

Final Report Annual Outcome Assessment Pooled Fund Project of BNGOs in Cox's Bazar and Bashan Char

December 6, 2023



Submitted by



Grameen Bikash Foundation(GBF)

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Acronyms

ACLAB	: Alliance for Cooperation and Legal Aid Bangladesh
AOA	: Annual Outcome Assessment
BEDN	: Basic Education
BNGO	: Bangladeshi Non-Government Organization
CBLC	: Community Based Learning Center
CBLF	: Community Based Learning Facilities
CIC	: Camp In charge
CRM	: Complaints response mechanism
DFAT	: Department of Foreign Affairs and Trade
DIP	: Detailed Activity Implementation Plan
FDMN	: Forcibly Displaced Myanmar Nationals in Bangladesh
FGD	: Focus Group Discussion
FIVDB	: Friends In Village Development Bangladesh
GAC	: Global Affairs Canada
GUSS	: Global Unnayan Seba Sangstha
IFC	: Information and Feedback Centers
KII	: Key Informant Interview
MEL	: Monitoring Evaluation and Learning
MOU	: Memorandum of Understanding
NGOAB	: NGO Affairs Bureau
OCA	: Organizational Capacity Assessment
OECD	: Organisation for Economic Co-operation and Development
PF	: Pooled Fund
PFL	: Pooled Fund for Localisation
PWD	: Persons with Disability
SOP	: Standard Operating Procedures
ToR	: Terms of reference
WASH	: Water, Sanitation and Hygiene

Executive Summary

BRAC is the largest responder to the Rohingya refugee crisis; it delivers lifesaving assistance and empowers refugees and host communities to overcome the crisis, recover livelihoods, and rebuild their lives. One of the BRAC's ongoing assistance is the 30-month Pooled Fund for Localisation (PFL) Project financed by Global Affairs Canada (GAC) and the Department of Foreign Affairs and Trade (DFAT), Australia. The PF project comprises Organizational Capacity Development of selected BNGOs and Priority Interventions Implementation for the FDMNs. To address the FDMNs' priority needs, BRAC, under its PF project, funded the 4 BNGOs, namely AgraJattra, FIVDB, ACLAB, and GUSS, to deliver services in WASH and Basic Education (BEDN) in Cox's Bazar and WASH in Bhasan Char. The BNGOs received sub-grants from the project to reach an estimated 27,341 FDMNs.

BRAC commissioned an annual outcome assessment in November 2023 to assess the relevance, coherence, effectiveness, efficiency, impact, and sustainability of the PF project interventions implemented by four BNGO partners; determine the BNGO performance per OCA recommendations; and measure the status of PF outcome related indicators.

Both BEDN and WASH interventions are assessed as relevant, coherent, effective, and efficient with promising impact and sustainability from the perspective of selection of most needed interventions, responsiveness to the humanitarian response to FDMNs, synergies to and linkages with other agency programs, making measurable differences, timeliness and quality of services, utilisation of resources optimally to maximise the impact and ensure sustainability. The BNGOs exceeded the target of the two interventions by 15 percent. They reached out to 31,413 beneficiaries, of which 97% received improved WASH facilities and services, and the remaining 3% included the Rohingya adolescent girls and boys who earned access to the Myanmar Curriculum and additional life skill education.

Concerning the BNGO's organisational capacity, they have made commendable strides in enhancing their capacity and implementing a rush and multitask project in a humanitarian response context. The assessment determined the capacity of BNGOs based on the performance of three sources: 1. the progress of the BNGOs' Road Map action plan developed per OCA recommendations, 2. Performance of implementation of activities per Detailed Activity Implementation Plan, and 3. Efficiency in Sub-grant budget utilization. There have been issues, challenges, and hurdles the project has experienced in its implementation. Working in the post-COVID-19 Pandemic situation was the most challenging and complex factor.

The status of PF outcome-related indicators depicts a moderate level of accomplishment; 5 out of the 15 outcome-related indicators have exceeded their targets; achievements range from 87% to 120% percent. Of the remaining 10 indicators, 9 achieved 100% of the target, and the last indicator achieved 25% of the target. The highest performing indicators are the FDMNs' access to basic needs and improved social dignity. Among the two interventions, WASH has a higher achievement rate (162 percent) than the BEDN intervention (102 percent); the rationale is that the WASH package targets the whole family while the education package reaches a specified group of family members, including children and adolescents. The analysis of beneficiaries' social dignity is measured by their perception of engagement or participation in any local intervention/development work and meeting/event within the FDMN community.

PF project's complaints response mechanism (CRM) echoes BRAC's organisational commitment to downward accountability. The mechanism promoted opinions and feedback and addressed the complaints of project beneficiaries. BNGOs resolved 35.6% of the complaints lodged throughout the project implementation, which demonstrates their devotion to addressing the complaints lodged by the PF project beneficiaries promptly and effectively through CRM.

Beneficiaries' perception of satisfaction with the PFL allocation services and facilities has been assessed at a moderate level of satisfaction by 52% of beneficiaries, with 32% reporting total satisfaction and only 4% rated as highly satisfied. The matter of concern raised by the beneficiaries included insufficient light in the toilets, space available for the toilets exclusively for women, and toilet accessories for the learning centres.

