

FLYING NEWS



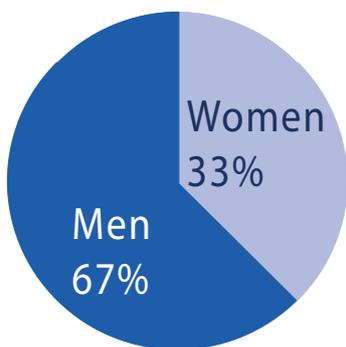
Rohingya Response Rumour Tracking - Issue #03 December 2018

Welcome to the third issue of Flying News Rumour Tracking Bulletin. The Flying News bulletin captures rumours and perceptions of the Rohingya population to eliminate information gaps between humanitarian agencies and refugees. By providing field staff and volunteers with current rumours and basic facts to answer them, the Flying News Bulletin aims to create a better understanding of the needs of the Rohingya and helps answer rumours before they can do any harm.

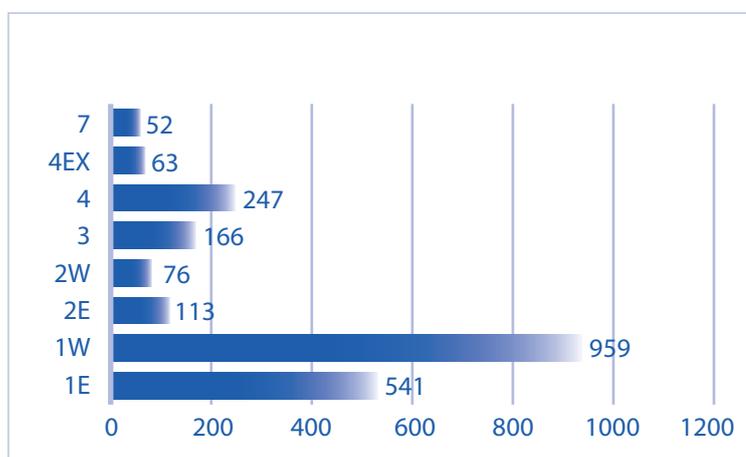
Issue #3 focuses on rumors, misinformation, questions and concerns about food distribution, which is a very frequent topic among the refugees.

The rumours and issues presented here were collected by field staff and volunteers from Internews using KOBO Toolbox, based on their face-to-face conversations with 2,305 people between August 01, 2018 and December 5, 2018 from 8 different camps. The selection was done on the basis of prevalence and relevance and is based on the past four months of data. However, to highlight the most recent concerns, all the following feedbacks were expressed from November 01, 2018 to December 6, 2018.

The information presented here is correct at the time of issue.



Total Feedback: 2305



Internews (August 1st to December 5th 2018)

Camp Numbers

Rumour #1 Family Size on WFP card

"We have heard that if there are 8 people in the card of WFP, people only receive rice for 3 people. They don't receive for the rest 5 family members of the family. They went to the officer in charge of WFP to ask this, he said that it will be added and then we almost went there for 100 times. If we go there, the officer scolds us and use slang. But don't they understand we are suffering a lot." -(Female, 35, Camp 2E)

"8 family members receive 120 KG while 7 family members receive 60 KG. Likewise, 4 family members receive 60 KG while 3 people receive 30 KG. If we tell this to WFP people, they come to beat us." -(Male, 40, Camp 1E)

"Besides, we are facing another problem. We don't know how to add the number of family member in our cards. We went to the officer, but they didn't tell us. We are worried about it." -(Male, 30, Camp 1W)

Answer

According to WFP, rations for families are given so that each family member receives a minimum of 2100 kilocalorie each day. WFP is in process of moving everyone onto the electronic assistance cards which beneficiaries will be able to use in the future to purchase food from one of the World Food Program retail outlets. The amount credited to each family's card will be allocated according to the number of family members. Community members will be able to choose what to spend the credit on.

Need More information?

If you have more questions for WFP, you can ask at the WFP or cooperating partner help desk at the distribution point. Or you can call the WFP toll free hotline number 09 606 999 777.

