

Lesson Learned Workshop with FFV Vendors

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Location: WV Office (Faliapara)

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?)
<ol style="list-style-type: none"> 1. The local traders/vendors (who was engaged with World Vision in EFSP) did not have proper documentation for business in place/ updated; i.e. Trade license, TIN certificate, insurance paper etc. To enter into a contract with WV, vendors needed to submit those documents and the vendors understood about the importance of those papers and they prepared all the necessary documents for business. Among the vendors, one respondent “Having those documents in place actually made us understand the importance of those documents. We can now work with other agencies as well. It was quite an impressive learning for us.” 2. The monitoring team and the operation team always visited the outlets and checked the food quality and quantity. We also tried to ensure the food quality. It was found in the LLW, one vendor respondent, “we, the vendors or the Field staffs sometimes missed a few of things which was mentioned by the monitoring team, we appreciate the effort of monitoring team and the Help desk to support us to fill the gaps in the implementation process.” Another vendor replied “Regular monitoring has made the process of food distribution more effective.” 3. The women were able to collect food safely. According to the vendors, they respondent, “Women are the key person who understands the needs of a family, and as they were engaged and also the primary beneficiaries, it was a good initiative for the Rohingya refugees” 	<ol style="list-style-type: none"> 1. Sometimes, the price was high in the local market, i.e. Onion price hike. We had a contract with WV and when the price of onion increased, we had to sell the onion in a low rate but we have to buy the onion in a high rate. 2. On going/serial phase-out issue occurred a lot of loss to the vendors as they have to reconstruct the outlets again in a different location. 3. Equal selling opportunity was not properly observed and vendors said, the shops close to voucher distribution point gets more beneficiaries than the other vendors. 4. Beneficiaries sometimes do not understand the process properly, i.e. demanding eggs for all the voucher money, not willing to take the spinach, not buying minimum food items etc. It created some issues in the outlets. 	<ol style="list-style-type: none"> 1. Make sure that no one enters the distribution point without a token. 2. It is better to distribute the token in previous day of distribution, as it makes crowd in the distribution point. 3. Allocate time frame for different blocks in camps so that the pressure of beneficiaries can be controlled. Otherwise all the beneficiaries tried to come early in the morning. 4. Beneficiaries did not want to take 8 food items. Have to Encourage them to take. 5. Beneficiaries wants to buy different products. It is better to make change/variation in food items. 6. Beneficiaries take a lot of time to choose and buy foods, the package system is good. 7. Proper coordination in the implementation level required. As, vendors have to stop the outlet as the price was not updated at the day of distribution.

<p>4. The Help desk component was a very new initiative for the vendors, but all the vendors appreciated the Help desk. “There was a help desk and the help desk assistant always tried to solve the beneficiary’s problem.” One vendor replied. Another respondent, “We sometimes did some mistake like, provide less amount, miss one item etc. Beneficiaries in this situations supported both the vendors and the beneficiaries by checking the items and also verified the vouchers and memo so that they can solve the raised issues.”</p> <p>5. There was drinking water, breast feeding corner and toilet facilities which is very uncommon in our local market. Vendors will use the learning in their local market by communicating with the local market authorities so that they can also do something like this system.</p> <p>6. If the children come to collect the food, other people can easily snatch the food from them or manipulate them, so, vendors were positive regarding not providing foods to the children. Vendors respondent “Children could not collect food, it was a good initiative, as they are very vulnerable and easy target, so bad people can easily steal their food.”</p> <p>7. The separate line for elderly, pregnant women was appreciated by the vendors. They mentioned this lining actually created the process easier and smooth. Elderly, pregnant women have been given priority in the distribution point to receive food.</p> <p>8. Many measures have been taken to prevent COVID 19. Specially, food bucket, maintaining social distance and disinfecting the outlets.</p> <p>9. Supporting the needy people as well as engaging the local people to make social bonding was a very good initiative taken by WV. The vendors of EFSP respondent “we are directly affected by the influx and these types of opportunity helps us to regain what we have lost, livelihood. Majority of the staffs of ours have suffered from the influx and if these sort of opportunity comes; it will allow us to support ourselves as well as create a bond towards beneficiaries.</p>		
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