| | WASH Cluster Myanmar |
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|  | **Minutes of National WASH Cluster Meeting** |

**Date:** 2019 February 18, Monday     **Venue:** UNICEF Yangon Office

Time: 2 pm – 4 pm     Duration: 2h

**Chair:** James Robertson, WASH Specialist

**Minutes:**   WASH Cluster

**Participants: Water Aid, Swiss Embassy, PIN, Samaritans Purse, HARP-F, Arche Nova, CDN, MA_UK, Cordaid, SCI, OXFAM, PUI, SI, UNICEF, DRC, OCHA, MHDO**

| Sr. | Topic | Time | Who |
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| Agenda | 1) Intro <br> 2) Brief emergency updates <br> 3) Quality Assurance and Accountability <br>     a. AAP presentation by OXSI <br> 4) Camp closure <br>     a. Rakhine <br>     b. Kachin <br> 5) AOB | | |
| 1 | **Intro** | 2:00 | All Participants |
| 2 | **Brief emergency updates** <br><br> **Rakhine** <br> OXFAM: <br> • We are following situation closely. <br> • No major development in central Rakhine for the last two week <br> SI: <br> • We are working in Rathedaung. In February, we didn't receive primary position. DDM first approved than CC. Now we have received to go to Rathedaung township for submitting but not in the villages. We are waiting. DDM approval is much one. We don't know CC for security issue we are approved or not. <br> UNICEF: | 2:05 | |

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| | | • No major update<br>• Save help people are looking in paletwa. It still reporting on–going humanitarian needs which is coming in<br>• OCHA and HCT is consulting for that people.<br><br>**Kachin/Northern Shan**<br><br>• No update | | |
| 3 | | **Quality Assurance and Accountability**<br>1. AAP presentation by OXSI<br>    • Oxfam and SI working as consortium to provide WASH services in 11 camps in Sittwe started in November 2017. It is 3 years funding. It is allowed to adapt humanitarian programme to the specific protracted emergency in Sittwe.<br>    • One of the main focus of the project is tried to increase resilience of the affected population to proof the contortion by providing WASH services<br>    • On behalf of our WASH program, community engagement and involvement of affected community in management of WASH services and decision making process is around the community.<br>    • Future aspect: Within the project circle, we have invested quite a lot in accountability mechanism system aiming and receiving feedbacks and requests from the beneficiaries.<br>    • Focus to having the requests influencing and changing programming<br>    • We have looked 2 main aspects ;<br>        i. in terms of construction and maintenance of infrastructure<br>            • We have one mechanism; monthly infrastructure functionality check ; OXSI have delegated staffs (Major, minor upgrade) these system is on going<br>            • Accountability system aims to collect services requests, complains and feedbacks from the community. These system we replaced functionality check. Ultimate goal of the project would be having community ownership on WASH infrastructure increase. The other requests, repairs or maintenance, we receive coming directly from community rather than coming our functionality system. The more complains/services requests we receive, the better.<br>    • Our project is a part of global project. And rolling out ICT for accountability.<br>    • Now we are using KOBO to collect feedbacks and to manage the cases. Reporting through powerbi<br>    • For the collection of the feedback, initially we had a discussion different ways to collect feedbacks.<br>    • Based on the responsibilities of the different actors in camps, we set up CRM mechanism. CMA has responsibilities to collect/to setting place accountability system. We had a discussion with CMA to make sure our WASH accountability system would integrate other camp management agencies system without overlapping<br>    • Current feedback mechanisms: Hot line, face to face, help desk, suggestion box<br>    • In Sittwe, the most developed accountability system is the one of DRC which is text based mobile system. | 2:10 | Piere |

- Our system is a system which is based on mobile enumerator , they are collecting feedback in the camps
- Suggestion box and hot line are not properly working in the camps according to the experiences in last 4 or 5 years.
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- In power BI dashboard, we can filter the information by selecting camp and/or camp sector, category and timeframe

    15.
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- Community feedback are divided into TWO main groups based on their categories
    i. Non-sensitive complaints/feedback:
        - This should be responded to within a week as per the feedback loop.
        - Case Managers should download the database or check their accounts from the server twice a week, on Monday and Wednesday
        - On Wednesday, he/she resolve the cases if possible or provide an update if it requires additional actions
        - On Thursday before 12AM, MEAL officer download the database and share a brief results of the week with ComMob supervisors/WASH officers
        - On Thursday afternoon, ComMob supervisors/WASH officers then share with ComMob officers/Mas
        - On Friday morning, CFs/WASH facilitators provide feedback to the communities/beneficiaries and come again with the feedback if there is anything
    ii. Sensitive complaints/feedback
        - Sensitive complaints/feedback should be responded within two weeks or possibly longer if it requires additional actions/verifications
        - Case Managers should follow the same procedures as Non-sensitives complaints such as download the database or check their accounts from the server twice a week, on Monday and Wednesday
        - The case managers should inform (PMU) about the cases
        - PMU should reply the case managers and give an update in the second week after the case had been submitted. He/she should also inform the possible actions and deadline
- OXSI is working together for AAP mechanism.
- The process are very spread from enumerator to project manager.
- During the project time, we have 130 community facilitators. They are not systematically taking feedback
- In active camps, we have 20 staffs from SI and OXFAM.

