Food Security & Livelihoods Coordination Meeting

1 September 2020

Cox’s Bazar, Bangladesh

Photo: FAO / MH Kawsar Rudro
Agenda

- Food security & Livelihoods (FSL) updates
- FSL - JMF overview presentation
- Child Protection - FSL Tip Sheets Presentation
- FSL Gender Focal - Gender Equality Messaging for Beneficiaries
- WFP - Complaint and Feedback Mechanism Presentation
- AOB
**ACTION POINTS**

- FSS to follow up with partners on implications of **new RRRC directive on camp activities**
- FSS to hold IM meeting on Wednesday, 9 September 11.00-12.00 hrs in Bangla and 12.00-13.00 hrs in English for partners’ IM focal points
- Partners to share contacts of skilled Rohingya volunteers in Teknaf to coordinate door-to-door messaging and community engagement with FSS
- Partners to refer to and pilot **Child Protection tip sheet**
- Partners to share **gender equality and GBV prevention messages**
- FSS to share JMF report with partners
- Partners to provide inputs on **draft deduplication (NID cross-checking) concept note** by 13 September
- Partners to share NIDs of cash assistance beneficiaries in Ukhiya and Teknaf with FSS for deduplication of same type of assistance.
- Partners to provide inputs on the **Community Stakeholder Mapping Tool** by 10 September
- FAO to share list of ideal seed package for both summer and winter season
- Partners to share training modules for livelihoods and self-reliance with FSS to harmonize trainings in 2021
- **Reminder:** Submission of 5Ws for August activities on **tracker** or using **Excel** by Sunday 6 September

<table>
<thead>
<tr>
<th>34 Organizations (75 individuals) in attendance:</th>
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<tbody>
<tr>
<td>ACF</td>
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<tr>
<td>Agrajattra</td>
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<td>ANANDO</td>
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<td>BBC Media Action</td>
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<td>BRAC</td>
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<td>Caritas</td>
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<td>Christian Aid</td>
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<td>COAST Trust</td>
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<td>Concern</td>
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<td>DCA</td>
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<td>DRC</td>
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<td>Faith in Action</td>
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**Note:**
- Reminder: Submission of 5Ws for August activities on **tracker** or using **Excel** by Sunday 6 September
FSL Updates
General Updates

• JRP 2021 ISCG in discussion with GoB – timeline yet to be released
• New RRRC directive on camp activities - ISCG in conversation with RRRC on potential revisions
• Updated health facilities map as of 25 August by WHO

Press Releases

• Press release on launch of planting 2020
• Press release on three-year mark of 2017 Rohingya influx
• FSL Storyboard on three-year mark of 2017 Rohingya influx

Reminder to report COVID-19 cases among humanitarian workers per organization to ISCG even if 0 (zero) cases

• Weekly COVID-19 reporting form
• Confirmed COVID-19 case report form
Food Security

General food assistance
• Joint distribution of food rations/HEBs/Super Cereal ongoing
• September e-voucher food basket – 250 g mung beans added per person
• New e-voucher outlets opening at TV Tower (Camp 7) and Chakmakul (Camp 21)
• Hakimpara (Camp 14) and Leda (Camp 24) planned to open in October

CwC
• 800 volunteers have been trained to disseminate key messages door-to-door in all refugee camps starting 1 September
• Skilled Rohingya volunteers needed in Teknaf to coordinate door-to-door volunteers (1 male 1 female coordinators, 7 male 7 female skilled volunteers needed)

• Child Protection tip sheet translated to Bengali with audio, in addition to Myanmar with audio
• Community Stakeholder Mapping Tool: input requested by September 10
Livelihoods

Operational Coordination meeting on gardening activities in the camps – action points below:

- UNHCR and FAO to share list to ideal package for seed distribution for both summer and winter season

