AAP/CE Working Group Meeting Minutes – August 2023

Date/Time/Venue	23 August 2023 / 2.00 – 3.30 PM (MMR Time) / Zoom
Co-Chairs	OCHA / Plan International
Participants	Attendance records stored by OCHA

Agenda items and summary of discussion	Action Points
1. Welcome • OCHA welcomed participants and presented the agenda for the meeting. Some new members introduced themselves, providing information about who they are, their current roles or activities, and their connection with AAP. • New members were encouraged to visit the AAP section of the MIMU website and informed about the AAP online course which is being revised but will be available soon. • The National AAP Coordinator is currently developing the AAP In-person Training Course. More information will be provided once it is ready. • Members were reminded of the availability of the simultaneous interpretation channel.	
2. July Meeting Minutes Review of July meeting minutes (to be uploaded to MIMU without names) Action points from July 2023: • OCHA to upload July meeting minutes COMPLETE • OCHA to finalize the CVP SOP, instruction guide and data flowchart then share with members IN PROGRESS • OCHA to arrange bilateral meetings with key cluster and working group leads to define collaboration IN PROGRESS • NRC to share their survey results, if possible COMPLETE	# OCHA to upload August meeting minutes # OCHA to finalize the CVP SOP, instruction guide and data flowchart then share with members # OCHA to arrange bilateral meetings with key cluster and working group leads to define collaboration
3. Working Group Discussion **Briefing to New Members** • The Community Voices Platform (CVP) is currently under development and will be visualized using a Power BI Dashboard to consolidate collected data from across Myanmar into one central location. • As part of the mapping exercise, ongoing conversations with cluster leads aim to gather insights into their partners' AAP activities. This includes understanding whether they have AAP mechanisms in place, their functionality, utilization, and geographical coverage. The collected data will be integrated into the national database to provide a comprehensive overview of AAP mechanisms across various organizations in Myanmar. • The finalization of the Standard Operating Procedure (SOP) for the CVP is in progress. This SOP will include an instructional guide and a dataflow chart detailing when and how data will be collected.	

NRC Presentation
- NRC conducted an assessment of 40 random locations in Kachin and Northern Shan from July 14 to August 1.
- The survey respondents were partners from CBO/CSOs, LNGOs, INGOs, and the UN, with most organizations covering both regions.
- Only 5% of the assessed locations have regular access to complaint and feedback mechanisms while 95% have occasional access.
- Major challenges include language barriers, disabilities, concerns about subsequent impacts, poor literacy, and limited mobile phone accessibility or mobile network availability.
- Face-to-face communication is the preferred channel for the community (57%) followed by phone calls/helplines (21%).
- Service requests, service complaints, and positive feedback are the most common types of cases received.
- Survey respondents recommend forming a CFM committee or team with 3-5 members or 1-2 resource people per township/state within an organization.
- 64% of survey respondents are registered members of the AAP/CE Working Group.
- NRC recommends engaging with the community through direct engagement as the most suitable approach and mobilizing a dedicated CFM team within organizations.

4. Updates from Members
- **UNICEF** briefed members on the AAP Training through both in-person and online courses. Regarding in-person training, UNICEF has conducted sessions in three regions: Myitkyina, Mandalay, and Sittwe, involving over 100 participants from various states, including UNICEF's implementing partners. There are plans to extend this training to other regions, encompassing organizations not currently partnered with UNICEF, including suppliers to UNICEF. In terms of the AAP E-course, UNICEF has launched a three-month program and has already received 109 enrollments from participants. The current subscription limit is set at 40, but UNICEF intends to expand this limit to accommodate up to 100 participants at a time. Furthermore, UNICEF is advising its implementing partners to incorporate AAP indicators as mandatory elements in their Program Documents. Additionally, they are encouraged to submit AAP reports, and UNICEF consolidates the collected data on a collective dashboard to enhance evidence-based decision-making.

5. AOB

Referral Pathway
- **HI** inquired about the existence of collective AAP mechanisms that would allow them to refer feedback and complaints that were not within their scope. They also sought clarification on how to access contact information, such as a contact matrix of focal points within aid organizations.
- **OCHA** responded to HI's query by stating that the development of collective mechanisms for AAP mapping is still necessary. However, they highlighted that the WASH Cluster in Rakhine has made significant progress in mapping using a central excel spreadsheet and is planning to further develop it into a primary system. OCHA acknowledged that they have information on AAP focal points within clusters and working groups but not specifically within partner organizations.
- **UNHCR** explained that different regions have distinct contextual differences, including unique cluster-level referral pathways. For instance, if an organization operating in Rakhine is unsure where to refer cases, UNHCR recommended reaching out to individual clusters for inquiries. In cases related to the camp, they suggested approaching the camp management committee for guidance and assistance.

Useful Links

[MIMU – Accountability to Affected People](#)
[AAP Glossary in English and Myanmar Language](#)
[Interagency Training Package in Myanmar Language](#) (under Interagency AAP Training Package)
[Log of Interagency AAP Training Resources in Myanmar language](#)
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