

# Annual Results Report

**2023**

**Bangladesh**

## Acknowledgements

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

The number of Rohingya refugees registered in Bangladesh rose in 2023 to just under 972,000, representing an increase of nearly 20,000 people since 2022. The vast majority (939,344) were hosted in 33 congested camps in Cox's Bazar District while the remaining population (33,000) lived on the island of Bhasan Char.

In 2023, the security situation in the camps deteriorated, with UNHCR and partners reporting a 180% increase in serious security and protection incidents compared to 2022. Violent criminal activities, which previously occurred mostly at night, were now taking place during daylight hours. This deteriorating security situation negatively impacted refugees' protection and the safety and security of humanitarian workers, prompting some refugees to relocate to Bhasan Char and others to embark on dangerous onward journeys, including maritime movements, despite the inherent risks.

The Government of Bangladesh continued to generously host Rohingya refugees, while maintaining its position that voluntary returns in safe, dignified and sustainable conditions was the preferred solution for Rohingya refugees. In 2023, Bangladesh and Myanmar participated in several bilateral initiatives, including 'go and see' and 'come and tell' physical verification visits aimed at kickstarting the phased pilot repatriation of a group of Rohingya refugees from Bangladesh. While UNHCR was not involved in this bilateral initiative, the Office continued to engage with the authorities of both countries to ensure the fundamental principles on repatriation were duly respected. Repatriation did not materialize in 2023 and engagements on return waned in the last quarter of the year due to the escalating violence across Myanmar.

Now in its seventh year, the Rohingya refugee response is considered a protracted rather than emergency situation with funding shortfalls affecting the delivery of critical humanitarian assistance. WFP food rations, for example, decreased from \$12 to \$8 per person per month. The 2023 Standardized Expanded Nutrition Survey indicated both global acute malnutrition and severe acute malnutrition rates exceeded critical thresholds (15% and 2% respectively) and were the highest since the 2017 influx.

UNHCR in coordination with partners expanded its skills development programme guided by two frameworks promoting livelihoods for refugees and host communities although volunteering opportunities offered by aid agencies were limited

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

**People with and for whom UNHCR works are equipped with knowledge and skills to protect their rights and live in a safe enabling environment that respects basic rights.**

Access to Bangladesh's territory for people forced to flee persecution and conflict was restricted in 2023 due to tight border controls. However, UNHCR continued to advocate for access to asylum and international protection, including through sensitization meetings with Government officials. It also sought to raise awareness among the refugee community on the importance of sharing information on new arrivals which would enable UNHCR and partners to work with GoB authorities in ensuring their access to safety and humanitarian services. These efforts led to a reduction in the reported number of refugees detained on immigration-related charges. In cooperation with camp authorities, UNHCR provided protection assistance to refugees, including legal aid via the Office's camp-based legal partners. Legal assistance was mostly provided to refugees who survived serious incidents such as physical assault, sexual violence or abduction. UNHCR followed up and intervened in cases where refugees were detained for illegal entry or stay in violation of the Bangladeshi Foreigners Act.

A monitoring report by the Protection Sector revealed that the number of serious protection incidents exceeded 1,800 in 2023, nearly triple that of 2022. The highest number of recorded incidents were linked to physical protection concerns, including abduction and kidnapping, serious physical assault, and murder, with criminal groups the main perpetrators. Against this backdrop, at least 6,079 refugees benefited from protection counselling, referrals to specialized services, temporary relocation to safer locations or camps, and other solutions.

Ensuring efficient and prompt civil registration and documentation for refugees remained challenging although promising steps were made in 2023. UNHCR advocated for the timely registration of marriage and divorce and jointly updated the Marriage and Divorce Guidelines with the Refugee Relief and Repatriation Commissioner's Office and trained camp authorities on their application. Challenges in registering newborn babies and deaths could not be resolved although UNHCR continued to advocate for refugees' access to official registration procedures.

### 2. Impact Area: Realizing Rights in Safe Environments

**Refugees live in healthy environments, are meaningfully engaged in the planning, design and implementation of humanitarian interventions, and have an increased ability to adapt to and recover from disasters.**

Indicators	Population Type	Strategy Baseline	Actual (2023)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	Unknown	17.79%
2.3 Proportion of people with access to health services	Refugees and Asylum-seekers	79.69%	100.00%

Refugees remained highly dependent on humanitarian assistance and resorted to other coping mechanisms to meet their various household needs. UNHCR and partners significantly expanded skills training in 2023 thanks to a skills development framework approved by the Government of Bangladesh in August 2022 although skills utilization and incentive-earning volunteering opportunities remained limited.

UNHCR and partners provided timely shelter assistance to 46,000 households. However, these temporary shelters and common facilities were vulnerable to cyclones and fires and maintenance costs were high due to damages incurred during monsoon season. To ensure safer and more dignified living conditions, the

shelter and camp coordination and camp management sector submitted a proposal to the Government of Bangladesh for several shelter designs with fire- and weather-resilient materials. Government feedback was still pending.

Disaster preparedness and response were key priorities for UNHCR due to the high vulnerability of camp structures. The Office delivered equipment and training and raised community awareness on disaster preparedness. Refugee volunteers played a central role in all efforts. However, the camps' hilly terrain, high congestion and lack of access roads continued to hamper disaster prevention and response efforts.

UNHCR made significant efforts to increase cost efficiency in 2023 by introducing health cards, which led to a 25% reduction in the number of health consultations. It also conducted a rationalization review of its health interventions, resulting in a reduced footprint in health services without impacting the access and quality of health care.

The safety and security situation worsened in the camps. In 2023, more than 1,800 serious security incidents were reported – an 180% increase from 2022 and a 60% increase in targeted killing including of refugee volunteers, and others. Criminal groups made up 55% of alleged perpetrators, reflecting the frequency of violent confrontations between criminal groups.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

#### Forcibly displaced people thrive as part of empowered community.

Indicators	Population Type	Strategy Baseline	Actual (2023)
3.2a Proportion of children and young people enrolled in primary education	Refugees and Asylum-seekers	90.53%	87.04%
3.2b Proportion of children and young people enrolled in secondary education	Refugees and Asylum-seekers	13.72%	8.62%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark	Refugees and Asylum-seekers	Unknown	66.71%

Government of Bangladesh laws and policies did not permit refugees from engaging in wage earning activities although refugee volunteers' engagement in implementing the humanitarian response programme were excepted. Following the approval of a skills development framework and volunteer engagement guidelines in 2022, UNHCR expanded its skills development programme for eight of the 10 framework-approved occupations. More than 14,600 refugees completed pre-vocational training and 3,500 refugees completed vocational training. In 2023, approximately 1,500 refugees (51% women) passed the assessment and received first-tier certification for vocational skills training as part of a Technical and Vocational Education and Training initiative. The pass rate was 80% in Cox's Bazar and 58% in Bhasan Char, underlining some unique challenges on the island such as low literacy rates, difficulties attracting high-quality trainers and qualified refugee teachers.

A limited number of refugees were engaged as paid volunteers in different sectors, which provided them with an opportunity to access livelihoods and develop skills. UNHCR engaged 12,856 volunteers, including 10,612 refugees and 2,244 host community members, 32% of whom were women.

