreement with BDRCS, jointly collaborated with IFRC and contributed to midterm shelter reconstruction in Camp 11.</p> <p>The Swedish Red Cross provided technical support to BDRCS and the IFRC WASH team in identifying additional needs and gaps in water and sanitation, solid waste, and fecal sludge management.</p>

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>The Government of Bangladesh dispatched firefighting units from the Fire Service and Civil Defence (FSCD) to suppress the ongoing fire, while Law Enforcement Agencies (APBN) are on the ground to ensure law and order in the affected camp.</p> <p>Additionally, through the Office of Refugee Repatriation and Relief Commissioner (CIC), an ad hoc field coordination platform led by the CIC and Site Management Agency, including BDRCS and other relevant agencies, has been created to focus on monitoring the overall efforts in the second phase of the fire response, particularly on the reconstruction of Mid-Term Shelters (MTS) planned for the households affected by the fire in Camp 11.</p>



UN or other actors

IOM, as the Site Management Sector Agency, led the overall coordination of responses and conducted Joint Needs Assessment (JNA) along with other sector lead agencies in Camp 11. Being the overall WASH Sector Focal agency in the camp, IOM took the lead in restoring WASH facilities, where BDRCS/IFRC closely coordinated and complemented its water network installation. IOM also provided Liquefied Petroleum Gas (LPG) assistance, including stoves and kitchen sets.

WFP, as the Food Security Lead agency across the camps, in collaboration with its partner agencies in Camp 11, provided High Energy Biscuits (HEB), hot meals, and distributed dry food packages, with BDRCS/IFRC complementing during the first 72 hours of the response to the affected population.

The Norwegian Refugee Council and SAWAB augmented the provision of NFIs such as kitchen sets and WASH items along with the installation of emergency latrines.

IRC, Action Aid, and Dan Church Aid provided dignity kits.

Save the Children provided standard clothing items.

For the second phase of the fire response in Camp 11, as part of the overall response plan among the humanitarian community, the following agencies were authorized by the Government of Bangladesh through the RRRC and augmented BDRCS/IFRC in the reconstruction of Mid-Term Shelters based on the RRRC-issued Office Order:

- DCA and World Vision: 200 shelters
- Save the Children and NRC: 325 shelters
- Islamic Relief Bangladesh: 215 shelters
- Qatar Charity: 215 shelters

Are there major coordination mechanism in place?

BDRCS and IFRC adhered to the existing coordination mechanism with humanitarian partners in Cox's Bazar established by the Refugee Relief and Repatriation Commissioner (RRRC) office and guided by the Inter-Sector Coordination Group (ISCG). BDRCS and IFRC field teams continuously engaged with camp administration authorities and external partners, providing periodic updates on the Red Cross Red Crescent efforts during coordination meetings organized by the Camp in Charge (CIC) Office. Meanwhile, in Cox's Bazar, the leadership of BDRCS and IFRC, through its Head of Operation and Head of Sub-Office Delegation (HoSD), led close coordination with the RRRC office and ISCG for progress sharing and cascaded key guidance to the wider teams working on the ground.

Adhering to this existing coordination mechanism has enabled the operation to allocate its resources more efficiently and mitigate the potential risks of duplication, thereby contributing to collectively achieving the overall humanitarian imperatives.

A parallel coordination mechanism was also established by the government, led by the RRRC through the Camp in Charge office, together with humanitarian actors including IOM, BDRCS, IFRC, and other I/NGOs, to collectively plan, leading to the smooth implementation of the reconstruction of midterm shelters in camp 11.

Needs (Gaps) Identified



Shelter Housing And Settlements

According to the IOM's In-Depth Rapid Needs Assessment Report dated 9 March 2023, a total of 2,805 shelters (2,664 fully damaged and 141 partially damaged) were directly affected by the fire incident in blocks A, B, and D, with 3,011 households (15,926 individuals) affected. Additionally, 5,274 individuals were displaced, 212 were injured, and fortunately, no casualties were reported in the incident.

According to the same assessment report, shelter including basic non-food items, food, and torch lights were identified as the first priority needs of the affected population, while water, storage, fuel for cooking, and kitchen items came out as the second priorities. Most of these needs have been immediately addressed and provided to all fire-affected households collectively by the humanitarian community, including BDRCS and IFRC, through this IFRC-DREF in the immediate phase of the response.

