



# CONSOLIDATED REPORT On ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP)

(Idukki, Pathanamthitta, Kottayam, Wayanad and Alappuzha)  
Oct- Nov, 2018



Accountability to affected population workshop was organised by Sphere India in collaboration with respective district administration and Inter Agency Group (IAGs) in 05 districts namely- Idukki, Pathanamthitta, Kottayam, Wayanad and Alappuzha supported by Sphere members like UNICEF, World Vision India, CARE India, Oxfam India, Islamic Relief and Save the Children in the flood affected districts of Kerala during the months of October and November, 2018. The event was initiated with an aim to orientate stakeholders on Core Humanitarian Standards (CHS), Right-In-Crisis (RIC) and Grand Bargain Commitments (GBC) and also to institutionalise District Inter Agency Group (IAG) structure and process with local leadership for coordination and linkages with District Disaster Management Authority (DDMA). Adherence to Core Humanitarian Standards was assessed through self-evaluation



tools and Focused Group discussions with partner agencies. Sessions on Rights in crisis and Grand Bargain Commitments for all stakeholders to strengthen accountability to affected populations in humanitarian action were conducted.

### Orientation on Core Humanitarian Standards (CHS)



The Core Humanitarian Standard on Quality and Accountability (CHS) is a direct result of the Joint Standards Initiative (JSI) in which the Humanitarian Accountability Partnership (HAP) International, People In Aid and the Sphere Project joined forces to seek greater coherence for users of humanitarian standards. The JSI consulted more than 2,000 humanitarian workers in head offices, regions and in disaster-prone countries. The feedback highlighted the need for the harmonization of standards, with communities and people affected by crisis at the centre and humanitarian principles as the foundation.

The CHS is the result of a 12-month, three-stage consultation, during which humanitarian workers, communities and people affected by crisis, several hundred Non-Governmental Organizations (NGOs) and networks, governments, United Nations and donor agencies, and

### Photographs of the IAG-meeting at Alappuzha 26.11.2018



academics rigorously analyzed the content of the CHS and tested it at headquarters and field level.