Priority Recommendations

OCA has recommended that BNGOs establish several policies, directives, plans, systems, and mechanisms and make them functional in delivering effective and sustainable assistance to the FDMNs under PFL. The progress of planned actions shows a promising start in the implementation of project interventions by the BNGOs. Many Roadmap actions are halfway through; Some are ongoing, and a few are yet to start. BNGOs are awaiting BRAC support in most of the works per Roadmaps. So, the PF Project shall approve reasonable time for the BNGOs to fully implement the OCA recommendations about the organisational development.

BNGOs' progress as of the End-November suggests that they will need some time to accomplish 100% of the work. In order to see the impact of the activities accomplished to date, more time is deemed necessary, which can be accommodated through an extension of the PF project.

WAY FORWARD:

The project leaves a trail of more informed, skilled, and interested individuals with increased capacity, leading to the impact and sustainability of social dignity, children's and adolescents' education, and a nature-positive environment. The PF project shall link the BNGOs and FDMNs with ongoing and relevant programmes of BRAC and development stakeholders in Cox's Bazar and Bhasan Char. The arrangement of knowledge-sharing workshops is an effective and efficient way forward activity to consider.

Chapter-I: Introduction

I. Background / Context

August 25th, 2023, marks the sixth year of Rohingya refugees, known as the Forcibly Displaced Myanmar Nationals' (FDMN) presence in Bangladesh. Currently, two coastal upazilas, Teknaf and Ukhiya of Cox's Bazar district, and one offshore island, Bhasan Char in Hatia upazila of Noakhali district, are hosting nearly one million FDMNs. Bangladesh has demonstrated humanitarian commitments and generosity, acknowledged through continued support for Rohingya refugees and host communities managed by government agencies and national and international non-government organisations (NGO). The humanitarian community, under the leadership of the Government of Bangladesh, continues to provide essential humanitarian assistance and services for the survival and well-being of these FDMN refugees in Teknaf, Ukhiya, and Bhasan Char. Among the national and international NGOs, BRAC is the largest responder to the Rohingya refugee crisis; it delivers lifesaving assistance and empowers refugees and host communities to overcome the crisis, recover livelihoods, and rebuild their lives.

II. Brac Pooled Fund Project

One of the BRAC's ongoing assistance is the 30-month Pooled Fund (PF) Project financed by Global Affairs Canada (GAC) and the Department of Foreign Affairs and Trade (DFAT), Australia. The PF project comprises two components: Organizational Capacity Development of selected BNGOs; and Priority Interventions Implementation for the FDMNs.

III. PF Project Interventions Through BNGOs

To address the FDMNs' priority needs, BRAC, under its PF project, funded the 4 BNGOs, namely AgraJattra, FIVDB, ACLAB, and GUSS, to deliver services in WASH and Education in Cox's Bazar and WASH in Bhasan Char. The BNGOs received sub-grants from the project to reach an estimated 27,341 FDMNs, of which 19,086 are direct and 8,255 are indirect beneficiaries.

IV. BNGOs Organisational Capacity Development

Recognising the importance of BNGOs in implementing effective and sustainable assistance to the FDMNs, BRAC commissioned an external assessment, known as Organisational Capacity Assessment (OCA,) in May - June 2023 to assess the performance capacity standard of the four BNGOs. The OCA focused on areas such as organizational governance, gender equality, environmental integration, results-based management, prevention of sexual exploitation and abuse, inclusion, humanitarian principles and transparency, as well as financial and fiduciary management, and formulated recommendations following the issues identified in different categories, such as 1. Governance & Management, 2. Policy Directives, 3. Strategic Planning, 4. Financial Management, 5. MEL System, 6. Gender Mainstreaming, 7. Community Participation & Empowerment, 8. Sustainability of Initiatives, 9. Senior Management Team, 10. Resource Mobilisation, 11. Human Resources Management, 12. Organizational Impact Assessment, 13. Staff Competence on Critical Issues, 14. Succession Planning, 15. Performance Appraisal Systems, 16. Cloud-based Financial Management, 17. Branding & Promotion.

Following the OCA recommendations, BRAC initiated two principal activities for the four BNGO partners: Activity 1: Train the BNGOs to improve their organizational policy, practice, and capacity. Activity 2: Develop an organisation-wise roadmap for instituting positive changes in organisational capacity.

V. PF Project Annual Outcome Assessment

Per Activity 1, BRAC Pooled Fund Provided in-house capacity development training to the four BNGO partners to improve their organizational policy and practice, and per Activity 2, developed an organization-wise capacity roadmap following the OCA recommendations on the categories of issues mentioned above and considering cross-cutting themes such as increasing gender awareness, safeguarding, social inclusion (including disability), sustainability, and climate and environmental sustainability that partners have agreed to achieve within implementation period. As part of the evaluation of the outcomes of the capacity building training and performance of the roadmap, BRAC commissioned an annual outcome assessment (AOA) through an independent organization with the objectives to:

- Assess the relevance, coherence, effectiveness, efficiency, and impact of BRAC Pooled Fund programmes in FDMN;
- Identify the uniqueness, strengths, and weaknesses of BNGO interventions in FDMN;
- Assess the BNGO organisational capacity development status; and
- Identify the learnings and good practices of BRAC Pooled Fund programmes.

Below are the assessment scope details that guided the methodology and approach adopted by the consulting firm to perform the tasks and deliverables stipulated in the terms of reference (ToR).

- Evaluation of BNGO capacity development status, effectiveness, and implementation concerning the two major sectors, WASH and Education, implemented by BNGOs under the BRAC PF project.
- Evaluation of indicators aligned with the OECD criteria of relevance, coherence, effectiveness, efficiency, and impact.
- Measuring the status of PF outcome-related indicators mentioned in the ToR,.

