

PROCESS MONITORING REPORT

Of

Transitional Shelter and Wash support for the Rohingya population

Project period
October 2020 to March 2021

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1. Purpose of the process monitoring visit:

GUSS by the financial assistance of IDRF and Muslim Aid USA is being implementing the six months project to improve the Shelter condition and distributing warm cloths as NFI to the Forcibly Displaced Myanmar National (FDMN) vulnerable Rohingya Refugee families and the surrounding host community in Ukhia, Cox'sbazar. To address these pressing priorities and moving into Phase 3 of the shelter response, the SNFI Sector designed the Transitional Shelter Assistance (TSA)², whose aim is to incrementally increase strength and durability of the shelter, as well as to provide refugees the freedom to choose the most appropriate materials and to improve shelters by themselves. By reconstructing and maintenance-- the existing Shelter, Water well, Tube well and distributing warm cloths to the Rohingya refugees and the host community nearby catchment areas, GUSS has targeted to achieve the following objectives: -

1. To address the protection concerns of the refugee and host communities living in Refugees Camp and catchment areas in Cox's Bazar.
2. To improve living condition and access to the clean drinking water for Rohingya families living in Kutupalang Refugees Camp in Bangladesh.
3. To building capacity in the development of sustainable operation, maintenance, improvement and fire safety of shelter and water point.

Therefore, as stated in the project proposal; the monitoring, control and evaluation of the project are the part the management of the implementing organization and in line with the interest of the donors a process monitoring is expected to be undertaken throughout the project period.

The process monitoring was to see the process documentation and execution of the various project activities, the work and results and the effectiveness of how the objectives are achieving as defined. Through this process monitoring the management could see the progress and calculate the budgetary control in line to the budget at any time, based on the time already elapsed.

The logic of the process monitoring is to facilitate to the management to organize or reorganize the project implementation strategy and or to bring any positive change in the project document. So that require steps can be undertaken in the rest of the project implementation period in order to achieve the goal and purpose of the project and expected by all stakeholders.

2. The following activities were completed as part of the process monitoring visit:

I have visited the project field office for a process monitoring works of the Shelter and NFI project of GUSS at Ukhia upazila in Cox'sbazar district. The project is being implementing to build 90 shelters, 1 water well, 10 Tube wells, providing 300 shelter assistance, 1400 pcs blanket distribution in the Rohingya refugee camp and the host community in Ukhia and Cox'sbazar sadar upazila under Cox'sbazar district. The project is funded by the financial help of Muslim Aid -USA and IDRF-UK with the budget of respectively BDT. 96,60,000 and BDT. 63,81,000. The project implementation duration is Muslim Aid -USA October/2020 to March 2021 and November/2020 to April 2021 respectively.

By reviewing the objectives, stated in the project proposal it has revealed that these project is being implementing for:-



1. To address the protection concerns of the refugee and host communities living in Refugee camp and catchment areas in Cox'sbazar.
2. To construct 120 transitional shelters and NFIs for the Rohingya families living in the refugee's camp and host families in Ukhiya.
3. To building capacity in the development of sustainable operation, maintenance, improvement and fire safety of shelter.
4. To install 01 water well to supply clean drinking water for the refugee families living in the refugee's camp.

Visit Details

Completed by	S.M. Moinur Rahman
Organization	DCGCI
Location	Dhaka
Reporting Dates	07/03/2021
Monitoring dates	14-18 February 2021
Project site	Rohingya refugee camp, Kutupalong Ukhiya upazila and Host community, Rajapalong upazila in Cox'sbazar district.
Objectives	Shelter project process monitoring 1 st report

Agenda/activities:

Date	Time	Location	Activity	Participants
14/02/2021	Day long	Cox'sbazar Office	Project documents review	Mr. Nazib, PC
15/02/2021	Day long	Ukhiya	Shelter project site visit, Block-F, Rohingya Camp, Kutupalong	All CMs
16/02/2021	Day long	Ukhiya	Tube well installation site visit, Rajapalong, Host community.	Mr. Mahbub, Engineer
17/02/2021	Day long	Ukhiya	Shelter project site, Water well and HP visit	Mr. Mahbub and CMs
24/02/2021	Day long	HO,Dhaka	Project documents review	Mr.Ezar Hossain, PM
03/03/2021	Half day	HO,Dhaka	Accounts and admin documents review	Mr. Solaiman, Accts Officer
04/03/2021	Day long	HO,Dhaka	Accounts and admin documents review	Mr. Solaiman, Accts Officer