Access to education increased in 2023, with an additional 10,739 refugees attending at least one form of education, indicating improved literacy and numeracy levels. The full roll-out of the Myanmar curriculum resulted in an additional 24,565 learners transitioning to the Myanmar curriculum. In addition, 381 refugees were enrolled in the bridging programme, paving the grounds for higher education. UNHCR and partners continued to deliver mentorship training and professional development for teachers.

In line with rationalization efforts, UNHCR handed over all 958 learning centres teaching the Myanmar curriculum to UNICEF in 2024. The Office will continue its education programme in the two registered camps.

## 4. Impact Area: Securing Solutions

**By end-2025, a comprehensive approach to solutions for refugees in Bangladesh will include resettlement and complementary pathways alongside the preferred solution of voluntary repatriation.**

Voluntary, dignified, safe and sustainable repatriation to places of origin in northern Rakhine State continued to be the preferred solution for most Rohingya refugees, when conditions allow. The Government of Bangladesh consistently maintained that repatriation was the primary solution for Rohingya refugees, reaffirming its commitment to ensuring the voluntariness of returns. UNHCR continued to advocate for a comprehensive package of solutions by prioritizing advocacy for safe, voluntary, dignified and sustainable repatriation complemented by third country solutions and strengthening self-reliance initiatives in the camps.

Since 2022, UNHCR, in collaboration with the Government of Bangladesh and several key resettlement countries, resumed the implementation of third country solutions. For Rohingya refugees who have been residing in Bangladesh since 1992 as well as some of the most vulnerable refugees with heightened protection risks, these solutions mostly took the form of resettlement and complementary pathways such as family reunification, education and labour mobility. In 2023, resettlement activities began to grow thanks to multi-year programming. UNHCR and stakeholders increased their resettlement activities and quickly established infrastructures and systems while also recruiting and developing the resettlement capacity of their staff. Throughout 2023, UNHCR and stakeholders offered their expertise and advocated to the Government of Bangladesh for the adoption and implementation of efficient resettlement processing, including a more streamlined, predictable and efficient exit permit process.

UNHCR supported States to pilot complementary pathway projects, in close consultation with relevant Government of Bangladesh authorities, and encouraged them to engage with several stakeholders, including qualifications boards, technical training institutes and multi-national or large-scale employers, to adopt flexible and diverse programmes.

At the 2023 Global Refugee Forum, a regional multi-stakeholder pledge for Rohingya refugees received multiple commitments from the international community for comprehensive and diverse solutions. This demonstrated their commitment to expanding solutions and enhancing resilience in view of the policy considerations and in solidarity with the Government of Bangladesh.

### 1.3 Challenges to Achieving Impacts

While nearly 1 million Rohingya refugees continued to enjoy international protection in Bangladesh within the Government of Bangladesh's commendable humanitarian considerations, the absence of a national asylum framework and formal legal status for refugees within the Government's policy framework left them vulnerable in terms of access to legal rights and remedies and civil administration.

An increasing number of security incidents constrained community consultations in some camps and refugee volunteers supporting field activities were either unable or struggled to support the delivery of services due to concerns over their own physical safety.

The temporary nature of shelter materials exposed refugees to the risk of fire and natural hazards and contributed to recurrent and high maintenance costs.

Since most camps in Cox's Bazar were built as spontaneous settlements, there was no proper planning for services. Key SPHERE indicators were met although geographical disparities in distribution resulted in some areas having inadequate access to basic services. Adjusting service facilities often required shelter

relocation and this remained challenging due to land scarcity and communities' reluctance to move.

While the Government of Bangladesh's framework allowed refugees to be paid stipends through volunteer programming, only 3% of refugees of working age benefitted. Without access to banking services, volunteer payments were made through cash distributions, which were risky in terms of personnel security and internal financial control.

On Bhasan Char, numerous challenges persisted. Limited connectivity, including a lack of regular public transportation and phone and internet connection, inadequate power supply, Government of Bangladesh's resource constraints for infrastructure maintenance, high staff turnover, and unstable supply chains, especially for liquefied petroleum gas (LPG), affected the delivery of protection and services by the Government and aid agencies.

The creation of conditions by Myanmar for Rohingya to return to Rakhine State from Bangladesh continued to need support. UNHCR advocated for expanded and unimpeded access in order to implement community projects with UNDP in Myanmar. The escalation of conflict in Myanmar in late 2023 has created additional challenges to providing support for this purpose.

## 1.4 Collaboration and Partnerships

UNHCR continued to engage with the Ministry of Foreign Affairs, the Ministry of Disaster Management and Relief and its Cox's Bazar-based Office of the Refugee Relief and Repatriation Commissioner, and other line ministries to maximize refugees' benefits. It worked closely with Camp-in-Charge and district-level authorities to ensure the coordination and monitoring of services in the camps and host communities.

The UN Resident Coordinator, UNHCR and IOM continued to co-chair the Strategic Executive Group of the Rohingya refugee response. The Office collaborated with camp officials to improve camp coordination mechanisms as part of the Inter-Sector Coordination Group.

UNHCR led or participated in inter-agency coordination structures, including the Strategic Executive Group, Joint Response Plan, United Nations country team, Security Management Team, Programme Management Team and the Operation Management Team among others. It also led the Protection, Site Management/Site Development/Shelter/Non-food Item and Livelihood and Skills Development sectors. On Bhasan Char, it led the overall coordination of response, working closely with the Office of the Refugee Relief and Repatriation Commission .

UNHCR signed 25 partnership agreements with 23 NGOs (13 national and 10 international) as well as one Ministry, and one UN partner to support effective and cost-efficient refugee services.

It coordinated with partners to cover gaps in services and fostered strategic partnerships with national and local Government, development actors, the private sector, civil society, academia and media, to generate funding and maximize synergy among stakeholders.

UNHCR's partnership with international financial institutions, particularly the World Bank and the Asian Development Bank, contributed significantly to opportunities for additional financing for refugees and host communities in Cox's Bazar, as well as collaboration on policy dialogue and analytical programming.

In line with rationalization, UNHCR reviewed its operational footprint and engaged in discussions with relevant stakeholders on its core mandate and sectoral response as well as expertise and comparative advantages.



## Section 2: Results

### 2.1. Outcomes and Achievements

#### 1. Outcome Area: Access to Territory, Reg. and Documentation

**Asylum-seekers and refugees have access to territory and can access registration services.**

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
1.1 Proportion of refugees and asylum seekers registered on an individual basis	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
1.3 Proportion of people with legally recognized identity documents or credentials	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

#### Progress Against the Desired Outcome

Joint registration activities by the Government of Bangladesh and UNHCR continued in 2023, targeting all refugees in the 33 Cox's Bazar camps and on Bhasan Char. Together, they maintained seven registration sites in Cox's Bazar and one on Bhasan Char. The Office of the Refugee Relief & Repatriation Commissioner maintained overall operational responsibility for registration while the Ministry of Home Affairs has, since 2017, deployed staff to the registration sites (five sites in 2023) to process and issue unique individual registration numbers. UNHCR continued to conduct registration activities, maintain the joint proGRES database and provide technical infrastructure, resources and personnel.

