

## Summary Note of CSO Meeting

### CSO Meeting Note of NCDDP ISM19

World Bank Office, Yangon

November 22, 2019

**Participants:** CDD mission team, DRD team, IFI watch Myanmar, Myanmar Consumer Union, Solidarity, ACD, Zawaka Foundation, PSF, MCRB, MCRDN, PLAN – attendance list is attached.

**Discussion:** Firstly, DRD and the World Bank team led by Ingo and Sean have explained the project context and update with power point presentation including:

- PDO and components
- Geography coverage of 63 townships and selection modality of townships
- Project figures of community participation, no of trainees, infrastructure, GRM, Gender and Inclusion, Conflict, and engagement with CSOs
- Studies and evaluations
- Financing sources and expenditures

Following the presentation, the following points were discussed:

Questions and Comments	Responses and Answers
Grievance Response Mechanism – to what does the “other” category (5% of grievances) refer?	Project Director (PD) responded that other 5% means feedback about other organizations and projects, not NCDDP.
What is the difference between GRM in conflict affected areas and ethnics areas?	PD responded that average is not very different in states such as Kayah. The usual pattern is low in the first year and getting high in second year and getting low in third and fourth cycles.  We don’t know the causes of GRM differentiation in conflict areas and non-conflict areas, this is an area for further analysis.
What is the condition for GRM in mix-control areas?	The GRM also functions in these areas.
What kinds of things are included in the “suggestions” category of the GRM?	Common suggestions are: <ul style="list-style-type: none"> <li>- project period should be more than 4 cycles.</li> <li>- Selection of committee members.</li> <li>- Advice on how to improve social audit .</li> <li>- Requests for more training and livelihood consideration.</li> </ul>
Food Security Working Group (FSWG), having 200 members in Shan State would like to cooperate with DRD and the World Bank. They can also provide fund for livelihood activities. For emergency consideration of the World Bank, not only climate emergency, but also man-made emergency (armed conflict) should also be considered, particularly for Shan.	We need to consider (i) what is the legal question for emergency from government, and (ii) what type of assistance will be most appropriate for IDPs? NCDDP financed infrastructure and community engagement. IDPs have different needs of humanitarian aids. In south Shan, we also invest in soft skill of community like communication and negotiation.

Questions and Comments	Responses and Answers
	<p>PD also replied that DRD is also working on other engagements in conflict-affected areas, and will consult on these.</p>
<p>CDD has focus on local conflict or conflict related to project only?</p>	<p>PD replied that the project did desk review and discussed with EAOs as well as CSOs in the conflict areas. During implementation time, it is also explained to EAOs and CSOs regularly. In some villages in like Kyaukkyi and Shwegyin townships, local people do not want to start the project as local land issues are too messy. Even for these areas, DRD is still engaging with EAO liaison offices and considering how best to provide project services.</p> <p>The project is also providing conflict-sensitivity training through International Alert. This training includes safety, mediation, negotiation, facilitation and engagement.</p> <p>The project also does not breach out the rules of engagement with EAOs in their areas.</p>
<p>FSWG (Shan) raised that they rely on DRD rather than DSW for long-term development</p>	<p>Director from DRD replied that they do thank for recognizing DRD, but DSW is also providing their best.</p>
<p>Myanmar Consumer Protection Commission – MCPC would like to provide consumer protection training to DRD. They also have their members and activities in project areas, other conflict areas, so it will be great if they can coordinate.</p> <p>Consumers have 8 rights according to UN. Not only for health and food, but also human right based.</p> <p>2013 consumer protection law is updated now in 2018, so please listen to our voice at project areas.</p>	<p>DRD said they will communicate and will request training as accordingly.</p> <p>PD replied one example of food poison. They invited PH to deliver basic training. In finance training, they also invited tax office and finance office. So, if MCPC are willing to share, they are happy to host. DRD has a very good outreach. It is not rich department but can reach to the poorest people in the village. So, we can bring your message to them.</p> <p>DRD Director mentioned project has start-up workshop for new townships. We will communicate later.</p>
<p>General Comment: Physical infrastructures are improved. Weak point is software. To improve mental, we still need a lot. One example is rule of law. There is very limited</p>	<p>Capacity building is also improved as software development. One parliamentarian is former CDD recipient of capacity building. Women become members of DSW Gender network. Over 290 townships, you can talk to any committee members, and you can see improvement of software and capacity building.</p> <p>PD said CDD is not only for community capacity, but also for DRD capacity. Other DRD projects are trying to implement as CDD modality.</p>

The below is attendance sheet for CSO meeting of NCDDP ISM19.

RSVP for NCDDP CSO Meeting -- November 22, 9.30-11.30am

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