06/03/2021	Half day	HO,Dhaka	Draft report sharing and debriefing.	CEO
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3. Methodology adopted for the visit:

On-site process monitoring has been carried out with each of the major actors:

- ✓ Sampled response project beneficiaries (Rohingya community);
- ✓ Sampled response project beneficiaries (host community);
- ✓ Consultation with community leader;
- ✓ Project Coordinator
- ✓ Community Mobilizer
- ✓ Project engineer
- ✓ Vendor and
- ✓ Construction labour

Of-site process monitoring has been carried out by studying the:

- a) **Review of project documents:** Proposal, log frame, activity plan, budget, BoQ, hosting arrangement.
- b) **Review of other reports and learning documents:** Learning Shelter/NFI documents, TSA II, peer review reports, Shelter design & building technology, delivery chain and risk mapping, and Process documentation etc.

4. Major observations from the field

SUMMARY

Category	Rating				
	a	b	c	d	Not Assessed
RELEVANCE					
EFFICIENCY					
EFFECTIVENESS					
POTENTIAL SUSTAINABILITY					

Note: a=very good; b=above average; c=below average; d=serious deficiencies

Major Issues that may require immediate actions recommended

From the perspective of monitoring activities, there were not found any major concerns of the MAUSA shelter project implementation against the project work plan by the implementing agency. Whereas, hands-on actions need to be taken to the IDRF project by GUSS in order to deliver the Shelter repair materials before smoothly closing its project period.

1. Shelter assistance project of IDRF



The project implementation approvals from the concern authorities have been acquired by GUSS. However, the physical activities to implement was not yet start.

- By monitoring date, the process for the project staff hiring doesn't completed as per proposal. while the timeline of project shall be ended in mid of May 2021.
- The beneficiaries for Shelter assistance project have not yet been selected. The PC has informed that CiC office will selected the beneficiary expectedly in 2nd week of March 2021. The beneficiary selection process should be completed immediately. while the timeline of project shall be ended in mid of May 2021.

2. Tube well installation to the host community under MAUSA project:

Hold discussion among host community members to collect the information of water quality, it has revealed that one Tube well installed at Ali Ahmed, s/o Shafiqur Rahman village Ali Mura Kashiar Bill, Rajapalang is delivering sedimented water. This can be re-installed to another place by February 2021.

3. Project admin and accounts at Head office (MAUSA & IDRF):

From the perspective of process monitoring of the project accounting and finance department, there were some transactions have revealed those were posted and or charges wrongly those need corrective measures. Also there are some critical issues on the books of accounting and treatment those could be settled before the project shall be ended in mid-May 2021.

1. Separate Project bank account.
2. The bill payment vouchers. For example, monitoring, utilities etc.
3. Blanket purchase for IDRF project.
4. Tax and Vat posting.

4. Project monitoring reports:

During project documents and records reviewing, there were no project monitoring report found at the head office. The project monitoring report is an important part of the project monitoring and tracking.

5. Project staff hiring process:

By the day of monitoring, there were no separate project staff attendance register, staff hiring documents etc found. However, Project staff and resource documents are also important to the project those need to be preserved immediately.

5. Feedback by the field staff

Discussed to the field staff about project implementation challenges and experiences. The following factors have come out those are vetted during the visit. The challenges or influence the overall progress and activities.

1. Controlling shelter size and Measurement was a problem that causes the implementation slow.



2. House designed didn't accepted by the beneficiaries.
3. Windows installation are not allowed by the beneficiaries that causes delay to the work to be done.
4. Delayed approval process in cluster wise work.
5. Frequent discission changes by the CiS office.
6. Labor payment is a factor. Labor doesn't agree with non-cash payment process.

6. Debriefing points agreed:

After completing the field visit, there was a debriefing meeting was conducted with the CEO at the head office. The overall observations of the projects have discussed prioritizing the status appended below. In regards of this GUSS management will undertake immediate actions to resolve the observations come out.

