

Lesson Learned Workshop with CiC, Site management and Majhi/Imam

CCLC			
Topics	What went well and what factors helped for the success?	What did not go well/issues and why/reasons for this?	Recommendations (What needs to be changed and necessary actions to bring the changes?)
Camp in Charge (CiC)	<p>In the workshop, CiC and the other key stakeholders shared their opinion on different approach of CCLC.</p> <p>Majority of the key points was raised by the CiC and they were:</p> <ol style="list-style-type: none"> 1. Beneficiary gets many different new sessions from CCLC 2. They got to know about Child care, nutrition, DRR, GBV etc. 	<ol style="list-style-type: none"> 1. CCLC center is not enough for the huge beneficiaries. 2. Only covered few blocks in the camp. 	<ol style="list-style-type: none"> 1. Stablish new CCLC center to cover more beneficiary. 2. Can add many new sessions/training like , handcraft, Sewing etc.
Site Management	<ol style="list-style-type: none"> 1. All sessions are very helpful for the beneficiaries. 2. They get many awareness sessions from CCLC. 3. In pandemic situation, they know how to prevent COVID 19 disease. 	<ol style="list-style-type: none"> 1. CCLC center give 5 months training 50 beneficiary. So, one beneficiary gets same training till 5 months. It's really long time. CCLC center can reduce the training period and try to give opportunity to next 50 beneficiaries. 2. Coordination gap both site, management and CCLC 	<ol style="list-style-type: none"> 1. Try to build new CCLC and provide new session.

<p>Majhi/ Imam</p>	<p>“Beneficiary get chance to use gas stoves from CCLC center.” One of the majhee said the point as he also added that, the cooking session is the most important initiative as it supports them to save the gas in their houses. IOM provide gas cylinder to the beneficiary, this is not enough for them. It’s finished by 15 days. Then CCLC BNFs can cook in the CCLC center. That’s very good.</p> <p>One Imam said “The women can pass a quality time to go CCLC center, As the women are always working in the kitchen and HH, it’s a great opportunity for them to have a break as well as learning new stuffs”</p> <p>As the CCLC also train the beneficiaries on sack gardening, one Majhee said, “Now many women have started gardening beside their house which they learnt from CCLC center.”</p>	<ol style="list-style-type: none"> 1. Sometime Gas cylinder not available in the center. 2. Head majhi was not invited in the meeting of CCLC. 	<ol style="list-style-type: none"> 1. It’s better to create opportunity for everyone. 2. Make sure the cylinder and gas stoves are ok.
FFV			
Topics	What went well and what factors helped for the success?	What did not go well/issues and why/reasons for this?	Recommendations (What needs to be changed and necessary actions to bring the changes?)
<p>Camp in Charge (CiC)</p>	<ol style="list-style-type: none"> 1. FFV Program help the beneficiary to receive nutritious food and address the food scarcity. 2. Every beneficiary got food. 3. FFV program encouraged women for their rights and they became aware of various kinds of information. 4. World vision provided very quick food support. 5. Beneficiaries can buy food from outlet based of their need and choice. 	<ol style="list-style-type: none"> 1. “The food was not enough for the beneficiaries.” The CiC mentioned that, they food should be more as there are some families who need more food than the other families due to the size of the family. As, in a voucher where entitlement is 1170, if there is 13/14 family members, it does not cover the food requirement of a month 	<ol style="list-style-type: none"> 1. Variation of food items 2. 1-7 and 8+ member category change. 3. It’s better to distribute food twice a month 4. Need to check food quality in every day 5. Need to monitor for selling food. 6. Prepare food item list by food need assessment. 7. If possible, add Fish or Meat in food list 8. In future WV can start new phase with new food list which food items not in the WFP food list.