- Partners to share training modules, plans, and other necessary documents with FSL
  - Harmonize the seed distribution process using information shared by partners – taking into consideration the JRP 2021 planning period
  - FSL to follow-up with partners working in camps with overlapping coverage and support in operational coordination
    - Partners that have not yet shared seed distributions plans for 2020 with FSL are requested to share in order to finalize the coverage visualization

FSL circulated a follow-up email detailing coverage in the camps with a request to partners to either coordinate bilaterally on overlaps or to confirm interest in a follow-up meeting – see straw poll here
Information Management

• Deduplication through NID cross-checking
  • *Draft concept note* summarizing background, process, lessons learned and recommendations ready for partner feedback
  • Reminder: please submit your deduplicated beneficiary list with FSS team

• **IM meeting** scheduled for Wednesday, 9 September 11.00-12.00 hrs in Bangla and 12.00-13.00 hrs in English to go over challenges faced by partners, training needs, and way forward

• **Reminder:** 5W reporting of August activities – on tracker or using Excel - due Sunday 6 September
Overview of JMF in Cox’s Bazar
Timeline

16 June
Introduction by gFSC

9 July
Webinar by gFSC

14 July
Discussion with CLAs

16 July
Meeting with Analysis Group

28 July
Risk Evaluation Workshop

10 August
Debrief to gFSC
JMF Analysis Group Formation and Meetings

- JMF analysis group consisted of **15** FSS members, **3** Sectors, and **5** Needs Assessment Working Group members.

- **3** meetings were held - webinar to introduce JMF to partners, meeting to finalize indicators, and workshop for risk evaluation

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<thead>
<tr>
<th>Member Type</th>
<th>Organizations</th>
<th># of Organizations</th>
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<tbody>
<tr>
<td>UN</td>
<td>FAO, IOM, UNHCR, UNICEF, WFP</td>
<td>5</td>
</tr>
<tr>
<td>INGO</td>
<td>ACF, Oxfam, Save the Children, World Vision, Population Council, ICCO Cooperation</td>
<td>6</td>
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<tr>
<td>NGO</td>
<td>BRAC, Mukti, RIC, Shushilan</td>
<td>4</td>
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<tr>
<td>Assessment/Sector partners</td>
<td>ACAPS, REACH, ISCG, IOM-NPM, WFP, VAM, Health Sector, Nutrition Sector</td>
<td>7</td>
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<tr>
<td><strong>Total partners</strong></td>
<td></td>
<td><strong>19</strong></td>
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</table>
10 analysis areas were selected - segregated by population type and sub-district

Partners expanded their operational area in host community in response to COVID-19 impacts as requested by the District Commissioner’s Office – 6 additional sub-districts in Cox’s Bazar District north of Ukhia and Teknaf were added
### Indicators and Summary of Findings

16 indicators were selected from 6 dimensions as a result JMF analysis group consultations

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Indicator</th>
<th>Summary Findings: Host Community</th>
<th>Summary Findings: Rohingya Refugees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agro-Production</td>
<td>Access to farmland</td>
<td>• Unavailability and/or increase in prices of inputs for fisheries and livestock coupled with decrease in demand of the same negatively impacted access</td>
<td>No information</td>
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<td></td>
<td>Changes in labour wage</td>
<td>• Heavy rainfall damaged crops and farmers do not have access to seedlings and saplings</td>
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<td></td>
<td>Access to livestock</td>
<td>• Weekly wage rates (ag and non-ag) decreased by 47% on average</td>
<td>Source: World Bank, Dept of AE, L, and F</td>
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<tr>
<td></td>
<td>Access to fisheries</td>
<td></td>
<td></td>
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<tr>
<td>Food Security Outcome</td>
<td>Food Consumption Score</td>
<td>• Host community households continue to rely on markets or grocery shops for food,</td>
<td>• 76% of households had access to acceptable diet between early April to early May.</td>
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<tr>
<td></td>
<td>Reduced Coping Strategy Index</td>
<td>• Marginal farmers sold their productive assets and/or took out loans to cope with COVID-19</td>
<td>• No major change in households' source of food reported due to blanket general food assistance.</td>
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<td></td>
<td>Household Dietary Diversity</td>
<td>Source: WFP</td>
<td>Source: WFP</td>
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<td></td>
<td>Change in food sources</td>
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</table>
### Indicators and Summary of Findings