Due to inclement weather conditions in Cox's Bazar, including Cyclone Mocha in May and the occasional rain and windstorms associated



with the monsoon season, significant operational challenges were posed in the overall response. This also resulted in a significant impact, especially on those households whose shelters had not been reconstructed yet during those periods mentioned. Because of this, additional shelter and NFI materials have been provided by BDRCS to these households through the support of the IFRC-DREF.

At present, all these issues have already been addressed through the collective efforts of the Red Cross Red Crescent Movement led by BDRCS and IFRC in close collaboration with IOM and its partners.



Livelihoods And Basic Needs

As food was identified as one of the top priority needs in the fire-affected areas, based on the in-depth needs assessment report released by IOM on 9 March 2023, the Food Security Sector (FSS) agencies, led by WFP, activated their 72-hour response plan. They focused their efforts on providing High Energy Biscuits (HEBs) and hot meals at their temporary food distribution center in Camp 11. To complement the assistance outlined in the FSS response plan, BDRCS also contributed and provided dry food packages within the first 72 hours of response.

Currently, all fire-affected households, including the rest of the population in Camp 11, received regular food provisions through the General Food Assistance Program led by the FSS.



Health

According to the WHO Health Resources and Services Availability Monitoring System (HeRAMS) Report dated 8 March 2023, out of the six Health Service Delivery Units (HSDUs) in Camp 11, three facilities - one Health Post (HP) and two Primary Health Centers (PHCs) - were damaged by the fire incident. This directly affected access to health services for nearly 16,000 people within the three fire-affected blocks and a total of more than 32,000 people in the entire Camp 11.

One of the damaged facilities was the BDRCS Primary Health Center (PHC), which was supported by the Swiss Red Cross. As part of the ISCG health sector's facility contingency plan, 19 facilities (13 HPs, 4 PHCs, 1 Secondary Health Facility, and 1 other facility) from neighboring camps were activated to complement in providing basic health care services. Currently, three health facilities (two HPs and one PHC) are functional, with one partially operational in Camp 11. One health post remains non-functional, while two facilities (one HP and one PHC) have been closed as a result of the health facility rationalization exercise conducted in 2022.



Water, Sanitation And Hygiene

According to the In-depth Needs Assessment report issued by IOM on 9 March 2023, during the initial phase of the emergency, a significant proportion of people, ranging from 40-70 per cent, lacked access to safe drinking water and functional latrines, particularly in Block D. Since access to water is one of the highest priority needs for the affected population, IOM, in collaboration with its WASH partners including BRAC, SHED, ACF, Shushillan, DSK, MSF, and BDRCS as one of the focal agencies responsible for water supply in Camp 11, immediately responded to and addressed these needs.



Protection, Gender And Inclusion

All protection-related systems and existing referral pathway mechanisms that were disrupted during the fire incident have already been restored and are currently operational. Although the PMO PGI standalone activities were only focused on Camps 13, 14, and 19, mainstreaming activities such as providing porter support to beneficiaries with specific needs (e.g., PWD, elderly) during distribution, as well as locating water points in areas accessible for all, especially those with disabilities, have been implemented.



Community Engagement And Accountability

The Community Feedback and Response Mechanism (CFRM) have been a crucial element within the camp settlement to ensure that members of the community, especially those with specific needs, are heard and responded to. This existing CFRM mechanism, which already exists across the whole camp, especially during emergency situations like the fire incident in Camp 11, paved the way for ensuring that all affected households are reached. Although some information hub facilities were damaged, and their services were temporarily



disrupted, other approaches such as setting up help desks in strategic locations helped in restoring such an essential component to providing timely and the most appropriate life-saving interventions to the affected population in Camp 11.

Operational Strategy

Overall objective of the operation

The primary objective of this operation was to address the immediate Shelter and WASH needs of the population affected by fire in Camp 11 through the provision of life-saving interventions and restoration of essential services for the affected population.