In 2023, UNHCR updated 200,276 peoples' data (21% of the population) in ProGRES. Another 27,182 people were registered, including 25,099 birth registrations (10,238 people born in 2023 and 14,861 before 2023). While the Government of Bangladesh exceptionally allowed the registration of a few people, an undetermined number of Rohingya who arrived at different times were waiting to be registered.

The biometrics of 58,800 people were newly registered or updated, meaning 93% of people aged five years and above were registered with biometrics. Individual identity cards were given to 47,225 people and 52,729 family attestations were issued to replace those lost or destroyed. The registration update exercise and enrolment of biometrics of 38,000 refugees who arrived in the 1990s – which has been pending since 2016 – represented a major undertaking by UNHCR and the Refugee Relief & Repatriation Commissioner.

In the absence of birth certificates, new-born children were added to their parents' case in the joint registration database, based on documentation issued by health facilities.

UNHCR continued to provide marriage and divorce registration forms and registers to Camps-in-Charge in all 33 camps. In 2023, 4,671 marriages and 220 divorces were registered by the Camps-in-Charge, and relevant certificates issued to the required parties.

## 2. Outcome Area: Status Determination

**Refugee status determination procedures are in place.**

### Progress Against the Desired Outcome

Bangladesh is not a signatory to the 1951 Convention relating to the Status of Refugees and does not have national legislation or a mechanism for handling asylum claims. In 2023, UNHCR conducted mandated RSD procedures for non-Rohingya asylum-seekers. All registered people were issued with UNHCR documents, which offered some degree of protection against the risk of arbitrary arrest and detention, deportation or refoulement. By year-end, there were 87 non-Rohingya refugees and no asylum-seekers in Bangladesh. This included 28 asylum-seeker cases carried over from previous years that were pending mainly due to the impact of COVID-19 as well as six asylum-seekers who were registered in 2023. Of the 34 asylum-seekers, 16 were recognized as refugees, seven were rejected in the first instance and two others were scheduled for refugee status determination interviews but did not attend. In total, 25 individuals had access to RSD.

UNHCR successfully cleared the backlog of pending cases in 2023. No cases of deportation or refoulement of non-Rohingya asylum-seekers and /refugees were reported during the year. The cases of 11 people who were awaiting RSD were closed, according to standard operating procedures, due to death, no contact with UNHCR for more than six months, spontaneous departure from Bangladesh, or because they did not attend RSD interviews.

## 3. Outcome Area: Protection Policy and Law

**National policies and practices provide effective protection for people with and for whom UNHCR works.**

### Progress Against the Desired Outcome

UNHCR engaged with the judiciary, academic institutions and other entities to advance the law and policy framework for refugee protection. As part of a multi-year collaboration with the Judicial Administrative Training Institute, UNHCR trained approximately 40 judges, law ministry and Supreme Court officials. This was the first training of its kind and led to concrete recommendations for improving Rohingya refugees' meaningful access to the formal justice mechanism. UNHCR also organized workshops for 62 pro bono lawyers (56 men and six women) from the District Legal Aid Office in Cox's Bazar focused on facilitating access to justice and legal aid for Rohingya refugees. This was significant because refugees do not have access to the national legal aid system.

Engagement with law enforcement agencies remained critical given their prominent role in ensuring camp security. In 2023, as part of the multi-year UNHCR-IOM-UNDP project on community safety mechanisms, UNHCR delivered training sessions on refugee protection and humanitarian principles to 324 Armed Police Battalion personnel. In addition, the Office organized a workshop for district police on facilitating access to justice and legal aid for Rohingya refugees which was attended by 29 police officers from eight police stations, the court and detective branch of Cox's Bazar District Police.

UNHCR trained 140 university students in Bangladesh on international protection, forced displacement, human trafficking and statelessness. At the Foreign Service Academy, UNHCR familiarized 17 Bangladeshi and foreign diplomats on the same topics.

The Office collaborated with research partners, including the World Bank, to collect evidence that will contribute to a more enabling policy environment and administrative practices.

It also engaged with different national inter-agency platforms, including the Bangladesh UN Migration Network and its counter trafficking and climate change and human mobility technical working groups, the

UN Human Rights Working Group and Gender-based Violence National Cluster. Through these platforms, UNHCR ensured aspects of refugees' rights were taken into consideration by relevant actors to the extent possible.

As a result of sustained engagement, the Bangladesh Institute of Peace Support Operation Training (BIPSOT) – where UNHCR trained 13 national and international peacekeepers – officially communicated the Government of Bangladesh's approval to enter into a multi-year collaboration with UNHCR to build BIPSOT trainers and UN peacekeepers' capacity as part of its pre-deployment training programme. This programme will familiarize UN peacekeepers with forced displacement principles, standards and relevant aspects in peace-keeping contexts to facilitate their duties on the ground.

## 4. Outcome Area: Gender-based Violence

**Forcibly displaced people are safe from gender-based violence.**

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
4.1 Proportion of people who know where to access available GBV services	Refugees and Asylum-seekers	57.22%	70.00%	11.22%
4.3 Proportion of survivors who are satisfied with GBV case management services	Refugees and Asylum-seekers	80.24%	90.00%	99.85%

### Progress Against the Desired Outcome

The gender-based violence programme – a core component of UNHCR's protection response in Bangladesh – was implemented in 16 UNHCR-managed camps and Bhasan Char through two national partners and one international partner in 2023 – Bangladesh Rural Advancement Committee (BRAC), RTM International and Relief International-Bangladesh. The programme was structured into three pillars: prevention, risk mitigation and response and delivering case management to gender-based violence survivors, men, women, and non-binary people at risk in the Rohingya camps.

In addition, three evidence-based prevention programmes were implemented with good results in 2023, including Girl Shine, SASA! Together, and Male Role Models. These programmes focused on sparking substantial behaviour change in a community influenced by patriarchal gender norms and based on unequal power relationships. Following the expansion of the Male Role Models programme in August 2023, three new implementing partners were trained to facilitate Male Role Models' cohorts, reaching 387 men and boys in the second semester. The curriculum was significantly revised to cover 30 sessions on different topics related to the deconstruction of toxic masculinity. Meanwhile, through the Girl Shine programme, 3,406 people, including adolescent girls and their male and female caregivers, received life skills education which enabled them to gain confidence in their decision making.

UNHCR realigned its gender-based violence programme priorities according to the rationalization process that was being led by the gender-based violence sub-sector. This process sought to avoid service duplication and balance resources and efforts between prevention and response. Given the protracted situation in Bangladesh, UNHCR focused its efforts on evidence-based activities and risk mitigation strategies. All gender-based violence prevention activities were streamlined with the education sector to increase refugees' literacy and numeracy, strengthen the socioeconomic response to gender-based violence and open new pathways out of the cycle of violence. The Office prioritized women's empowerment and leadership activities such as mentoring or community-led initiatives focused on self-reliance projects, with 1,347 women and girls benefiting from this programme. UNHCR's "policy on the prevention of, risk mitigation and response to gender-based violence" presented new opportunities to mainstream gender within its activities and promote gender equality with a view to dismantling power imbalances that can lead to violence.