Chapter-II: Assessment Approach and Methodology

Assessment Approach and Methodology

Methodology: Summarized below is the Assessment methodology and approach. Annex A provides the detailed assessment methodology. The Assessment Team utilized a mixed-method approach, combining quantitative and qualitative methods to gather data to identify and measure the results of project performance indicators, evaluate the BNGOs' strengths, weaknesses, and capacity development in delivering humanitarian assistance, and identify the learnings and good practices of BRAC Pooled Fund programmes. Table I presents the qualitative quantitative data collection attainment of Quantitative and Quantitative Sample Size Targets and Accomplishments:

Table I: Quantitative and Quantitative Sample Size Targets and Accomplishments

BNGO/Stakeholder	HHs Samples		KII		Total KIIs	FGD	
	Target	Achievement	Bhasan Char	Cox's Bazar		Male	Female
GUSS	46	46	4	0	4	1	1
ACLAB	90	90	4	0	4	1	1
AGRAJATTRA	196	196	0	4	4	1	1
FIVDB	75	75	0	4	4	2	2
Teacher			0	2	2	0	0
CICs			1	1	2	0	0
Majhi / Volunteer/Imam			1	2	3	0	0
BRAC Staff			0	2	2	0	0
Total	407	407	12	15	25	5	5

Selection of Beneficiaries:

The Assessment adopted a systematic random sampling procedure to select beneficiaries to ensure the credibility of the comparative analysis between the baseline and annual assessments. The Assessment considered all clusters and blocks in the BNGO working areas and then selected a random sample of beneficiaries from each cluster or block.

Quantitative Data Collection:

The assessment team organized the data collection based on the detailed methodology, including a structured review of key literature guided by the survey implementation plan developed during the inception phase. Concerning quantitative data collection, two data collection sub-teams conducted the household survey, each comprising four enumerators (interviewers) and one survey supervisor.

Qualitative Data Collection:

The assessment team developed checklists for KII and FGD, interviewed 6-9 participants in each of the 10 FGDs conducted, and interviewed 25 KIIs with stakeholders mentioned in Table I above.

Chapter-III: Findings

III.A. Relevance, Coherence, Effectiveness, Efficiency, Impact and Sustainability of BRAC Pooled Fund programmes WASH and Education Interventions.

Relevance, Coherence, Effectiveness, Efficiency, Impact and Sustainability of BRAC Pooled Fund programmes WASH and Education Interventions for FDMNs in Cox's Bazar and Bhasan Char.

Findings of the assessment of the relevance, coherence, effectiveness, efficiency, impact, and sustainability of the BRAC PF project implemented by the BNGOs for the Rohingya refugees in the camps at Cox's Bazar and Bhasan Char presented in Table 2 show that the project interventions, including Education and WASH, are relevant, coherent, effective, and efficient with promising impact and sustainability. The relevance, coherence, effectiveness, and efficiency of the project interventions from the perspective of selection of interventions, responsiveness to a specific context and priorities, participation in project designing, synergies, and linkages, coordination, and collaboration, making measurable differences, timeliness and quality of services, utilisation of resources optimally to maximise the impact and ensure sustainability. The following table presents the level of BNGO-wise OECD indicators assessed using the low, moderate, and full scales. The relevance, coherence, effectiveness, and efficiency of the project interventions from the perspective of selection of interventions, responsiveness to a specific context and priorities, participation in project designing, synergies, and linkages, coordination, and collaboration, making measurable differences, timeliness and quality of services, utilisation of resources optimally to maximise the impact and ensure sustainability. The following table presents the level of BNGO-wise OECD indicators assessed using the low, moderate, and full scales. The education intervention implemented in Cox's Bazar by FIVDB is assessed as fully relevant, effective, coherent, and efficient. The FDMN children who received informal education have developed learning, literacy, and life skills in a protective and child-friendly environment, which can make a real and positive impact on the lives of children and transform them towards enjoying sustainable livelihood. The WASH intervention implemented by Agrajattra, ACLAB, and GUSS is rated fully relevant and coherent but moderately effective and efficient from the safety and security concerns of the women and adolescent girls observed in the Rohingya refugee camps in COX's Bazar. However, the waste management activity of the WASH intervention enabled FDMNs to have a cleaner environment, assessed as an impact of improved WASH facilities. The waste management activity has the potential for replication and can contribute to a sustainable environment. Annex B presents the details of these analyses.

Table 2. BNGO-wise OECD Indicator Results Summary

Intervention	OECD Criteria	FIVDB	Agrajattra	ACLAB	GUSS
Education	Relevance	Fully relevant	N/A	N/A	N/A
	Coherence	Fully coherent	N/A	N/A	N/A
	Effectiveness	Fully effective	N/A	N/A	N/A
	Efficiency	Fully efficient	N/A	N/A	N/A

Intervention	OECD Criteria	FIVDB	Agrajattra	ACLAB	GUSS
	Impact	Moderate impact	N/A	N/A	N/A
	Sustainability	Potential to sustain	N/A	N/A	N/A
WASH	Relevance	N/A	Fully relevant	Fully relevant	Fully relevant
	Coherence	N/A	Fully coherent	Fully coherent	Fully coherent
	Effectiveness	N/A	Moderately effective	Fully effective	Moderately effective
	Efficiency	N/A	Moderately efficient	Moderately efficient	Moderately efficient
	Impact	N/A	Moderate impact	Some impact	Some impact
	Sustainability	N/A	Potential to sustain	Potential to sustain	Potential to sustain