Operation strategy rationale

Overall Strategy:

The strategies applied in the implementation of activities set under the overall fire response adhered to the existing operational strategies under the Population Movement Operation based on the following parameters:

- a. It recognizes the existing coordination and sectoral response mechanisms established collectively with the humanitarian community through the Inter Sector Coordination Group (ISCG) in close coordination with the Government of Bangladesh through the Office of the Refugee Relief and Repatriation Commissioner, both at Cox's Bazar level as well as in the camp.
- b. The implementation of activities maximized the existing resources and capacities in Cox's Bazar, including the availability of staff and volunteers of BDRCS both in PMO and from the unit, as well as the presence of technical leads of IFRC and RCRC movement partners support in Cox's Bazar.
- c. The existing contingency stocks prepositioned and regularly maintained as part of the institutional response readiness of BDRCS PMO have been considered a significant contribution to the immediate response of BDRCS in this fire incident.
- d. BDRCS acted as one of the first responders during emergencies and disasters by the Government of Bangladesh (GoB) as stipulated under the Standing Orders on Disasters (SOD 2019), as well as within camp settlements based on the ISCG Multi-Hazard Response Plan (MHRP).
- e. The presence of Cyclone Preparedness Programme (CPP) trained volunteers significantly contributed to providing immediate life-saving measures such as fire suppression, activating firewall measures to reduce the spread of fire, and the temporary relocation of individuals to designated safe havens. This capacity was made possible through close collaboration, engagement, and partnership between BDRCS, IFRC, and Site Management Sector Agencies led by IOM and UNHCR, which have been established since the beginning of PMO to date.
- f. The operation capitalized on the stakeholders' recognition of BDRCS as the Shelter/NFI sector agency lead and one of the lead agencies in providing safe and potable water supply in Camp 11.
- g. On the aspect of procurement, this operation utilized IFRC's existing procurement policy and its existing Global Framework Agreement, particularly on the procurement of identified shelter materials and essential household items to ensure compliance with the minimum standard of quality provided to the fire-affected population.

Adjustments made to the Original Plan of Activities under the IFRC-DREF:

Due to the context of operation within the camp settlements and the associated risks anticipated and reflected since the time of submission of the DREF Application, two (2) of the most common seasonal hazards prominent in Bangladesh, such as Cyclone Mocha which occurred in May, and the subsequent effects of torrential rains and windstorms during the monsoon season (between June to August), have both consequently made significant impacts on all the camp population, especially those fire-affected households whose shelter reconstruction was not yet completed.

As there were additional needs and gaps identified within the fire-affected blocks and considering BDRCS' mandated role as the shelter/NFI sector lead agency in Camp 11, and the amount of savings in the IFRC-DREF which were also detailed in the submitted revisions in the previous Operations Update, additional activity related to the provision of additional shelter/NFI materials such as blankets, mosquito nets, plastic mats, bamboos, and ropes have been procured and distributed.

And as there were also financial adjustments that had to be made with regard to the IFRC-DREF budget to fully accommodate the



additional needs identified, the budget allocated to fire response activities related to PGI, CEA, although still carried out as part of BDRCS/IFRC's standard responses in emergencies, have been covered by other available funds of PMO.

Targeting Strategy

Who was targeted by this operation?

The activities implemented under this IFRC-DREF have enabled BDRCS to meet and address the needs of more than 3,000 families or 15,000 individuals affected by the fire incident in Camp 11.

Explain the selection criteria for the targeted population

The following have been used as overall criteria during the beneficiary selection process:

- Households whose shelters were damaged (fully and partially) identified and validated through joint needs assessment.
- Households that were not yet provided with the same assistance by other agencies.

Additionally, as part of the extended support under this IFRC-DREF, BDRCS have also provided additional shelter/NFI materials to fire affected households whose shelter materials and/or household items have been found missing and/or damaged through validation due to subsequent inclement weather incidents in the camp and have not yet supported either by BDRCS from its other funding sources (Mocha IFRC-DREF, regular programme, etc.) or by other external agencies.

Total Targeted Population

Women	4,360	Rural	-
Girls (under 18)	3,640	Urban	-
Men	3,660	People with disabilities (estimated)	12%
Boys (under 18)	3,340		
Total targeted population	15,000		

Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Threats and Mitigation measures identified in the SRR for camps.	IFRC Sub-Delegation took measures to ensure awareness and preparedness for fire incidents among staff and volunteers, ensuring that they are at an acceptable level.
Potential occurrence of natural hazards affecting the camp settlements	Efforts were directed towards ensuring the implementation and functionality of an alert and early warning system. This involved continuous enhancement of response readiness capacities.
Internal security situation in camps is unpredictable	Strict adherence was maintained to UNDSS alerts and existing IFRC security protocols.

