

Draft Minutes of meeting Community Engagement/Accountability to Affected Population Working Group

Date: 30th September, 2017

Time: 2pm

Venue: IOM Conference Hall, Maiduguri

Minutes drafted by (UNOCHA)



OCHA

Attendees: UNFPA, IOM, OCHA, FAO, HALI, NRC, CRS, Min. of Information, SCI, WFP & SWIFT Relief Foundation.

Action Points

Agenda:

1. Presentation on AAP
2. Leaflet on humanitarian action for the Affected Population
3. Update BRTV humanitarian programme
4. Update on CE/AAP activities from Partners (Achievements/Challenges/Way forward)
5. Joint CE/AAP field trip to Pulka
6. AOB

1. Presentation on AAP

- The highlights of the presentation include the five IASC commitments on Accountability to the Affected Population
- *The Peer-to-Peer mission report recommendations on Review guidance note on Community Based Complaint Mechanism, identify the gaps and harmonize common strategy, Develop a short Concept Note on how a collective AAP mechanism can work, with discussion and contributions from all sectors, Provide full support to the newly recruited AAP Officer, Re-activate the AAP / CWC Working Group, and include all sector coordinators, Develop first collective AAP product for the HCT/OHCT was also presented and discussed.*
- *On the next step and the way forward for the working group based on the approved TOR's the follow key points was presented: Continue the weekly humanitarian focus radio program with BRTV, Monthly CE/AAP working group meetings, Twice monthly joint field visits for CE/AAP working group members, All Agencies/sectors to provide a brief monthly update on CE/AAP, Advocate for flexible funding to adapt program according to feedback, UNHCT and OUNHCT to include standing agenda item on AAP, OCHA AAP officer to support agencies on working with the tools in meeting the AAP commitments, Work with Agencies to develop, streamlined or update feedback and Complaint mechanism/forms, Community Engagement at the highest level with opinion leaders in Government, Traditional council, Religious leaders and FBOs.*
- *The existing toll free hotlines discussed at the last working group was also presented below table are some of the existing hotlines in the North east humanitarian response.*

SOME OF THE EXISTING TOLL FREE HOTLINE TELEPHONE NUMBERS IN THE NORTH EAST

S/ N	ORGANISATION	TOLL FREE HOTLINE TELEPHONE NUMBER	OBJECTIVES OF THE TEL. NUMBER	GEOGRAPHIC COVERAGE AREA
1	CRS	08137955514	Food distribution complaints	Borno and Yobe State
2	SCI	0800225572	Children related complaints	
3	WFP	4046	Food distribution complaints	Borno State
4	NRC	07013224415	General Complaints regarding service	Borno State
5	FAO	08099936343	Food security related complaints	Borno, Yobe and Adamawa State
6	ZOA	09087645342	WASH related complaints	Borno State

2. Leaflet on humanitarian action for the Affected Population

- The draft leaflet on humanitarian action for the affected population was presented and discussed a committee of three drawn from FAO, WFP and North East Forum NGO was form to work on the leaflet, provide technical recommendations and forward to Samantha before COB Monday 2 October, 2017.

3. Update BRTV humanitarian programme

- The Director Borno state Ministry of Information informed the meeting that the programme has started with on interview with DHC last Saturday and programme will continue on weekly basis.

Divya to forward all inputs for leaflet to Samantha before COB Monday 2 October, 2017

4. Update on CE/AAP activities from partners

a) Borno Ministry of Information

- The Director information from Borno Ministry of information chaired today's he informed the meeting that Borno state Government through the ministry have distributed 4000 sets to Nigerian refugee in the Diffa region in Niger Republic and 1000 radio set to the community hosting the refugees.
- He further informed the meeting that Ministry is closely monitoring the BRTV programme.

b) HALI

- The representative of HALI informed that they engaging the communities in Shuwari and also communities in Differ region of Niger on peace building dialogue.

c) FAO

- Facilitating AAP mechanism for the food security sector and integrating the commitments of Accountability to Affected population in work plans and proposals.
- Verification of food security sector complaint mechanism.
- Sharing best practices

d) UNICEF

- Community in Engagement embedded in sector activities specific spot checks done regularly

e) SCI

- Complaint desk established in different location
- Functional Toll free hotline for complaint and feedback for service provision for the affected population the number is 0800225572.

f) WFP

- WFP informed the meeting that there implementing partners are handling the onsite Complaint desk established in different location in Borno state
- Monthly community meetings at ongoing.
- Functional Toll free hotline for complaint and feedback for service provision for the affected population the number is 4046?

g) AAH

<ul style="list-style-type: none"> Established Complaint corner at project sites in Mongono, Nganzai, Magumeri and kulajiawa. Complaint boxes stationed in Ganjigana IDP Camp, Mongono IDP Camp and Mongono host community. No mobile telecommunication network in areas where service is provided their establishment of toll free hotline will not be feasible. <p>h) CRS</p> <ul style="list-style-type: none"> Functional Toll free hotline for complaint and feedback for service provision for the affected population covering Borno, Yobe and Adamawa state the number is 08137955514. Monthly community meetings at Muna, Dalti, Simari, Kaga, Benisheik and Busari ongoing. The process of establishing Accountability committee have started. <p>5. Joint CE/AAP field trip to Pulka</p> <ul style="list-style-type: none"> The questionnaire for the jointed field trip was presented inputs were incorporated and agreed five organisations namely WFP, FAO, Care International and IOM have volunteered to be part of the mission. Mission report to be presented at the next working group meeting <p>6. AOB</p> <ul style="list-style-type: none"> CE/AAP working group working in progress and next step to presented at the next OHCT meeting. 	