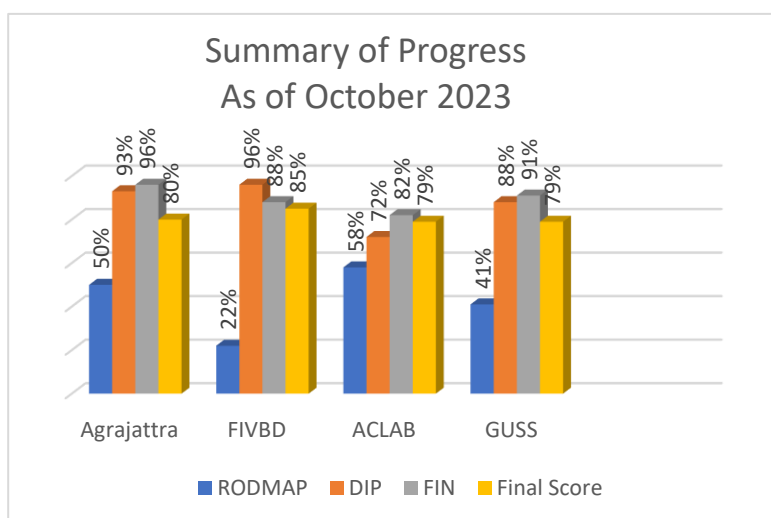
Notes: FIVDB implements Education Intervention; Agrajattra, ACLAB and GUSS Implement WASH Intervention.

III.B. BNGO organisational capacity development status:

6BNGOs have made commendable strides in enhancing their capacity and implementing a rush and multitask project in the context of humanitarian response. There have been issues, challenges, and hurdles the project has experienced in its implementation.

Working in the post-COVID-19 Pandemic situation was the most challenging and complex factor. The project leaves a trail of more informed, skilled, and interested

individuals with increased capacity, leading to the impact and sustainability of social dignity, children's and adolescents' education, and a nature-positive environment. The summary of Project accomplishments portrayed in Figure I shows an overall achievement at 81% of the target based on the performance of the three sources: 1. the progress of the BNGOs' Road Map action plan developed following the categories of issues per OCA recommendations, 2. Performance of implementation of activities per Detailed Activity Implementation Plan (DIP), and 3. Efficiency in Sub-grant budget utilization. Among the four BNGO partners, FIVDB achieved the highest (85%, the weighted average of accomplishments of 146% of DIP activities, 88% of fund utilisation, and 22% of Road Map action plan implementation), followed by Agrajattra (80%, the weighted average of accomplishments of 93% of DIP activities, 86%% of fund utilisation, and 50% of Road Map action



plan implementation), ACLAB and GUSS achieved 79% equally. Annex C presents the details of this analysis.

A. Learnings and good practices of BRAC Pooled Fund programmes.

B.1 Learnings: Coordination and collaboration: Concern government official's suggested that BNGOs consult competent authorities during the design of project intervention or area selection phases.

B.2 Good practices: The Rohingya refugee's family are so motivated that they have started sending at least, one of their children to take private tuition in English languages. So that their children can take teaching as a profession, work as an interpreter. This will also open an opportunity for job abroad.

III C. Demographic Characteristics

Of the 2,242 members of 407 sample households, 49 percent are male, and 51 percent are female. Table 3 depicts the detailed analysis. The demographic disaggregation of these individuals shows that 1 percent of persons with disability, followed by 4 percent of the elderly, 40 percent of adults aged between 18 and 59 years, and 55 percent are children under 17 years. The

Table 3. Demographic Segregation of Beneficiary Household Members.

Demographic Disaggregation	Male	Female	Total
	%	%	%
Children (under 17 years)	28	27	55
Adults 18-59 years	18	22	40
Elderly (60 years and above)	2	2	4
Persons with disabilities	1	-	1
Total	49	51	100

III D. Pooled Fund (PF) Project Targets and Accomplishments

To address the FDMNs' priority needs, BRAC, under its GAC and DFAT-funded PF project, awarded sub-grants to 4 BNGOs to deliver services in inclusive basic and life skill education and improved access to adequate and safe water, sanitation, and hygiene (WASH) services to a target number of 27,341 refugees in Cox's Bazar and Bhasan Char from December 2022 to November 2023. The BNGOs exceeded the target of the two interventions by 15 percent. They reached out to 31,413 beneficiaries, of which 97% received improved WASH facilities and services, and the remaining 3% included the Rohingya adolescent girls and boys who earned access to the Myanmar Curriculum and additional life skill education. Table 4 below depicts these analyses.

Table 4: PF Project Beneficiary Targets and Achievements by Project Interventions.

Sex	Target Beneficiaries by Sex & Interventions			Achieved Beneficiaries by Sex & Interventions	
	Interventions	#	%	#	%
Male	Education	444	48	310	33
	WASH	12,680	48	15,183	50

Female	Education	481	52	630	67
	WASH	13,736	52	15,290	50
Total Male Female	Education	925	3	940	3
	WASH	26,416	97	30473	97
Total M&F EDN & WASH		27,341	100	31,413	100

III E. Status of PF outcome-related indicators

Overall, 5 out of the 15 outcome-related indicators have exceeded their targets; achievements range from 87% to 120% percent. Of the remaining 10 indicators, 9 achieved 100% of the target, and the last indicator achieved 25% of the target. The summary analysis of the indicators is as follows. Annex E provides the results of indicators disaggregated by BNGOs.