Please indicate any security and safety concerns for this operation

Given that the fire-affected camp is located in an area exclusively occupied by displaced people from Rakhine, without co-existing host Bangladeshis, the potential risk of escalating social tension between host and camp communities, linked to a possible disproportionate allocation of support by the humanitarian community in response to the fire, may not be as significant as in other camps. Nevertheless,



BDRCS has consistently taken this into account in all activities and has strongly considered it in the development and planning of operational activities within the camps they operate, including Camp 11.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Shelter Housing And Settlements

Budget: CHF 318,043

Targeted Persons: 15,000

Assisted Persons: 14,360

Indicators

Title	Target	Actual
# of households received emergency shelter kits	3,000	2,562
# of households provided with household items that support the restoration and maintenance of health, dignity and safety and the undertaking of daily domestic activities in and around the home	3,000	2,872
# of households provided with technical support on shelter	3,000	2,562

Narrative description of achievements

Provision of Emergency Shelter Kits:

A total of 2,562 households have received emergency shelter kits, including tarpaulins and bamboo, as part of the shelter package under this IFRC-DREF. The beneficiaries were identified through a rigorous Joint Needs Assessment led by IOM as the Site Management Sector lead, in collaboration with other sector lead agencies, including BDRCS in Camp 11. While other agencies specializing in shelter in the camp covered the remaining 15 per cent not included in this IFRC-DREF, providing additional support in the initial phase of the fire response, including other shelter materials such as ropes.

Efforts were made to enhance the comprehensiveness of the shelter sector approach. BDRCS/IFRC, along with other shelter/NFI member agencies, offered technical support on the proper installation of emergency shelters to the same beneficiaries who received the emergency shelter kits. This approach ensured that fire-affected households were provided with a minimum standard for temporary shelter while the reconstruction of their midterm shelters was underway.

Provision of Essential Household Items:

Similarly, BDRCS provided Essential Household Items, including blankets, mosquito nets, and plastic mats, to a total of 2,872 households assisted by BDRCS/IFRC through this IFRC-DREF. Following a collective impact approach, other shelter sector member agencies, including IOM, complemented BDRCS support by providing solar lights and hygiene kits to complete the overall standard NFI package. This further ensured access to the minimum standard of household items essential for replacing those items that were burnt or damaged due to the fire incident.

Expanded Support to Fire-Affected Households under IFRC-DREF:

The impacts of Cyclone Mocha in May and the monsoon-induced heavy rains and windstorms significantly affected Cox's Bazar, especially those displaced people living in the camps, particularly those affected by the fire incident in Camp 11. During these periods, households whose shelters were not yet completed temporarily stayed in emergency shelters. Additionally, part of the existing anticipatory action



principles within the camp was to be temporarily relocated to safe spaces during heightened periods, resulting in damage or loss of emergency shelter materials and household items previously provided to them.

In response to this, BDRCS through this DREF, based on the rapid damage verification methodology conducted by shelter camp volunteers, identified and provided shelter materials (2,024 Borak Bamboos, 41,980 Muli Bamboos, 4,048 Ropes) to 1,416 households. Over 2,049 essential household items (blankets, plastic mats, mosquito nets) were also distributed.

Lessons Learnt

1-Overall Response:

The immediate response to the fire emergency by BDRCS, particularly in providing emergency shelter items and essential household items, was executed within the first 72 hours, as reported by beneficiaries and external stakeholders interviewed. This accomplishment was attributed to the close coordination already established between BDRCS and IFRC, with IOM as the Site Management Sector agency lead in Camp 11 and the RRRC through the office of the Camp in Charge (CiC). This coordination mechanism, in place before the incident, empowered BDRCS, the shelter/NFI focal agency in the camp, to lead the entire emergency response collaboratively with other supporting agencies during the emergency phase.

Another contributing factor to this achievement was the availability of existing emergency response funds and contingency stocks in PMO, allocated for the immediate mobilization of resources, including emergency procurements and volunteer mobilization.

2-Beneficiary Satisfaction Survey on Shelter Response:

A household survey, conducted as part of the lesson learned exercise on fire response, revealed that at least 99 per cent of respondents acknowledged the quality of shelter materials and household items received, rating them between good to very good. When asked about their awareness of the basis for receiving specific support, 60 per cent of respondents confirmed being knowledgeable. This awareness was based on the category of shelter damages shared with them by either BDRCS shelter volunteers or the camp mahjis. However, 40 per cent of respondents mentioned not being fully aware of the basis for assistance.