New tools were designed to reinforce community structures and volunteers were trained to conduct dynamic and engaging sessions, raising awareness of gender-based violence among 320,808 people. In

addition, mental health and psychological and social support (MHPSS) was provided to all gender-based violence survivors who reported a case and requested assistance in one of the 52 facilities managed and monitored by UNHCR.

## 5. Outcome Area: Child Protection

**Refugee children are safe and enjoy their rights.**

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
5.2 Proportion of children who participate in community-based child protection programmes	Refugees and Asylum-seekers	88.64%	90.00%	86.00%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

### Progress Against the Desired Outcome

In 2023, to better protect children at heightened risk of exploitation or abuse, UNHCR and its partners – Community Development Centre, Relief International, Save the Children, and Terre des Hommes – organized life skills training for adolescents, positive parenting sessions, awareness raising sessions targeting children and caregivers/parents to educate them about the roles and responsibilities of different groups in mitigating risks and creating child friendly environment, case management of vulnerable children with protection risks, community-based child protection mechanisms, and psychological and social support for children and caregivers/parents in Cox's Bazar and Bhasan Char.

In total, 4,852 children at risk and unaccompanied and separated children were identified, referred to and provided with specialized case management and registration case management services, according to the best interest procedures guideline. Multi-purpose centres in Cox's Bazar and Bhasan Char provided safe learning spaces for children, parents and caregivers. Both structured and non-structured MHPSS helped 45,728 people, including 23,542 children and 22,186 caregivers, to better protect their own wellbeing and prevent or treat mental health conditions.

Community-based child protection committees, youth and adolescent clubs and parent groups received the necessary material, technical support and information to disseminate child protection-related information on referral pathways, the prevention of early child marriage, child neglect, child labour, and domestic violence, particularly during emergencies. These committees, clubs and groups also played an important role in identifying and referring at risk children to relevant service providers. In 2023, 713 lost children were reunited with their parents or caregivers thanks to community-based child protection committees and volunteers. Another 56,540 children, parents and caregivers took part in child protection awareness raising activities, including through drama performance and drawing competition. The Office piloted the Girl Shine project to increase girls' participation in activities delivered in the multi-purpose centres and enhance their life skills.

In coordination with the child protection sub-sector and UNICEF, UNHCR rationalized its child protection programme to ensure full coverage in the agreed geographical area and mitigate activity and service overlaps in 2024.

In coordination with the Child Protection sub-sector, Case Management Working Group and Strategic Advisory Group, UNHCR enhanced the knowledge and capabilities of several child protection actors in Bangladesh, including the Ministry of Social Welfare's Department of Social Services, in the best interests procedure, assessment and determination. The best interest procedures' guidelines and determination were

gradually accepted as the main tools for assessing vulnerable children who fall within specific criteria. As a result, 133 best interest assessments were conducted as well as best interest determination panel meetings which produced 122 related reports.

## 7. Outcome Area: Community Engagement and Women's Empowerment

**Community engagement strengthened and expanded.**

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
7.2 Proportion of people who have access to safe feedback and response mechanisms	Refugees and Asylum-seekers	100.00%	100.00%	89.99%
7.3 Proportion of women participating in leadership/management structures	Refugees and Asylum-seekers	39.60%	45.00%	50.37%

### Progress Against the Desired Outcome

In 2023, UNHCR mainstreamed a community-based approach and conducted more than 70 periodic community consultations using an age, gender and diversity lens to ensure the participation of women, girls, boys and men of diverse ages and backgrounds, including older people and people with disabilities.

The Office continued to support the training and capacity-building of 10,612 refugee volunteers across sectors. This promoted the meaningful engagement of women and supported volunteers' efforts to be agents of their own protection. These volunteers supported UNHCR to connect the most vulnerable individuals with essential services, provide information on key intersectional issues, gauge community priorities and ideas on how to address them, and lead on the design and implementation of community projects.

According to the 2023 joint multi-sector needs assessment, just over half (52%) of the 3,400 households interviewed were aware of the complaint and feedback mechanisms. In 2023, the Office systemically reinforced the managing of communication with and response to communities, which led to a significant increase of 70% in the response and closure rate of complaints/queries in 2023 compared to 39% in 2022.

Similar findings were highlighted in the Bhasan Char Needs Assessment, where most people reported a need for information on livelihoods, food and health. According to the assessment, action was taken in 43% of cases reported to the complaints, feedback and response mechanisms in Cox's Bazar. In 2023, UNHCR began an extensive effort to improve its complaints, feedback and response mechanism by developing and piloting a new system to ensure timely responses and streamlining various channels and access points. The new system – called the centralized automated information processing platform – was piloted in selected camps in Cox's Bazar in 2023.

As part of the new platform, UNHCR established common feedback mechanism desks in the 16 UNHCR-managed camps. This new platform has led to a significant increase in the number of responses to requests in 2023 compared to 2022 with an overall response and closure rate of 70% in 2023 compared to 39% in 2022.[1] For instance, the number of responses to calls made through the UNHCR helpline increased from 10% in 2022 to 90% in 2023.

UNHCR continued to promote women's empowerment and meaningful engagement through consultations and worked to ensure greater participation in community activities (at least half of its volunteers were

women). The Office also designed training sessions and capacity building opportunities for women and girls. In 2023, 66 of 131 (50%) elected camp representatives were women. UNHCR also continued to nurture relationships with women religious teachers.

To better understand the effects of the deteriorating security situation, UNHCR conducted 30 community consultations with 493 refugees, 43% of whom were women, 5% older people and 7% people with disabilities. The vast majority (87%) cited safety and security as their primary concern.

Community outreach member volunteers conducted 85,049 home visits to identify people with specific needs, ensure proper referral to services and provide key information through awareness sessions.

Cases are considered closed when they have been fully resolved or when no further action is required.

## 8. Outcome Area: Well-Being and Basic Needs

**Forcibly displaced people are provided with sufficient assistance to meet their basic needs.**

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
8.1 Proportion of people that receive cash transfers and/or non-food items	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

### Progress Against the Desired Outcome

According to the 2023 joint multi-sector needs assessment, 75% of the population reported accessing food as a high priority, rising from 63% in 2021, indicating the probable impact of food ration cuts that were effective from March 2023. 97% of households reported the need for core relief items (CRIs), which were provided periodically to targeted households and people, including new arrivals and those affected by fires.

CRIs continued to be provided in kind through regular distributions of bath and laundry soap, jute bags, and female hygiene kits, blankets, sleeping mats, plastic sheets (tarpaulin), kitchen sets, solar lamps, jerry cans, buckets, mosquito nets and compressed rice husks. These distributions reached 90% (90,637) of households in 16 camps within UNHCR's area of responsibility in Cox's Bazaar and in Bhasan Char.

Of the 94,591 households UNHCR targeted, 98% (92,172) received monthly refills of LPG (839,187 refills). To enhance energy efficiency and reduce consumption, the Office provided pressure cookers to 98,046 households in Cox's Bazaar and Bhasan Char. The LPG distribution cycle was subsequently adjusted based on consumption data, resulting in LPG savings of 11%.