<table>
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<th>Summary Findings: Rohingya Refugees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Markets, income and purchasing power</td>
<td>Movement restrictions</td>
<td>• Mixed price trend observed but has stabilized since the beginning of crisis</td>
<td>• Purchasing power dropped by 42% compared to pre-crisis levels</td>
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<tr>
<td></td>
<td>Functionality of main food markets</td>
<td>• Wage labourer’s earnings diminished by 25-50% due to reduced work hours</td>
<td>• Average household income loss of BDT 1,825 (equivalent to 21% of MEB) reported</td>
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<td></td>
<td>Food availability in local markets</td>
<td>• High transaction costs are driving up prices in harder to reach markets</td>
<td>• Refugees face unfavourable terms of trade when selling food to purchase fresh food items</td>
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<tr>
<td></td>
<td>Variation of prices of main commodities</td>
<td>Source: WFP/REACH</td>
<td>Source: WFP/REACH</td>
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<tr>
<td></td>
<td>Household’s income (level and sources)</td>
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<tr>
<td>Health</td>
<td>Epidemiology of COVID-19 disease</td>
<td>• 1 test per 109 individuals</td>
<td>• Relatively low testing rate 1 test per 203 individuals</td>
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<td></td>
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<td>• 1 death per 41,883 individuals</td>
<td>• 1 death per 143,415 individuals</td>
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<td></td>
<td>• Number of positive cases concentrated in urban area</td>
<td>• Relatively low number of confirmed cases (less than 1% of total population)</td>
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<td>Source: WHO/Health Sector</td>
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<th>Summary Findings: Rohingya Refugees</th>
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</thead>
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<tr>
<td><strong>Humanitarian assistance &amp; safety nets</strong></td>
<td>Capacity to deliver assistance due to restrictions on movements</td>
<td>Reliable information on GoB safety nets not available</td>
<td>Reliable information on GoB safety nets not available</td>
</tr>
<tr>
<td></td>
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<td>• Assistance increased for Food Security, WASH, remained normal for Shelter/NFI, decreased for Health and Nutrition</td>
<td>• Assistance increased for WASH and Shelter/NFI, remained normal for Health and Nutrition, and decreased for Food Security (livelihood interventions)</td>
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<td></td>
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<td>Source: ISCG 4Ws</td>
<td>Source: ISCG 4Ws</td>
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<tr>
<td><strong>Social tensions and conflict</strong></td>
<td>Public protests and social unrest</td>
<td>Information gaps in northern sub-districts</td>
<td>• Reports of increased security incidents due to reduced humanitarian footprint and presence of security forces.</td>
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<tr>
<td></td>
<td></td>
<td>• Increased security incidents due to limited presence of security forces</td>
<td>• Distrust and stigmatisation aimed at refugees accusing of carrying the virus leading to under-reporting of symptoms and social unrest</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Social tensions between host community and refugees due to misinformation and stigmatisation</td>
<td>Source: ACAPS/WFP/Media</td>
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<td></td>
<td></td>
<td>Source: ACAPS/WFP/Media</td>
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Recommendations from Risk Evaluation Workshop

Overall

• Promote circular programming to decrease aid dependency
• Increase opportunities for economic interaction between Rohingya and host communities
• Explore digital solutions to meet supply and demand (e.g. mask production in camps and HC to meet demands across the District)

Rohingya refugees

• Assess and promote benefits on nutrition and dietary diversity of micro gardening interventions
• Address misinformation on food safety through strengthening of beneficiary sensitization

Bangladeshi host community

• Assess needs of host communities in northern upazilas for tailored interventions
• Urban – build on information collected by recent urban assessment
• Design interventions to improve shock-responsiveness of markets
• Design economic recovery support programmes to rebuild livelihoods
• Improve CwC on humanitarian assistance to address misinformation and improve social cohesion
Key Takeaways

• Exercise was useful in Cox’s Bazar, particularly due to lack of IPC (for capacity strengthening and data accessibility reasons)

• Need for improved data availability for areas with data gaps and disaggregated, particularly in northern upazilas of Cox’s Bazar, and more disaggregated information for tailored recommendations - keeping in mind that moving outside of areas surrounding the camps may align more closely with national plan or district development plans and fall outside of the JRP response.