	<ol style="list-style-type: none"> 6. At the time of COVID 19, WV shared the beneficiaries about the cause and way of getting not infected of this disease, it was very good. 7. The program has been able to address the food shortage of the beneficiaries. 	<ol style="list-style-type: none"> 1. which can be easily maintained in a hh of 8 members. 2. The voucher classification was not appropriate: As, 1 HH with one or two members get 805-taka voucher where 7 members hh also gets 805-taka voucher. This was not good. 3. This Issue came from the Ass. CiC and he said that “Outlet Food price and market price was not same. In some cases, i.e. green chili, Onion etc. 	<ol style="list-style-type: none"> 9. Fixed the outlet food price as per information collected from market price monitoring
Site Management	<ol style="list-style-type: none"> 1. Help desk activity was good. 2. Good Staff behavior. 3. Good WaSH facilities 4. Coordination was good in terms of location selection, need based food supply etc. 	<ol style="list-style-type: none"> 1. FCN wrong, not listed Complaint was not solved immediately, BNFs have to wait more than 1 month. Upon the complaints from beneficiaries, site management team mentioned the issue, they said, “there has to be a smooth process so that all the beneficiaries get the food and if someone has any issue, he can solve those in a minimum period and gets the food within that month. 2. “Crowded control system was not good.” This issue was also raised by the site management and they also added, the system inside the outlet was very functional but outside the outlet, there was no crowd control. 3. Some food item quality was not good, Like Dry fish, Green chili 	<ol style="list-style-type: none"> 1. Complaints have to solve within 7 days. 2. Regular check food items quality 3. Token should distribute the day before.

Majhi/ Imam	<ol style="list-style-type: none"> 1. WaSH facilities was good. Having Latrine in the outlet allowed women to use the facilities. 2. FFV outlets help BNFs to get more food. 3. Women felt safe in the outlets. 4. Beneficiary know many new things regarding Covid-19 virus and they are aware of how to avoid getting infected. 	<ol style="list-style-type: none"> 1. Dry fish, Green chili, Eggs was not good. 2. Outlet location was far from the camp (Camp 21) 3. Food quantity was not enough for BNFs, the food does not last for one month. 4. Food variation is necessary as the children do not want to have the same food over and over again. 5. Family size category needs to be changed, there should be more specific classification for the hh size and food voucher. 6. During the pandemic situation, WV started providing food package, Package system was not always good. As the raw products gets rotten. 7. FFV Outlet price was not the same as the local market price. 	<ol style="list-style-type: none"> 1. Increase WV staff member in distribution point for crowd control. 2. It's better to provide 2 times in a month. 3. Complain was not solve in correct time 4. Some blocks (Camp 21, A, E, C) receive only 1st round food from WV. From 2nd round they did not get the food. Ensure to provide all of the beneficiary.
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MTC

Topics	What went well and what factors helped for the success?	What did not go well/issues and why/reasons for this?	Recommendations (What needs to be changed and necessary actions to bring the changes?)
Camp in Charge (CiC)	<ol style="list-style-type: none"> 1. Learning something new is increasing their skills. 2. Beneficiaries are becoming self-confident in their abilities to start their own activity to generate income 3. Good relations are being established between the host and the Rohingya community. 4. Now, Beneficiary getting some money by mask making 5. Creating a creative mindset for women. 	<ol style="list-style-type: none"> 1. Money problem 2. Coordination problem 3. Beneficiaries are having trouble coming from a far. 	<ol style="list-style-type: none"> 1. At the end of the training, it would be very good to give the women a sewing machine, so that they can support themselves. 2. It would be better to increase the number of centers.

Site Management		<ol style="list-style-type: none"> 1. Female insecure in the way 2. Salary problem 3. MTC center is very far from beneficiary. 	<ol style="list-style-type: none"> 1. Remote area coverage
Majhi/ Imam	<ol style="list-style-type: none"> 1. It would be nice to be able to engage men more. 	<ol style="list-style-type: none"> 1. Many more women want to learn from different blocks but they don't have the opportunity to learn. 	<ol style="list-style-type: none"> 1. As the number of centers increases, many more can learn. 2. It would be better to invite the Imam and Majhi in the Training center meeting.