In 2023, UNHCR started to include items produced in its camps in female hygiene kits such as reusable sanitary towels and underwear. These production workshops were a successful model of private sector partnership with Fast Retailing, and products were of better quality than those available in the local market. Fast Retailing also provided technical guidance during the year to optimize the workshops' management and workflows. To ensure sustainability of these workshops, UNHCR successfully advocated for another UN agency to source its sanitary towels and underwear from them following market research and consultations with refugee women. While this contributed to the workshops' business model, the lack of official approval to access markets outside the camps makes it difficult to sustain or expand the models at scale.

## 9. Outcome Area: Sustainable Housing and Settlements

**Access to physically safe and secure settlements with basic facilities is ensured.**



Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
9.1 Proportion of people living in habitable and affordable housing	Refugees and Asylum-seekers	7.95%	13.00%	4.28%
9.2 Proportion of people that have energy to ensure lighting	Refugees and Asylum-seekers	100.00%	100.00%	95.97%

## Progress Against the Desired Outcome

To improve the living conditions in the camps, UNHCR implemented several initiatives on coordinated site planning and development and improved shelters and infrastructures within the existing policy framework. The Office successfully piloted an integrated shelter and water, sanitation and hygiene (WASH) approach to improve protection-sensitive facilities to address the concerns of women and people with disabilities.

In response to multiple emergencies, UNHCR provided urgent shelter support, repairing 4,534 shelters damaged by Cyclone Mocha in May 2023 and another 311 shelters for families relocated from Konapara as well as reconstructing 50 shelters following a fire in camp 21. Additionally, 1,277 new shelters were constructed using sustainable materials, including 649 single-storey structures in Nayapara and Kutupalong registered camps. Shelter material, transportation and construction labour helped 6,230 extremely vulnerable households secure a healthier living environment that protected them from harsh weather conditions and offered some privacy and dignity. Overall, 45,614 shelters, representing 51% of households in UNHCR-managed camps, received regular or emergency assistance for repair and maintenance. UNHCR and partners constructed and maintained pathways, slope protections, drains, and bamboo bridges within the camps to enhance safety and accessibility. Cash-for-work schemes were used to carry out site improvement activities, enabling refugees to earn an income and gain some valuable skills.

UNHCR improved access to basic services for Rohingya refugees and host communities by constructing, improving and maintaining community infrastructures such as the Ukhiya Specialized Hospital.

With partners, the Office also supported the maintenance of solar streetlights, which remained critical to ensuring safety at night. A new 'Agents of Change' project was initiated to enable refugees to identify faults and initiate repairs thereby increasing community ownership and reducing e-waste. Solar systems were extended in Cox's Bazar to reach a capacity of more than 470 kilowatts and enable light for shelters, facilities, roads and public pathways. They were also extended on Bhasan Char to support the solarization of health facilities.

To strengthen fire response capacity, UNHCR installed 50 1,000-litre water tanks across 16 camps and donated 29 mobile firefighting units to IOM-managed camps. In Bhasan Char, 1,397 fire extinguishers were installed and 29 others donated to priority facilities. Fire response awareness sessions were also delivered to 305,658 refugees. Another 116 implementing and operational partner staff, including Camps-in-Charge, were trained on emergency response and preparedness in Bhasan Char. The Office collaborated with the Government and partners and trained refugee volunteers who provided first response. A multi-hazard incident reporting tool was launched to facilitate timely damage analysis and improve response planning. The emergency response plan and standard operating procedures for Bhasan Char were developed in coordination with sectors and the Government.

## 10. Outcome Area: Healthy Lives

**Forcibly displaced people have access to health and nutrition services.**

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
10.1 Proportion of children aged 9 months to five years who have received measles vaccination	Refugees and Asylum-seekers	48.04%	80.00%	97.75%
10.2. Proportion of births attended by skilled health personnel	Refugees and Asylum-seekers	83.02%	92.00%	83.35%

## Progress Against the Desired Outcome

According to a standardized expanded nutrition survey conducted by UNHCR and partners in 2023, 97% of children surveyed had received at least one measles vaccine dose. Additionally, a WHO monitoring assessment showed that the coverage of the second dose of the measles vaccine among children under five had improved (from 36% in 2021 to 71% in 2023). These achievements were the result of concerted awareness raising, promotion, referral, and defaulter tracing coordinated through the Community Health Working Group, alongside 1,600 refugee volunteers.

The survey also indicated that global acute malnutrition (GAM) among children aged 6-59 months increased from 12.3% in 2022 to 15.1% in 2023, and the rate of severe acute malnutrition (SAM) increased from 0.7% in 2022 to 2.1% in 2023, both of which were above critical thresholds (GAM 15%, SAM 2%) and constitute the highest levels since the 2017 influx. This can mainly be attributable to the general food ration cuts. In 2023, 3,747 children with severe acute malnutrition and 16,472 with moderate acute malnutrition were provided with nutritional care at UNHCR-operated integrated nutrition facilities. Each month, 60,000 children were screened. The Office also provided counselling on infant and young child feeding as well as blanket supplementary feeding to children under five and pregnant and lactating women.

Thanks to increased health promotion campaigns, referrals and service availability in camp health facilities, the number of women attended by a skilled health worker during delivery rose to 82% from 12% in 2018. Most refugee women were able to access antenatal care (85%) and postnatal care (87%).

In 2023, the Community Health Working Group coordinated the distribution of health cards for each refugee to improve their data ownership, ensure continuity of care across service points, and reduce redundancies. A 25% reduction in consultations was noted in health facilities and this will be monitored further in 2024.

The construction of two health facilities – Ukhiya Specialized Hospital inpatient ward and a 20-bed hospital renovation on Bhasan Char – as well as a medical warehouse, was completed in 2023. These facilities are expected to be transferred to the Government in 2024.

In 2023, UNHCR and partners strengthened MHPSS programmes' integration with primary health care, nutrition and community-based interventions. Volunteers conducted awareness raising sessions for 286,535 refugees on MHPSS. Counseling was provided to 38,724 refugees experiencing mild to moderate mental health challenges, while 8,872 people with severe disorders received psychiatric consultations. UNHCR set up the first inpatient mental health care ward in Nayapara and Camp 3 health centres. The Office trained refugees and partner staff on evidence-based methods to enhance therapy outcomes and concluded study involving 565 adolescents and women caregivers to establish mental disorder prevalence, validate screening tools, and assess caregiver and adolescent mental health associations.



## 11. Outcome Area: Education

**Forcibly displaced people have optimal access to education.**

### Progress Against the Desired Outcome

In collaboration with the Government of Bangladesh, UNHCR and partners ensured access to equitable learning opportunities for 77,907 learners aged three to 24 years, including 37,826 girls, through 792 learning centres and 653 community-based learning facilities in Cox's Bazar and Bhasan Char. This represents a 22% coverage of the overall education sector enrollment. To mark the full roll-out of the Myanmar curriculum, 24,565 learners transitioned from the informal learning competency framework approach to the Myanmar curriculum following a test that enabled them to be placed in appropriate grades. An adolescent pre-vocational course covering basic literacy, numeracy and life skills was successfully completed by 14,641 adolescents, including 7,201 women, representing a 77.7% pass rate. These learners have now been transitioned for skills training while those who were not successful have been enrolled in subsequent cohorts. The construction of 30 learning centres with gender-segregated WASH facilities contributed to increased access and improved learning conditions.