• Focus on information gaps needed with inputs from experts in addition to programmatic recommendations

• Further understanding of the market system and ensuring that information can support in effective programming (i.e. farmers markets, aggregation points, market linkages, farmers groups)

• Lack of comprehensive information on agriculture and value chain in Cox’s Bazar at sub-district level
Way Forward

1. Presentation of findings and recommendations to FSS partners
2. Ensure stronger engagement from more experts
3. JMF report to share with partners
4. Follow-up workshop to update information and discuss recommendations (quarterly)
Child Protection in Food Security Tip Sheet orientation
Reminder: Child Protection in Covid-19

Child Protection Risks were already prevalent in our context.

COVID-19 and containment measures have exacerbated these Child Protection concerns.

Child Protection Concerns observed in camps COVID-19

- Increase Violence against Children (including notable rise violence in the home and SGBV)
- Increase Child Marriage
- Lost and missing children
- Dangers and injuries
- Increase exposure to trafficking and smuggling
- Psychosocial distress and anxiety
WHY TIP Sheets?

To provide simple guidance for volunteers and staff doing food distribution to ensure children are safe

One pagers and Audio version

Translated into both Burmese and Bangla (written) and Rohingya (audio)

Volunteers can carry with them or have in their notebooks! Or have on their mobile phones
Tip Sheets

Go through Tip Sheet

CPSS Tip sheet for food distribution English.pdf
Some Key Points in Tip Sheets

• Carry contact list of Child Protection Focal Points
• Code of Conduct Training
• DO not take photos with children
• Provide clear and accurate information about distribution services in a child friendly manner
• Ensure caregivers know children should not collect for family
• Inform children of their entitlements.
• What to do if child is found alone at a distribution site
Next Steps

• CPSS available for clarification on tip sheets
• FSS to share tip sheets with volunteers
• Webinar on Child Protection and FSS
• Other

Remember – we are here to support!
Next steps!
Gender Equality Messaging for Beneficiaries by Gender Focal Point

See messaging in 3 languages here
Complaint and Feedback Mechanism Presentation - WFP
WFP Complaints and Feedback Mechanisms (CFMs)
What is CFM?

• A communication platform dedicated to receiving feedback and complaints and answering questions about overall WFP operations.

Why CFM?

✓ WFP is committed to ensuring accountability to affected populations through the adoption of the updated Inter-Agency Standing Committee’s (IASC) Commitments to Accountability to Affected Populations (CAAP).

- Participation-approach to the humanitarian response
- Rights-based approach to development work,
- and is grounded in the principles of accountability, transparency, equality and non-discrimination.
Features of CFM

- Developed in consultation with and participation of the targeted population
- Aligned with WFP data protection principles incorporating a steadfast system for receiving complaints
- Vulnerability, sex, gender, age and other identity and structural markers incorporated
- Acts as a source of centralised information between affected people, WFP and partners.
- Able to adapt to the changing operational context and the needs of the affected communities.
Effective medium for two-way communication

CFM is a two-way communication avenue that allows:

a) Communities to express concerns, lodge complaints, ask questions, and provide feedback on WFP programmes through formalised complaints and feedback mechanisms (CFMs)

b) WFP to close the loop on feedback and complaints and to achieve a high first-case resolution (FCR) through the CFM

Closing the loop:
Formally acknowledge feedback ➔ resolve the complaints ➔ make sure a response is communicated back to the affected community (accepted by the CFM User and affected community)
Channels of CFM

1. **Hotline**
   available for all programmes, can be accessible 24/7, managed by WFP CFM team.