### IGAG Pathanamthitta Meeting

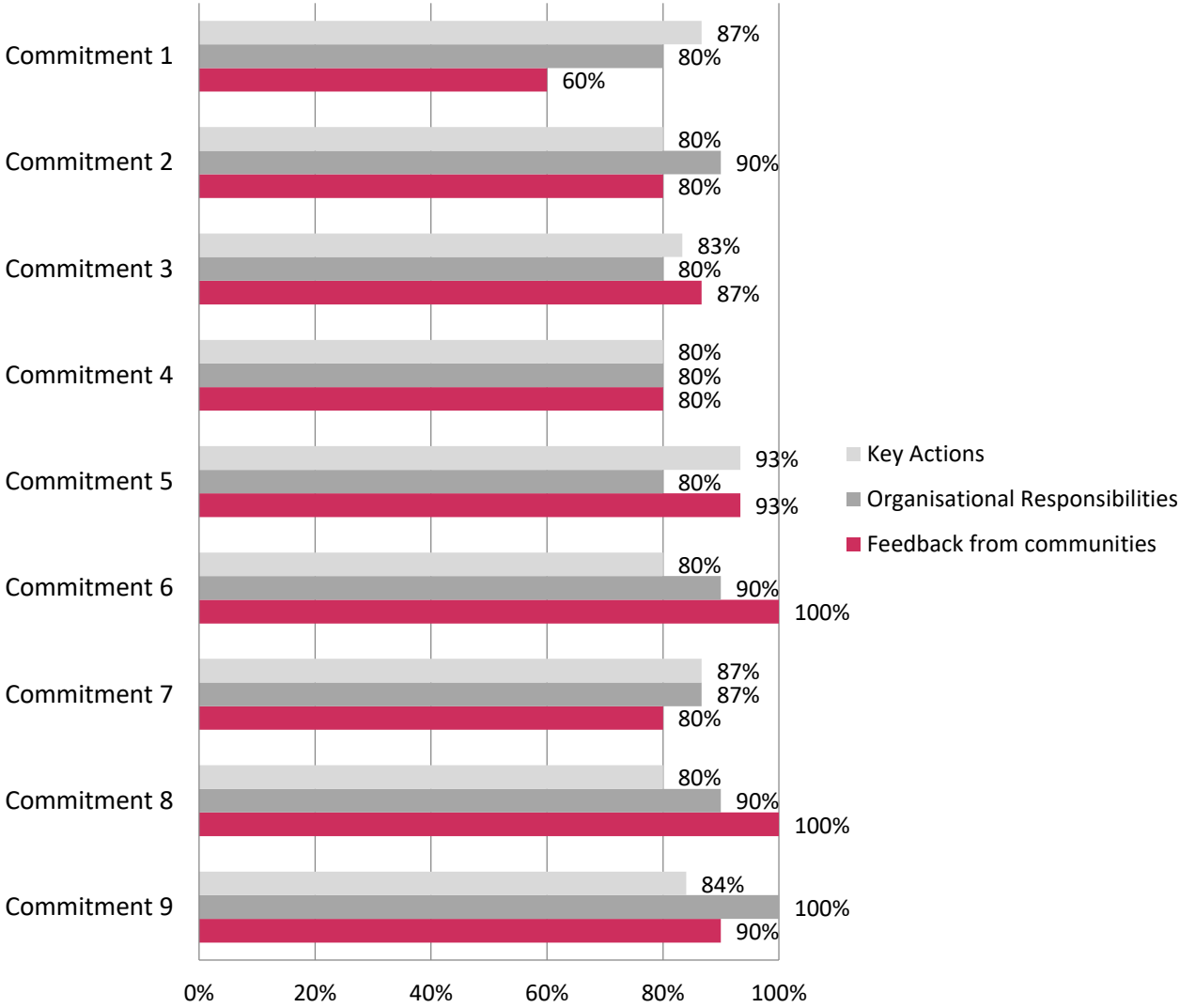
#### Core Humanitarian Standard (CHS) Self-Assessment compiled report:

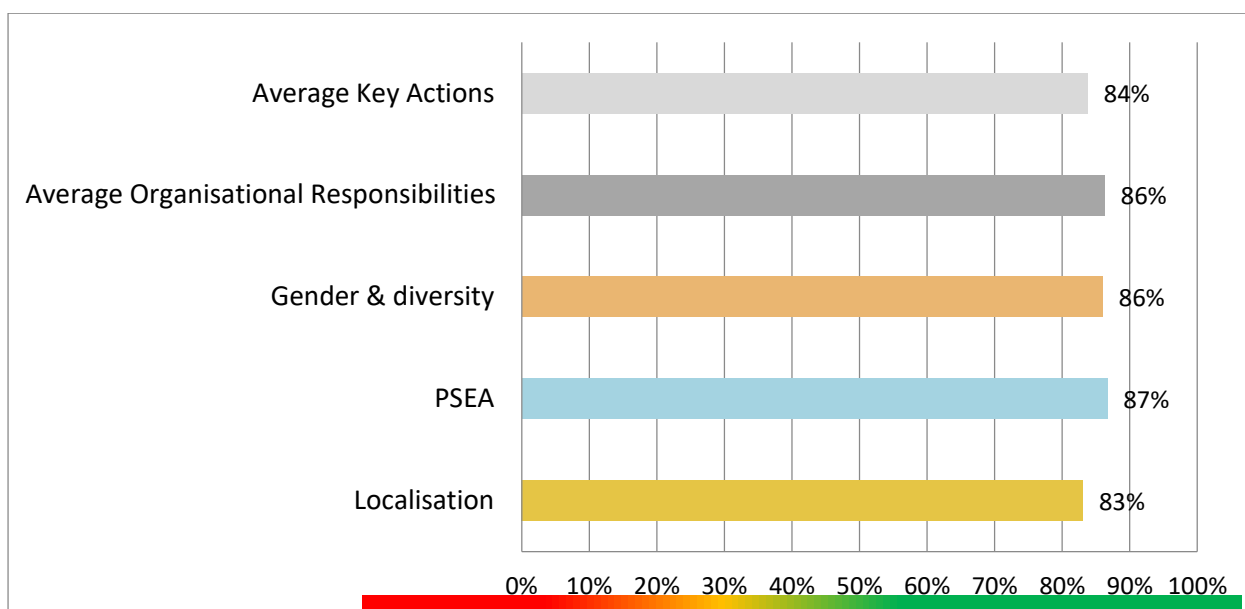
Core Humanitarian Standard (CHS)- Self Assessment survey for peer review among participating agencies were carried out with following objectives:

- To improve and cross learned the quality and effectiveness of the assistance they provide.
- To facilitate greater accountability to communities and people affected by crisis: knowing what humanitarian organizations have committed to will enable them to hold those organizations to account.

The below **CHS Self-Assessment community-level performance indicators** were filled by agencies like CARE India ( Idukki ) , ESAF , UNICEF (Pathanamthitta) and Oxfam India through FGD with their respective selected beneficiaries at community level to indicate their performance and further shared among participating agencies for peer review and cross learned to strengthen accountability in humanitarian response.

# CHS self-assessment results for Commitments 1-9





CHS self-assessment results				
	CHS Key Actions	CHS Organisational Responsibilities	CHS overall	Feedback from communities
CHS Commitment 1	87%	80%	83%	60%
CHS Commitment 2	80%	90%	83%	80%
CHS Commitment 3	83%	80%	83%	87%
CHS Commitment 4	80%	80%	80%	80%
CHS Commitment 5	93%	80%	86%	93%
CHS Commitment 6	80%	90%	83%	100%
CHS Commitment 7	87%	87%	87%	80%
CHS Commitment 8	80%	90%	87%	100%
CHS Commitment 9	84%	100%	87%	90%
Key Actions (across Commitments 1-9)	84%			
Organisational Responsibilities (across Commitments 1-9)	86%			
Gender & diversity	86%			
PSEA	87%			
Localisation	83%			

## Key Highlights from the workshop in Idukki, Pathanamthitta, Kottayam, Alappuzha and Wayanad

### 1. Highlights from the session on Core Humanitarian Standards

- The session on introduction Core Humanitarian Standards was conducted in a participatory manner through a peer review and learning process. The group work involved participant group presentations where each group evolved shared

learning's through reflections of field response in the context of Kerala Flood Response based on the Core Humanitarian Standards.

### **Recommendations**

- It was requested that organizations use the self- assessment tool to evaluate their flood response intervention in the context of adherence to Core Humanitarian Standards.

## **2. Highlight from the session on Right in Crisis**

- The session introduced various parameters for sector specific Rights in Crisis analysis that needs to be undertaken as an integral part of the disaster response strategy
- Also, the importance of access to rights and entitlements that need to be ensured to the affected populations during the various phases of the immediate response and relief, sector specific recovery interventions and integration of the same as part of the Build Back Better and Disaster Risk Reduction Strategy were emphasized.

### **Recommendations**

- It was requested that organizations utilize the Rights in Crisis tools to evaluate their flood response intervention in the context of ensuring rights and entitlements to the flood and landslide affected populations.

## **3. Highlights from the session on Grand Bargain Commitment**

- An introduction to the Grand bargain commitment and a shared understanding to these commitments as part of the localization strategy for disaster reduction was discussed and developed. The participants from various agencies understood the responsibility towards accountable interventions as part of the Grand Bargain Commitment.

### **Recommendation**

- It is requested that organizations familiarize themselves with the Grand Bargain Commitments as an empowering mechanism to ensure the effective utilization of aid in the context of Accountability to the Affected Populations.