Overall status:

From the perspective of process monitoring visit, I have physically observed and reviewed the field activities of the Shelter and NFI project of GUSS at Ukhia upazila in Cox'sbazar district. There are two projects are being implementing for MAUSA and IDRF. Giving below the brief status.

As per approved documents GUSS has built 90 shelters, 1 water well for the Rohingya refugees and 10 Tube wells for the host community. At the same time GUSS has to provide 300 shelter assistance materials to reconstruct the existing shelter of Rohingya refugees by the financial assistance of IDRF and blankets to the host community. During my visit I have found 1400 blankets have been distributed to the host community in Ukhia and Cox'sbazar sadar upazila under Cox'sbazar district.

The project is funded by the financial help of Muslim Aid -USA and IDRF-UK with the budget of respectively BDT. 96,60,000 and BDT. 63,81,000. The project implementation duration is Muslim Aid -USA October/2020 to March 2021 and November/2020 to April 2021 respectively.

Fund Status:

Particulars	MAUSA	IDRF
Project Number:	N/A	N/A
Project Title:	Transitional Shelter and WASH support for the Rohingya population.	Transitional Shelter and WASH support for the Rohingya Refugees 2020.
Project Budget:	BDT 96,60,000	BDT 63,81,000
Received	BDT 77,20,881.50	BDT. 29,44,072
Burnt	BDT 35,46,549	BDT 8,76,871
Remaining fund to be received	BDT BDT 19,39,118.50	BDT. 34,36,928
Time Period Covered:	6 months (1 October 2020 to 31 March 2021)	6 months (December 2020 to May 2021) ref. FD-7

Project Status:

MAUSA	Transitional Shelter and WASH support for the Rohingya population. Cost and progress report in percentage (%)					
Particulars	Total unit	Completed unit	Work Progress (%)	Budget	Cost covered	Cost burning rate (%)
Direct Project Cost:						
Shelter building	90	90	100.00%	5,071,500	2,238,082	44.13%
Water Well	1	1	100.00%	974,400	-	0.00%
Project inception	1	0	0.00%	40,000		0.00%
Labour training for shelter building	6	1	16.67%	30,000	2,407	8.02%
Awareness training on WASH & Sanitation	50	1	2.00%	50,000	2,386	4.77%
Shelter & Water well sign board	91	0	0.00%	45,500	-	0.00%
Photography & VDO documentation	2	1	50.00%	50,000	16,200	32.40%
T-shirt	50	10	20.00%	15,000	3,000	20.00%
Deep tube well for host community	20	10	50.00%	1,500,000	-	0.00%
Awareness training on Wash & sanitation	50	0	0.00%	50,000	-	0.00%
Staff Overhead			#DIV/0!			
PC - 1	6 mos		#VALUE!	360,000	172,581	47.94%
FO - 1	6 mos		#VALUE!	210,000	105,161	50.08%
Community mobilizer - 2	12 mos		#VALUE!	240,000	160,457	66.86%
PM -1 (partial)	6 mos		#VALUE!	120,000	35,000	29.17%
Admin overhead			#DIV/0!			
Project office rent	6 mos	4	#VALUE!	120,000	80,000	66.67%
Monitoring visit	6	1	16.67%	90,000	42,892	47.66%
Local conveyance	6		0.00%	36,000	31,035	86.21%

Utilities	6 mos		#VALUE!	60,000	20,193	33.66%
Audit fee	1	0	0.00%	20,000	-	0.00%
Overhead cost @7%				577,600	637,155	110.31%
Total				9,660,000	3,546,549	36.71%

IDRF	Transitional Shelter and WASH support for the Rohingya Refugees 2020. Cost and progress report in percentage (%)					
	Particulars	Total unit	Completed unit	Work Progress (%)	Budget	Cost covered

Direct Project Cost:

Shelter Assistance	300	0	0.00%	3,300,000		0.00%
Carrying	300	0	0.00%	450,000	-	0.00%
Labour training for shelter building	6	0	0.00%	30,000	-	0.00%
Shelter & Water well sign board	300	0	0.00%	150,000	-	0.00%
Photography & VDO documentation	1	0	0.00%	40,000	-	0.00%
T-shirt	50	10	20.00%	15,000	3,000	20.00%
Blanket for host community	1400	1400	100.00%	980,000	735,000	75.00%
Carrying	2	2	100.00%	30,000	30,000	100.00%
Awareness training on Wash & sanitation	50	0	0.00%	50,000	-	0.00%