Overall, 77 per cent of respondents expressed satisfaction with the shelter assistance provided. Access to adequate information on the type of assistance expected was identified as one of the main barriers to overall satisfaction among beneficiaries.

Challenges

Addressing Challenges in Quality Assurance:

One of the significant challenges encountered during the fire response was ensuring the quality of assistance, particularly in shelter/NFI, as a few agencies permitted to engage provided materials that did not meet the minimum standards set by the sector. Although such instances are observed in regular camp activities, the learnings from the fire response prompted BDRCS and IFRC, as the shelter/NFI lead agency in Camp 11 and Camp 12, to closely coordinate with the ISCG shelter/NFI sector and Site Management Sector. This collaboration aims to strengthen the coordination mechanism, especially during emergencies, and advocate collectively for minimum standards of quality for essential household items among all relevant shelter member agencies in the camps.



Livelihoods And Basic Needs

Budget: CHF 5,516

Targeted Persons: 15,000

Assisted Persons: 9,970

Indicators

Title	Target	Actual
# of households provided with dry food packages	3,000	1,994



Narrative description of achievements

Provision of Emergency Dry Food Packages:

In close coordination with the Food Security Sector (FSS), BDRCS/IFRC augmented the provision of emergency food assistance through the distribution of dry food packages to 1,994 households in Camp 11. This achievement represents 67 per cent of the 3,000 target beneficiaries, while the remaining beneficiaries have been covered by the FSS partner agencies present in Camp 11. The dry food packages provided by BDRCS included items based on the standard list of items of the Food Security Sector of ISCG under its 72-hour response plan.

Lessons Learnt

The active engagement of BDRCS in providing emergency food assistance during past emergencies and incidents within the camps, along with its adherence to existing coordination mechanisms, has led to recognition by the humanitarian community, particularly from the Food Security Sector (FSS). Red Cross Red Crescent is acknowledged as one of the significant agencies capable of immediately providing emergency food assistance. This acknowledgment reflects the understanding that, even though BDRCS and IFRC are not registered members of FSS in any of the camps, Red Cross Red Crescent plays a vital role in complementing the overall sector during emergencies.

A key contributing factor to this recognition is the availability of emergency operations funds as part of the response readiness portfolio in PMO. This existing mechanism enables BDRCS to promptly activate and mobilize all its resources, including manpower and logistical capacities. This includes launching emergency procurement for in-country items such as dry food packages, which are considered crucial, especially within the first 72 hours of response.

Challenges

Based on discussions between the programme team and senior management from BDRCS and IFRC in PMO, a recommendation to further expedite the process of ensuring the availability of items in future emergencies is to establish a framework agreement on dry food packages. This framework agreement can be immediately activated, and operational triggers for activation should be developed.



Budget: CHF 0

Targeted Persons: 1,045

Assisted Persons: 1,188

Indicators

Title	Target	Actual
# of community health volunteers mobilized as first aider	15	18
# of people reached through first aid, psychological first aid, and health education sessions	1,045	1,188
# of staff and volunteers participated and engaged in the health and MHPSS activities	30	34

Narrative description of achievements

Provision of First Aid Management and Psychological First Aid:

BDRCS/IFRC mobilized at least 18 of its CBHFA trained community health volunteers in Camp 11 and provided immediate assistance, which included the application of first aid management to wounds and lacerations. They also transported and referred patients following the health referral pathway in camp settlements. These played a crucial role in providing immediate assistance to individuals affected by the incident. The application of first aid management, transportation, and referrals ensured timely and effective care.



Establishment of Temporary Medical Tent:

As BDRCS's health facility was one of the heavily damaged infrastructures due to the incident, BDRCS, with the support of IFRC, Swiss Red Cross, and Japanese Red Cross, jointly collaborated to establish a temporary medical unit near the damaged facility. This was done in order to immediately restore the functionality of providing essential health services, including medical management of burns, fractures, minor injuries, Ante and Post Natal Care, etc. The establishment of the temporary medical unit not only addressed the immediate health needs of the community but also restored essential health services, reaching a significant number of individuals for various medical requirements. Through this effort, 1,188 individuals were reached.