In collaboration with BRAC's Institute of Educational Development, BRAC University and Bard College, UNHCR facilitated the fourth phase of mentorship training for 81 master trainers, including 50 from the Rohingya community. Cumulatively, 224 educators, including 101 refugees, participated in this unique capacity-building initiative.

An additional 1,772 teachers participated in a two-month blended teacher training on pedagogy. Of them, 1,232 were Rohingya refugees (38.7% were women). By year-end, 4,273 teachers benefited from this certified capacity development initiative. In addition, 110 teachers (32.7% women) underwent specialized training on supportive academic supervision delivered by Institute of Educational Development. To enhance teaching learning processes and ensure quality education, UNHCR partners provided ongoing professional development activities for 1,917 facilitators, including 1,469 refugees. This included monthly refreshers, peer learning opportunities and teacher learning circles workshops on disaster risk reduction, the prevention of sexual exploitation and abuse, child safeguarding, trauma care and orientation on the Myanmar Curriculum.

Working with the Centre for Peace and Justice, BRAC University and Bard College, UNHCR officially received authorization from the Government of Bangladesh to implement two bridging programmes, creating opportunities for 381 refugee youth to obtain qualifications enabling future access to higher education opportunities. A UNHCR pilot of MP4 devices to enhance the teaching learning process was particularly effective in improving the acquisition of Burmese language by teachers and learners.

In addition to a joint rationalization discussion, UNHCR and UNICEF agreed that UNHCR would hand over all 958 learning centres teaching the Myanmar curriculum to UNICEF from 1 January 2024. UNHCR will continue its formal education programme in the two registered camps.

## 12. Outcome Area: Clean Water, Sanitation and Hygiene

**Forcibly displaced people have access to adequate and safe water, sanitation and hygiene services.**

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
12.1 Proportion of people using at least basic drinking water services	Refugees and Asylum-seekers	100.00%	100.00%	97.32%
12.2 Proportion of people with access to a safe household toilet	Refugees and Asylum-seekers	17.78%	25.00%	95.39%

## Progress Against the Desired Outcome

At the onset of the crisis, most camps were built as spontaneous settlements, with no proper service planning. While key SPHERE indicators were met, geographical disparities remained, resulting in areas with inadequate access to basic services. Service facilities' adjustments often require shelter relocation, which remained a challenge.

In 2023, UNHCR continued to improve WASH management and optimize WASH services' accessibility. In Cox's Bazar, access to potable water was sustained through 6,209 borehole and tube wells and 95 piped water networks. UNHCR repaired 12,588 tube wells and installed 17 tap stands to enhance households' water access. UNHCR addressed water quality and sustainability through community-based water safety planning, routine water quality analysis and monitoring at water points and household-level. This included well capping 173 boreholes on Bhasan Char. To reduce contamination and improve sustainability, 72,770 tests for free residual chlorine and 4,958 E.coli tests were conducted. All refugees in Ukhiya camps reported having access to water from protected and treated sources, with an average of 31.7 litres per person daily, according to the 2023 WASH knowledge, attitudes and practice survey. However, in Teknaf, water challenges during the dry season (February to April) led to daily rationing of 15 litres per person.

UNHCR supported the construction of 22,601 latrines (including 185 accessible to people with disabilities), 12,777 bathing cubicles (including 139 also accessible to people with disabilities), 400 shared household latrines, and 142 bathing cubicles. It also maintained 95 women hygiene centres in 14 camps. A third large-scale fecal sludge treatment plant was constructed in Teknaf.

UNHCR played a critical role promoting hygiene and community engagement initiatives and responding to emergencies. These responses included distributing essential WASH supplies such as water purification tablets, soap, jerricans, buckets, dignity or family hygiene kits, coordinating more than 48,300 house-to-house visits and training more than 1,650 volunteers and community members on WASH topics. Through a multi-sectoral intervention, outbreaks of WASH-borne diseases were contained. All women and girls aged 15 to 49 years received hygiene kits and 99% of refugees received bathing and laundry soaps.

In 2023, UNHCR transitioned from communal to household waste segregation and collection, distributing two waste bins to more than 90% of households in Cox's Bazar camps. This approach significantly reduced the littering of drainage facilities. In Bhasan Char, UNHCR initiated the construction of a landfill. UNHCR and partners vaccinated volunteers (including solid waste collectors and desludging volunteers) for Hepatitis B and C.

The Office strengthened strategic and operational coordination with WASH sector partners, Government entities and development actors such as World Bank and Asian Development Bank to reinforce rationalization. Starting from January 2024, UNHCR will handover WASH services in Bhasan Char to UNICEF.

## 13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

People with and for whom UNHCR works are engaged in self-reliance and livelihoods interventions.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
13.2. Proportion of people who self-report positive changes in their income compared to previous year	Refugees and Asylum-seekers	14.00%	37.00%	16.86%

## Progress Against the Desired Outcome

Refugees in Bangladesh do not have the right to work. Following the approval of a skills development framework and volunteer engagement guidelines in 2022, UNHCR expanded its pre-vocational and vocational skills development programme in 2023 for eight of the 10 occupations approved in the framework. More than 14,600 refugees completed pre-vocational training and some 3,500 refugees completed vocational training in 2023. Around 1,500 refugees (51% women) passed the assessment and were due to receive the first-tier certification for vocational skills training under Technical and Vocational Education and Training. The pass rate in Cox's Bazar was 80% and 58% in Bhasan Char.

Access to the right to work remained a distant reality for Rohingya refugees in Cox's Bazar. However, a limited number of refugees were engaged as volunteers in different sectors and able to earn stipends for livelihood activities, as approved by the Government. In 2023, UNHCR engaged 12,856 volunteers, including 10,612 refugees (83%) and 2,244 (17%) from the host community. Of them, 4,146 were women.

By year-end, 758 volunteers (98% women) were working in six different production facilities in the camps in Cox's Bazar. In total, 523 refugee women worked in four production facilities and produced hygiene kits (female underwear and sanitary napkins) for general distribution. In partnership with BRAC and the Ayesha Abed Foundation, 368 women from the host community and 342 refugee women were engaged in garment production. An additional 9,750 refugee and 3,334 host community households in Cox's Bazar received training and inputs for climate smart agriculture activities.

In Bhasan Char, 12,371 refugees received support from UNHCR, including 3,000 (2,516 women and 484 men) for homestead gardening, commercial agriculture, livestock, poultry and fisheries, commercial fish farming, natural sea fishing, small enterprise shops, and others. A further 1,515 refugees were engaged as volunteer workers by different organizations. In terms of livelihood activities, volunteers had the highest average monthly amount (BDT 9,500) followed by those engaged in natural sea fishing (BDT 4,700), small shop (BDT 3,500) and mobile shop operators (BDT 3,250), rickshaw or cart drivers (BDT 2,300), commercial fish farmers (BDT 2,000) and daily labouring (BDT 1,900).

## 14. Outcome Area: Voluntary Return and Sustainable Reintegration

**Refugees can make informed decisions on voluntary return.**

### Progress Against the Desired Outcome

Voluntary, safe, dignified and sustainable repatriation remained the desired goal for most Rohingya refugees in Bangladesh. In 2023, UNHCR continued to advocate with relevant authorities to ensure Rohingya refugees would be able to exercise their right to return should they chose to do so, based on a fully informed and voluntary decision. Refugees continued to regularly highlight the need for material change in the conditions in Rakhine State to enable return, particularly in key areas such as safety and security, the ability to return to their own land, access to citizenship and documentation, and the ability to move freely, access livelihoods and education.