Staff Overhead:

PC - 1	6 mos		#VALUE!	300,000	87,097	29.03%
FO - 1	6 mos		#VALUE!	180,000	-	0.00%
Community mobilizer - 2	12 mos		#VALUE!	300,000	21,774	7.26%

Admin overhead:

Project office rent	6 mos	4	#VALUE!	120,000	-	0.00%
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Monitoring visit	6		0.00%	90,000	-	0.00%
Local conveyance	6		0.00%	30,000	-	0.00%
Utilities	6 mos		#VALUE!	30,000	-	0.00%
Audit fee	1	0	0.00%	10,000	-	0.00%
Overhead cost:				326,000	-	0.00%
Total				6,431,000	876,871	13.64%

6. Deadlines and responsibilities:

The observations will be taken into immediate action. The CEO of GUSS will fix the deadlines and responsible persons.

7. Specific Recommendations:

From the perspective of my process monitoring visits and activities, I would recommend to upgrade or prepare the followings issues for the betterment of the organization to carry out the project in the upcoming days.

1. HR manual.
2. Financial management manual
3. Procurement manual
4. Staff training for capacity building
5. Monitoring and supervision guideline
6. Internal audit for internal control.

However, DCGCI is willing to provide advisory services to GUSS to fulfill the shortfalls of the project documentation process either preparation of form and formats subject to requirements of GUSS management.

8. Next Visit

The details of the next monitoring visit are:

To be completed by	S.M.Moinur Rahman
Location	Ukhia, Cox's Bazar
Dates	22-25 March 2021
Objectives	<ol style="list-style-type: none"> 1. Follow up monitoring and progress to the MAUSA 2. Installation of IDRF project.



9. Annex:

List of visited/interacted people

List of Shelter beneficiary visited

Sl.	Name	Father's/husband name	FCN	Block	Comments
1	Dilbahar	Md. Nabi	153503		Not listed
2	Kala Mia	Sayod Karim	126848	F-17	listed
3	Eliyas Majhi			F-17	Not listed
4	Md. Yunus	Dilder Hossain	126785	F-16	listed
5	Md.Alamin	Md.Sofi	153493	F-16	listed
6	Abdul Kuddus	Abdul Gafur	139081	F-15	listed

List of Blanket beneficiary visited

Sl.	Name	Father's/husband name	Village	Union	Ward
1	Amir Hamja		Malvita	Rajapalang	5
2	Morium Begum		Malvita	Rajapalang	5
3	Monowara		Malvita	Rajapalang	5
4	Aysha Begum		Malvita	Rajapalang	5
5	Momotaz Begum		Malvita	Rajapalang	5
6	Farjana Kabir		Malvita	Rajapalang	5
7	Osman Gani		Malvita	Rajapalang	5
8	Nurul Amin		Malvita	Rajapalang	5
9	Ahmed Hossain		Malvita	Rajapalang	5
10	Abdul Hakim		Malvita	Rajapalang	5
11	Nur Hossain		Malvita	Rajapalang	5
12	Anwara		Malvita	Rajapalang	5
13	Taiyeba		Malvita	Rajapalang	5
14	Sohel/Abdul Malek		Malvita	Rajapalang	5
15	Rohima Begum		Malvita	Rajapalang	5
16	Anwara/Abdul Malek		Malvita	Rajapalang	5
	Nurnahar/Abdul				
17	Malek		Malvita	Rajapalang	5

List of Tube well beneficiary visited

Sl.	Name	Father's/husband name	Village	Union	Comments
1	Md. Ali Akbar	Yakub Ali	Koroi Buniya	Rajapalang	
2	Md. Osman Gani	Md. Faridul Alam	Pashchim Digholia	Rajapalang	No household found
3	Ali Ahmed	Shafiqur Rahman	Moddhom Digholia	Rajapalang	Submersible pump installed. Sadiment water not usable.

4 Shahidul Islam Ali Ahmed
5 Md. Abdul Abdur Rahim
Mottaleb

Ali Mura Kashiar Rajapalang
Bill Rajapalang
Ali Mura Kashiar Rajapalang
Bill Rajapalang

10. Photographs of the Field Visits