Mobilization of mobile medical teams and community health volunteers:

For the overall health interventions in fire response, a total of 34 health personnel, including BDRCS staff, medical doctors, nurses, and trained community health volunteers, were deployed and mobilized. With a diverse team of 34 health personnel, including specialists and trained volunteers, the response efforts were comprehensive, addressing a wide range of health issues.

Lessons Learnt

The collective efforts among agencies within the health sector under ISCG have proven effective during the fire incident. As BDRCS established the temporary medical unit, other agencies also contributed by mobilizing their volunteers and staff to augment and support the ongoing provision of medical assistance to the affected population.

Challenges

No significant challenges were identified under Health during the lessons learnt exercise.



Water, Sanitation And Hygiene

Budget: CHF 109,053

Targeted Persons: 10,000

Assisted Persons: 15,486

Indicators

Title	Target	Actual
# of water sources constructed or rehabilitated (wells with pumps, spring protection, community ponds with filtration)	2	2
# of people who have been supplied by RCRC with an improved protected source of drinking water (according to WHO and Sphere standards)	10,000	12,905
# of households reached by hygiene promotion activities in the response period	2,000	2,581

Narrative description of achievements

Restoration of Water Networks:

After completing the phases of the procurement process related to the materials and equipment identified for the restoration of water supply networks, two (2) water supply networks damaged during the fire incident have been installed and made fully operational in Camp 11.

During the initial phase of the fire response, BDRCS, through its WASH team, immediately installed 26 water distribution points (16 temporary water points and 10 repaired brick-structured water points) in identified sub-blocks. This provided temporary access to safe water supply for a total of 2,581 camp households, encompassing 12,905 individuals.



Camp-Level Hygiene Promotion Activities:

To complement the hardware support provided, hygiene promotion sessions were conducted. Trained WASH volunteers were mobilized at all water points and household levels as additional measures to prevent water-borne disease outbreaks, considering the potential secondary impact of disasters or emergencies. Through these efforts, a total of 2,581 households were reached in hygiene promotion sessions, covering topics related to the importance of proper storage of safe and potable water as measures to prevent water-borne diseases within the camp.

Lessons Learnt

Although it took almost 4 months before the water supply networks were completely made operational, access to safe and potable water supply was restored during the first 72 hours of the response by BDRCS through the temporary water points immediately established within the fire-affected sub-blocks. This was achieved through collective efforts among all the Water Supply lead agencies within the camp, including BDRCS.

Additionally, 95 per cent of household representatives who responded to the beneficiary satisfaction survey mentioned that the quality of water produced within these water sources is good, while some (5 per cent) noticed a high chlorine odor. This was later confirmed by the WASH team during the evaluation workshop as part of the sector's preventive measures for potential water contamination. Following WASH sector's standard Operation and Maintenance procedures, skilled volunteers in the camp regularly conducted water quality testing and monitoring at all water points, facilitating periodic adjustments to ensure that the quality of water being produced and provided to communities is ensured and maintained, making it more acceptable to the community.

Challenges

Due to the limitation of water tap stands, preventing BDRCS from setting up more water distribution points and limited road access for using water trucking as an alternative modality to supply water, long queues were observed, especially during the early stages of the response. However, through close coordination with other WASH partners within Camp 11, this issue was effectively managed accordingly.

The distance and location of installed temporary water distribution points were also found to be less accessible to persons with specific needs, especially Persons with Disabilities (PWD), the elderly, and women-headed households, due to a lack of more appropriate space within the affected sub-blocks caused by the topographical characteristics of the camp. The WASH Sector under the ISCG is currently exploring potential alternative modalities on how to address this issue in future emergencies.



Protection, Gender And Inclusion

Budget: CHF 0

Targeted Persons: 2,000

Assisted Persons: 1,652

Indicators

Title	Target	Actual
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Narrative description of achievements

BDRCS/IFRC mobilized at least 10 trained volunteers, including both the BDRCS unit and camp-level volunteers, and successfully assisted at least 1,652 individuals by providing PGI-related services within the RCRC interventions during distribution activities. Additionally, they conducted assessments within the fire-affected blocks.

Furthermore, BDRCS/IFRC successfully conducted a child safeguarding risk analysis, leading to the development and completion of the BDRCS Child Safeguarding Risk Action Plan.