2. **Helpdesk**
   available for GFA, can be found at the distribution sites and e-voucher shops. managed by CPs.

3. **Referral**
   available for external agencies to receive WFP related complaints.
   SCOPE ID, FCN, and UNHCR case ID

4. **Programme monitoring**
   during regular monitoring surveys (e.g. baseline, end line, post distribution monitoring, etc) feedback is collected from community members
Kind of feedback

1. **Information request**
   (e.g. timing of distribution and targeting criteria etc)

2. **Assistance request**
   (e.g. emergency food assistance request and referral to external/internal focal point)

3. **Complaint/Negative feedback**
   (e.g. entitlement quantity, entitlement quality, safety, fraud/diversion/misuse)

4. **Positive feedback**
   (e.g. appreciation to WFP for assistance provided and issue resolved etc)

5. **Technical problem**
   (e.g. an issue with one of WFP’s digital solutions, such as SCOPE)

6. **Data amendment**
   (e.g., A request to amend or withdraw personal data)
Information Management Mechanism

• Customer Relations Management (CRM) is the primary tool that facilitates the flow of information between the User, WFP and, if required, external partners.

SugarCRM - a robust IT solution that systematically record, assign, manage, analyse and follow-up on the feedback received from the affected people.
• Monthly CFM Report: [tableau dashboard]

• Annual CFM Report
CXB_Help Desk E-Voucher

### Camps

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<th>Camp</th>
<th>Total</th>
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<tr>
<td>Camp 24</td>
<td>798</td>
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<tr>
<td>Camp 1W</td>
<td>749</td>
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<tr>
<td>Camp 26</td>
<td>617</td>
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<tr>
<td>Camp BE</td>
<td>487</td>
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<tr>
<td>Camp 09</td>
<td>486</td>
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<tr>
<td>NRC</td>
<td>444</td>
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<tr>
<td>Camp 27</td>
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<tr>
<td>Camp 15</td>
<td>379</td>
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<tr>
<td>Camp 12</td>
<td>348</td>
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<tr>
<td>Camp 1E</td>
<td>344</td>
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<tr>
<td>Camp 10</td>
<td>331</td>
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<td>Camp 18</td>
<td>330</td>
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<td>Camp 13</td>
<td>297</td>
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<td>Camp 05</td>
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<td>Camp 19</td>
<td>260</td>
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<td>Camp 03</td>
<td>254</td>
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<tr>
<td>Camp 11</td>
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<td>Camp BW</td>
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<td>Camp 16</td>
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<td>Camp 25</td>
<td>226</td>
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<tr>
<td>Camp 20 Ext</td>
<td>168</td>
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<tr>
<td>Camp 04</td>
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<td>Camp 20</td>
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<td>KRC</td>
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<td>Camp 22 W</td>
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<td>Camp 07</td>
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<td>Camp 21</td>
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### Total

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<tr>
<th></th>
<th>May</th>
<th>June</th>
<th>July</th>
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<tr>
<td>Total</td>
<td>3,691</td>
<td>2,278</td>
<td>2,469</td>
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<td><strong>Total</strong></td>
<td><strong>8,438</strong></td>
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### Outlet

- Not recorded: 32.5%
- LMB: 11.3%
- Balukhali 2: 7.2%
- Jamtoli: 5.3%
- LMS: 5.3%
- Burmapara: 3.4%
- Jadimura: 3.4%
- MC 4: 3.0%
- Camp 17: 3.0%
- BMS: 2.3%
- Mochoin: 0.5%
- NRC: 0.5%

### Status by WFP

- Closed: 74%
- In progress: 26%

### Status set by CPs

- In Progress: SCI 1,396, BRAC 933, WVI 540, RIC 119
- Solved: WVI 2,579, BRAC 1,558, RIC 1,044, SCI 269