Q: Do you have any suggestion box and mobile hot line system along with this?

OXFAM: No: now it is face to face for accountability and again people visiting the workshop. We don't have hotline.

Q: is it anonymous supporting?

OXFAM: Yes, it is. It is mainly focus on the collecting requests on the activities.

Q: Do you have system for collecting sensitive matter?

SI: it goes to CMA.

Oxfam: we are creating tailored system for camp based staff. We are looking common referral mechanism for camp based level. This is not in placed yet. We have convention and deciding the system.

We don't duplicate our job across sectors/clusters' system.

We have identified focal points in Sittwe not in camps. Now we are working on reaching like safe guard focal point based in Sittwe with the camp context. Mainly we are working on language barrier.

Feedbacks can be collected offline. We are collecting data weekly basis and case manager closed the data collection at COB on Thursday. For sharing and publishing the dashboard, we use power BI.

James: Data standardization: I believe that it was done in Sittwe camps like ID for water points, latrines. Can you give that database to over to DRC so you can get more kind of common system.

James: Anybody with the similar experiences in Kachin and N-Shan?

Water Aid explained about M-water application and current and on-going activities.
- We have 3 pilots; Shan state, Ayeyarwaddy and Dry Zone with DRD.
- Idea is to have MIS system for DRD ; Rural water supply monitoring
- In January 30, we had workshop with 25 NGOs and UN, ICRC.
- One opportunity is DRD agreed to scale up in CDD project. We are going to design to continue rural water supply monitoring. Our objective is to support government in budgeting, planning and functionalities and seasonality information to be easy for them to have like a real time data.
- I also discussed with Kachin and Shan WASH cluster coordinator for collecting 4W data from the partners as it is really hard to get data from them. If we can train camp committee with this M-water, we can get data timely. It is also included approval layers for managing data.

James:
- It is also good integration with JMP monitoring.
- It is more targeted development context.
- They already got questions bank set up. There are lots of competing platforms. At least we can standardized on questions.
- In Myanmar, there are lots of overlapping and competing systems at the moment.

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| | • Data security must be considered. | | | |
| | 2. **QAAP** | | | |
| |      • QAAP team will arrive to Myanmar on March 14. They will meet with donors, partners and other sector/clusters bilaterally. | | | |
| |      • They will visit to Rakhine and will meet with partners bilaterally and will conduct workshop. | | | |
| 4 | **Camp closure**<br><br>**Rakhine**<br>• Last week, UNHCR called for workshop with all clusters inviting to give inputs based on position paper prepared by protection sector<br>• Not all agencies still have around positioning toward WASH camp closure<br>• WASH cluster was participated in that workshop<br>• Different agencies are different position. It is interesting process.<br>• 3 scenarios were discussed<br>• It was interesting to have a conversation with other sectors and colleagues.<br>• It will take time<br>• We didn't have time to give feedback our discussion on the workshop<br>• We discussed what are the roles in relocations. For new places or relocation sites, the government should take responsibilities for all the activities. If something like happening, as WASH partners we should start putting in place contingency plan. It will be two parts; one is for contingency plan for emergency response because we grow ideally for new settlement or closing camp or depends on different scenarios and at the same time, if there will be any natural disaster or outbreak, we could response but it will be a kind of reactive response not preventive. Rapid onset response for this kind of things, if it is grantee and if it is requested by government. It is one of the contingency plan.<br>• For contingency plan for faced-out, it will depend on case by case. if it is the relocation, we accompany like strengthen the people before their moving; how to transparent information if there is lack of services. If there is a place considering as close but under standard, the face-out will be lower. There is accompanied with strong advocacy.<br>• When we are talking about camp closure here, we are not talking about camps in closed<br><br>    Q: who made the decision in the document?<br>SI: It was a brain storming workshop between the clusters organized by UNHCR, protection sector.<br>We need to understand the other sectors. It is still draft so we didn't give our inputs. It was kind of tentative discussion among WASH partners.<br><br>• At WASH cluster level, it was started discussion in December. At that stage, it is difficult to find a common position of the WASH cluster because different agencies are working with different positions. Overall process is like UN agencies | 3:10 | |

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| | and INGOs updating the government engagement principles and red lines like ongoing process of camp closure. There is no consultation with government.<br>• James: closure is not new topic. It has been discussing four years ago<br>• SI: It has different scenarios and different situations<br>• Oxfam: Summary discussion: those camps that we have been declared as closed with no consultation carried out with communities what they want, with no process on freedom of movement. So basically camp based facilitations in different structures, what will propose to have face-out of WASH actors. It is really need proactive response to outbreak or emergencies in case the government is not able to give the response and upon agreement with government but the discussion was very much around having WASH actors facing out from providing WASH services in this sites declared as closed.<br>• Last week, in Rakhine SOF workshop, one of government staff told that I don't want to discuss about camp closure. | | |
| 5 | **AOB**<br><br>**UNICEF: WWD celebration from 4 to 7 March in Naypyitaw and UNICEF will provide transport**<br>**Water Aid: will provide list of participants of WTG.**<br>**UNICEF: WWF Survey link will be circulated. WWF survey on Environmental Education (EE) in Myanmar Survey Link**<br>**Mee Mee: WASH cluster will provide 4W and Funding matrix training in Lashio  on 22nd and Myitkyina on 25th Feb** | | |