

What needs to be considered to ensure safety, dignity and avoid causing harm?

- Well oriented staffs are deployed
- Follow DO NO HARM Policy
- Protection monitoring during distributions
- More orientation with staff to maintain do no harm
- Separate timeslot for PWD for distribution to ensure their safety
- Safe and transparent delivery (porter) system for HH unable to collect distributions themselves (elderly, persons with disabilities, female headed hh)
- Reporting PSEA incident
- Seperate line for male & female

How to ensure meaningful access?

- Block wise distribution and maintaining minimum distance
- Diversity desegregated data collection
- Individual Household distribution for Host community
- Time segment among the targeted population
- Meaningful access of disable person with saftey
- Give preference to EVIs family
- Regular process monitoring need to integrate at project implementation time
- Collect diversity desegregated data and organize support system accordingly

What needs to be done to ensure participation and empowerment?

- Consultations throughout the program cycle
- Community engagement skills
- Block level meeting including PWD
- Interpersonal communication skills of staff
- Community consultation, ensure feedback mechanism, orientation to the beneficiaries
- FGD with The participants
- Need based Capacity Strengthening

How to ensure accountability?

- Proper Tracking system for CFM
- Established Inclusive Complaint Feedback and Response Mechanism
- Ensure hot line communication channel through mobile
- Ensure complaint mechanism at community level
- Should common understanding who will do what
- Feedback and complaint machanism
- provide correct and timely information
- Feedback to the community of CFM
- Speed up CFM and follow up mechanism
- Properly orients the beneficiary before the event and distribute complain cell number
- ensure people know how to track a complaint and when/how it is solved.

Why are complaints and feedback important?

e.g. to ensure accountability

What are the CFM channels available in Camps?

e.g.
Hotline

Feedback collection tools/platforms?