## **Highlights from the key address by respective districts administration.**

- Various challenges faced and the coordination gaps identified in the field that need attention and strengthening were discussed very elaborately. It was majorly discussed that GO- NGO coordination can provide platform for engagement of all stakeholders where context specific needs can be addressed with effective utilization of resources, time and human resource ensuring accountability to disaster response interventions in the district.

- Kerala as a state with various advancements in various fields and with 100% literacy were not prepared for a flood situation of this scale. As a state Kerala had standard operating procedure for recurring monsoon floods, but not for such extreme events, as in the context of Kerala Floods 2018.
- Challenges faced by the district administration were lack of coordination, lack of appropriate and timely resources and lack of prior experience.
- The governments criteria for provision of relief is based on the identification of the most vulnerable groups, SC/ST populations are given priority. Immediate cash relief of Rs. 10000 has also been provided to the affected families.
- Implementation of reconstruction plans in the district will begin from the first week on November 2018. The support being provided to families ranges from 15% damaged houses being provided with Rs.10000/- and 100% damaged houses being provided Rs. 400000/-
- Water logging and silt deposition in houses required the cleaning and disinfection activities to be undertaken. 10000 houses and wells have been addressed/ supported by Kudambashree and college student volunteers as part of the cleaning and disinfection drive
- Drinking water quality is the point of major/ priority concern in the flood affected areas of the state as the water table has risen leading to the water level in the well and septic tanks being observed at the same level. This has led to the contamination of ground water with faecal matter leading to unsafe levels of E. Coli.
- Septic tanks and dug wells in habitations/ neighbourhoods observed in the district are in close proximity leading to faecal contamination of drinking/ ground water.
- A prevention drive for leptospirosis was initiated as a campaign by the distribution of doxycycline as we expected a dengue outbreak.
- Strengthening the GO-NGO coordination can increase effectiveness of disaster response and provide assistance in a timely manner by optimizing the use of available resources. Coordinated GO- NGO collaborative mechanism will provide clarity of positioning human resources for appropriate assistance and timely action during disasters.
- NGO's can assist with appropriate knowledge and capacity building of first responders/ front line staff so that correct protocols and SOP's are practiced during disaster response. For example, as part of the super chlorination drive Anganwadi workers and Kudambashree staff were trained, but adherence to specific procedures, metrics and quality was not followed. This compromises the effectiveness of the response and leads to wastage of resources, time and finances, without achieving the end result.
- GO- NGO coordination requires an appointment of a nodal officer from the district administration.
- NGO should check what the available resources locally are and what the challenges are before they choose a location to initiate their intervention. Identification,

contextualization and understanding of locale specific needs is important and should be considered before implementation.

- Identification of local attitudes and psychological aspects of the people is very important before responding in the disaster context. Local sensibilities and culture have to be factored in during while responding to disasters.
- NGO should contact the Nodal Officer appointed by the District Collector and approach him with a written communication stating the organisation details, areas of interest, locations identified for intervention, sector expertise, local partners, and duration of response. The agencies will also inform the Nodal Officer once the intervention is complete. All NGO interventions in the district will be monitored by the Nodal Officer. The District Administration will also have a process for enrolment of NGO's who would like to operate in the district.
- GO- NGO coordination is a priority for maximum coverage and provision of support to the affected populations. This will avoid duplication and co- create an integrated response mechanism.
- Lack of understanding of protocol should be addressed with regular trainings to all stakeholders including government officials.
- Basic minimum standards for relief should be flowed ensuring the dignity of the affected populations with consideration to social and cultural aspects of the region.
- An introduction of Core Humanitarian Standards' self-evaluation tools was shared with all participating agencies and it is requested that the agencies use the tool to evaluate their response interventions. Review and quality of past work done by agencies will also be criteria for collaborating with the District Administration.

Sri. P B Nooh, District Collector, Pathnamthitta with the participants of the workshop on Accountability to the Affected Population





Participants of the workshop on Accountability of Affected Population in Idukki



During a participatory session of the Accountability to Affected Population workshop in Kottayam



Participants in Waynad District Workshop on Accountability to Affected Population