UNHCR continued to support building the skills and capacities of refugees to facilitate their eventual return and sustainable reintegration in Myanmar. UNHCR, alongside ASEAN and other countries in the region, explored opportunities to facilitate dialogue and generate political engagement with key stakeholders to find solutions to Rohingya displacement and sustain support to the Government of Bangladesh.

On 17 October 2023, UNHCR co-convened a high-level meeting on Rohingya refugees in Bangkok, Thailand, ahead of the Global Refugee Forum with the United States and the UK, to take stock of the situation Rohingya refugees face and refocus efforts in the region. At the 2023 Global Refugee Forum that followed, a regional multi-stakeholder pledge for Rohingya refugees received notable and multiple expressions of commitments by the international community who were keen to enhance the resilience of, and expand the network of solutions for, Rohingya refugees, including in Bangladesh, in view of the policy

considerations of the Government of Bangladesh. The situational pledge also sought to mobilize the international community's support for a comprehensive approach that prioritizes durable solutions, particularly advancing efforts to create conditions conducive to voluntary repatriation to their country of origin.

## 15. Outcome Area: Resettlement and Complementary Pathways

**Refugees benefit from resettlement and complementary pathways.**

### Progress Against the Desired Outcome

Preparations for an expansion of resettlement began in early 2023. Detailed standard operating procedures, infrastructure, staff recruitment and training took place. To prevent and mitigate fraud, resettlement processes and oversight at all levels were strengthened through stringent and labour-intensive anti-fraud measures, such as additional checks, reviews and other safeguards.

Considering this significant resettlement up-scale in 2023, a comprehensive resettlement communications strategy and activities roadmap was devised to lay the groundwork in building trust in UNHCR's resettlement processes and resettlement knowledge among host country authorities, refugee populations and other key stakeholders. Priority outcomes of the strategy are to reduce misinformation, dispel rumours, harmonize messaging among UNHCR units, resettlement partners and effectively manage stakeholders' expectations.

Four resettlement States – Australia, Canada, New Zealand and the United States – offered resettlement places for Rohingya refugees in Bangladesh. By year-end, UNHCR submitted resettlement cases to five countries, namely Australia, Canada, New Zealand, the United Kingdom and the United States.

In 2023, UNHCR identified and developed opportunities to expand refugees' access to complementary pathways. Working with the Japan International Cooperation Agency, UNHCR piloted an education pathway for a few Rohingya refugees to obtain master's and doctoral degrees in Japan through the Japanese Initiative for Education Pathway. Establishing immediate opportunities for Rohingya through labour mobility pathways were complicated by the limited English, relevant skills, and formal work experience of the population. This was a consequence of the circumstances of their lives in Myanmar and in displacement. However, strategic interventions to capacitate this population with the necessary skills and experience expected to be needed in the near future in third countries, host countries and Myanmar, will be utilized to broaden future opportunities.

UNHCR supported States' efforts to establish complementary pathway projects and encouraged them to engage with diverse relevant stakeholders such as qualifications boards and technical training institutes, multi-national and large-scale employers to adopt a flexible and diverse approach to proposed programmes.

## 2.2. Age, Gender and Diversity

Guided by the UNHCR policy on age, gender and diversity as well as commitments towards accountability to affected people and gender equality, the Office ensured refugees in Bangladesh had a central role in decision-making processes that affected them. UNHCR was a member of the Inter-Agency Standing Committee task team on accountability to affected people and worked as an active member of the prevention of sexual exploitation and abuse network. Policies and guidelines related to accountability toward affected populations, including UNHCR's Code of Conduct (2004), UNHCR's accountability framework for age, gender and diversity mainstreaming and targeted actions (2007), and UNHCR's policy

on age, gender and diversity (2018), were used to advocate and implement protection programming.

UNHCR and partners worked closely with various sectors, sub-sectors and working groups to ensure the inclusion of children at all ages, regardless of gender or status, and to establish children's and adolescents' clubs that ensured the inclusion of children of all backgrounds. Child-friendly spaces, learning centres, and case management reception rooms were designed to consider the diverse backgrounds of children in Bangladesh.

In 2023, the Office piloted a centralized automated information processing platform and an interactive data management tool to improve feedback data management by consolidating data collection from all its feedback channels, streamlined referral processes through automated referrals and facilitated the efficient tracking, response and timely resolution of cases. UNHCR also launched the Help Bangladesh website to expand access to information, which was being translated into phonetically written Rohingya language.

UNHCR and partners demonstrated a strong commitment to disability inclusion through collaborative efforts across various sectors, sub-sectors and working groups. It conducted comprehensive disability inclusion training for partners and continued to provide targeted services, including rehabilitation, home adaptation, prosthetics and orthotics, as well as MHPSS services through its partnership with Humanity & Inclusion.

## Section 3: Resources

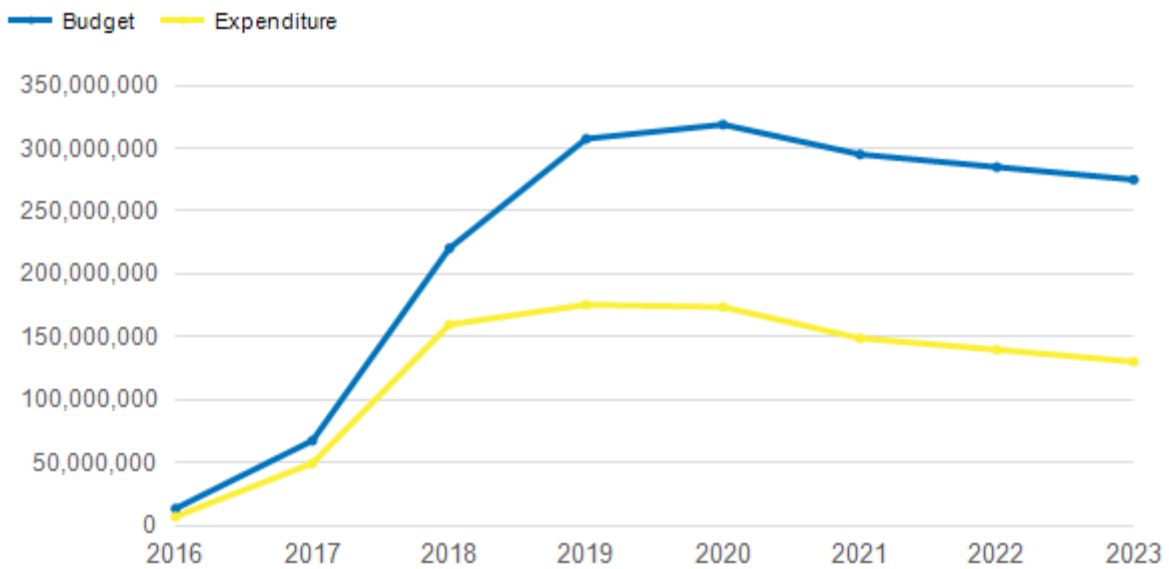
### 3.1 Financial Data

(Financial figures in USD)