ULTIMATE OUTCOME: Improved resilience and holistic wellbeing of Rohingya refugees, particularly women and girls, in Cox's Bazar and Bhasan Char.

Indicator 1: % and # of the total targeted HHs (individuals) have access to fulfill their basic needs and improved social dignity.

Indicator 2: # of PFL Supported BNGOs' provided need-based support to Rohingya refugees through collecting fund from donors independently.

Table 5 below depicts the analysis of beneficiary household surveys about their access to basic needs, including education, water, sanitation, and hygiene services provided by the BNGOs under the PF Project. The respondents of household surveys, and the participants of KII and FGD reported that the package of interventions is essential as they were per needs assessment and much needed and potential for impact evidenced by positive change in both interventions such as - opening opportunities for Safe access to Myanmar Curriculum and additional life skill Education for Rohingya adolescents, as well as enhancing community engagement and capacity strengthening to ensure quality and accountable implementation of education services, and the hygiene practice, behaviour, and awareness.

Table 5: PF Project Beneficiaries' Access to Basic Needs

Basic needs	Target	Results	In %
	60%	78.90%	131.5%
WASH	60%	97%	162%
Education	60%	61%	102%

Regarding fulfillment of basic needs, the overall results of both WASH and Education interventions show nearly 79 percent compared to the target of 60 percent; the achievements are nearly 132 percent of the target. Among the two interventions, WASH has a higher achievement rate (162 percent) than the education intervention (102 percent), the rationale being that the WASH package targets the whole family. In contrast, an education package reaches a specified group of family members, including children and adolescents.

Table 6 presents the analysis of beneficiaries' social dignity, achieved at 108 percent. The indicator is measured by beneficiaries' perception of engagement or participation in any local intervention/ development work and meeting/event in their community Block/Camp/Clusters; 85 percent reported access to government officials and NGO representatives; Nearly 98 percent said community's treating them with respect and dignity; 95.8 percent confirmed safety and security of their family members.

The analysis of the household survey data of the two indicators of this ultimate outcome have exceeded their targets. Annex A provides the PF Project Indicators detailed analysis. The results of these indicators contribute to the ultimate outcome of improved resilience and holistic well-being of Rohingya refugees, particularly women and girls, in Cox's Bazar and Bhasan Char.

Table 6: Improved social dignity

Social dignity.	Target	Results		In %	
	60%	64.60%		108%	
Social dignity of question in the HH survey	Total respondent				
	Total	No	%	Yes	%
5.2: Have you been engaged or participated in any local intervention/ development work in your community Block/Camp/Cluster.	407	265	65.1	142	34.9
5.4: Have you or any member of your household participated in any meeting/event in your community?	407	117	28.7	290	71.3
5.7: Do you have access to government officials and NGOs representatives?	407	62	15.2	345	84.8
5.8: Do you think you were treated with respect and dignity in your community?	407	9	2.2	398	97.9
5.9: Do you feel you and your family members are safe and secure in your community?	407	17	4.2	390	95.8

INTERMEDIATE OUTCOMES: Increased capacity of BNGOs' to deliver gender responsive, climate-responsive, environmentally sustainable programs for refugees in Cox's

Indicator 3: % of total PFL-supported BNGOs' evidence strategic documents reflective of gender responsive, climate responsive and environmental sustainable elements.

Indicator 4: % of total PFL-supported BNGOs' implementing interventions follow Do no harm related to gender, climate and environment within their PFL projects.

BNGOs are mandated to develop or review evidence-based strategic documents aligned with gender responsiveness, climate responsiveness, and environmental sustainability principles as part of the annual work plan. The overall achievement in the reporting year accounts for 43%, shown in table 7 as determined by the weighted average of the target accomplishment based on the progress of actions per roadmaps and activities per DIPs of the BNGOs.

Table 7: Evidence strategic documents reflective of gender responsive, climate responsive and environmental sustainable elements.

	Target	Results	% of Target Achieved
Overall	50%	43%	87%
Disaggregated by BNGOs			
Agrajattra	50%	50%	100%
FIVBD	50%	22%	44%
ACLAB	50%	58%	116%
GUSS	50%	41%	82%

Indicator 4: PFL-supported all the BNGOs implement Do No Harm interventions, validated through evidence-based methods during project outcomes assessments details in Table 8.

Table 8: BNGOs implement Do No Harm interventions

Overall		Target	Results	% of Target Achieved
		4	4	100%
BNGOs Disaggregated by Cross-Cutting				
Gender		4	4	100%
Climate		4	4	100%
Environment		4	4	100%

IMMEDIATE OUTCOMES: Increased uptake of BNGOs-delivered programs and services by refugees particularly women and girls, in CXB and Bhasan Char

Indicator 5: % and # of total women, children, elderly, persons with disabilities targeted by PFL allocations contribute to the programmatic adjustments.

Indicator 6: % and # of total women, children, elderly and persons with disability targeted by PFL allocations report satisfaction with PFL allocation services and facilities.

INTERMEDIATE OUTCOMES: "Increased capacity of National and Local Responders (BNGOs) to deliver gender-responsive, climate-responsive, environmentally sustainable programs for refugees in Cox's Bazar and Bhasan Char. Indicator #6: % and # of total women, children, elderly, and persons with disability targeted by PFL allocations report satisfaction with PFL allocation services and facilities.