Lessons Learnt

The fire response in Camp 11, which was PMO's first major emergency in the first quarter of the year 2023, has paved the way as an opportunity for BDRCS to pilot the updated child safeguarding risk analysis of IFRC. This initiative has resulted in the development of the BDRCS Child Safeguarding Risk Action Plan, which is currently under review and reflection by the PGI sector. The guidance of PMO management is being sought on how it can be applied in the ongoing population movement operation.

Challenges

One significant challenge that was foreseen at the beginning of this response was the scope of PGI engagements in the fire response. Based on PMO's overall service map, linked with the overall ISCG Sector Agency Mapping in the camp, PGI activities and resources (manpower and logistics) were prioritized in Camps 13, 14, and 19, aligned with the locations of its DAPS facilities. Since the incident happened outside of its priority areas, the focus shifted to how the PGI principles could be mainstreamed during emergency relief distributions and how persons with specific needs could be considered in the assistance being provided.



Community Engagement And Accountability

Budget: CHF 0

Targeted Persons: 2,000

Assisted Persons: 1,131

Indicators

Title	Target	Actual
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Narrative description of achievements

Complaints Response and Feedback Mechanisms through Information Hubs and Desks:

Camp 11, being one of BDRCS's priority camps with an established information hub inside the BDRCS distribution center, served as a crucial location for shelter/NFI related distribution activities for both the fire response and regular programs. This setup facilitated access to the intended beneficiaries of the response, allowing BDRCS to capture information related to their feedback and concerns regarding the assistance provided.

As part of the CEA strategy to broaden its reach in the fire-affected blocks, BDRCS, in accordance with its protocol, established two (2) help desks with feedback boxes within these blocks. These help desks not only provided people with extended access to information regarding the type of assistance to be provided but also served as channels to receive and address feedback, complaints, and concerns. This approach allowed BDRCS to take immediate necessary actions and adjustments to its provision of emergency assistance, particularly in the sector.

Lessons Learnt

Based on the lessons learned exercise conducted to evaluate the overall fire response, household representatives interviewed indicated that at least 67% of households participated in community consultations organized by BDRCS in the fire-affected camp. However, it was also noted that during these consultation sessions, the majority of participants were community leaders, including Mahji, imam, and influential persons. Only a few community members belonging to persons with specific needs (PWD, elderly, female, and adolescent girls) were involved in these sessions.

Challenges

Although there is an existing community feedback and response mechanism that BDRCS has been using under the ongoing population movement operation for both camp and host communities, alternative approaches now need to be explored. It has been observed that fewer people from the community are utilizing feedback boxes. The CEA team of PMO is currently conducting an internal review of its CFRM mechanism to identify additional methods of reaching out to the communities. These methods aim to support sectors in providing a more effective and community-centered service delivery.





Secretariat Services

Budget: CHF 45,538

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
% of financial reporting respecting IFRC procedures	100	100

Narrative description of achievements

The activities under the secretariat services included the coverage of salaries for three (3) IFRC technical personnel (Shelter Manager, WASH Manager, Senior CEA Officer), and one (1) Fleet personnel (driver).

These personnel played a significant role in supporting BDRCS counterparts, ensuring the quality of services and activities planned under this IFRC-DREF were carried out accordingly.

Lessons Learnt

As the DREF Fire Response was implemented under the ongoing Population Movement Operation, the existing capacities and resources, especially the availability of technical human resources (staff and volunteers), their adherence to existing preparedness and response mechanisms, and PMO's various experiences in responding to previous fire emergencies in the camp for the past two (2) years, were found to be significant factors in the immediate and effective implementation of sectoral activities expected to be delivered under the IFRC-DREF.

Challenges

No significant challenges were identified.



National Society Strengthening

Budget: CHF 4,793

Targeted Persons: 40

Assisted Persons: 92

Indicators

Title	Target	Actual
# of workshop organized to capture best practices and lessons learnt	1	1
# of communication materials (Videos, stories, etc.) produced	3	4

Narrative description of achievements

Fire Response Lessons Learned Workshop:

Before the implementation period for the fire response concluded, BDRCS and IFRC, through its PMER, organized a lessons learned workshop for the fire response. The objective was to systematically analyze the effectiveness and relevance of interventions provided to the fire-affected population from different perspectives, including internal sector focal points, external stakeholders, and especially the



beneficiaries who received assistance. The workshop aimed to identify strengths, areas for improvement, opportunities, and challenges among sectors involved in the operation, ultimately providing technical recommendations to enhance the quality of service delivery for BDRCS PMO in future emergency response operations.