### Type of Feedback

- Other (explain in Remarks)
- No voucher found
- Voucher less than active members
- HH has food card but is requesting SCOPE card
- Card damaged/broken (incl. damaged NFC)
- Update Family Size based on UNHCR Smart Card + UNHCR Family Attestation
- SCOPE card lost
- Card data error
- HH claims relocation/migration to the current camp
- Automatic Value Deduction
- Less member
- New arrival
- Beneficiary is waiting for replacement card; BNF has a WFP no card token
- Protection case (explain in Remarks)
- Poor food quality (specify commodity, outlet, and shop in Remarks)
- Reduced household size
- Not in Active list, need to enroll
- Card Error
- Beneficiary is waiting for replacement card; BNF has a token but WFP no card

### Weekly Feedback

- May 4: 188
- May 18: 1,228
- Jun 1: 2,397
- Jun 15: 604
- Jun 29: 264
- Jul 13: 582
- Jul 27: 14
Stakeholder consultations/evaluation

- Once an activity is over, affected population, CFM partners/ CPs and donor community are consulted on their perception of the performance of CFM.
- Ensuring community perception is integrated in the programme design and implementation is key.
Acknowledge and record feedback

Evaluate feedback mechanism

Address feedback by referring and closing the loop.

Act and adapt programmes

Analysis feedback to identify key issues and gap

Share findings with the community and relevant stakeholders

CFM operational cycle
Thank you!

Any comments or questions?
Partner Updates
Partner Updates

- **Oxfam** - mask production approval from RRRC pending, CiC approvals received – FSS to provide clarity on implications of new vs old RRRC directive

- **Helvetas**
  - Approval from RRRC for seed distribution granted for 2020 – papaya production ongoing in Camp 4 as result of seedling distribution in October 2019 – partners welcome to visit Helvetas sites
  - Practical business plan development training by local service providers for 1,056 host community HHs ongoing in 15 wards of 5 unions in Ukhiya
  - 15 types of vegetables recommended according to survey findings

- **SCI** – NGOAB approval received, September- child protection integrated project in HC (unconditional cash, skill development, gardening) Sadar, Ukhiya [Jaliapalong and Palongkhali] and Rohingya (skill development) targeting Camp 17

- **GUK (Solidar Suisse)** received RRRC approval for seed distribution for 2000 HHs in Camp 25, 26 and 27.

- **COAST Trust** will provide unconditional cash grant among 1,000 HHs in Palongkhali (Ukhiya) and Nhilla (Teknaf), supported by Malteser International.

- **RDRS** will provide cash grants of BDT6,000 to 120 small-holder farmers and small-scale businesses in Ukhiya and 2 chickens per person to 791 widows in Camp 18.
Partner Updates

- **ACF**
  - Conditional cash for livelihoods to 5,070 HH in Ukhiya, Teknaf, Maheshkhali, Pekua, Kutubdia, and Sadar
  - Cooked meals to new arrivals in transit centers ongoing in addition to quarantine sites and SARI-ITC in CXB Sadar
  - Livelihood support in Ramu will start in December

- **DRC**
  - Sewing machine distribution in camps and host communities for mask production
  - (More information will be added before minutes circulation)

- **World Vision** will distribute 5,000 fruit saplings (Malta, semi-seedless lemon, mango, guava, jujube) to 1,000 HHs in Ukhiya in September. Varieties and heights of species were determined in consultation with the DAE office, to ensure suitability in the agro-ecological

- **ACDI/VOCA** is training 900 dairy farmers in Chakaria, Pekua, Ramu, Sadar and Ukiya. 180 farmers in Ukhiya will be trained this month

- **DCA** will provide 1) cash grants to 120 HHs in Whykong union for business development; 2) seeds and agriculture inputs support to 600 HC HHs and 400 refugee HHs; and 3) cash grant to 700 HHs in Khurshkul and Whykong union.
THANK YOU FOR YOUR ATTENTION