Rumour #2 Grocery Cards

"We haven't had any food except lentils since we came here last year. Even if we haven't seen, there are some people (who received grocery cards). Next to our block, Modhurchora, Camp 3, people are getting vegetables token for last one year. They said they got it from Oxfam. The way camp 3 people came from Burma, we came like the same way, then, why we are not getting it we want to know." -(Female, 56, Camp 1W)

"We don't have money to buy groceries. We can't even work. That's why we are in problems. In our next block, Oxfam is giving grocery token. If there are 7 people in the family, they get 730 taka. If there are more than 8, they get 1360 taka. Somehow, they are getting groceries with this money. We went to meet the people who works for Oxfam in our block. It's been already 5 months that they said they will give everyone grocery card. Where can we get grocery card we want to know." -(Male, 63, Camp 3)

"We are facing trouble with grocery. We have been receiving Rice, Lentils and Oil from WFP but we are not getting any grocery. If we want to eat anything, we can't eat it. Even if we request, they don't allow us to go out of the camp to get some work and earn money. If we could earn money, we would buy whatever we want. We wouldn't even wait for Grocery card then".
-(Female, 29, Camp 4)

Answer

Oxfam started distribution of the grocery card in January 2018 in limited areas and continues to provide the grocery card in camps 3, 4 and camp 4 extension, camps 5, 10, 12, 18 and 19.

Families of 7 or more members receive a voucher card of 1170 Taka. Families of 1-6 members receive a card for 730 Taka. With the card families can buy 13 items, including dried fish, greens, aubergine, egg, onion, garlic, turmeric powder, chili powder, green chili, red chili, sugar, salt and potatoes.

Oxfam distributes the card within every 25 to 30 days. Due to the distribution rotation, sometimes the family who receives the card earlier in the current month may receive it later in next month. The card may be used within 10-12 days of receiving it.

Need more information?:

If you have questions about the Oxfam grocery cards, you can go to the help desk at the locations where the cards are distributed, the help desk at the stores where the groceries are purchased, or the Oxfam office in each camp. In addition, community members can ask the Majhi of the block where the cards are distributed, or the Oxfam community volunteers.

Concern #1 Measurement of quantity

"WFP gives ration telling that it is containing 30 KG. Once we bring those ration home and balance it shows either 27 or 28. We have never got 30 KG." (Female, 33, Camp 7)

Answer

According to WFP, they supply two types of rice, some sealed and some that has been re-bagged. The rice that has been re-bagged will be tied with string. If people receive an unsealed bag and suspect there is less rice than there should be, community people can ask to have the bag weighed right away. If it is less than 29kgs of rice the bag can be replaced.

Each food distribution point has scales which community members can use to weigh their rice if they think it is less than 30kgs. If it is less than 29kgs they will receive a new bag of rice. They can note that they need to weigh the rice before they leave the distribution point.

Concern #2 Distribution time

"Time frame says that every after 15 days, they distribute relief. But they never gave after 15 days. It takes 17 to 19 days. We go for starving on those days. We can't buy rice". (Female, 29, Camp 4 Ex)

Answer

WFP has two food distribution cycles every month, which run on the same days from the 2nd to the 14th and from the 16th to the 28th. If the distribution is meant to start on a weekend or holiday it may push the entire cycle back, so it is delayed. If there are more than three people in the family of beneficiaries then they will always receive two distributions each month, even if it is delayed.

Some community members say there is no early announcement about the food distribution schedule.

Answer

According to WFP, only 30% of people receive their invitation token a day in advance. The other 70% receive it on distribution day. This is to make sure the lines for the food distribution are shorter, so the community members don't have to wait as long to receive their food. The people who receive their token the day before come early in the morning and the people who receive it on the day come later in the day.

Concern #3 Food quality and porter service

"We are suffering a lot because of ration. From WFP, we are getting bad quality rice. The rice is not white. We can't eat that rice. Also, porters don't carry the relief assistance to home" (Male, 37, Camp 4)

Answer

WFP mentioned that they always care about the quality of the ration. If beneficiaries have poor quality food they should let the World Food Program know, either by speaking to the WFP or cooperating partner help desk at the distribution point or on WFP hotline number 09 606 999 777. They do their best to make sure only quality food is distributed and will act if it isn't. If anyone suspects the food is not good quality due to broken packaging or something similar, they can ask for a replacement. This must be done while they are at the distribution center.

If anybody is eligible to receive a porter service, they will receive a token to give back to the porter when they reach house. If the porter doesn't take the token back they are not paid for their work. If the porter refuses to take the food to the house or asks for the token before they reach their home, WFP has requested to inform the help desk at the distribution point or on their helpline number 09 606 999 777.

Sometimes WFP porter will help the beneficiaries carry their bags out of the distribution point, but this is not a full service. They must be eligible for the porter service to get them to carry the food all the way to home.

The selection of rumours was done on the basis of prevalence and relevance. The information presented here is correct at the time of issue. The 'Flying News Rumour Bulletin' is published by Internews with joint contributions from the Internews HRSM programme funded by the United States Agency for International Development and the Consortium Common Service with BBC Media Action and Translators without Borders, delivered in partnership with IOM, the UN migration agency, and funded by the UK Department for International Development.