To achieve its objectives, various components and approaches were employed:

- a. Focus Group Discussion (FGD): Sixty-two randomly selected beneficiaries were divided into six groups for FGD.
- b. Key Informant Interviews (KII): Four external stakeholders participated in KII.
- c. Household Surveys: Three hundred fifty-one beneficiaries from shelter and 350 beneficiaries from WASH were surveyed.
- d. Consultation Workshop: A workshop was conducted among sector focal points of BDRCS and IFRC.

Additionally, four communication materials (videos) depicting stories of beneficiaries' experiences during the fire incident and how they were supported by BDRCS through the fire response were produced and published on IFRC social media accounts.

Lessons Learnt

The significant lessons captured in the exercise have been reflected in the respective sectors. General learnings and takeaways for the institution to further enhance its overall preparedness and response capacity include:

1-Enhanced Understanding of EOC Functions: All sectors in PMO should deepen their understanding of how the Emergency Operations Center (EOC) functions, including communication protocols between the field and the CXB office, especially when activated.

2-Exploration of Additional Means for Life-Saving Interventions: Sectors, particularly those involved in providing life-saving interventions during the first 72 hours (Shelter, WASH, Health), should explore additional means to provide emergency assistance, whether food or non-food items (NFI). This approach should be more appropriate and inclusive, especially for persons with specific needs, such as Persons with Disabilities, the elderly, pregnant and lactating mothers, and their babies, among others.

Challenges

During the facilitation of the lessons learned exercise for fire response, the following limitations and challenges were experienced:

1-Frequent Postponement and Rescheduling: The planned activities faced frequent postponements or rescheduling due to unavoidable priorities and engagements from all identified participants. This factor caused delays in the completion of the exercise.

Exclusion of Emergency Phase Sector Focal Points:

2-Sector focal points from BDRCS, especially those directly involved in the emergency phase of the response, were not initially included in the process of the lessons learned exercise based on the original plan. However, they were later involved in the latter phase when the original plan was modified.

Inadequate Availability of Female Interviewers:

3-The exercise encountered inadequate availability of female interviewers (FGD facilitators), leading to a relatively low engagement of female respondents from the beneficiary households during the Focus Group Discussions (FGD).



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRBD029 - Bangladesh - Fire Incident

Operating Timeframe: 10 Mar 2023 to 30 Sep 2023

Selected Parameters			
Reporting Timeframe	2023/3-12	Operation	MDRBD029
Budget Timeframe	2023/3-9	Budget	APPROVED

Prepared on 31/Jan/2024

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	500,000
DREF Response Pillar	500,000
Expenditure	-494,207
Closing Balance	5,793

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	318,043	309,887	8,156
PO02 - Livelihoods	5,516		5,516
PO03 - Multi-purpose Cash			0
PO04 - Health			0
PO05 - Water, Sanitation & Hygiene	109,053	120,790	-11,737
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	432,612	430,676	1,935
EA01 - Coordination and Partnerships	17,058		17,058
EA02 - Secretariat Services	45,538	60,482	-14,944
EA03 - National Society Strengthening	4,793	3,048	1,744
Enabling Approaches Total	67,389	63,530	3,859
Grand Total	500,000	494,207	5,794

[Click here for the complete financial report](#)

Please explain variances (if any)

The budget allocated for the operation amounted to CHF 500,000, while the actual expenditure totaled CHF 494,207. This indicates that 99 percent of the allocated funds were utilized, and the remaining balance to be returned to the IFRC-DREF pot.

The financial report highlighted some variances, explained below:

1-Variance on Shelter and Basic Household Items:

The variance between the budget and expenditure is attributed to the actual procurement value.

2-Variance on Livelihoods:

Expenditures related to the dry food package, originally planned under DREF, were covered by BDRCS using their other available resources.

3-Variations on Enabling Approaches Activities:

Expenditures related to Coordination and Partnerships were merged with expenditures under Secretariat Services. Consequently, the report reflects overspending under EA02.

4-Due to the additional funds required to complete the activities under Water, Sanitation, and Hygiene, the available balance from shelter and livelihoods was repurposed to cover the required expenditure under WASH.



Contact Information

For further information, specifically related to this operation please contact:

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[Click here for reference](#)