The annual outcome assessment findings presented in Table 9 show that nearly 80 percent (25,020) of the total 31,413 beneficiaries of the PF Project implemented by the 4 BNGOs include mostly children (55.4%), followed by adult (40.8%), elderly (3.8%), and PWD (1.3%). The children, adult women, elderly and PWD are among the most vulnerable and deserve priority targeting for increased access to climate-responsive, environmentally sustainable, and gender-responsive projects through the PFL allocations. The analysis of the household survey data shows that the relevant Indicator of this immediate outcome has achieved its target (25,020) by 100%. **Annex E** provides the detailed analysis of the project indicators. The Indicator results are linked to the realisation of the respective outcome stated above. The results show some evidence of the

immediate outcome - increased access to improved and safer climate and basic needs through PFL allocations.

Table 9: Beneficiaries Target vs Achievements of Gender Inclusive Targeting

Age Group	Total Population (%)	Child, Adult & Elderly		PWD	
		Male	Female	Male	Female
Child (0-17 Years)	55.4%	27.8%	26.9%	0.4%	0.4%
Adult (18-59 Years)	40.8%	19.2%	21.2%	0.3%	0.1%
Elderly (60 and above years)	3.8%	2.2%	1.5%	0.0%	0.1%
Total	100.0%	49.2%	49.6%	0.7%	0.6%

Table 10 presents the analysis of the indicator #6. The household survey respondents and the KII and FGD participants' perception of satisfaction with the PFL allocation services and facilities have been assessed using a scale of 1 to 5, where 1 = not satisfied, 2 = somehow satisfied, 3 = Moderately satisfied, 4 = Fully satisfied, and 5 = Highly satisfied. Analysis suggests more than half (52 percent) of the respondents expressed a moderate level of satisfaction, followed by 32 percent reporting total satisfaction, and only 4 percent rated as highly satisfied. The matter of concern raised by the beneficiaries included insufficient light in the toilets, space available for the toilets exclusively for women, and toilet accessories for the learning centres.

Table-10: Household satisfaction with PFL allocation services and facilities.

Categories	100%	25020
Somehow satisfied	12%	3003
Moderately satisfied	52%	13010
Fully satisfied	32%	8006
Highly satisfied	4%	1001

IMMEDIATE OUTCOMES: Increased ability of BNGOs to exert responsible stewardship over full life cycle of Pooled Fund for Localization (PFL) allocations

Indicator 7: # of total PFL-supported BNGOs with enhanced Project Management and Financial skills to deliver projects as per work plan.

Indicator 8: BNGOs demonstrate ability to respond to BRAC monitoring and audit observations in a timely, transparent and accountable manner.

In reflection on Indicator-7, BRAC trained the BNGO project personnel to enhance their project management capacity and financial management skills in Safeguarding, Monitoring and Evaluation, Law regarding NGOs, Project Management, Human Resource Policy, Gender Sensitivity Analysis, Financial Management, Climate Resilience Planning, Proposal Writing and Grants Management, Humanitarian Principles, Standards and Policies. Individual BNGO performance is shown in Table 11.

Table-11: BNGOs with enhanced Project Management and Financial skills to deliver projects as per work plan.

Overall	Target	Results
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	4	4
BNGOs overall progress		81%
Agrajattra		80%
FIVDB		85%
ACLAB		79%
GUSSA		79%

Indicator # 8, BRAC-led audits of BNGOs shown in Table 12 did not reveal any major observations. However, a few minor issues were identified and resolved by the concerned BNGOs.

Table 12: Respond to BRAC monitoring and audit observations.

Overall	Target	Results	% of Target Achieved
	4	4	100%

IMMEDIATE OUTCOMES: Increased ability of BNGOs to demonstrate technical quality, including gender responsiveness, climate responsiveness, and environmental

Indicator 9: # of institutions/BNGOs with enhanced capacity to enable inclusive, responsive and sustainable public service delivery.

Indicator 10: \$ invested and # of women's organizations and women's networks advancing women's rights and gender equality that receive support for programming and/or institutional building.

Findings of Indicator #9 show that the BNGOs received training under the PF Project in their capacity building to enable inclusive, responsive, and sustainable service delivery. The BNGO's performance in delivering services to Rohingya for improved education, WASH service, and facilities is a testament to or demonstrates their enhanced capabilities to deliver public services other than the refugees, for example, in the host communities through and beyond the PF Project. Overall progress is 81%, and details of accomplishments of Project Progress by BNGOs disaggregated are shown in Table 13.

Table 13: BNGOs overall project implementation progress

BNGOs overall progress in percentage	81%	
Disaggregated by BNGOs Accomplishments of Project Progress		
Agrajattra	80%	
FIVDB	85%	
ACLAB	79%	
GUSSA	79%	

Finding of indicator #10 shows that, among the four awarded BNGOs, only AGRAJATTR, a women-led local organization, is actively working to become an inclusive gender-responsive institution through the capacity-building support provided by the BRAC PF Project. While other partner BNGOs also work for women's networks, there is no official evidence of such engagement, such as a memorandum of understanding (MOU) or any formal agreement.