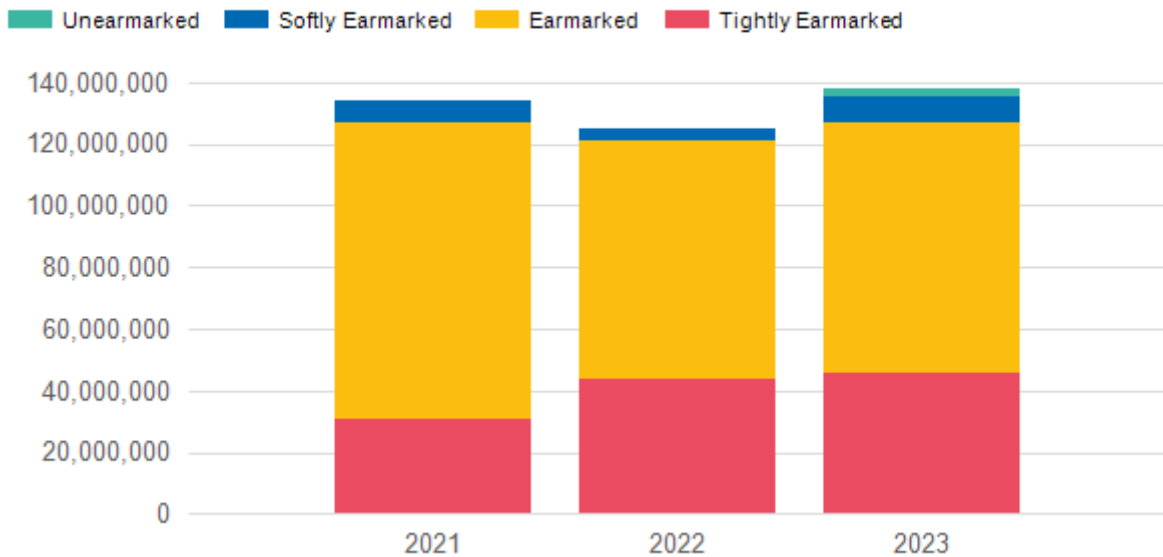
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	46,764,160	22,437,543	47.98%	22,016,887	98.13%
IA2: Assist	186,363,959	86,281,113	46.30%	81,108,898	94.01%
IA3: Empower	35,789,722	24,735,741	69.11%	22,097,297	89.33%
IA4: Solve	6,082,160	5,154,852	84.75%	5,154,852	100.00%
All Impact Areas		2,309,290			
<b>Total</b>	<b>275,000,000</b>	<b>140,918,540</b>	<b>51.24%</b>	<b>130,377,934</b>	<b>92.52%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	8,450,854	3,654,135	43.24%	3,654,135	100.00%
OA2: Status	919,013	536,376	58.36%	536,376	100.00%
OA3: Policy/Law	5,955,179	3,351,990	56.29%	2,931,334	87.45%
OA4: GBV	6,502,748	3,091,934	47.55%	3,091,934	100.00%
OA5: Children	9,680,515	3,848,885	39.76%	3,848,885	100.00%
OA7: Community	14,437,854	8,867,810	61.42%	8,867,810	100.00%
OA8: Well-being	37,908,315	27,329,920	72.09%	22,489,600	82.29%
OA9: Housing	50,932,348	25,775,090	50.61%	24,226,377	93.99%
OA10: Health	43,435,522	18,979,879	43.70%	18,979,879	100.00%
OA11: Education	15,255,850	8,970,151	58.80%	7,954,223	88.67%
OA12: WASH	34,030,916	9,056,910	26.61%	7,993,324	88.26%
OA13: Livelihood	21,351,868	14,852,004	69.56%	13,229,488	89.08%
OA14: Return	2,541,080	2,467,308	97.10%	2,467,308	100.00%
OA15: Resettle	3,541,080	2,687,545	75.90%	2,687,545	100.00%
EA17: Systems	7,569,657	2,348,713	31.03%	2,348,713	100.00%
EA18: Support	7,429,647	2,200,877	29.62%	2,200,877	100.00%
EA20: External	5,057,553	2,894,834	57.24%	2,870,129	99.15%
All Outcome Areas		4,181			
<b>Total</b>	<b>275,000,000</b>	<b>140,918,540</b>	<b>51.24%</b>	<b>130,377,934</b>	<b>92.52%</b>

### Budget and Expenditure Trend



### Contributions Trend by Type



## 3.2. Resources Overview

In 2023, UNHCR was only 49% funded by year-end, resulting in gaps in the provision of basic needs and protection in the camps. With UNHCR’s response in Bangladesh becoming more protracted against a backdrop of emerging crises in Gaza, Sudan and Ukraine, it became even more challenging to maintain donors’ interest or expand fundraising efforts.

UNHCR’s resource mobilization was aligned with the Joint Response Plan. To avoid duplication and optimize the mobilization and use of limited resources, the Office collaborated with other UN agencies, development actors and operational partners and undertook several prioritization exercises to align available limited resources and respond to the urgent basic needs of Rohingya refugees.

Housing needs were only 37% funded, leaving a significant gap in shelter construction and rehabilitation in

refugee camps. In addition, natural risks such as floods, cyclones, fires and monsoons constantly damaged or destroyed shelters, resulting in hefty maintenance and reconstruction costs.

Despite increasing needs, WASH activities in Bangladesh were only 27% funded in 2023, meaning many planned critical activities could not be implemented. Only 44% of planned health-related activities were funded, requiring UNHCR to strategically use limited resources for life-saving activities.

There was significant need for livelihood support for refugees in Bangladesh in 2023 but only 72% of planned activities could be implemented due to resource challenges, making it difficult for refugees to meet basic needs not covered by UNHCR's response.

Just under half (49%) of planned efforts to tackle gender-based violence were funded in 2023 and many critical activities could not be implemented: only 40% of planned activities to address and mitigate child protection risks were funded.

Only 60% of requested funding to support community engagement projects was received and planned activities related to education for Rohingya refugees remained under-funded at 58%.



## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

Strategic dialogue within UNHCR and with partners highlighted how activities could be streamlined, rationalized, better coordinated and localized. As the Office operated in what is considered a protracted situation in Bangladesh, it was necessary to ensure it planned for the long-term while demonstrating impact by achieving planned outcomes and ensuring cost efficiencies. As such, UNHCR focused on improving cost-efficiency and effectiveness and ensuring the sustainability of its interventions.

Ongoing rationalization discussions aimed at ensuring alignment with UNHCR's strategic priorities, core mandate and sectors of expertise such as protection, shelter, and livelihoods were at the forefront and facilitated the gradual downscaling of interventions in sectors where other actors have the potential and resources to step up.

UNHCR engaged with several development actors such as the World Bank, the Asian Development Bank and the private sector, adopting an integrated humanitarian-development nexus approach to ensure a more predictable and sustainable response through flexible development funding. It is critical that UNHCR continues to play a catalytic role in strengthening this approach and promoting more sustainable solutions to address challenges beyond the capacity of humanitarian actors in 2024.



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The UN Refugee Agency

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