



Supporting Rohingya's in Cox's Bazar camps through the provision of Site Management Support (SMS)



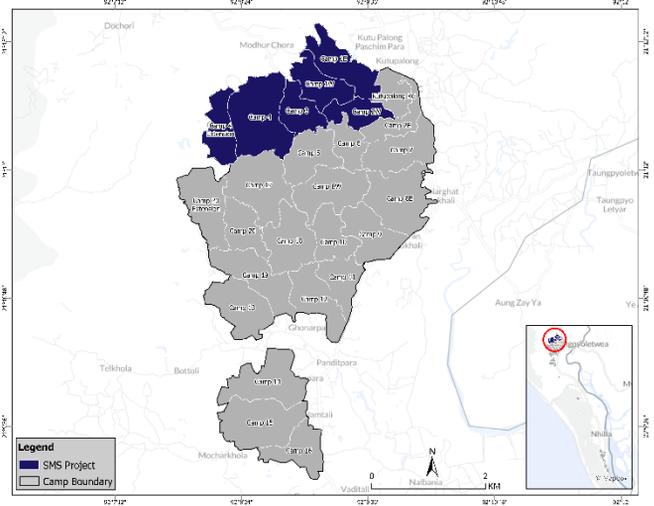
Acted Bangladesh
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Background

Acted began operations in Bangladesh in 2018, responding to the needs of Rohingya populations who fled Myanmar's Rakhine State due to persecution. Our teams implement IM, WASH, Protection, Emergency and SCCC intervention projects in the country to support the most vulnerable populations.

Acted's SMS project, funded by UNHCR, focuses on **improving the coordination of humanitarian services** in the Rohingya refugee camps. It supports camp administration and addresses service gaps through **community-led solutions**. Additionally, the project **builds the capacity of volunteers** to meet CCCM and SPHERE standards in camp management.

«I see first hand how our efforts bring the community together. Through the project, we're empowering people to find solutions and make their voices heard» - SMS Volunteer



Map 1: Acted's Site Management Support (SMS) sites

Key numbers on the project



172,385 individuals reached through awareness sessions



501 Site Management Support Volunteers



23 area/site risk assessments conducted



56 unauthorized dumping sites remediated as green spots



29,889 meters of primary drain cleaned



23 Thematic group established



35 Camp coordination meetings facilitated



78,567 individuals benefited from community-led initiatives



Stream Cleaning

Acted SMS is coordinating stream cleaning across **six camps**, prioritizing monsoon, flood, and landslide prevention. In close collaboration with refugee communities, thematic committees, and camp administration, the primary stream cleaning ensures inclusive decision-making. Community consultations are conducted with thematic committee members and neighborhood focal points. So far, **29,889 meters of drains** have been cleaned.

Communication with Communities

Acted SMS is implementing community engagement through established thematic committees (elders, youth, adult men, and women) and neighborhood focal points. These groups address service gaps, promote social cohesion, and support community-led solutions. Feedback is gathered via door-to-door visits, FGDs, and consultations. Findings are referred to partners using tools like **VMT**, **MHIRT**, and **CAIPP**. Acted fosters community ownership through participatory approaches and active advocacy.



Community-led initiative

Acted prioritizes community-led initiatives to address service gaps and improve camp conditions. Acted empowers the community to lead care and maintenance projects by actively engaging camp representatives and supporting relocations. 231 community-led initiatives have been implemented, benefiting camp individuals and demonstrating the project's commitment to fostering local ownership and sustainable solutions.

ZERO
EXCLUSION
CARBON
POVERTY

Our **Site Management Support (SMS)** project aligns with Acted's Camp Coordination and Camp Management (CCCM) model and 3ZERO vision by fostering inclusive coordination, building community capacities, and promoting sustainable, disaster-resilient camp management to address exclusion, poverty, and environmental challenges.

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