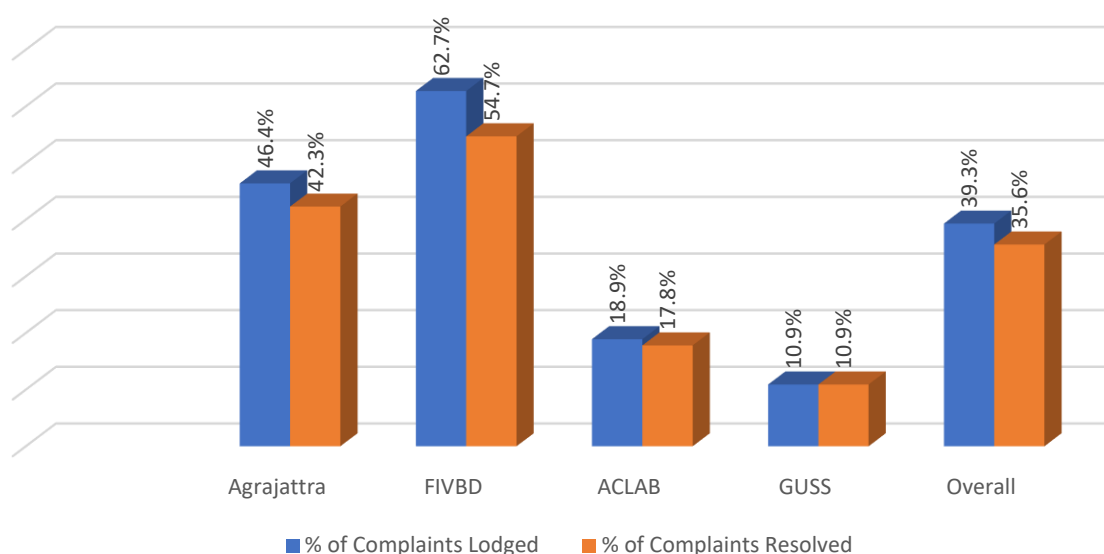
IMMEDIATE OUTCOMES: Increased evidence of NLRs instituting gender responsive changes within their own organizational governance and accountability structures

Indicator 11: # of total PFL-supported BNGOs with a systematic Complaint Response Mechanism in place. The Complaint Response Mechanism (CRM), established by the BNGOs, functions through the Information and Feedback Centers (IFC) located in the camps. Project beneficiaries can lodge complaints with the BNGOs' focal person at the IFC or by dropping them in the designated complaint boxes installed within the camps and at the BNGOs' offices. Table 14 presents the percentage of respondent complaints lodged, complaints resolved, and respondents' satisfaction with the CRM service. Figure 2 portrays the data shown in Table 14. BNGOs are committed to addressing promptly and effectively the complaints lodged by the PF project beneficiaries through the complaint response mechanism activity of the PF project. PF project's complaints response mechanism (CRM) echoes BRAC's organisational commitment to downward accountability. The mechanism promoted opinions and feedback and addressed the complaints of project beneficiaries. Of the total respondents, 39.3% lodged complaints, and complaints resolved represent 35.6%, demonstrating the BNGOs' devotion to addressing the complaints lodged by the PF project beneficiaries promptly and effectively through CRM.

Table 14: Project Beneficiaries Satisfaction with CRM Services

BNGOs	% of Complaints Lodged			% of Complaints Resolved			Respondents' Satisfaction with CRM Service											
							% Satisfied			% Moderately Satisfied			% Highly Satisfied			Total %		
	M	F	M&F	M	F	M&F	M	F	M&F	M	F	M&F	M	F	M&F	M	F	M&F
Agrajattra	49.6	39.3	46.4	34.4	34.4	42.3	51.6	38.1	48.2	11.3	9.5	10.8	37.1	52.4	41	74.7	25.3	100
FIVBD	56.5	65.4	62.7	61.5	61.5	54.7	66.7	56.3	58.5	11.1	0	2.4	22.2	43.8	39	22.0	78.0	100
ACLAB	26.4	8.1	18.9	5.4	5.4	17.8	50.0	100	56.3	14.3	0	12.5	35.7	0	31.3	86.5	12.5	100
GUSS	16.0	4.8	10.9	4.8	4.8	10.9	75.0	100	80.0	0	0	0	25.0	0	20	80.0	20	100
Total All BNGOs	41.5	36.3	39.3	37.7	32.7	35.6	53.9	51.8	53.1	11.2	3.6	8.3	34.8	44.6	38.0	61.	38.6	100

Figure 2: Complaint and Response Mechanism-CRM



IMMEDIATE OUTCOMES: Increased access of Rohingya refugees to available climate responsive, environmentally sustainable and gender responsive projects through the PFL allocations.

Indicator 12: % and # of Rohingya HHs targeted under PFL allocations (disaggregated by sector, gender, age and person with disability) are enrolled as beneficiaries within PFL allocation projects.

Indicator 13: % and # of targeted HHs under PFL allocations (disaggregated by gender, age and person with disability) consisting of the most vulnerable groups fall under priority targeting.

Findings of indicator #12 shown in Table 15 are that Rohingya individuals targeted under PFL allocations across various sectors, genders, age groups, and disability statuses are enrolled as beneficiaries within PFL allocation projects. The tables demonstrate that the project exceeded its target of 27,341 individuals by enrolling 31,413 individuals, representing an overall achievement of more than 15% above the target. A detailed breakdown of the disaggregated BNGOs-wise figures is provided in Annex E. This results also show some evidence of the immediate outcome – **IMMEDIATE OUTCOMES: Reduced vulnerability of Rohingya refugees through basic services awarded by PFL allocations under** Indicator #14: % and # of Rohingya HHs targeted by PFL allocations (disaggregated by gender, age and person with disability) receive basic services.

Table 15: Target and PFL allocations by sector, gender, age and person with disability

Disaggregated by gender, age and person with disability	Target	Results	% of Target Achieved
Sector	27341	31413	115%
Wash	26416	30473	115%
Male	12680	15183	120%

Disaggregated by gender, age and person with disability	Target	Results	% of Target Achieved
Female	13736	15290	111%
Education	925	940	102%
Male	444	310	70%
Female	481	630	131%
Gender	27341	31413	115%
Male	13124	15493	118%
Female	14217	15920	112%
Elderly age 60 and above	820	1257	153%
Male	394	616	156%
Female	426	641	150%
Persons with disability	274	314	115%
Male	137	153	112%
Female	137	161	118%

Indicator #13: The annual outcome assessment findings presented in Table 16 show that nearly 80 percent (25020) of the total 31,413 beneficiaries of the PF Project implemented by the 4 BNGOs include mostly children (68%), followed by women (26%), elderly (5%), and PWD (1%). These beneficiaries are among the most vulnerable and deserve priority targeting for increased access to climate-responsive, environmentally sustainable, and gender-responsive projects through the PFL allocations. The analysis of the household survey data shows that the relevant Indicator of this immediate outcome has exceeded its target by 119%. Annex E provides the detailed analysis of the project indicators breakdown of the BNGO-wise results. The Indicator results are linked to the realisation of the respective outcome stated above. The results show some evidence of the immediate outcome - increased access to improved and safer climate and basic needs through PFL allocations.

Table 16: Most vulnerable groups fall under priority targeting

Age Group	Total Population (%)	Sex		PWD	
		Male	Female	Male	Female
Child (0-17 Years)	55	27.8%	26.9%	0.4%	0.4%
Adult (18-59 Years)	41	19.2%	21.2%	0.3%	0.1%
Elderly (60 and above years)	4	2.2%	1.5%	0.0%	0.1%
Total	100	49.2%	49.6%	0.7%	0.6%

IMMEDIATE OUTCOMES: Reduced vulnerability of Rohingya refugees through basic services awarded by PFL allocations

Indicator 14: % and # of Rohingya HHs targeted by PFL allocations (disaggregated by gender, age and person with disability) receive basic services

Indicator 15: % and # of Rohingya people targeted by PFL allocations have information about available basic service providers

Indicator 14: BNGOs reached 31,413 beneficiaries against the target of 27,341. The detailed disaggregated by gender, age and person with disability receive basic services shown in Annex E.

Indicator #15 PFL-supported service providers, including BNGOs, Water Management Committees, School Management Committees, Community Volunteers, Majhis, Imams, and Teachers, have played a crucial role in disseminating information about available basic services to the Rohingya population. As a result of their efforts, all respondents confirmed their awareness of these service providers shown in Table 17 and detailed breakdown of the findings is presented in **Annex E**.

Table 17: Targeted PFL allocations information about available basic service providers.

Individuals beneficiaries	Target	Results	% of Achievements
	27341	31413	115%
Disaggregated by basic service			
Wash	26416	30473	115%
Male	12680	15183	120%
Female	13736	15290	111%
Education	925	940	102%
Male	444	310	70%
Female	481	630	131%

III F: Monitoring, Evaluation and Learning System

Findings:

1. OCA recommended that the BNGOs need a centralised M&E system and practice on internal project evaluation. They conduct evaluations only when initiated by the respective donors. More practice is also needed in organising periodic learning events encompassing all projects.
2. OCA recommended that BNGOs establish standard operating procedures (SOPs) for Outcomes and Output Indicators: Shall develop standardized guidelines for measuring and reporting outcomes and output indicators to ensure consistency and accuracy.

Annual Outcome Assessment Findings:

Findings of APA: A logical frame or standardized M&E plan is needed to track progress and measure the impact of project initiatives.

Recommendations: BNGOs shall establish a centralised M&E system to track project progress and reporting. The BNGOs shall implement the OCA recommendations on a priority basis.

Findings of AOA: The progress of planned actions shows a promising start in implementing project interventions by the BNGOs. They need time to implement the OCA recommendations about the organisational development fully. Many Roadmap actions are halfway through; Some are ongoing, and a few are yet to start. BNGOs are awaiting BRAC support in most of the works per Roadmaps.

Findings and Recommendations:

Findings: The progress of planned actions shows a promising start in implementing project interventions by the BNGOs. Many Roadmap actions are halfway through; Some are ongoing, and a few are yet to start. BNGOs are awaiting BRAC support in most of the works per Roadmaps.

Recommendation: BNGOs' progress as of the end of November 2023 suggests they will need some time to accomplish 100% of the work. In order to see the impact of the activities accomplished to date, more time is deemed necessary, which can be accommodated through an extension of the PF project.

WAY FORWARD

The project leaves a trail of more informed, skilled, and interested individuals with increased capacity, leading to the impact and sustainability of social dignity, children's and adolescents' education, and a nature-positive environment. The PF project shall link the BNGOs and FDMNs with ongoing and relevant programmes of BRAC and development stakeholders in Cox's Bazar and Bhasan Char. The arrangement of knowledge-sharing workshops is an effective and efficient way forward activity to consider.

Picture Gallery:













