



Department of Livestock Services

Annex III: Key Informant Interview Findings

for

Contingency Emergency Response Component (CERC) - Emergency Action Plan (EAP) Evaluation



March 2022



Center for Environmental and Geographic Information Services

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Action Plan (EAP) Evaluation**

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1. Introduction

Preamble

The implementation process occupies a big part in the activation of CERC-EAP activities. In this process, all divisional, district, and Upazila level officials were primary stakeholders to ensure the success of EAP within the instructed timeframe. Hence, it is imperative to take their accounts of experiences for understanding the pros and cons of the implementation process. Besides, seven respective indicators (derived from EAP activities) will guide to measure the extent and degree of the process for a representative evaluation. In this process evaluation, KIIs are used as the building blocks to grasp the leading aspects of indicators such as awareness building, health safety items, cash incentives, provision of milk cream separator machines, MVC, RVS etc.

Objectives

In qualitative analysis, a Key Informant Interview (KII) serves as the handiest instrument to extract in-depth information from the prospective experts. KII creates the gateway of channeling information through expert judgment that cannot be excavated otherwise. It further gives the analysts an upper hand to triangulate the information produced elsewhere (e.g. household survey and FGDs). Having realized the prowess of KII in any evaluation study, it was designed to conduct 147 KIIs with the PMU, CDCC, UBSIC members, and other officials who were involved in the implementation process of the CERC-EAP.

Methods

In this study, 147 nos. KIIs were conducted by 42 research associates (RAs) who led their teams in 21 studied districts. All the teams of RAs, on behalf of CEGIS, approached 8 PMU members, 38 ULOs, 17 UNOs, 13 processors of MCSMs, 6 DDs (Divisional Directors), 18 DLOs, 28 LEOs, and 19 RVS providers for KII in their convenient schedules. After moving into the study district, every CEGIS team, which consisted of two RAs, approached DLO or ULO with the official letters from DLS and the Ministry of Water Resources. Then the team introduced themselves along with describing the field plan of the study. All the teams set the KII with respective officials in their convenient time according to the checklists provided by the CEGIS. The checklists for KII were designed in way so that it included the component of selection process, 7 activities, and challenges which the implementing actors faced in the field levels.

Ethical Consideration

In conducting the KII, ethical compliance was maintained to uphold the core values of any research and evaluation so that the real scenario gets reflected in the study. All the research associates were instructed to write reports as they had been recorded in the 3-day training session, organized by CEGIS from 1-3 February, 2022. To ensure the integrity of the reports, it was made mandatory to keep the recordings and photos of KIIs. But in some cases, it appeared that some officials did not permit to keep recordings or take their pictures.

Summary Findings

The summary findings of Key Informant Interviews are given below:

- The CERC-EAP project, started at the beginning of the COVID-19 pandemic in Bangladesh, is a timely and exemplary initiative that immensely favored farmers and the livestock sector at large.
- Direct cash transfer to farmers was a unique idea that immensely helped farmers to become resilient and overcome the situation.
- The beneficiary selection process was rigorous, transparent, and inclusive. In this regard, the selection committees put tremendous effort in the process.
- The Project Monitoring Unit (PMU) also provided the best guidance, monitoring, and tremendous impulse to successfully implement the project.
- The cash transfer and other supports under CERC-EAP have connected farmers and DLS officials and built trust, which will help to promote a congenial environment for effective service delivery in the coming days.
- The provision of MCSMs was a unique endeavor under CERC-EAP that has promoted many farmers to become entrepreneurs of dairy products.
- Rental Vehicle Support (RVS) was another instrumental enterprise that helped 'frustrated' farmers to continue their sales and secure/restore their livelihood in an unprecedented pandemic. This initiative (RVS) invigorated the supply chain of the dairy and poultry sectors at that time and stabilized the market quickly.
- Middle-class farmers are becoming enthusiastic. They now believe that the government is on their side. Besides, the big farmers had a bad idea about veterinary hospitals but after the cash support, they are getting closer to it now.
- The cash transfer activity should not be done in different trenches under one EAP. The PMU observed that political hindrance from the local representatives also created hassle for LSPs during the 2nd phase of the cash disbursement. However, PMU took necessary actions to avoid such grievances.

Lessons learned

Implementing the CERC-EAP activities for the first time in Bangladesh, many lessons were learned that have been briefed below:

- DLS staff learned about the time management and the quick implementation of the project during an emergency period since it was a new experience for them;
- Selection criteria of male and female farmers wouldn't be same;
- Promotional activities can create a brand image and build trust among the stakeholders;
- An updated database of livestock farmers is required to provide further supports in future;
- A mechanism (policy rules) is to be developed to tackle crises like COVID-19;
- According to some officials, cash rather than kind is an effective solution in an emergency situation;
- Cash transfer is to be distributed in a single slot to avoid socio-political pressure;

- Beneficiaries rust developed because of the regular communication and support in an emergency period;
- Importance of establishing of National Livestock Information (NLI) for livestock farmers has been realized to trace the original beneficiaries and also to avoid pressure from the local elite;
- Capacity building through training on data management of DLS officials and staffs is crucial to ensure the quality of data, thereby taking informed decisions;
- There is urgency for procurement guidelines in such an emergency situation. The officials need to be trained up to face such unprecedented conditions;
- There should have been given more time for the beneficiary selection process;
- It was also learnt from this project that depending on the LSPs intensely was not a good idea. There should have been another stage or mechanism to monitor their works;
- The shortage of manpower was felt badly. Because many Upazilas did not have enough LSPs at that time;
- Through this project, now they have a direct contact with the farmers. They also come to consult with them on various issues. And they have been waiting for such an assessment from the government for so long. The farmers are now feeling more energetic than before;
- Multifunctional freezers should have been provided. Because all kinds of vaccines and medicines cannot be stored in deep freezers;
- It would be better if the MCSMs were electrical rather than the manual ones;
- It was observed that many women in the rural area has only one dairy cow but those were not selected because of the selection criteria. Therefore, there must be a policy through which they can be brought under similar schema in near future;
- More time was required to complete this type of projects;

2. Key Informant Interview Findings

01. KII with Project Director , LDDP, DLS

This key informant Interview was conducted with the Project Director, LDDP to understand his opinion regarding the evolution of the CERC-EAP, Implementation modalities, Beneficiary selection, challenges, and lessons learned and suggested measures for future prospects. Regarding the all aspects of CERC-EAP, this interview carried out and findings of the CERC-EAP mentioned below:

A. Evolution of CERC-EAP

As a result of nation wide lock down, it was felt utmost urgency to supply production inputs, to take steps to maintain the supply chain and to facilitate transportation and preservation of perishable livestock products. In line with this realization, thus, GoB decided for Contingent Emergency Response Component (CERC) for livestock farmers under Livestock and Dairy Development Project (LDDP) with the financial support of World Bank. An Emergency Action Plan (EAP) was prepared with a comprehensive set of emergency response activities for implementing the CERC. The main aim of CERC-EAP was to support and compensate livestock farmers from the losses incurred from the COVID-19 Pandemic measures. The WB reviewed and activated CERC-EAP on 09 June 2020. The Department of Livestock Services (DLS) of the Ministry of Fisheries and Livestock (MoFL) is responsible for implementation of the CERC-EAP under LDDP.

B. Challenges of the Implementation of the CERC-EAP

First of all, it was very challenging to take such decision for taking the CERC-EAP under the LDDP. From the initiations of the CERC, there was some sort of confusion in which activities would be performed under the program. However, finally a decision made that cash would be distributed as incentives for livestock farmers. Inter-ministrial decision and guidance from the secretaries, the CERC-EAP related decision made and build a prime focus for its implementation. Following the CERC-EAP manual, seven activities were implemented. The Covid 19, pandemic itself a challenging situation as restriction of the movement and chance to be infected made a huge problem for its implementation. Many staff of DLS affected by the Covid-19, it made obviously another challenge a huge amount of activities on that time. Another challenge for local officials to manage social pressure to select the beneficiaries. The co-ordination with the ministries was excellent that helped to take decision easily during that period of the CERC-EAP implementation.

C. Lessons Learned

A lot of lessons learned with the implementation of the CERC-EAP. However, it was first time in the history of Bangladesh, therefore, the lessons would be beneficiary to think about the future pathway:

- Time management and implementation during an emergency period, definitely a lessons for all Staff of DLS;
- Selection criteria for both male and female required to be separated;
- There was a lessons that promotional activities can create a brand image and trust among the stakeholders;
- An updated database of Livestock farmers required;

D. Suggested measures

Following Sugegstions were made for future aspects:

- Skill development training for local officials are required;
- It was required to have a strong database to the central system;
- Promotional activities to create brand image would be initiated;

Photo of KII Interview with the PD, LDDP



02. KII with Former DG, DLS

A. CERC-EAP implementation

First of all, it was very challenging to take such decision for taking the CERC-EAP under the LDDP. From the initiations of the CERC, there was some sort of confusion in which activities would be performed under the program. Different meetings held about the cash incentives. It was quite difficult to take decision cash or kinds, which would be the best solution. However, finally a decision made that cash would be distributed as incentives for livestock farmers. Inter-ministrial decision and guidance from the secretaries, the CERC-EAP related decision made and build a prime focus for its implementation.

B. Beneficiary selection

There were some challenges fixing the criteria for farmer's selection. Understanding from the local officials, decision was made to collect data about the farm households. As a result, a decision was taken to collect information from door to door by the Livestock Service Provider (LSP). In this regard, training sessions were held whereas LSPs from local level participated. Though it was not easy for them as it was very new idea for them collecting information through KoBo toolbox. Having with the difficulties, farm households related collected.

C. Challenges and Shortfall of Project Implementation

There were some sort of difficulties as this type of project implementation was first time in Bangladesh. A Number of challenges faced from the evolution to implementation of the CERC-EAP. Following challenges mentioned during the interview:

- Opening a new Bank account took long time
- Without having updated database, selection of beneficiaries was so tough.
- Implementation of that project was difficult by the local officers because of lack of manpower and knowledge to implement such type of project;
- Covid period made it more difficult when some of the DLS officials affected and surrendered to death;

D. Lessons Learned

- The lesson was that if such kind of project got in priority so a mechanism would have to be developed
- Selection criteria for both male and female required to be separated;
- Cash rather than kind an effective solution for handling situation during the emergency;

E. Suggested measures for future action

- Skill development training for local officials are required;
- A special mechanism is required for taking decision on such kind of project;

Photo of KII Interview



03. KII with Deputy Project Director , LDDP, DLS

This key informant Interview was conducted with the Deputy Project Director, LDDP to understand his opinion regarding the evolution of the CERC-EAP, Implementation modalities, Beneficiary selection, challenges, and lessons learned regarding the all aspects of CERC-EAP. This interview carried out and findings of the CERC-EAP mentioned below:

A. Evolution of CERC-EAP

The World Health Organization (WHO) was notified from Wuhan, China on 31 December 2019 that an outbreak of a disease with severe respiratory symptom which the Chinese authority confirmed as corona virus. On 30 January 2020, the WHO declared the viral outbreak a Public Health Emergency of International Concern (PHEIC) under the International Health Regulations (IHR2005). WHO named the disease as COVID-19. The Government of Bangladesh (GoB) reported its first case of COVID infection on March 8, 2020. Considering the graved situation in the country, the Government adopted some measures to contain the consequences and to protect the people from getting transmitted. The measures included the restricted transportation and movement that created home-locked situation of people. Besides, nationwide lockdown was imposed and banned the social and cultural programs on March 26, 2020 continued for several weeks had inflicted a serious problem in livestock production system and marketing of produces. As a result of nation wide lock down, it was felt utmost urgency to supply production inputs, to take steps to maintain the supply chain and to facilitate transportation and preservation of perishable livestock products. In line with this realization, thus, GoB decided for Contingent Emergency Response Component (CERC) for livestock farmers under Livestock and Dairy Development Project (LDDP) with the financial support of World Bank. An Emergency Action Plan (EAP) was prepared with a comprehensive set of emergency response activities for implementing the CERC. The main aim of CERC-EAP was to support and compensate livestock farmers from the losses incurred from the COVID-19 Pandemic measures. The WB reviewed and activated CERC-EAP on 09 June 2020.

B. Challenges of the Implementation of the CERC-EAP

It was very critical to open a CONTASA account under the same project. A special CONTASA account was requested by the World Bank to deposit money for emergency disbursement. The PMU submitted a proposal to the Ministry of Finance through MoFL on June 6, 2020. This CONTASA account was approved by the Ministry of Finance for PMU of LDDP for disbursement of the money for CERC implementation and financial reporting on September 20, 2020. On the same day, the PMU opened CONTASA with Agrani bank Limited, Bangladesh.

It was very challenging to take such decision for taking the CERC-EAP under the LDDP. From the initiations of the CERC, there was some sort of confusion in which activities would be performed under the program. However, finally a decision made that cash would be distributed as incentives for livestock farmers. Inter-mistrial decision and guidance from the secretaries, the CERC-EAP related decision made and build a prime focus for its implementation. Fololowing the CERC-EAP manual, seven activities were implemented.

C. Lessons Learned

A lot of lessons learned with the implementation of the CERC-EAP. However, it was first time in the history of Bangladesh, therefore, the lessons would be beneficiary to think about the future pathway:

- Selection criteria for both male and female required to be separated;
- There was a lessons that promotional activities can create a brand image and trust among the stakeholders;

- An updated database required to tackle this kind of emergency situation;
- Cash Transfer needs to be distributed in a single slot to avoid socio-political pressure;
- Beneficiaries Trust Developed because of the regular communication and supporting in an emergency period;

D. Suggested measures

Following suggestions were made for future aspects:

- Skill development training for local officials are required;
- It was required to have a strong database to the central system;
- Promotional activities to create brand image would be initiated;
- Capacity building training required for local level officials to handle emergency situation;

Photo of KII Interview



04. KII with Senior Monitoring and Evaluation Specialist, LDDP

Monitoring and Evaluation was one of the crucial and important part for the implementation of the CERC –EAP. A senior Monitoring and Evaluation Specialist was involved under the LDDP. He was also responsible in this aspect for monitoring of CERC-EAP activities. This Key Informant Interview was held understanding the role of M&E, challenges, Lessons learned for future prospects. The findings of this KII described in the following ways:

A. Involvement in CERC-EAP Implementation

CERC-EAP is milestone project so-far done by Department of Livestock. Eventually this project is cross sectional issue emerged from the LDDP project as Covid a new phenomenon hit the entire world, therefore a contingency fund was allocated from WB thus Bangladesh Govt officials pursue for this fund and allocate these to the selected beneficiary for covid response. According to the him, he involved as a monitoring and evaluation specialist to monitor all activities. Even during covid period while entire country was shut down officials had to attend the office for conducting beneficiary selection and other activities. However, the PMU monitor especially wheather the health protocol maintained or not during the implementation of the project.

B. Verification of CERC-EAP Cash Beneficiaries

The PMU verified selected cash beneficiaries through the GEMS (Geo-Enabling Monitoring System), for which the WB provided training. As soon as receiving training, the PMU started monitoring. Through this technology, exact locations of beneficiaries were identified and plotted on a map, including data on beneficiaries, pictures and type of farm. These data were populated on a dashboard in real-time. Using free tools enabling mobile data collection like Kobo Toolbox. With the collection of database, it became an asset for future use of DLS. The PMU instructed to collect data at field while he or she would be under hi bandwidth and internet facilities thean sent submit. This was for cultural issues in of a particular area, it was and mitigated with the involvement of local religious leader. Heavy orientation of field staff made ODK security fine.

C. Satisfaction Survey on EAP Beneficiaries

The Satisfaction survey of EAP Beneficiaries was administered over the telephone from a sample of beneficiaries: i.e. for cash beneficiaries a total of 400*15 categories of farmers (under 5 value chain= dairy, layer, broiler, sonali, and duck) = 6000 sample beneficiary farmers. A computerized systematic random sampling was undertaken across 465 Upazilas; for other items. The Level of satisfaction on cash beneficiaries found 72.94% highly satisfied (excellent), while 20.80% satisfied (good). Analysis of cash beneficiaries found satisfaction level for both male and female were almost the same.

D. Challenges and Shortfall of Project Implementation

Time was the main shortcoming of the project was time management. Every component of the study was conducted within a short time period and the time was not like normal time, it was pandemic situation while entire world was shut down or lockdown. Having with tough time, all monitoring officers performed and ensure the quality of the implementation of all activities under the CERC-EAP.

E. Lessons Learned

- Importance of establishing of National Livestock Information (NLI) for livestock farmers to trace the original beneficiaries and also to avoid pressure from local elite.
- Capacity building through training on data management of DLS officials and staffs is key to ensure the quality of data, thereby taking informed decisions.

- The cash transfer activity should not be done in different trenches under one EAP. The PMU observed some unethical practices conducted by field staff during 2nd trench cash disbursement. PMU took necessary action to avoid grievances.
- Selection Criteria of Male and Female Farmers wouldn't be same; it was observed that many women in the rural area has only one dairy cow but those were not selected because of the selection criteria; therefore, it is nice lessons learned through this CERC-EAP.

F. Suggested Measures for future action

- National Livestock Database with updated information is required;
- Capacity building through training on data management of DLS officials and staffs
- Provide amenities to female workers of LDDP (female Officers, LSP, LFA) to ensure on time data collection, social safety & security and so on.
- Provide suitable transportation to those who are directly involved in field level works. As Bangladesh is considered geographically vulnerable, physical movement in remote areas (i.e: Haor, Bill, Costal areas, etc) is difficult in a short period of time.
- A bench marking on education and experience should be set before recruiting field level staffs for efficiently performing technical project tasks.

05. KII With the ICT Specialist

This Key Informant Interview was carried to understand the role in implementing the CERC-EAP. Besides, how data of beneficiaries collected, verified and cash disbursement identified in this KII interview. The findings of the KII is mentioned below:

A. Preparation of KoBo Base Data Collection

For collecting data of Livestock farmers, a decision was made to collect data using Kobo Tool box. About 7 lakh beneficiaries data collected in this way through door to door visit; Following aspects considered for data collection to ensure data quality.

- Field level requirement analysed for the smooth operation of the fieldwork;
- A committee had formed to select the beneficiary in District and Upazila
- A three (3) member's committee had formed in the Head office to check data quality
- Visually cross-checked of collected data and find out whether the beneficiary, livestock exists or not.
- A survey questionnaire including the beneficiaries name, mobile no, address, livestock category type, sub category, mode of cash receives, enumerator info, khamar and khamari photo, NID photo with farmer's permission and others info etc. developed for the data collection through KoBo Tool Box
- A short training session had organized to train up the field level staffs.
- Hands-on training session had helped to collect beneficiary data

B. Development of Kobo Tool Processing

- A kobo tool form had designed, developed and tested in a location
- Data had been tested on real beneficiaries in Savar Upazila and 20 monitoring members had been trained up by LSP, LEO
- Bug fixations after demo field test

C. Data Backup Processing

- Data monitoring and backup on daily basis.

D. Data Quality Checking

- Data quality and accuracy checked
- ICT and MNE monitoring cell had been formed to check the data
- 2 days in house data quality check training had organized
 - Data compiling, cleaning, and accuracy test
 - Data cross-checking and calling beneficiaries according to their mobile number
- 4200 LSP had engaged in field level data collection
- Data quality check had performed after data collection
- Hard copy of data collection form stored in the Head Office

E. Money Disbursement

- Real beneficiary verification by bKash, Nagad

- DLS make an MOU agreement with Nagad, bKash, Agrani Bank
 - VAT Tax % charges
 - Operation charges
- First phase, 4 lacs beneficiary disbursement by bank, bkash, nagad
- Second phase, disbursement only bkash, nagad

06. KII with Procurement Specialist

Date	27.2.2022
Time	11:30 am
Location	DLO Head Office
Name	
Designation	

A. Involvement in the process of CERC-EAP implementation

The project activities particularly the procurement processes were carried out during the COVID-19 outbreak when the nationwide lockdown/shutdown hampered all usual movement. Despite the emergency situation, the procurement process was transparent, following national and international procurement regulations. Mobile Veterinary Clinic (MVC) equipment had to be purchased from outside the country. For this, we followed the international procurement policy. MVC equipment delivery was delayed due to shipment off at that time. However, we received the MVCs according to our required specifications. About 180 MVCs have been distributed properly. An additional 19 MVC is under tender process. We have created a procurement process or method i.e. Request for Quotation (RFQ), Open Tendering Method (OTM), Single Source Selection (SSS), etc.

- We have purchased deep freezers through Electronic Government Procurement (EGP) system. The process was fully online based but the documentation was physical,
- Vaccine has been purchased from Livestock Research Institute (LRI), Mohakhali,
- Every procurement officer worked diligently and took life risks.

B. Problems in procurement

The project was undertaken to provide various assistance for example cash transfer, provide milk cream separator, mobile veterinary clinic etc. to the affected farmers during the Covid-19 period so that they can reduce this loss to some extent. As the project has been started amid the corona pandemic situation, consequently the project was so much challenging. All the officials involved in procurement have to attend the regular physical office to make this project run. The nationwide lockdown has disrupted all usual movement thus delaying procurement activity. The shut-down situation also delayed the global shipment, which slowed down the import and caused the timely distribution of the required product. Some PMU, procurement officers and Evaluation members were also infected by COVID-19, which made the process slow down further. Besides, there is a communication gap among the officials, distributors and vendors as the physical office was restricted and unable to fully rely on an online-based system.

C. Challenges and Shortfall of Project Implementation

From the procurement side, Covid-driven lockdown was the main obstacle to the timely implementation.

D. Lessons learned as a member of the UBSIC

There is a need for procurement guidelines in an emergency situation. The officials need to be trained up to face such unprecedented conditions.

E. Suggested Measures for future action

Tendering through EGP often delays the process, which is problematic in an emergency situation.

7. KII with Environmental and Social Safeguard Specialist

A. Involvement in CERC-EAP Implementation

CERC-EAP is milestone project so-far done by Department of Livestock. Eventually this project is cross sectional issue emerged from the LDDP project as Covid a new phenomenon hit the entire world, therefore a contingency fund was allocated from WB thus Bangladesh Govt officials pursue for this fund and allocate these to the selected beneficiary for covid response. Furthermore, with the cordial effort of all officials and stuffs from Ministry to field level this was done successfully. He was involved to monitor the environmental and social aspects in relation to the ESMF of LDDP.

According to the him, he involved in the project activity a litter bit later, but all the activities were done with due diligence with the cordial support from each and every personnel who are linked with this project. Even during covid period while entire country was shut down officials had to attend the office for conducting beneficiary selection and other activities. However, the PMU monitor especially wheather the health protocol maintained or not during the implementation of the project.

B. Opinion on the modalities set for implementing the CERC

CERC-EAP is one of the milestone project implemented by the Department of Livestock. Though it was implemented within a very tough time while the entire world was shutdown/lockdown, every activity had to complete within this period thus some of the anomalies are found during project implementation and these issues were resolved with due diligence. Overall the modalities were perfect but time limit was the main constraint.

C. Challenges and Shortfall of Project Implementation

Time was the main shortcoming of the project. Every component of the study was conducted within a short time period and the time was not like normal time, It was pandemic situation while entire world was shut down or lockdown.

D. Suggested Measures for future action

During data collection process Kobo-tool kit (a digital data collection tool) was used, this tool can also be used during very beginning of the beneficiary selection process. Thus it can be operated and checked properly. In this regard training and other activities of the local level officials, stuffs can be trained up more easily.

8. KII with Financial Specialist

A. Financial Management and Project Implementation

It was an epoch-useful project of the DLS during the Covid-19 Pandemic condition when the demand of the dairy/poultry products were decreased and the farmers are going to shut down their farms. At that time DLS initiated such project to protect the farmers and ensure protein supply to the consumers. All the activities under these projects ran well, except some procurement related complexity for Mobile Veterinary Clinic (MVC) service. However, beneficiary selection to cash disbursement process were smooth and transparent; and all the officials had full effort with dedication to keep the program successful during that tough time of Covid -19 pandemic. All the financial clauses under condition of this program were followed and procurement were conducted following PPR & Government rules. All the expenditure was under reimbursable cost which was adjusted later.

Major Challenges:

The following problems are mainly triggered that deals with the financial issues

- Maintaining Covid protocol during physical meeting with different bidders for quotation collection;
- Psychological trauma in office work during pandemic;
- DLS officials affected by Covid-19 cause lack of confidence of other officials temporarily;
- Difficult to arrange any sort of logistics in pandemic period;
- Tough to arrange competitive bidding and market analysis as it was targeted;
- MVCs were purchased from Japan through the Letter of Credit (LC) which were delayed to reach while the beneficiary could not receive those service; and
- No subsidy or special risk allowance for the front line officials

Feedback:

Overall no financial delayed was observed for any of the project activity. However, the targeted project cost was not expended and some amount was remained unexpended due to the following reasons:

- Decreasing cash beneficiary numbers than that of targeted, remain a sum of amount back from the project cost. However, no change or deviation was occurred in the disbursement amount of the beneficiary farmers.
- Also, change in dollar exchange rate during this period kept surplus of an amount about 1 M USD.
- Bidder quoted price were lower compared to the targeted cost which decreased the cost of about 2M USD more.

All these issues were adjusted through the reimbursement of money receipt and voucher of actual cost.

3. Dhaka Division

9. KII with the LEO of Keraniganj

Date	17-02-2022
Location	Keraniganj
Name	Zannatun Nahar
Mobile Number	01716012906
Division	Dhaka
District	Dhaka
Upazila	Keraniganj

On 17th February of 2022, A KII was conducted with LEO of Keraniganj at Keraniganj Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

This section presented the findings of KII with the LEO of that mentioned upazila. Following section briefly described the level of satisfaction with the modalities set under the CERC-EAP implementation, challenges of the implementation, lessons learned, and recommendations.

A. Implementation of the CERC-EAP

It was not easy to implement all activities during that period. Among the Seven (7) activities, the cash transfer was a successful activity of CERC. Ranking would be hard because their need for money will never end and people always expect more when they receive something but in the time of covid-19 crucial period the cash support helped a large number of beneficiaries. It was just not money in that time rather it proved to be a mental support for them. MVC clinic at now available and started functioning in this upzilla. Milk Cream separator (10 small size, 3 medium size and 6 big size) distributed among the producer group. Trainin on the functionality of the MCSMs will be provided soon. Local officials invoved in distributing the MVC, MCSMs and other activities.

Among the activities, rental vehicle service (henceforth, RVS) was proved very effective and supportive to the farmers. Besides, the provision of deep freezers was also remarkably helpful to store the medicines and vaccines for local livestock office.

B. Shortfalls /Challenges

Many farmers had no bkash numbers. Even if they had, it was not of their own. This kind of problem was only 10% in first phase. In the second phase, there were no such problems. Because they knew how to solve it properly. They talked Bkash Company for how to solve this problem. Distance from union to union was very high that was another challenge to collect information about the beneficiary from door to door.

C. Lessons Learned

- It will be better for the next project if there will be no typing mistake to create the list of all information.

D. Recommendation

- Capacity building training of local-level officials is required;

- More manpower is required to complete such a quick implementation.

Photo of KII with LEO



10: KII with the LEO of Savar

Date	14-02-2022
Location	Savar
Name	Dr. Kamelia Hasan
Mobile Number	01724021646
Division	Dhaka
District	Dhaka
Upazila	Savar Sadar

On 14th February of 2022, a KII was conducted with LEO of Savar at Savar Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

It was hard to implement all activities during that period. Among the Seven (7) activities, the cash transfer was a successful activity of CERC. Ranking would be hard because because the more people get incentives, the more their demands increase but money was limited. Above all, it can be said that it was very much helpful for the dairy and poultry farmers in the covid-19 to continue their business. Besides, it was just not money in that time rather it became a mental support for them.

MVCs are not now available in this upazila. The ULO office got 18 milk cream separator machines in savar Upazila. These were distributed to the farmers. Some farmers are known and some are unknown about how to use this machine. The farmers will receive training to use it properly. Moreover, RVS was active in this upazila. Through this service, farmers were able to avoid further loss during the lockdown.

Health safety items were imperative for field working. And thankfully, this upazila also received the masks, sanitizers, and other items as sanitation package. She thinks the received items were enough for them.

B. Shortfalls /Challenges:

- There were no awkward situations in implementing the activities. But they worked hard. In the first phase when LSPs knocked farmers' doors, they did not share their data and they acted like they had no interest in it. But after they got first phase money, then other farmers showed the interest. So the second phase was much easier to deal.

C. Lessons Learned:

- More time was needed to complete such projects.

D. Recommendation:

- Training facility should be provided for LSPs and the operation of MCSMs.

Photo of KII with LEO of Savar



11: KII with Milk Cream Separator Receiver of Keraniganj

Date	20-02-2022
Location	Sonakanda, Ruhitpur
Name	Ahsan Ullah
Mobile Number	01840118821
Division	Dhaka
District	Dhaka
Upazila	Keraniganj

On 20th February of 2022, a KII was conducted with a milk cream separator beneficiary at Sonakanda village of Ruhitpur union. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

Key Discussion Points and Summary:**A. Satisfaction of the Provision of MCSM:**

He received 50-100 lph of the milk cream separator in January 2022. He has two sons. They know how to use this type of machine. In the market, when milk price is down only that time he uses the machine. He does not use the machine when the milk price is high. His experience reveals that every 40 litre milk give 2kg creams in this type of machine. But he gets 750-800 gm. So he thinks it is not so much helpful for his business. He is a dairy farmer. Previous time when milk rate is down only that time he used to make handmade cream. His primary customers are upper-class people and his secondary customers are ordinary people. Before he received the machine he was happy and excited. But at present, he is not satisfied because his expectation and reality did not match.

B. Impact of the MCSM:

The provision of MCSM came into immense fruition. It brought the unique facility of the diversification of the dairy products.

C. Recommendation:

Since MCSM was a new facility, technical literacy was important and should be provided when needed.

Photo of KII with MCSM Receiver

12: KII with RVS of Savar

Date	21-02-2022
Location	Aganagar
Name	Md Asadujjaman Mirad
Mobile Number	01626646464
Division	Dhaka
District	Dhaka
Upazila	Keraniganj

On 21st February of 2022, a KII was conducted with a Rental Vehicle Supplier at Aganagar union. In his convenient time, the interview was carried out where he shared the experience and challenges regarding the service.

Key Discussion Points and Summary:

A. Satisfaction of the RVS Facility:

The beneficiary used a car which has the freezing systems in back side. At first, 8 vehicles were hired and then numbers were increased later. The service was available approximately for 30 days. Under the supervision of DLO, it was supplied for the public. It was helpful for all, like beneficiary and general people. Because they could not go out in covid-19 lockdown situation

B. Impact of the RVS Facility:

Dairy and poultry farmers were benefited for this action. They got the appropriate price of their products. 1800-2100 pieces of eggs, 300 liter milk, broiler and beef meat were sold every day on that time covid-19 lockdown period. The service was mainly available in Dhaka metro.

C. Challenge:

The service could not be offered in remote areas due to the narrow roads of the villages.

D. Recommendation:

It is true that the rental vehicle service became very helpful for the people on lockdown situation. But the suppliers are not much satisfied because they did not get any extra salary for providing this service. Hence, proper honorarium should be provided.

Photo of KII with RVS Supplier



13: KII with ULO of Savar

Date	14-02-2022
Location	Savar
Name	Dr. Sajedul Islam
Mobile Number	01715111417
Division	Dhaka
District	Dhaka
Upazila	Savar Sadar

On 14th February of 2022, a KII was conducted with ULO of Savar at Savar Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

DLS gave local office a letter where they wanted a list of dairy and poultry farmers. According to the instruction, they followed and collected the list and he thinks there were no problematic situations at different stages within the stipulated timeframe. There were enough health safety items for the DLS staff. They provided face masks, Savlon, sanitizers for all the DLS staff.

Obviously cash transfer was a successful activity of CERC. People always expect more but the money was limited. But it was very much helpful for them in covid-19 crucial period. Besides, they got 7 small size, 3 medium size and 8 big size milk cream separator machines. This machine is very useful because it helps the farmers to bring variation in their production. The farmers will receive training to use it properly. Moreover, rental vehicle service was an important initiative on that time. The beneficiaries were very positive about this service.

B. Shortfalls /Challenges:

There were some problems in first phase. Many farmers did not want to talk on their own account. Old NID card and digital smart NID card digit did not match. But it was managed it. They approached election commission for solution of this type of problem.

C. Lessons Learned:

DLS needs to change LSP requirement policy. They need more logistic support in this type of project. It would be better than initial distribution in the upazila level.

D. Recommendation:

- Training should be offered for LSPs to increase the technical literacy.
- Technical assistance should be provided for the receivers of MCSMs

Photo of KII with ULO



14: KII with of UNO of Savar

Date	14-02-2022
Location	UNO office
Name	Md. Majharul Islam
Mobile Number	01933444034
Division	Dhaka
District	Dhaka
Upazila	Savar

On 14th February of 2022, a KII was conducted with UNO of Savar at Savar Upazila office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

When he came here, DLS gave some criteria to select the beneficiary registration, cross-checking of it, and beneficiaries list approval. Surely, the beneficiary selection process was transparent and authentic. There was no political or local influence in selecting the beneficiaries. They used phones and sometimes ULOs were also in the fields. They have got enough time to complete the full process. So they faced no problems to manage the activities at different stages within the stipulated timeframe.

B. Lessons Learned:

For incentive they can use digitalization process. Besides, it would be more fruitful when UNO is very close to this type of project. In hard times, the project has to think of farmers' health safety.

C. Recommendation:

- The freezer should be multi-functional so that it can store different kinds of vaccines and medicines.

Photo of the Interview

15: KII with DLO of Tangail District

Date	20.2.2022
Location	DLO Office
Name	Dr. MD Rana Mia
Mobile Number	01712238022
Division	Dhaka
District	Tangail

On 20th February of 2022, a KII was conducted with DLO of Tangail at DLO office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

Since the whole country was facing the issues of Covid-19, it was a very crucial initiative of the Government and he is satisfied with the implementation process. Among the activities, the cash transfer was a successful activity of CERC. Ranking would be hard because the need for money will never end and people always expect more when they receive something but in the time of Covid-19, the cash transfer was crucial. The first cash transfer was a bit late due to some unavoidable circumstances but the second one was one time.

According to him, there were enough health safety items for the DLS staff. They provided face masks, sanitizers for all the DLS staff. The allotted number of MVC is sufficient in compared to entire area coverage but some of the upazillas are yet to receive the MVCs. Respondents reported that this service will be available within short possible of time. But MCSM is still being distributed in upazillas and the farmers will receive training to use it properly.

Rental Vehicle Service was an important initiative. This Service was available in most of the districts and in Tangail it played a vital role. It helped many farmers to sell their farm-produced goods during the lockdown period. The beneficiaries were very positive about this service.

B. Shortfalls /Challenges:

The first selection process was not very hard but after the disbursement of the first cash incentive, the rest of the farmers who didn't receive incentive till then pursued the official to put their names in the beneficiary list. There was a lot of pressure at the office.

C. Lessons Learned:

There was shortage of time and there should have been more time given for the beneficiary selection process.

D. Recommendation:

The remunerations for the LSPs were low. They should have received more remunerations for this project compared to the workload they have taken. The monitoring system should have been a little bit better.

Photo of the Interview with DLO



16: KII with LEO of Ghatail

Date	15-2-2022
Location	DLO Office
Name	Sonia Akter Rumi
Mobile Number	01930974659
Division	Dhaka
District	Tangail
Upazilla	Ghatail

On 15th February of 2022, a KII was conducted with LEO of Ghatail at District livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

She was involved in this project since the beginning of it and there have been many ups and downs but so far it has been a successful project. The time limitation was the biggest challenge for this project but with all the efforts, they made it possible. Everyone worked very hard for this project.

Selection of the beneficiary in the second phase was a huge issue. There were only three days' time and the pressure in the office and in the field were unbelievable. The people who were not selected for the first phase created big issue at the office as well. Also at some stages, there were some political pressures to put their desired names.

She believes that it mainly helped the farmers mentally to boost up their spirit. It also was a big help financially because all of them were in huge loss due to the lockdown and the fall of the price of their daily produced goods. Moreover, they provided enough health safety instruments to their all staff.

At present, the milk cream separator is still not distributed to the farmers. There are no orders from higher authority on this machine. Moreover, the rental vehicle service was a very positive initiative. The beneficiaries were very positive about it. The service was active for 30 days.

B. Shortfalls /Challenges:

As mentioned earlier, time was a very big issue for this project. Selecting the beneficiaries and finalizing their names in such short period of time was a huge issue for them. Besides, it took some time to reach the cash incentive to the farmers in the first phase but in the second phase it was quick enough.

C. Lessons Learned:

One lesson she learnt from this project is that depending on the LSPs at a very high level is not a good idea. There should have been another stage to monitor the works of the LSPs. They faced an awkward situation due to one of their LSPs.

D. Recommendation:

Providing livestock can be a good initiative rather than giving cash directly. And if cash transfer is conducted again, then there should be more time given for the whole selection and validation process. There should be also another step to monitor the activities of the LSPs.

Photo of the Interview with LEO



17: KII with LEO of Modhupur

Date	10-2-2022
Location	ULO Office
Name	Dr. Tahmina Akhter
Mobile Number	01916224747
Division	Dhaka
District	Tangail
Upazilla	Modhupur

On 10th February of 2022, a KII was conducted with LEO of Modhupur at Modhupur Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned, and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

She is very much satisfied with the overall project. It helped the farmers in time of financial crisis. There were lots of ups and downs but at the end of the day, it is a successful project. The whole team put an amazing hard work throughout the whole process and this helped to manage all the procurement in time. The cash intensive took some time to reach the beneficiaries in the first phase but in the second phase it was much quicker.

In most of the cases, it helped the farmers to buy animal feed for their animals. Although the amount was not enough according to most of the farmers but they are highly satisfied with the cash. They bought animal feed and used some of the amount in their family expenses. This cash incentive also boosted their psychological state to continue their business. The amount for the big farmers, like C3, B3, L3 were very less but still they are satisfied. The health safety items were not sufficient for the field level staffs. There was shortage in the safety items. At present, the milk cream separator is still not distributed to the farmers. There are no orders from higher authority on this machine. There was one rental vehicle rented for the Modhupur Upazilla. It was a successful initiative as it bought goods from farmers at a decent price at sold at a decent price. The people who bought and sold goods were very supportive and they showed a high interest.

B. Shortfalls /Challenges:

The time limit was a big issue for the whole selection process. In the first stage the beneficiary selection was little difficult because people did not want to share their personal information but in the second phase, the pressure was immense. More and more people wanted to submit their names willingly and it was impossible to accept everyone's name.

C. Lessons Learned:

The whole process was very challenging. Dealing with farmers at the first phase was a different experience and in the second stage, it was totally different. Time management for projects like this is one thing that taught them a huge lesson as the time was very short.

D. Recommendation:

Instead of cash transfer, giving away domestic animals can be a good initiative. And if cash transfer is conducted again, then there should be more time given for the whole selection and validation process.

Photo of the Interview with LEO



18: KII with Rental Vehicle Service Provider of Modhupur

Date	14-2-2022
Location	Edilpur, Aushnara
Name	Mobarok Hossain
Mobile Number	01741707541
Division	Dhaka
District	Tangail

On 14th February of 2022, a KII was conducted with a Rental Vehicle Supplier, Mr. Mobarok Hossain at Edilpur village. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

He owns an electric rickshaw (Tom Tom) and used this for the rental vehicle service. It was in rental use for 27 days. The Upozilla Livestock Office hired him and his vehicle for this service. The amount was 2000 taka allotted for each day but he only received 800 taka. He provided most of the service in Aushnara union. The purpose was to buy goods from the farmers and sell to other people of the village.

B. Impact of the RVS Facility:

It was quite a good service and the amount of the benefit can be described as moderate. He did not receive enough capital amounts and this created an issue for him. The people who bought goods were confused and not very sure to buy milk because they were concern about the quality but the people bought eggs happily. The amount of Eggs sold daily was 30 cases and milk- 30-35 liters. Also the beneficiaries sold eggs, milks, chickens happily.

C. Recommendation:

The Rental Vehicle provider was in charge most of the time in buying and selling the goods. He faced issues because he did not receive proper capital money also he only received 800 taka instead of 2000 taka. The range was very limited and only some of the people of Aushnara Union received this service. There should have been more vehicles. The demand for the eggs was very high but the people hesitated in the milk sector.

Photo of KII with RVS Provider

19: KII with ULO of Ghatail

Date	15-2-2022
Location	ULO Office
Name	Dr. Md. Tofayel Ahmed
Mobile Number	01712505708
Division	Dhaka
District	Tangail
Upazilla	Ghatail

On 15th February of 2022, a KII was conducted with ULO at Ghatail Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

As he joined at the beginning of the second phase, there was a lot of pressure at the office. Since then he was involved in the monitoring process and provided his assistance where needed. Many people gathered here to submit their name. There were only three day time for the whole selection and validation process of the beneficiary. Therefore, this was a big challenge.

B. Shortfalls /Challenges:

The selection process were transparent but there were huge political pressure. Many names from the political leaders were submitted at the office with pressure to put those names. The office had to deal with them carefully. The people who did not receive cash in the first phase also created an issue at the office.

Since the beginning, there were always political pressures. One of the LSPs of Ghatail got involved in unacceptable activity and later he was brought under legal actions. He gained some cash from the beneficiary forcefully. Later, he returned the cash he claimed from the beneficiaries.

C. Lessons Learned:

Although it was an emergency action plan and all the process had to be done quickly but the selection process should have received more time. The first disbursement of the cash took a long time to reach the farmers but the second phase was faster.

D. Recommendation:

The LSPs had little more access in the selection process which should have been considered. There should have been more time for the whole ODK process. The price of the domestic animal food in the market is a huge issue at this moment and this should be focused. In future, it would be better if giving away domestic animals can be part of this project rather giving away cash.

Photo during the Interview



20: KII with ULO of Modhupur

Date	14-2-2022
Location	ULO Office
Name	Dr. Md. Harunar Rashid
Mobile Number	01768918580
Division	Dhaka
District	Tangail
Upazilla	Modhupur

On 14th February of 2022, a KII was conducted with ULO of Modhupur at the Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

Since the beginning of the project, ULO was involved in most of the process of this project. The LSPs conducted the field level work but he was always available for their assistance and monitored the whole process. The selection of the beneficiaries was kept transparent and authentic. Although there was shortage of time to verify them but from their end, they made it as authentic as possible. There was little political influence. Some names were submitted by the political leaders after the beneficiary list was finalized.

B. Shortfalls /Challenges:

- In the first step there were a few problems in the beneficiary selection process. Although the farmers did not want to share their information at the first place. But after the first slot, there was huge pressure at the office and also in the field to register their name. The second time the people were more than double in the number who wanted to register for the cash initiative. Around 40% of the farmers came to the office and submitted their names.
- After the beginning of the second phase, the political issue rose a bit. More names were submitted by the political leaders.

C. Lessons Learned:

CERC was overall a good initiative because it helped the farmers in time of need. But his personal opinion would be different. He thinks giving domestic animals to the farms would have been a better option rather than giving cash

D. Recommendation:

Although it was an emergency action plan and all the process had to be done as soon as possible but the selection process should have given more time.

Photo of the Interview with ULO



21: KII WITH DLO OF KISHOREGANJ DISTRICT

Date	15.02.2022
Location	DLO Office, Kishoreganj
Name	Dr. Nazrul Islam
Mobile	01712-283961
Division	Dhaka
District	Kishoreganj
Upazila	Kishoreganj

On 15th February of 2022, a KII was conducted with DLO of Kishoreganj at Kishoreganj Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

In the first phase of the project, the farmers are selected by the local LSPs. In this case all arrangements are made for the LSPs so that they can perform their duties smoothly. Then, they select those farmers for the final stage.

Deep Freezer is mainly used so that the vaccine is not wasted. However, vaccines are not stored in the district headquarters. They are distributed from here to the upazila level. In many places, they have done this through campaigns where people do not want to be vaccinated.

During this time of the Corona epidemic, the farmers suffered terrible losses, and many farmers became destitute. The incentive money given to them during this time was nothing compared to their loss. With this money they get a little confidence. Some have used the money to pay for farm food and vaccines, while others have provided for their families. This project did not have local political influence. However, since many names are given in the list of farmers. Those who did not get the incentive money are a little upset, in this case they are expected to be given any training if they are arranged later.

Health care products were distributed among DLS workers and they were enough for them. At this critical juncture in Corona, when farmers were unable to sell their produce and were on the verge of extinction, arrangements are being made to sell milk and poultry at fair prices to farmers under the EAP Rental Vehicles Service. Although this service was maintained only during the month of Ramadan. By doing so, consumers at that time were able to meet their demand for milk and meat at a fair price in one day, while farmers were given the opportunity to sell their produce. A pickup is rented for this service. For this it was said earlier that the rent should not be more than 5000 tk. and the car is rented accordingly. Again, there was no financial allocation for drivers and helpers, so their money was paid from the goods sold.

Milk Cream Separator Machine has been received. Most farmers are not familiar with MCSM; maybe one or two will be familiar. It will be distributed by forming an association through training of farmers. Besides, Mobile Veterinary Clinic has come to their Kishoreganj District Headquarters on 9th February and its activities will start soon.

B. Shortfalls /Challenges:

There was a problem with the selection of the beneficiary's category. There was no exact indication of the number of incentives to be given in any category.

In the case of C3, many of those who were on the list were left out during the verification, and some people who were given double names were also left out.

C. Lessons Learned:

Through this project, the production will increase and the demand for animal meat of the people will be met.

D. Recommendation:

Through this project the farmers are recognized as farmers. They are now directly connected with DLS. However, their only demand is to bring food prices under control. Otherwise, many farms will fall.

22: KII with ULO of Kishoregonj Sadar

Date	15/02/2022
Location	ULO Office
Name	Dr. Sultana Jahan
Mobile Number	+8801837307023
Division	Dhaka
District	Kishoregonj
Upazila	Kishoregonj Sadar

On 15th February of 2022, a KII was conducted with ULO of Kishoregonj Sadar at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

When the project was running, she was a veterinary surgeon. But as far as she knows how the activities of this project is done was satisfying. She was not directly involved with the project. She is mainly a veterinary surgeon. As main ULO sir was ill & hospitalized, she was doing the responsibility as an acting ULO. At first the primary beneficiary's selection was done by LSPs under the supervision of LFA & LEO by visiting door to door farmhouses. Then they crosschecked again whether they have farms or not. Then they submitted that beneficiaries' list to DLO Office. After that, DLO office sent that list to DLS ministry. At first phase the selected beneficiary's number was 1208. From that list, 1103 beneficiaries got the financial incentives. Then in the second phase, the selected beneficiaries' number was 360 from that list almost every beneficiary got the financial incentives except a few beneficiaries.

Covid19 protective equipment was sufficient which was provided by the DLO office. Deep freezer was mainly used for vaccine purposes to preserve. MVC has just arrived. The process is not started yet. Rental vehicle service was very effective for both producers & consumers level. This service was gone throughout the Ramadan month. But the number of vehicles needs to be increased for more support to the producers & consumers level. Milk cream separator machine has just arrived and the service has not been introduced to farmer's level.

B. Shortfalls /Challenges:

- There was some lobbying when they were selecting beneficiaries but they tried to select beneficiaries in a transparent way as much as they could.
- Sometimes they felt there was a communication gap, lack of clear instructions between ULO office and DLS ministry to do the activities of the project. If they are able to get the directions clearly that would have helped them more.

C. Lessons Learned:

More time should have been given to implement such projects.

D. Recommendation:

Sometimes they felt there was a communication gap, lack of clear instructions was prevailing between ULO office and DLS ministry to do the activities of the project. If they able to get the directions clearly that would have helped them more.

23: KII with ULO of Kulirchar

Date	16/02/2022
Location	ULO Office
Name	Dr. Mohammad Osman Goni (Additional)
Mobile Number	+8801716-611464
Division	Dhaka
District	Kishoregonj
Upazila	Kuliar char

On 16th February of 2022, a KII was conducted with ULO of Kulir Char at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

At first the primary beneficiary's selection was done by LSP under the supervision of LFA & LEO by visiting door to door farmhouses. Then they crosschecked again whether they have farm or not. Then they submitted that beneficiaries list to DLO Office. After that DLO office sent that list to DLS ministry.

To implement the activities of this project, sometimes the process got interrupted due to covid19 pandemic situation. Hence, it was very helpful for the owners of the farmhouses. The amount they got was quite unexpected though it was not very big in comparison with their investment.

He doesn't feel any drawback to implement the whole activities of this project within the time frame. At first phase, the selected beneficiary's number was 1600 & from that list 1500+ beneficiaries got the financial incentives. Then in the second phase the selected beneficiary's number was 158 & from that list every beneficiary got the financial incentives.

He told that covid19 protective equipment was not sufficient which provided by DLO office. Rather they managed those covid19 protective equipment from the money they got 3 months interval for ULO office officials.

Among other services, rental vehicles services were available only for Ramadan month. Rental vehicle service was very effective for both producers & consumers level. This service was gone throughout the Ramadan month. But the number of vehicles needs to be increased for more support to the producers & consumers level.

MCSM was also not yet distributed. Besides, MVC has not been implemented yet. But he emphasized the insufficiency of veterinary surgeons. Because when MVC will run, then every MVC will need one veterinary surgeon. But the number of veterinary surgeons is really insufficient. Deep freezer was mainly used for vaccine purposes to preserve.

B. Shortfalls /Challenges:

- C. The ex ULO got retired & the running ULO is doing his responsibility as an additional ULO. He is facing many challenges because of the responsibility of two upazilas together. That's why he emphasized on enough manpower which could lead the activities of this project more smoothly.

Beneficiaries selection was done in an appropriate & transparent way. Though at first phase they didn't face any difficulties hence in 2nd & 3rd phase they got some pressure from local elites for lobbying when they were selecting beneficiaries but they tried to select beneficiaries in a transparent way as much as they can.

D. Lessons Learned:

Only 1%-3% beneficiaries got financial incentive in comparison with whole dairy & poultry farmhouses in this area. Those who didn't get financial incentive were heavily upset. So, logistics support can be given to gain those farmers' faith to ULO office officials.

E. Recommendation:

Those upazila/unions which have more livestock should give more materials (like: MVC, Rental vehicles, Milk-cream separator machine) rather than depending on the size of upazila/union.

LEO, LFA & LSP who were directly involved to implement the activities of this project should get logistics support (motorcycle, fuel expenses, first aid kit) which could lead the activities of this project smoother & more effective.

24: KII with LEO of KISHOREGANJ SADAR

Date	15.02.2022
Location	LEO, Kishoreganj Sadar
Name	A K M Seyam Hossain
Mobile	01626868334
Division	Dhaka
District	Kishoreganj
Upazila	Kishoreganj

On 15th February of 2022, a KII was conducted with LEO of Kishoreganj Sadar at Upazila livestock office. The objective of the KII was to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

First of all, the project directly brought benefits to the farmers during the Corona epidemic. The incentive went into their own account. Although it is much less than their loss. Second, they gained recognition as the farmers. This is the first time in Bangladesh that farmers are given a number of materials including financial incentives. Farmers are now directly involved in veterinary hospitals. The incentive money was a little late but when they got the money there was something huge for them. They are confident that the government is on their side. Where at that time no one even wanted to lend money to anyone.

During the Corona epidemic, farmers became frustrated with their products, with one loss after another. These farmers have been able to keep themselves afloat in that period with incentive money. The incentive money given to them during this time was nothing compared to their loss. With this money they got a little confidence. Some have used the money to pay for farm food and vaccines, while others have provided for their families.

Health care products were distributed among DLS workers and they were enough for them. DLS Staff have worked directly on the field for this project. At this time, on the one hand- there was "corona's panic"; on the other hand there was a "responsibility" none of which can be neglected. So, health protection had to be ensured from the beginning.

Rental Vehicles has been deemed appropriate. Milk, eggs, and meat are collected and sold from the different spots of the city with 10 cars. One of them was cold storage car for which milk was not easily wasted.

For this it was said earlier that the rent should not be more than 5000 tk. and the car is rented accordingly. Again, there was no financial allocation for drivers and helpers, so their money was paid from the goods sold.

Seven Milk Cream Separator machines have been received. Most farmers are not familiar with the milk cream separator machines, maybe one or two will be familiar. Milk Cream Separator machines are not yet distributed. It will be distributed by forming an association through training of farmers.

B. Shortfalls /Challenges:

There was a shortage of time for selections. Moreover, And there was some local political influence, but only on the condition that the names they give must be farmers, and that they go to the field and select them if they are eligible.

C. Lessons Learned:

The shortage of time and manpower were felt badly.

D. Recommendation:

Middle-class farmers are becoming enthusiastic. They now believe that the government is on their side. Besides, the big farmers had a bad idea about animal hospitals but after the cash support, they are getting closer to it now.

To keep the processes running for farmers, it is necessary to provide incentives on food, to control food price and provide loans to farmers. Many farmers are losing interest due to excessive food prices.

25: KII with LEO of KULIARCHAR

Date	15.02.2022
Location	LEO, Kuliarchar
Name	Dr. Tarek Ahemed
Mobile	01676561611
Division	Dhaka
District	Kishoreganj
Upazila	Kuliarchar

On 15th February of 2022, a KII was conducted with LEO of Kulirchar at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

First of all, the interest of the farmers is increased through this project. Farmers who used to be associated with dealers are now directly involved with ULO office. The selection process of the farmers was completed very quickly in a short period of time. However, there is some delay in the process of getting incentive in the first stage, then in the second stage the incentive is available at the right time.

During this time of the Corona epidemic, the farmers suffered terrible losses, and many farmers became destitute. The incentive money given to them during this time was nothing compared to their loss. With this money they get a little confidence. Some have used the money to pay for farm food and vaccines, and labor cost while others have provided for their families.

Health care products were distributed among DLS workers but they were not enough for them. Besides, milk cream separator has not come to this upazila yet. He guesses that maybe five / six percent of farmers are familiar with milk cream separator.

The number of rental vehicles was very low. The number of actual farms where rental vehicles are given depend on the population where they are more. This upazila is small in size, population is small but even though this service for the number of farms was not enough. And this service was not used much.

B. Shortfalls /Challenges:

The policies of this project were not clear. As a result, there was a lack of guidance in the field of work. They had to take this initiative by communicating with those who were in charge at the central level.

C. Lessons Learned:

Through this project now they have a direct contact with the farmers. They also come to consult with them on various issues. And they have been waiting for such an assessment from the government for so long. The farmers are now more energetic than before.

D. Recommendation:

Through this project, their direct contact with the farmers has resulted in. Some of them complain that the food prices are increasing day by day and they are not getting a fair price. The government should ensure these issues as well as increase the number of surgeons so that the farmers can stand by their side at the right time. Otherwise, the farmers will gradually lose their interest.

26: KII with Rental Vehicles Supplier of Kishoreganj Sadar

Date	15/02/2022
Location	LEO Office
Name	A.K. Fazlul Haque
Mobile Number	+8801711343619
Division	Dhaka
District	Kishoreganj
Upazila	Kishoreganj Sadar

On 15th February of 2022, a KII was conducted with RVS supplier of Kishoreganj Sadar at Upazila livestock office. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

It was a big pickup. During the month of Ramadan the rental vehicles service was implemented. It took almost 27 days. At first rental vehicles supplier informed from DLO office to collect eggs, meat & milk from farms who were unable to sell their products & then sell to consumers at 6 points of Kishoreganj Sadar. Almost 10 big pickups were used. 6 pickups were used for meat & egg purposes & 4 pickups were used for dairy purposes. Every day from 8 a.m. to 6 p.m. this trading was operational. During the month of Ramadan, the rental vehicles service was implemented. It took almost 27 days. Every dozen egg rate was 69-72 taka, per kg Sonali was 110-115 taka & per kg broiler was 90-95 taka. For every pickup 4000 taka was paid by DLO office to their Sonali Bank account.

B. Impact of the RVS Facility:

This service helped both producers & consumers. Actually, they collected egg, meat & milk from those farms who were unable to sell their products & then sell to consumers level at very cheap rate or at a rate of whole sale prices. They also gave 2 persons to look after each pickup & those 2 persons' expenses were funded by poultry association.

C. Challenge:

This service could not be provided in the remote areas due to the narrow roads of the villages.

D. Recommendation:

It would be better if the service duration could be expanded.

4. Barishal Division

27: KII with Rental Vehicle Supplier of Wazirpur

Date	20/02/2022
Location	Rahamatpur Bus Stand, Babuganj, Barishal
Name	Nurul Islam
Mobile Number	01735672701
Division	Barishal
District	Barishal
Upazila	Wazirpur

On 20th February of 2022, a KII was conducted with a Rental Vehicle Supplier at Rahamatpur bus stand. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

Mr. Nurul Islam, the rental vehicle suppliers of Wazirpur upazila possess a Mahindra auto. This service was conducted for 21-days as ULO of Wazirpur hired him for buying eggs, meat (poultry) and milk from farmers and selling those to the consumers with assistance of a LSP. Every day from 8.00 AM to 5.00 PM this service was provided in the Wazirpur municipality and surroundings villages of Shikarpur. Daily on an average 600-800 eggs were bought and sold, and milk supplied according to the availability and demand.

It was very much helpful for him (Rental Vehicle Suppliers) because in the time of Covid-19 restriction and lockdown his car was stopped to run, so it was a big livelihood option for him that helped him a lot to manage family expenses.

B. Challenge:

The service could not be provided in the remote areas.

C. Recommendation:

It would be better if the service could be continued.

Photo of the Interview with RVS Provider



28: KII with ULO of Wazirpur

Date	22/02/2022
Location	Upazila Livestock Office
Name	Dr. Golam Maola
Mobile Number	01715452093
Division	Barishal
District	Barishal
Upazila	Wazirpur

On 22nd February of 2022, a KII was conducted with ULO of Wazirpur at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

Upazila Livestock Officer of Wazirpur upazila was directly involved in this process and he is satisfied with this project implementation process. A committee headed by Upazila Nirbahi Officer (UNO) was formed for selecting the beneficiary and a meeting called with the committee members, LEO, LFO and LSPs to discuss the PMU provided guidelines. After the meeting all tasks according to the project activities were implemented part by part. Some problem had to face but finally the project was successfully completed.

Cash transfer to the dairy and poultry farmers was very much effective during the time of crisis and emergency. Many farmers used this to continue their business by buying feeds, medicines and constructing or reconstructing shades. Farmers demand was partially fulfilled in time when they were in badly financial crisis and the service was excellent.

Health safety items were not sufficient (only one PPE was submitted in every upazila where this upazila had 8 LSPs) and sometimes they have to buy at their own expense. Every staff used sanitation items, specially, LSPs used during field work. All officials needed more masks, PPEs and hand sanitizers for full protection during that time period of project implementation.

The allotted number of milk cream separator is one for this upazila and provided to the most deserving farmer and he was already familiar with this separator. This is enough for the farmer for separating milk cream but it would be better if it was mechanized or electrical. Operating manual separator is difficult. Hence, this separator fulfills the demand of the farmer and he was able to diversify his business, therefore he is satisfied with the service.

The 21-days service of rental vehicle facilitation was a very good way for farmers to sell their eggs and milk during Ramadan and Lockdown, therefore buyers could buy at the right price also. Without those, this service made an opportunity for a driver to continue his livelihood in the middle of lockdown related restrictions. This service should be continued all over the year.

The deep freezer was used for preserving RDV and BCRDV vaccines but at this moment this is not in application because office has already a deep freezer. It would be better if a freezer of multiple functions (with both normal and deep functions) was provided because FMD vaccine needs normal freezer.

Because of this project networking between DLS office's staffs and farmers is increased. Farmers' faith and dependency on upazila livestock office is also increased. Without those the actual demands of farmers are also identified from this project.

B. Shortfalls /Challenges:

There were some political issues in selecting beneficiary. Since UNO was the head of the selection committee, this problem could not go further.

Without this, this upazila had not enough number of LSPs. So, it was a big challenge to do those huge tasks within the limited time with shortage of two union's LSP where LSPs had even no training on tab operation.

C. Lessons Learned:

Multifunctional freezer should have been provided.

D. Recommendation:

- Providing goods or products related to dairy/poultry farm would be much better for the development of livestock sector.
- It is required to train LSPs and provide subsidies for servicing of Tab.
- It would be better if they would receive any strict guideline from the beginning and some extra time was also needed.

Photo of the KII with ULO



29: KII with DLO of Barishal

Date	23/02/2022
Location	District Livestock Office
Name	Md. Nurul Alam, PhD
Mobile Number	01711155819
Division	Barishal
District	Barishal

On 23rd February of 2022, a KII was conducted with DLO of Barishal at District livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

District Livestock Officer (DLO) of Barishal district was directly involved with the activities of CERC-EAP project. Beneficiary selection for this project was mainly implemented at upazila level where UNO of the respective upazila was the head of the selection committee and no shortfalls were found there. This project has seven activities with huge task, some problems had to face during implementing those task. First of those is cheque for procurement of rental vehicle related services had to provide from DLO, it was hassling for ULO to move rapidly towards DLO office. Without that, since it was an emergency project, it was not possible to perform RFQ (Request for Quotation) for the rental vehicle service. Why RFQ was not done so from FAPAD (Foreign Aided Projects Audit Directorate- carries out financial audit of projects and programs funded by the development partners as their regular audit practice) the work was interrupted and there was a lot of hassle. At one stage it was possible to explain to them why the RFQ was not done.

Cash transfer to the dairy and poultry farmers was a landmark initiative that enabled farmers to buy dairy and poultry feed, buy medicine, repair sheds and use for other essentials for continuing the business. It was badly needed for the farmers in time of COVID-19 emergency period when the small loans and rent were closed. CERC fulfilled the demand of farmers on time, because in the time of crisis they were able to repay the loan with this money at that time and they could arrange feed and medical treatment for dairy and poultry.

One milk cream separator was provided in each upazila. The large farmers already had it themselves, and they gave it those who were familiar with it. They got benefitted and satisfied with this and still now many of them are using it. But it would be better if there were automation/electrical milk cream separators, farmers have to pay huge for operate this.

Rental vehicle service was another badly needed service in time of lockdown when the marketing of products was hardly possible, from this service both farmers and consumers were benefitted. Mainly two benefits were noticed from this service, the first one is that farmers were able to sell their products and the second is that consumers were able to intake egg, meat and milk.

In case of sanitation packages, health safety items were not sufficient for DLS staff, many more sanitation materials and masks were needed. But those provided goods were used effectively both by DLS staffs and upazila officials.

From the deep freezer, DLO office and also ULO offices were less benefitted because they already have it. If the freezers with multiple functions were given, it would be more effective like normal part with 4-8 degree Celsius with the deep freezer because in deep freezer all type of vaccine can't be preserved. Now in deep freezer total seven lacs RDV and 2 lacs BCRDV vaccines are stored.

B. Shortfalls /Challenges:

The time for implementing this project was very short and there was also lack of proper co-ordination with PMU as well as strict guideline for a specific activity.

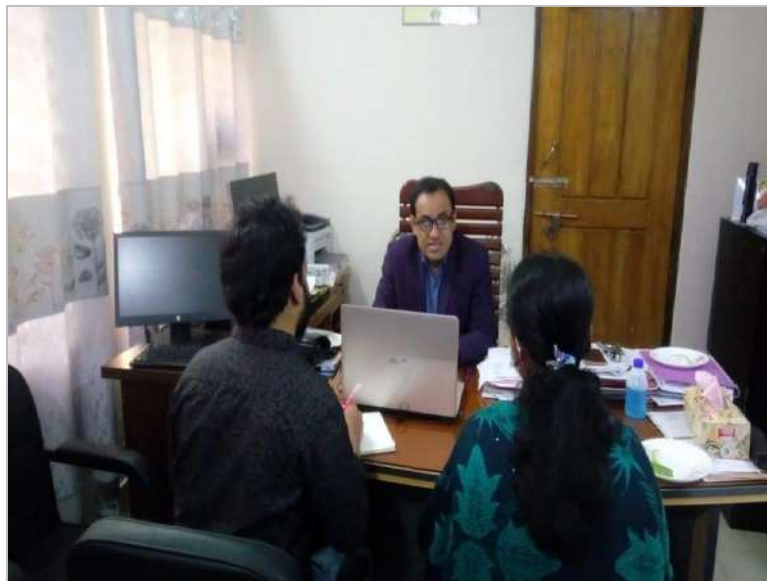
C. Lessons Learned:

It would be better if the MCSM would be electrical rather than the manual one.

D. Recommendation:

- Cash Transfer: It would be better to provide goods/products related to farming instead of cash.
- Rental Vehicle: It would be better if the cheque for procurement/rent the goods is managed by ULO instead of DLO.
- Milk Cream Separator: Need electrical/mechanized milk cream separator.

Photo of KII with DLO



30: KII with Milk Cream Processor of Wazirpur

Date	20/02/2022
Location	Youth Development Organization, Barishal
Name	Dr. Sourav Ghosh
Mobile Number	01957778877
Division	Barishal
District	Barishal
Upazila	Wazirpur

On the 20 February, 2022, a KII was conducted with Dr. Sourav Ghosh in Youth Development Organization, Barisal at 6.30 PM. They informed him before the KII. He got the milk cream separator in the base C3 category. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

A. Satisfaction of the Provision of MCSM:

According to Sourav Ghosh, he had 19 cows which were milking cows and now 8 were running. The production rate of this farm is 100-120 liters daily. He has used the milk cream separator and transformed at least 20-21 liters milk daily. Before, he sold the milk by packaging and huge milk was spoiled. But now he separates the milk cream and produces ghee. He sold the ghee locally. It increases the profit of his business. It takes BSTI approval to market ghee. On the other hand, labor cost and milk cream boil cost are more than the production cost of 1 kg ghee. In Bangladesh, there is no consumer to buy the milk cream. Ultimately this cream is spoiled if ghee is not produced. To produce the curd from the excreted milk is very costly. He separates the milk by himself and have no secondary or primary consumer. But the milk cream separator was small in size and manual. It would be better if it was automated. It takes more time and difficulty to work as well as it increases the labor cost. Overall, he is satisfied to get this separator. He was benefited about 40% out of 100%.

B. Impact of the MCSM:

Dr. Sourav Ghosh produces ghee by using this separator and he is satisfied. He has increased his business and the dairy products have improved. But the size of the separator is small and this machine is totally manual. It would be better if this machine was large and automated.

C. Recommendation:

It would be better, if the milk cream separator would be given for big farmers who has produced huge amount of milk and could not be marketed.

Picture of KII with Milk Cream Separator



31: KII with Milk Cream Separator of Wazirpur

Date	22/02/2022
Location	Shree Bangla Medical college, Barishal
Name	Mia Nuruzzaman
Mobile Number	01790556413
Division	Barishal
District	Barishal
Upazila	Wazirpur

On the 22 February of 2022, a KII was conducted with Mia Nuruzzaman in Shree Bangla Medical College, Barisal at 12.15 PM. He got the milk cream separator in the base of C2 category. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

A. Satisfaction of the Provision of MCSM:

According to Mia Nuruzzaman, he has used the milk cream separator and transformed at least 70-80 liters milk daily. Before, he sold the milk but now he separates the milk cream to produce ghee and curd. It increases the profit of his business. He separates the milk by himself and have no secondary or primary consumer. He sold this ghee in Barisal, Dhaka and other small shops. But the milk cream separator is small in size and manual. It would be better if it was electronic. It takes more time and difficulty to work as well as it increases the labor cost. Overall, he is satisfied to get this separator and satisfaction level is excellent.

B. Impact of the MCSM:

Mia Nuruzzaman produces ghee and curd by using this separator and he is satisfied. He has increased his business and the dairy products have improved. Mia Nuruzzaman has been running his business by using this separator. Now he has used milk of his dairy firm and diversified the business.

C. Recommendation:

The size of the separator is small and this machine is totally manual. It would be better if this machine was large and electronic.

Photo of KII with MCS



32: KII with ULO of Gournadi

Date	20/02/2022
Location	Upazila Livestock Office, Gournadi
Name	Dr. Md. Mizanur Rahman
Mobile Number	01726-015465
Division	Barishal
District	Barishal
Upazila	Gournadi

On the 20 February, 2022, a KII was conducted with Upazila Livestock Officer, Gournadi. The interview was taken in Upazila Livestock Office, Gounadi at 10.00 AM. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

A. Implementation of the CERC-EAP:

According to the ULO sir, he was satisfied to be associated with CERC-EAP project during Covid-19 period. They faced no political pressure and vital problems to select the beneficiary or implementation process. LSPs collected the data from the farmers and selected the beneficiaries in the base of number and quantity of dairy and poultry. Ultimately, they ended the project neatly. Health safety items were sufficient and beneficial for DLS staff and almost all staffs used this safety kits. But it would be better, if more PPE would be given. Because they had got only one PPE. It was not enough to work in the field level during Covid-19. Cash transfer to the dairy and poultry farmers for business continuation was a successful activity of CERC. It was very helpful to the farmers because they overcome the loss of the farm and continuing the farming. Although not completely, but somewhat met the demand on time in small and medium class farmers. The farmers were already known to the milk cream separator because Gournadi is famous for curd and other products of milk. It would have been better if more had been given. Farmers were satisfied with this and diversify their business to produce ghee and curd which was sold in Dhaka, Barisal and other small shops. Rental vehicle products for selling milk, and eggs have been successful and it was a good initiative during Covid-19. It was managed by the LSP and the service provided by the LDDP. Consumers of milk and eggs could not buy dairy and poultry products for Covid-19 situation and rental vehicle helped to meet the need of consumers. On the other hand, farmers could sell their products. DLO sir found no shortfall in the modalities set for the CERC implementation. But it will be better if time will increase. He didn't face any problem and didn't fall in any awkward situation in implementing the activities. They have stored 50000 RVD and 15000 BCRVD vaccine in the deep freeze. Local officials, Government technicians and all workers involved in handling and distribution of livestock products used the sanitation packages that provided by DLS.

B. Challenges:

If time would increase, the project would more transparent and beautiful. It is better not to change the direction again and again. Otherwise, it is more difficult to implement new things. There is no LSPs in their two unions. It is better to increase the number of LSPs.

C. Lessons Learned:

DLO sir was very satisfied to work with the CERC project. He didn't face any vital problem when worked in this project. The selection process of beneficiary was transparent and got the incentives who were competent. All the members of upazila livestock office used the safety kits and the kits were sufficient. Framers were happy to get the milk cream separator and the service of rental vehicle. Cash incentives was a good initiative during Covid-19 and farmers were happy to get this. It has carried

out the reputation of the Department of Livestock and farmers were thankful to the DLS. Overall, it was a successful enterprise during Covid-19 period.

D. Recommendation:

If any project would be done in future, more time and manpower will need to make the project smooth and beautiful. Milk chains and milk storage centers will be far- reaching steps in fair price and marketing of dairy products in remote areas during any emergency period.

Photo of KII with ULO



33: KII with UNO of Gournadi

Date	20/02/2022
Location	Upazila Office, Gournadi
Name	Bipin Chandra Biswas
Mobile Number	01318-256335
Division	Barishal
District	Barishal
Upazila	Gournadi

On the 20 February, 2022, a KII was conducted with Upazila Nirbahi Officer in Gournadi Upazila Office at 11.00 AM. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

According to the UNO sir, he was directly involved in the CERC-EAP project. It was a very successful initiative in Covid-19 period and he was satisfied to associate with this project. There was no problem to select the beneficiary like registration, cross checking of it, beneficiaries' list approval or political influence because UNO sir directly supervised this process. The selection of beneficiaries was transparent and authentic. He didn't face any local or political influence in selecting the beneficiaries. DLO sir has satisfied with the modalities set for implementing the CERC. There was no problem to manage the activities at different stages within the stipulated timeframe. He didn't find any shortfall to implement this project because DLO sir, DLS staff, LSP, LEO and other staff worked very fluently in this area. Procurement and disbursement of inputs was on time because all staff of DLS worked very efficiently. Distribution of milk cream separator was a good initiative but should be given in larger farmers. It would be better to give more in number. UNO sir introduced the rental vehicle himself. They need to find out weakness and strength of this service and will be sustained by piloting way to preserve the milk in a pot, jugs or box that will meet the consumer's demand.

B. Lessons learned from the project:

By networking and surveying, this CERC project increased the connectivity with DLS staff. Actual consumers and marginal farmers are coming to the Livestock Department and Staffs of DLS are also working at the field level. No one has to just sit in the office.

C. Suggestions for the future Project like CERC:

DLS need to keep a database for future projects who are addressed in this project now by community meeting and public representative. Beneficiaries need to be more trained and motivated to raise group-based cattle through awareness- raising group at least once within a month. They need to know how milk, eggs and meat can be marketed from these cattle and poultry. If dairy milk can be diversified like curd, ghee, sugar free curd, skim milk etc., it can help to increase the socio-economic development of marginal farmers and will reduce the poverty at graduate level in Bangladesh. On the other hand, other farmers will inspire by these activities and will raise the dairy or poultry rearing. In this regard, Consumers can confirm their need of safe meat and milk. To raise the production of milk, DLS should give bakna cow with low interest like 5% service charge at one year or 6 months (grace period) or 50000 in cash.

D. Recommendations

If awareness and training group will initiate for the marginal farmers by DLS to raise their production, it will increase the socio-economic development of the farmers as well as Bangladesh.

Photo of KII with UNO



34: KII with DLO of Pirojpur

Date	22.02.2022
Time	3:00 P.M.
Location	District Livestock Office
Name	Dr. Torun Kumar Shikder
Mobile Number	01712209149
Division	Barisal
District	Pirojpur

On 22nd February of 2022, a KII was conducted with DLO of Pirojpur at District livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

Thanks to the cooperation of DLS and LSPs, they were able to complete the work in the scheduled time. There was no problem left to complete the work of this project. It was a very crucial initiative of the Government and he is satisfied with the implementation process.

The cash transfer was a successful activity of CERC. DLO Sir opined that funding for dairy and poultry farmers is the most successful initiative of this project. The country was in an economic crisis during the Covid-19. Many farmers did not have money for farms. They were wondering how the farmers would buy the farm. Then money helped many to run their farms. The first cash transfer was a bit late due to some unavoidable circumstances but the second one was on time.

There were enough health safety items for the DLS staff. They provided face masks, sanitizers for all the DLS staff. Mobile veterinary clinic arrangements were adequate for the farmers. They were also arranging mobile veterinary clinic services at the Union level including Upazilas of different districts. Due to this, the farmers getting medical services very quickly and easily. Respondent reported that this service will be available within a short possible time.

Milk cream separator is still being distributed in upazillas and the farmers will receive training to use it properly. The rental vehicle system is a huge success for this project. This Service was available in most of the districts and in Pirojpur it played a vital role. It helped many farmers to sell their farm-produced goods during the lockdown period. It faced some issues to reach many places due to the narrow roads of villages. But the people who sold their goods got a good price and also the people who bought from it also got a good price. The beneficiaries were very positive about this service. Due to this system, many farmers have been saved from major losses.

B. Shortfalls /Challenges:

The first selection process was not very hard but after the disbursement of the first cash incentive, the rest of the farmers who didn't receive incentives till then pursued the official to put their name on the beneficiary list

C. Lessons Learned:

The most valuable lesson in this project is how to get work done quickly in less time. The positive aspect of this project is that it has helped the farmers of our country financially in times of need.

D. Recommendation:

The monitoring system should have been a little better.

The given time for the beneficiary selection process was very short. More time should have been given to identify and justify the beneficiaries. The remuneration package for the LSPs was very low. Their remuneration for this project was low compared to their work.

Photo of KII with DLO



35: KII with Milk Cream Separator of Nesarabad

Date :	16.02.2022
Location :	Nesarabad Sadar Bazar
Occupation :	Dairy Business
Name :	Md.Mijanur Rahman Gazi
Mobile Number :	01751738242
District :	Pirojpur
Upazila :	Nesarabad

On 16th February of 2022, a KII was conducted with a milk cream separator beneficiary at Patkelbari village of Goa Rekha union. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

A. Satisfaction of the Provision of MCSM:

The farmer said that he got this machine in June 2021. He benefited from getting the machine. He was learning to practice on its operation. But now it seems that he can't operate it completely.

The farmer said he had used the machine. He was transforming some milk into cream during the Covid-19. When he didn't sell milk, he converted some milk into ghee and cream. He started with 5 kg of milk, he observes that from 5 kg of milk 200 gm. of ghee and 600 gm. of cream can be made. He is satisfied getting this machine because during Covid-19 he tried to make some milk ghee and cream. The farmer said he sold it to some people in the village.

B. Recommendation:

He is satisfied getting this machine. However, he needs to know about the proper use of this machine through the training system from the Upazila Livestock Officer. He talked to DLO sir about this. DLO sir said he will arrange training in this regard soon.

Photo of KII with MCSM Beneficiary



36: KII-With Rental Vehicle Suppliers of Mothbaria

Date :	14.02.2022
Location :	Mothbaria
Name :	Md.Aminul Islam/Md. Fahim
Mobile Number :	01767457583/01758011548
Division:	Barisal
District :	Pirojpur
Upazila :	Mothbaria

On 14th February of 2022, a KII was conducted with two Rental Vehicle Suppliers at Mothbaria. In their convenient time, the interview was carried out where they shared their experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

They own typical vans. In Mathbaria Upazila, this activity was conducted for 50 days. The rent for a van was 1800tk and the assistant was given 600 takas. This is the daily routine of the covid-19 period car rental was carried by the entire Upazila livestock office. From the livestock office, he would make a bill for van rent and show the bill to ULO sir and DLO sir and bring the money. There was a tender with a van driver to facilitate the sale of eggs and milk.

B. Impact of the RVS Facility:

Not only he but also 100 farmers were involved in this activity. After 1 day they would pay the farmers every day they used to sell 150-200 liters of milk and 3000 eggs. The service leaves a lot of desire by the locals. These would be sold 2-3 hours. The locals are happy about this. They thanked the livestock office. The beneficiaries were very positive about this service. Due to this system, many farmers have been saved from major losses.

C. Recommendation:

It would be better if the service could be continued.

Photo of KII with RVS Supplier

37: KII with Rental Vehicle Supplier of Nesarabad

Date :	14.02.2022
Location :	Nesarabad Sadar Bazar
Name :	Md.Mustafizur Rahman Dulal
Mobile Number :	01711440397
Division	Barisal
District :	Pirojpur
Upazila :	Nesarabad

On 14th February of 2022, a KII was conducted with a Rental Vehicle Supplier at Nesarabad Sadar Bazar. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

- He owns a normal van which was used for the rental service. This service was 90 days but in this Upazila, this activity was conducted for about 15 days. The rent for a van was 2200tk and the assistant was given 600 takas. This is the daily routine of the covid-19 period car rental was carried by the entire Upazila livestock office. From the livestock office, he would make a bill for van rent and show the bill to ULO sir DLO sir and bring the money. There was a tender with a van driver to facilitate the sale of eggs and milk.

B. Impact of the RVS Facility:

Not only the driver but also 50 farmers were involved in this activity. From the very first day, they would pay the farmers what they used to sell 100 liters of milk and 4000 eggs. The rental service created a lot of desires to the locals. The locals are happy about this. They thanked the livestock office. The beneficiaries were very positive about this service. Due to this system, many farmers have been saved from major losses.

C. Recommendation:

The service could be expanded more.

Photo of KII with Rental Vehicle Supplier



38: KII with ULO of Mothbaria

Date :	22.02.2022
Location :	Upazila Livestock Office
Name :	Dr.Md.Nur Alam
Mobile Number :	01710763024
District :	Pirojpur
Division :	Barisal
Upazila :	Mothbaria

On 22nd February of 2022, a KII was conducted with ULO of Mothbaria at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

He is satisfied with the implementation of this project. Thanks to the collaboration of all LSPs. He was able to complete this project quickly and during Schedule time. No problems were encountered.

The cash transfer was a successful activity of CERC. DLO Sir opined that funding for dairy and poultry farmers was the most successful initiative of this project. The country was in an economic crisis during the Covid-19. Many farmers did not have money for farms. They were wondering how the farmers would buy the farm. Then money helped many to run their farms. The first cash transfer was a bit late due to some unavoidable circumstances but the second one was on time. Many farmers have been saved from major losses.

There were enough health safety items for the LSP staff. They provided face masks, sanitizers for all the LSP staff. Mobile Veterinary Clinic was an important provision in this project. Mobile veterinary clinic arrangements were adequate for the farmers. They were also arranging mobile veterinary clinic services at the Union level including Upazila of different areas. Due to this, the farmers got medical services very quickly and easily. Respondent reported that this service will be available within a short possible time.

Milk cream separator is still being distributed in upazillas and the farmers will receive training to use it properly. The rented vehicle system is a huge success for this project. This Service was available in most of the districts and in Pirojpur it played a vital role. It helped many farmers to sell their farm-produced goods during the lockdown period. It faced some issues to reach many places due to the narrow roads of villages. But the people who sold their goods got a good price and also the people who bought from it also got a good price. The beneficiaries were very positive about this service.

B. Shortfalls /Challenges:

The first selection process was very difficult. But there was no problem when the cash incentive was given for the second time. Due to which the farmers who did not get the incentive till then followed the officer to put their names in the list of beneficiaries.

C. Lessons Learned:

The given time for the beneficiary selection process was very short. More time should have been given to identify and justify the beneficiaries. The remuneration package for the LSPs was very low. Their remuneration for this project was low compared to their work.

The most valuable lesson in this project is how to get work done quickly in less time.

D. Recommendation:

- The monitoring system should have been a little better.
- The amount of medicine and vaccines was sufficient. But deep freezer was not effective. It would have been better to have a simple fridge instead of a deep fridge. Because some vaccines and medicines are better kept in a normal fridge instead of a deep fridge.

Photo of KII with ULO of Mothbaria



39: KII with ULO of Nesarabad

Date :	17.02.2022
Location :	Upazila Livestock Office
Name :	Dr.Taposh Kumar Ghosh
Mobile Number :	01721084511
District :	Pirojpur
Division :	Barishal
Upazila :	Nesarabad

On 17th February of 2022, a KII was conducted with ULO of Nesarabad at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

Thanks to the collaboration of LSPs. They were able to complete this project quickly and on time.

The cash transfer was a successful activity of CERC. DLO Sir opined that funding for dairy and poultry farmers is the most successful initiative of this project. The country was in an economic crisis during the Covid-19. Many farmers did not have money for farms. They were wondering how the farmers would buy the farm. Then money helped many to run their farms. The first cash transfer was a bit late due to some unavoidable circumstances but the second one was on time. Many farmers have been saved from major losses.

The health equipment used to protect from Covid-19 was not sufficient. What was there has been distributed and used among all. The mobile veterinary clinic has provided substantial assistance and support to farmers. Due to this, they have received very fast and easy medical services.

They have provided milk cream separator machines to farmers in their Upazila. This machine is basically given to the farmers who have 40-50 liters of milk. However, the machine is new to them. They have not been trained yet. Many of them do not know how to use this machine. However, the farmers are very happy with this machine but their opinion is that they would benefit from the training.

The rental vehicle system is a big success for this project. This Service was available in most of the districts and in Pirojpur it played a vital role. It helped many farmers to sell their farm-produced goods during the lockdown period. But the people who sold their goods got a good price and also the people who bought from it also got a good price. During the Covid-19 period, they collected milk and eggs from farmers. In this, they have got a fair price. They are happy that no money was taken from them. The beneficiaries were very positive about this service. Due to this system, many farmers have been saved from major losses.

B. Shortfalls /Challenges:

In some cases, there were problems. There was a problem with the SIM card and mobile number. There was a problem in collecting NID cards. There was no information in the Upazila office of those who were paid. Many did not have NID cards.

C. Lessons Learned:

There was a lack of planning. Time was given less. Health items have been given less. LSPs' wages were low. He thinks it would be better to provide food, medicine, and equipment to the farmers in this project instead of cash.

D. Recommendation:

It would have been better if they could have arranged the guidelines of the project and the training of the farmers. It would have been better if the direction was clear. The deficit has been noticed in the plan. The equipment would have been provided at the direct Upazila level.

Photo of KII with ULO



40: KII with UNO of Nesarabad

Date	22.02.2022
Location	UNO Office
Name	Md. Mosharref Hossain
Mobile Number	017321134028
Division	Barisal
District	Pirojpur
Upazila	Nesarabad

On 22nd February of 2022, a KII was conducted with UNO of Nesarabad at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

Upazila Nirbahi officer (UNO) was the chairman of the project when the money was distributed among the farmers. He was directly involved with this project. He has worked as a guide for this project. He provided instructions for the data verification process and has approved the financing of this project at the end of the proper data verification process. There was no problem but many times the residents of the area complained that they did not get the money. The reason for this is that many of them did not get money on their mobiles due to giving wrong mobile numbers. Moreover, there was no political issue in this project. He thinks that the list for this project in the Nesarabad has been prepared in a transparent and accurate manner. No kind of corruption was tolerated in making this list.

B. Shortfalls /Challenges:

- There was a shortfall of planning.
- Time was given less.
- There was a shortfall of manpower.
- It would have been better to create software and keep the information of the farmers at the Upazila level.

C. Lessons Learned:

It was a big challenge to finish such a big work in such a short time.

D. Recommendation:

- There is need of proper planning.
- It is necessary to know first whether there is enough manpower in the sub-district.
- The Upazila Livestock Office should be informed in advance.

Photo of KII with UNO



41: KII with LEO of Mothbaria

Date :	22.02.2022
Location :	Upazila Livestock Office
Name :	Dr.Umme Khadiza Mitu
Mobile Number :	01775014311
District :	Pirojpur
Division :	Barisal
Upazila :	Mothbaria

On 22nd February of 2022, a KII was conducted with LEO of Mothbaria at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

There was some difficulty in paying for the first time. However, there was no problem of paying in the second time. Thanks to the collaboration of LSPs. They were able to complete this project quickly and during schedule time.

The equipment used to protect the Covid-19 was adequate. It has been distributed and used among all. MVC was a successful initiative of this project. The mobile veterinary clinic has provided substantial assistance and support to farmers. Due to this, they have received very fast and easy medical services. Due to this arrangement, many farmers have received proper medical care from home during Covid-19.

He talked to a lot of farmers about this. They said that they have benefited from this money. Some of them have bought a cow and chicken food this money. And some have used for medicine.

The most important aspect of this project is the rental vehicle service during the pandemic. People have been able to buy eggs and milk at home. As a result, it spread widely among the people. In this case, the farmers get the right price for their eggs and milk. The beneficiaries were very positive about this service. Due to this system, many farmers have been saved from major losses

Those who have large farms have been given this machine. The milk cream machine is new for the farmer. They have not been trained. Many of them do not know how to use this machine. However, the farmers are very happy with this machine but their opinion is that they would benefit from the training.

B. Shortfalls /Challenges:

The given time for the beneficiary selection process was very little. More time should have been given to identify and justify the beneficiaries. The remuneration package for the LSPs was very low. Their remuneration for this project was low compared to their work.

The first selection process was very hard but after the disbursement of the first cash incentive, the rest of the farmers who didn't receive incentives yet, then pursued the official to put their name on the beneficiary list.

C. Lessons Learned:

It would be better to provide food and equipment to the farmers in this project instead of cash.

D. Recommendation:

This deep freezer was not effective. It would have been better to have a simple fridge instead of a deep fridge. Because some vaccines and medicines are better kept in a normal fridge instead of a deep fridge.

Photo of KII with LEO



5. Khulna Division

42: KII with DLO of Jhenaidah

Time :	3:20 PM
Date :	13/02/2022
Location :	Jhenaidah Veterinary Hospital
Name :	Dr. Anonda Kumar Adhikary
Mobile Number :	01712631642
Division :	Khulna
District:	Jhenaidah

On 13th February of 2022, a KII was conducted with DLO of Jhenaidah at District livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

He is satisfied with the implementation activities of this project. In the first phase of the project, the farmers are selected by the local LSPs. During the "Covid-19", the farmers got into a lot of trouble with their products like chicken, milk, egg. Their sales almost stopped and they suffered severe financial losses. In that case, the financial aid came handy. Besides, the "Covid-19" safety equipment provided to the livestock officer staff was adequate and they benefited from it.

A mobile veterinary clinic has been provided in Jhenaidah Sadar Upazila and similar clinics will be provided in other upazilas gradually. Rental vehicle service was a dynamic and excellent activity that has benefited both producers and consumers.

B. Shortfalls /Challenges:

They had to go through a special challenge to implement this activity, as they had no previous experience of such activities. In the initial stage, the farmers also did not cooperate, in fact, they were not sure whether the farmers would get the money or not. Many of the farmers did not have any mobile banking account, they also had problems in collecting national identity cards. In the second phase, local administration, people's representatives and media have cooperated, as soon as they pointed out the faults, the authority fixed them.

C. Lessons Learned:

Although the selection committee was formed at the upazila level, the work would have been easier and more effective if the selection process had been implemented by forming the selection committee at the union level as well.

D. Recommendation:

- It would be more beneficial for the farmers if the milk cream separator was provided to the farmers through the entrepreneur group and not at the farm level.
- More manpower is required to complete such work.
- Inclusion of public representatives in the selection committee will reduce the distance between the livestock officials and the people's representatives and such work can be implemented better.

43: KII with UNO of Shailkupa

Date :	24/02/2022
Location :	Shailkupa Upazila Nirbahi office
Name :	Kaniz Fatema Liza
Mobile Number :	01796110130
Division :	Khulna
District:	Jhenaidah
Upazila	Shailkupa

On 24th February of 2022, a KII was conducted with UNO of Shailkupa at Upazila Nirbahi office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

It was a very successful venture during the Covid-19 period and he was not satisfied with the project because there was not enough manpower. There was no problem selecting beneficiaries like registration, cross-checking, beneficiary list approval or political influence because I was directly involved in the process. Beneficiary selection was transparent and authentic. She had some political influence but it was possible to push it back.

B. Shortfalls /Challenges:

There was political influence but it was not a big problem. Rather lack of manpower was the major issue. Due to the manpower crisis, it has become difficult to conduct activities at different stages in the allotted time.

C. Lessons Learned:

Time was a bit short.

D. Recommendation:

Adequate manpower should be provided.

44: KII with ULO of Shailkupa

Date :	16.02.2022
Location :	Upazila Livestock Office,
Name :	Dr. Md. Mamun Khan
Mobile Number :	01757026467
Division	Khulna
District :	Jhenaidah
Upazila	Shailkupa

On 16th February of 2022, a KII was conducted with ULO of Shailkupa at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

ULO of this upazila was directly involved with the activities of the CERC-EAP project. So, he knows how the activities of this project are done. He was fully satisfied with his involvement in this project and he is very satisfied to be a part of this project.

They have LSPs in every union who collected the farmer's list. After collecting farmers list, they matched as per the instructions of the project. Then again, the verification has been done through ODK. They checked with the Dairy Association's list also. The lists were always consulted with UNO Sir on these issues. He thinks the beneficiary selection process was appropriate.

The number of cows has been given priority. There was no problem in selecting big farms. The problem is in the selection of small farmers. They have given priority to the number of cows, the number of those who have more production. In addition, priority has been given to those who have suffered the most during the Corona period. In all these cases the political influence is greater. . Although the names are from political leaders, they have selected them by verification. Those who worked at the field level had access to safety equipment such as masks, sanitizers, etc. He thinks the quantity was enough for safety.

Though the cash was not sufficient enough in comparison with losses, it gave the faith to dairy & poultry farmers that government will remain next to them in any situation. During this time of the Corona epidemic, the farmers suffered terrible losses, and many farmers became destitute. Some have used the money to pay for farm food and vaccines, while others have provided for their families.

Milk-Cream Separator machine has been provided. It was not enough for this area. Many farmers were not familiar with this machine. They need proper training to be benefited from this. The concept of the rental vehicle to sell milk and eggs was successful. The farmers were also able to sell their milk and eggs. Besides, those who were consumers got goods at fair prices during the month of Ramadan. It was very effective. They saw that people bought milk, eggs, meat along the line. However, they could not provide this service everywhere. In this upazila the Deep freezer has been provided but they don't use it yet.

B. Shortfalls /Challenges:

The main problem was the crucial time of Covid-19 period. People were annoyed by the visits to their farms. The Corona period has created more problems. Otherwise, they did not want to give NID card or mobile numbers. They feared that the government would impose new taxes on farmers. There were some political influences in the second step. They handled it and overcome it.

The manpower was not trained. LSPs have mainly worked in the field, in some cases, their ignorance has been noticed.

C. Lessons Learned:

People didn't know DLS before. This project has made them more familiar with them. People did not believe before that it is possible to get services here. This project has created a positive image of them among the people. Now people come to them for getting services.

D. Recommendation:

- Those who will work at the field level need adequate training. For example, the LSPs were not skilled properly. Also, manpower needs to be increased.
- To make this sector more prosperous, regular training should be arranged for the farmers. The chilling points should be arranged for dairy farmers.

45: KII with Vehicle Supplier of Jhenaidah Sadar

Date :	16/02/2022
Location :	Jhenaidah Veterinary Hospital
Name :	Md. Nazmul hoque
Division :	Khulna
District:	Jhenaidah
Upazila:	Jhenaidah Sadar

On 16th February of 2022, a KII was conducted with a Rental Vehicle Supplier at Jhenaidah Veterinary Hospital. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

He rented 1 three wheeled easybike to provide this service. This activity lasted for 32 days. LEO Tareq Musa rented the vehicle to sell milk and eggs at various points in Jhenaidah. The vehicle is rented at Tk 2,000 per day but pays Tk 1,800 excluding VAT. In the covid situation people were afraid to come out. So that service was very helpful.

B. Impact of the RVS Facility:

During the pandemic, farmers were struggling to sell their products. The RVS was tremendously helpful to sell their products. Both consumers and producers got benefitted from this.

C. Recommendation:

It would be better if the service could be expanded more and continued.

46: KII with Rental Vehicle Suppliers of Shailkupa

Date:	17/02/2022
Name:	Md. Mazedul Hoque Mithu
Mobile Number:	01924324665
Division:	Khulna
District:	Jhenaidah
Upazila:	Shailkupa

On 17th February of 2022, a KII was conducted with a Rental Vehicle Supplier at Habibpur village. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

He rented 1 three wheeled easybike to provide this service. This activity lasted for 25 days. LEO Dr. Rakibul Hasan Shawon rented the vehicle to sell milk and eggs at various points in Shailkupa. The vehicle is rented at Tk 2,000 per day. In the covid situation people was afraid to come out so that service was very helpful.

B. Impact of the RVS Facility:

During the pandemic, farmers were struggling to sell their products. The RVS was tremendously helpful to sell their products. Both consumers and producers got benefitted from this.

C. Recommendation:

It would be better if the service could be expanded more and continued.

47: KII with LEO of Jhenaidah Sadar

Date:	14/02/2022
Name:	Dr. Md. Tarek Mussa
Mobile Number:	01734836059
Division:	Khulna
District:	Jhenaidah
Upazila:	Jhenaidah Sadar

On 14th February of 2022, a KII was conducted with LEO of Jhenaidah Sadar at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

At first the incentive money reached the farmers a little late but for that time the money gave them strength in their minds. Farmers think the government is on their side. At first the incentive money reached the farmers a little late but for that time the money gave them strength in their minds. This money has helped farmers to buy food and medicine.

Some farmers did not get cash incentives due to shortage of paperwork, which created some inconvenience. The Covid-19 safety equipment provided to the livestock officer staff was adequate and they benefited a lot.

He is satisfied with the EAP activities. Because farmers have got cash incentives who have not received so much cash at once. Many farmers have expressed their gratitude and satisfaction to LEO and LSP.

At this critical juncture in Corona, when farmers are unable to sell their produce and are on the verge of extinction, arrangements are being made to sell milk and poultry at fair prices to farmers under the EAP Rental Vehicle Service. Although this service was maintained only during the month of Ramadan. By doing so, consumers at that time were able to meet their demand for milk and meat at a fair price in one day, while farmers were given the opportunity to sell their produce.

All the farmers who have been selected for the Milk Cream Separator are familiar with it and it will be very beneficial for them. The amount of Milk Cream Separator machine provided is not enough. They did not provide milk cream separator training yet.

B. Shortfalls /Challenges:

- There was a problem with the selection of the beneficiary's category. There was no exact indication of the number of incentives to be given in any category. Besides, in the case of C3, many of those who were on the list were left out during the verification, and some people who were given double names were also left out.
- There have been some problems due to the manpower crisis.

C. Lessons Learned:

Through this project, the production will increase and the demand for animal meat of the people will be met. Through this project, the farmers are recognized as farmers. They are now directly connected with DLS. However, their only demand is to bring feed prices under control. Otherwise, many farms will fall.

D. Recommendation:

It would be better to increase the number of vehicles selling mobile goods.

Photo of the KII



48: KII with LEO of Shaikupa

Date	17/02/2022
Location:	Upazila Livestock Office
Name:	Dr. Rakibul Hasan Shawon
Mobile Number:	01717409688
Division:	Khulna
District:	Jhenaidah
Upazila:	Shaikupa

On 17th February of 2022, a KII was conducted with LEO of Shaikupa at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

He is satisfied with this project. They tried to reach the real farmers. In the first list, the beneficiaries who did not receive cash benefits came to the office with their demand and managed them by understanding.

Incentive activities have benefited a lot. The morale of the farmers has increased. Farmers think the government is on their side. This money has helped farmers to buy food and medicine.

The Covid-19 safety equipment provided to the livestock officer staff was adequate and they benefited from it. Mobile veterinary clinics have been provided but here the doctor's problem is evident. The rental vehicle service continued for one month and it was started in the month of Ramadan. Mainly it covered the municipality area. The project runs very smoothly and it should be continued. LDDP makes a bridge between farmers and Office. All the farmers who have been selected for the Milk Cream Separator are familiar with it and it will be very beneficial for them. The amount of Milk Cream Separator machine provided is not enough.

B. Shortfalls /Challenges:

- Some farmers did not get incentives due to lack of paperwork which caused them some inconvenience.
- There has been some inconvenience due to shortage of manpower.
- The immoral cunning of some influential local and government party leaders created an embarrassing situation.

C. Lessons Learned:

Through this project the farmers are recognized as farmers. They are now directly connected with DLS. However, their only demand is to bring food prices under control. Otherwise, many farms will fall.

D. Recommendation:

- Manpower should be increased.
- Training should be provided for LSPs.
- Training should be provided for the receiver of MCSM.

49: KII with Divisional Director of Khulna

Date	23/02/2022
Name of the Interviewee:	Dr. Sukhendu Shekhar Gayen
Division	Khulna

On 23rd February of 2022, a KII was conducted with Divisional Director of Khulna at Divisional livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

Divisional Livestock Officer (DLO) of Khulna was not directly involved with the activities of CERC-EAP project but he was informed. Beneficiary selection for this project was mainly implemented at upazila level where UNO of the respective upazila was the head of the selection committee and no shortfalls were found there. This project has seven activities with huge task, some problems had to face during implementing those tasks. He was present during rental vehicle handover to District level; it was hassling for ULO to move rapidly towards DLO office. Without that, since it was an emergency project, it was not possible to perform the rental vehicle service. At one stage people regarded rental vehicle as a business of upazila office but they make them understand that it was for their support only. Then the police prevented the operation of rental vehicles in the lockdown and the problem was solved with the help of the district administration. In case of sanitation packages, health safety items were sufficient for staffs, many more sanitation materials and masks were provided. And those provided goods were used effectively both by DLS staffs and upazila officials.

Cash transfer to the dairy and poultry farmers was a landmark initiative that enabled farmers to buy dairy and poultry feed, buy medicine, repair sheds and use for other essentials for continuing the business. It was badly needed for the farmers in time of COVID-19 emergency period when the small loans and rent were closed. CERC-EAP fulfilled the demand of farmers on time, because in the time of crisis they were able to repay the loan with this money at that time and they could arrange feed and medical treatment for dairy and poultry.

One milk cream separator was provided in each upazila. The large farmers already had it themselves, and to those they gave it were familiar with it. They are benefitted and satisfied with this and still now many of them are using it.

Rental vehicle service was another badly needed service in time of lockdown when the marketing of products was hardly possible. From this service both farmers and consumer were benefitted. Mainly two benefits were noticed from this service, the first one is that farmers were able to sell their products and the second one is that consumers were able to intake egg, meat and milk.

B. Shortfalls /Challenges:

The time for implementing this project was very short. More time was needed and proper co-ordination with PMU as well as strict guideline for the specific activity was the most important.

C. Lessons Learned:

In case of the deep freezer, DLO office and also ULO offices were less benefitted because they already have it. If the freezers with multiple functions were given, it would be more effective like normal part with 4-8 degree Celsius with the deep freezer because in deep freezer all type of vaccine can't be preserved. Now in deep freezer, RDV and BCRDV vaccines are stored.

D. Recommendation:

By implementing this project DLO observed that it would be better if CERC-EAP provided goods/products like feeds, medicine etc instead of cash because many farmers didn't use it in farm, they used it for personal and family expenses. The time for implementing this project was very short, need more time and proper co-ordination with PMU as well as strict guideline for a specific activity is most important. If this type of project will run in future, it will be much better to provide some subsidies in dairy-poultry feeds/medicine.

Photo of KII



50: KII with Milk Cream Processor of Chowgacha

Date	14/02/2022
Name of the Interviewee	Tapon Ghosh
Mobile Number	01724906628
Division	Khulna
District	Jessore
Upazila	Chowgacha

On the 14th February, 2022, a KII was conducted with Tapon Ghosh in his own house at 4.30 PM. He got the milk cream separator in the base of C3 category. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

A. Satisfaction of the Provision of MCSM:

According to Tapon Ghosh, he had 12 cows which were milking and now 10 is running. The production rate of this farm is 100-120 liters daily. He has used the milk cream separator and transformed at least 200-300 liters milk daily. Extra milk taken from the villages for his dairy business. Before, he used a manual separator machine. But now he uses this machine to separate the milk cream and produces ghee. But the production capacity of this machine is lower than the manual machine. Where the manual machine produces 50gm ghee in per kg milk there this electric machine produces 35-40gm per kg milk. He is suffering losses for this production capacity. He sold the ghee to the local confectioners. It increases the profit of his business; in some cases like, labor cost and milk cream boil cost per 1 kg ghee. He separates the milk by himself and the secondary or primary consumer is the local confectioners. But the milk cream separator was small in size. Overall, he is satisfied to get this separator. He was benefited about 50% out of 100%.

B. Impact of the MCSM

Tapon Ghosh produces ghee by using this separator and he is satisfied. He has increased his business and the dairy products have improved. But the size of the separator is small and less capable than his previous manual machine.

C. Recommendation:

It would be better if the electrical MCSM could be provided.

Photo of KII



51: KII with ULO of Chougacha

Date :	14/02/2022
Name :	Provash Chandra Goshami
Mobile Number:	1715171541
Division:	Khulna
District:	Jashore
Upazila:	Chougacha

On the 14th February, 2022, a KII was conducted with Upazila Livestock Officer, Chowgacha at 11.00 AM. The objective of the KII was to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

A. Implementation of the CERC-EAP:

According to the ULO sir, he was satisfied to be associated with CERC-EAP project during Covid-19 period. They faced no political pressure and another vital problem to select the beneficiary or implementation process. LSPs collected the data from the farmers and selected the beneficiaries in the base of number and quantity of dairy and poultry. Ultimately, they ended the project neatly. Health safety items were sufficient and beneficial for DLS staff and almost all staffs used these safety kits. But it would be better, if more PPEs would be given. Because they had got only one PPE. It was not enough to work in the field level during Covid-19. Cash transfer to the dairy and poultry farmers for business continuation was a successful activity of CERC. It was very helpful to the farmers because they overcome the loss of the farm and continuing the farming. Although not completely, but somewhat met the demand on time in small and medium class farmers. The farmers were already known to the milk cream separator because Chowgacha is famous for production of milk. It would have been better if more had been given. Rental vehicle service for selling milk, and eggs have not been successful during Covid-19. It was managed by the LSP and the service provided by the LDDP. Consumers of milk and eggs could not buy dairy and poultry products for Covid-19 situation. On the other hand, farmers could not sell their products. ULO sir found no shortfall in the modalities set for the CERC implementation. But it will be better if time will increase. He didn't face any problem and didn't fall in any awkward situation in implementing the activities. If time would increase, the project would more transparent and beautiful. It is better not to change the direction again and again. Otherwise, it is more difficult to implement new things. They have stored RVD and BCRVD vaccine in the deep freeze. Local officials, Government technicians and all workers involved in DLS provided livestock products handling and distribution.

DLO sir was very satisfied to work with the CERC project. He didn't face any vital problem while working in this project. The selection process of beneficiary was transparent and got the incentives who were competent. All the members of upazila livestock office used the safety kits and the kits were sufficient. Framers were happy to get the milk cream separator and the service of rental vehicle. Cash incentives was a good initiative during Covid-19 and farmers were happy to get this. A three-day training programme was conducted for the LSP by the own iniriative of ULO sir

B. Recommendation:

- It is better not to change the direction again and again. Otherwise, it is more difficult to implement new things.
- More PPEs should have been provided.
- Time should have given more.

Photo of KII



52: KII with ULO of Sharsha

Date:	17/02/2022
Location:	Upazila Livestock Office
Name of the Interviewee:	Dr. Abdullah Al-Mamun
Division:	Khulna
District:	Jashore
Upazila:	Sharsha

On the 17th February, 2022, a KII was conducted with Upazila Livestock Officer, Sharsha at 11.00 AM. The objective of the KII was to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

A. Implementation of the CERC-EAP:

According to the ULO sir, he was satisfied to be associated with CERC-EAP project during Covid-19 period. They faced no political pressure and another vital problem to select the beneficiary or implementation process. LSPs collected the data from the farmers and selected the beneficiaries in the base of number and quantity of dairy and poultry. Ultimately, they ended the project neatly. Health safety items were sufficient and beneficial for DLS staff and almost all staffs used this safety kits. But it would be better, if more PPEs would be given. Because they had got only one PPE. It was enough to work in the field level during Covid-19. Cash transfer to the dairy and poultry farmers for business continuation was a successful activity of CERC. It was very helpful to the farmers because they have overcome the loss of the farm and continuing the farming. Although not completely, but somewhat met the demand on time in small and medium class farmers. It would have been better if more had been given. Rental vehicle products for selling milk and eggs have not been successful during Covid-19. It was managed by the LSP and the service provided by the LDDP. Consumers of milk and eggs could not buy dairy and poultry products for Covid-19 situation. On the other hand, farmers could not sell their products. ULO sir found no shortfall in the modalities set for the CERC implementation. But it will be better if time will increase. He didn't face any problem and didn't fall in any awkward situation in implementing the activities. If time would increase, the project would more transparent and beautiful. It is better not to change the direction again and again. Otherwise, it is more difficult to implement new things. They have stored RVD and BCRVD vaccine in the deep freeze. Local officials, Government technicians and all workers involved in DLS provided livestock products handling and distribution.

ULO sir was very satisfied to work with the CERC-EAP project. He didn't face any vital problem when worked in this project. The selection process of beneficiary was transparent and got the incentives who were competent. All the members of upazila livestock office used the safety kits and the kits were sufficient. Framers were happy to get the milk cream separator and the service of rental vehicle. Cash incentives was a good initiative during Covid-19 and farmers were happy to get this.

B. Recommendation:

- It would be better if more time was given.
- More PPEs should have been provided.

Photo during the KII



53: KII with UNO of Satkhira Sadar Upazilla

Date	17.02.2022
Location	UNO Office, Satkhira Sadar Upazilla
Name	FATEMA-TUZ-ZOHORA
Division	Khulna
District	Satkhira
Upazila	Satkhira Sadar

On 17th February of 2022, a KII was conducted with UNO of Satkhira Sadar at Upazila Nirbahi office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

A. Implementation of the CERC-EAP:

The UNO of Satkhira Sadar Upazilla is newly appointed person. She was directly involved in this project. She said that upazilla administration played a vital role to create awareness of covid 19. She also said that the ULO was always communicating with her from the selection process to implementation process. She added that there was no political influence in this selection process. She was asked about political influences and nepotism but she strongly refused it.

B. Recommendation:

In future she wants such kind of project to lessen the damages of farms and fulfil the nutrition of mass people.

Photo of the KII

54: KII with ULO of Satkhira Sadar Upazilla, Satkhira

Date	17.02.2022
Location	ULO Office, Satkhira Sadar Upazilla
Name	MD. NAZMUS SAKIB
Division	Khulna
District	Satkhira
Upazila	Satkhira Sadar

On 17th February of 2022, a KII was conducted with ULO of Sattkhira Sadar at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

A. Implementation of the CERC-EAP:

The ULO of Satkhira Sadar Upazilla is newly appointed person. But it was very unfortunate that he was in different sector at his previous working place. So he did not know about this project and its implementation.

But he gave us some information that he heard about this project from the LEO, Satkhira Sadar Upazilla. He said that the previous ULO tried his best and thanked the present Government of Bangladesh to take new and positive steps to fulfill the nutrition of mass people.

B. Recommendation:

To implement such kind of project, the selection process should be without any political influence.

Photo of the Interview of ULO

55: KII with ULO of Kaliganj Upazilla

Date	21.02.2022
Location	Tarali Union Parishad, Tarali, Kaliganj, Satkhira
Name	DR. MONOJIT KUMAR MONDOL
Division	Khulna
District	Sathkhira
Upazila	Kaliganj

On 21st February of 2022, a KII was conducted with ULO of Kaliganj at Tarali Union Parishad. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

The ULO of Kaliganj Upazilla was directly involved to this project. He said that he tried his best with his LSPs and LEO as well as LFA to implement this project properly. He always advised and gave directions to the involved persons in this project. He collected the farm lists from the LSPs and the upazilla doctors. Then he examined it and in many cases he visited to the farms to see the truth of farms. After collection of NIDs he also examined it. Then he sent it to the authority and authority took steps to send the incentives.

B. Shortfalls /Challenges:

They were notified some real sceneries of corruption and nepotism of selection process. He agreed and refused his communication. He said that some brokers used his name and took some money from the beneficiaries. He heard this but had not taken any legal action.

C. Lessons Learned:

Time should have given more.

D. Recommendation:

In future, he wants more manpower in this sector. He emphasized that expert persons related to the field should be appointed as LFAs.

Photo of the KII



56: KII with Milk Cream Separator of Kaliganj

Date	18.02.2022
Location	Dhalbaria, Kaliganj, Satkhira
Name	MD. WALIUL ISLAM
Upazila	Kaliganj
District	Satkhira
Division	Khulna

On 18th February of 2022, a KII was conducted with a milk cream separator beneficiary at Dhalbaria union. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

A. Satisfaction of the RVS Facility:

Md. Waliul Islam, a dairy farmer at Kaliganj Upazila under Satkhira district was very happy for getting this machine. After trying for many days, he got this machine. He used it to separate cream from milk and made butter and ghee. He did not still sell any butter but ate it with his family members. He is happy to get it but complaints against ULO of this Upazilla. Mr Waliul said that the ULO did not want to give it to him. Besides he added that he is a big dairy farmer but got the incentives as C2 category.

B. Impact of the MCSM:

Being refused several times by ULO, Mr. Waliul used his political power and took this milk cream separator machine. He also said that this machine was too small to produce large amount of cream. He urged to the alternation of the present ULO of his Upazilla.

C. Recommendation:

It would be better if the electrical MCSM could be provided.

Photo of the KII



6. Sylhet Division

57: KII with Director of Sylhet Division

Date	24.02.2022
Location	Divisional Office, Sylhet
Name	Dr Omolendu Gosh
Mobile Number	01712289941
Division	Sylhet

On 24th February of 2022, a KII was conducted with Divisional Director of Sylhet at Divisional office. The objective of the KII was to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

Though the process started in June but he joined here in September. But, after joining here he talked to the beneficiaries and the real farmers received the cash, and they were happy about it. Besides, their office maintained the whole process according to the guideline. And there was no problem regarding this issue. The process operates very smoothly and there was no lacking. And they have not faced any difficulties. The present situation of the project is very good. Everything is going well. They are providing every facility to the farmers.

Previously, he was the principal of Veterinary College. So he was not directly involved with this process. But now, he is seeing that everything is going very smoothly and in Sylhet, the working condition is very good.

B. Shortfalls /Challenges:

Time was felt short. It would be better if the time could be expanded more.

C. Lessons Learned:

The outcome of this project is very well and he has seen some positive outcomes. For example, the production of milk increased, amount of fodder increased. So if this project can be continued, they can achieve their desired goal.

D. Recommendation:

Overall, the support system needs to be developed and the training facilities for staff should be provided on a large scale.

58: KII with DLO of Sylhet

Date:	23.02.2022
Location:	District Livestock Office, Sylhet
Name:	Dr Md Rustom Ali
Mobile Number:	01712072889
Division:	Sylhet
District:	Sylhet

On 23rd February of 2022, a KII was conducted with DLO of Sylhet at District livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

For the very first, the primary duty was given to the respected ULO for selecting the beneficiaries. According to the guideline of DLS, the ULOs set the beneficiaries with the help of LSPs'. Mainly, the beneficiaries who contributed the most to their farm by their products were selected for cash transfer. The time frame was perfect for the selection process. There was no problem in selecting the beneficiaries within the time frame. Additionally, the work process becomes slow if the time frame is too long. So they have not faced any problem regarding this.

Health safety items were given to the office staff, and it was adequate, and they used the best usage of them.

This cash transfer program was a milestone of DLS, and it helped the farmers in the best way. It was helpful to encourage them in an emergency. MVC service is now available at only two Upozila.

Milk cream separator machines were distributed to some of upozilas in Sylhet district, for example, they provided it to Dhakinsurma, Osmaninogor, Jakiganj upozilas. Some of the machines are left in our hands. They will distribute these after the establishing of the producer group for the best utilization.

The rental vehicle played a significant role at that time. They got responses from the farmers. It helped to keep the balance in the market. Besides, they could overcome the influence of the third party in the market. Through this vehicle could not reach remote areas, they focused only on the big market.

Basically, they keep the vaccine in the deep fridge. It is a continuous process. They received the vaccine and distributed it to the upozilas—the amount of this vaccine ranges from time to time.

B. Lessons Learned:

In this LDDP, multidimensional teams are working. It has sound output. So the DLS should continue this activity for sustainability.

C. Recommendation:

Training should be offered for LSPs to enhance the technical literacy.

59: KII with UNO of Golapganj Upazila

Date :	01-03-2022
Location:	UNO Office
Name:	Md. Golam Kabir
Mobile Number:	01730331035
Division:	Sylhet
District:	Sylhet
Upazila:	Golapganj

On 1st February of 2022, a KII was conducted with UNO of Gopalganj at Upazila Nirbahi office. The objective of the KII was to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

The selection process was satisfying. There was no external influence on the project. LSPs collected data and verified theme later by ODK.

B. Shortfalls /Challenges:

Their preservation system has limitations. If this system is improved, it will be possible to reduce the loss of seasonal crops and milk to the farmers and marginal farmers will get benefits a lot.

C. Lessons Learned:

- It would be better to involve unemployed youth in this project.
- Need to increase Localization.
- Need to include substation so that all areas can get equal medical service.
- It is impossible to provide whole upazila medical services with only 2/3 doctors. With the increase in the number of skilled doctors, sub-centers can be set up from where everyone can get medical services at least 1 or 2 days a week.

D. Recommendation:

- It is need to Increase the facilities of ICT use.
- Relating other NGOs with this project will bring more success.
- Local service providers need more training.
- Even if the time had been extended, it would not have been possible to implement it on a larger scale due to the covid situation.
- Local farmers will benefit more if they can link farmers with exporters.
- It is impossible to provide whole upazila medical services with only 2/3 doctors. With the increase in the number of skilled doctors, sub-centers can be set up from where everyone can get medical services at least 1 or 2 days a week.
- Their preservation system has limitations. If this system is improved, it will be possible to reduce the loss of seasonal crops and milk to the farmers and marginal farmers will get benefits a lot.

60: KII with ULO of Beanibazar

Date:	20th February, 2022 at ULO office, Beanibazar
Location	Upazila Livestock Office
Name:	Dr A K M Muktadir Billah
Mobile Number:	01683155069
Division:	Sylhet
District:	Sylhet
Upazila:	Beanibazar

On 20th February of 2022, a KII was conducted with ULO of Beanibazar at Upazila livestock office. The objective of the KII was to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

He started with the important issue that there was an acute gap between LDDP and ULO. There was no direct coordination between the project authority and ULO. He was not aware of most of the information. Even he did not receive any letter from DLO or LDDP. ULOs have a lot of workloads and they have gone through many pressure.

Health safety items are not up to mark for the staff but satisfactory. MVC service is not introduced in this upozila yet. But once they have taken this service from Sadar Upozila for conducting a surgery. It could be better if all upozilas got this service.

There is no cream separator machine here. For getting this, there needs to be the least production of 200 liters of milk. So in this Upazila no one fulfills this criterion. Additionally, those who received cash benefits, will not get this service. As a result, most of the farmers of this upozila received cash benefit and could not be permissible for that.

The rental vehicle service became popular and if it can be continued, the outcome will be more effective. It lasted only 33 days. But the time when this rental vehicle started was not perfect. Because it was launched in Ramadan time and that time the demand was very high. Mostly the farmers could manage their sales out of it. If it could be launched in the peak time of Corona, this service will be more effective.

B. Shortfalls /Challenges:

- The main challenge was the selection of beneficiaries. To be honest, most of the LSPs only covered the short area or nearest area. They did not go to the remote areas to find the beneficiaries. But they tried their best to reach the highest.
- Obviously, time-binding was another challenge for the project. Within this short time, it became so tough to reach the beneficiaries.
- Sometimes, the response from the farmers was not cordial. They were not willing to provide their information.

C. Lessons Learned:

Some of the projects are not appropriate for this region. Because here most of the people are foreign centric and they are not passionate about doing farm. They do farming as a hobby.

D. Recommendation:

A chilling center should be introduced for every upozila. So that the farmers can preserve their products.

61: KII with LEO of Gopalganj

Date:	17-02-2022
Location:	ULO
Name:	Dr Nazmul Islam
Mobile Number:	01673102719
Division :	Sylhet
District:	Sylhet
Upazila:	Golapgonj

On 17th February of 2022, a KII was conducted with LEO of Gopalganj at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

He was involved with this project from the very beginning. This project is a milestone for DLS. It is the first time in Bangladesh where the farmers received cash benefits on a large scale. The rental vehicle service continued for 1 month. And it received milk, eggs from the farmers. Through the service did not cover all areas due to lack of vehicles, it tried to cover the farmers who faced problems to sell their products. Health safety items were not sufficient and the quality was not so good. MVC service is not available now in this upozila. They did not get the milk cream separator machine either.

The deep freezer is mainly used for keeping the vaccines and here we can keep a large number of vaccines. Overall, they could work smoothly and there was no acute influence from external.

B. Shortfalls /Challenges:

The problems they faced were that there were lack of computers and lack of training facilities for LSPs.

C. Lessons Learned:

Time shortage was felt badly.

D. Recommendation:

Employee satisfaction should be increased.

62: KII with LEO of Beanibazar

Date	20-02-2022
Location	ULO Office
Name of the Interviewee	Dr. Abul Bashar Shuvo
Mobile Number	01742286938
Division	Sylhet
District	Sylhet

On 20th February of 2022, a KII was conducted with LEO of Beanibazar at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

In Beanibazar Upozila, he has not faced any problems with the work. The work condition is very good here. There was no external influence. They tried to reach the real farmers. In the first list, the beneficiaries who did not receive cash benefits came to them with their demand and managed them by understanding. Health safety items were sufficient for their use. MVC service has not been received yet. They distributed cash transfers to a large number of beneficiaries and almost all of the farmers received. As a result, the cream separator machine is not acceptable for them. The rental vehicle service continued for one month and it was started in the month of Ramadan. Mainly, it covered the municipality area. In the deep freezers, they mainly keep the vaccine. This number varies from time to time.

B. Shortfalls /Challenges:

Time shortage was felt badly.

C. Lessons Learned:

The project proceeded very smoothly and it should be continued. LDDP makes a bridge between farmers and Office.

D. Recommendation:

Training facility should be provided for LSPs.

63: KII with Rental Vehicle Supplier of Beanibazar

Date	23-02-2022
Location	ULO Office
Name:	Abu Talib
Mobile Number:	01812637331
Division :	Sylhet
District:	Sylhet
Upazila:	Beanibazar

On 23rd February of 2022, a KII was conducted with a Rental Vehicle Supplier at ULO office. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

Basically, this vehicle was given to him for running as no one was willing to run it, and it was continued for 40 days. This service was launched in the month of Ramadan of 2021. For this reason, He did not get responses from the farmers. Because in Ramadan, the farmers can manage their sell easily to the sweet shops and house-holds. Only one farmer gave milk to this vehicle.

He did not get a response from the farms so he maintained it with his own products. He had to sell the milk with 60 takas per liter through this van. But in the local market, anyone can sell milk with 70-80 takas. The maintenance cost of this vehicle was high so it could not reach remote areas.

If this service was launched in the period of the pandemic, the output would be better.

B. Impact of the RVS Facility

This service had a great demand if it could be continued properly. It influences the market positively and the influence of the third party in the market could be minimized by this service. The real farmers will get benefit if this vehicle service can be continued again.

64: KII with DLO of Habiganj

Date:	15-02-2022
Location:	ULO Office
Name:	Dr. Prokash Ranjan Biswas
Mobile Number :	01712963839
Division:	Sylhet
District:	Habiganj

On 15th February of 2022, a KII was conducted with DLO of Habiganj at District livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

They were successful to complete the activities within the timeframe. In some cases there have been problems. When it comes to compiling lists for such incentives, according to criteria, they could not fulfill the first target. Later in the 2nd stage they collected it and succeeded. The distribution of health items was beneficial. Since the Corona epidemic was so high at the time, it would have been better to have more protection materials. Not all district headquarters have mobile veterinary clinics. Habiganj Sadar did not get the service.

Cash incentive was a successful and commendable initiative of the LDDP project. And it worked very well. That amount may not have been enough to offset the loss to the farmers, but the amount of assistance they have received is still a big thing for the farmers in those times of crisis.

Some farms were familiar with milk cream separator machines because the livestock office officials had already given them such an idea. Moreover, with the advancement of science, many large and medium farmers were aware of this. It would be better if ULO office could give more machines.

The farmers have used the machines to extract the cream and sell them as ghee and in doing so they have been saved from further financial loss. Overall, all they are satisfied.

The government's rental vehicle service has made it possible for farmers to collect and sell products from different farms and there has been no crisis in milk, eggs and meat at the consumer level.

There were many good helpers. Rental vehicle service providers would go to the farms and collect their milk, eggs, meat (broilers, sonali), then bring them to town and sell them directly to the consumers at the price fixed by the government while traveling. Many kinds of assistance have been provided to the farmers under this program.

B. Shortfalls /Challenges:

- ODK has a lot of questions. If the question is kept a little less, then the work can be done much faster.
- When they make lists for incentives, it is seen that people who do not fall into the category of criteria have made many attempts to get their names listed. In such cases, some LSPs and other staffs have been embarrassed.

C. Lessons Learned:

Through these activities, the officials and employees of the Department of Livestock have gone to the doorsteps of the farmers at the public field level which has never happened before. It seems like a big

success for the livestock department. As a result of these activities, the farmers of the village have established a direct contact and relationship with the officials and employees of the Livestock Department.

D. Recommendation:

Since deep freezers cannot be regulated, the cattle vaccines cannot be stored. It should always be kept at zero or below zero, but poultry vaccines can be stored. They stored the poultry vaccines in the deep freezer they were given but could not keep the cattle vaccine. It would have been much better if there had been a regulator system.

65: KII with ULO of Habiganj Sadar

Date & Location of interview	15-02-2022
Location	ULO office, Habiganj Sadar
Name	Dr. Ranjit Kumar Achar
Division	Sylhet
District	Habiganj
Upazila	Habiganj Sadar

On 15th February of 2022, a KII was conducted with ULO of Habiganj Sadar at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

It was great for all those beneficiaries who were their farmers or stakeholders. This kind of activity has never been done before. So this activity was very good to do something for the farmers. He is personally very satisfied with this. Health safety items were enough. Our staff used them properly and they were good enough for health protection. Habiganj sadar did not get MVC.

Providing cash incentives to sustain the dairy and poultry farms was a successful initiative of the LDDP project. It has been very fruitful. Although not completely, the farmers have received a fair amount of cooperation through this. The farmers of Habiganj Sadar are familiar with the milk cream separator machine. They have a Milk Village here. A farmer received the machine and he is using it very well and he is very happy about it. But the number needs to be increased. Another way farmers used to separate cream is now they can easily get more milk from the machine. They are also saving money and they are benefiting a lot from it.

The RVS has been very popular and successful here. It has been very successful implementation and fruitful with the participation of the administration, concerned persons and farmers under the overall supervision and with the consent of Hon'ble DC. During the Corona Lockdown they were able to ensure adequate meat supply and there was more demand for such services among the farmers. The first ones who were enlisted only received incentive money, but the 2nd and 3rd ones they enlisted did not receive incentives.

The names he gave in the 2nd and 3rd step did not get paid. Then it was heard that those of us (with the livestock office) who got good relations, and those who did not get good relations did not get them. It's a very embarrassing thing. If this had not happened then such an embarrassing thing would not have been heard.

B. Shortfalls /Challenges:

But they have never done this before. There were a lot of technical things, like going to work in a remote area of the village and having some problems with the network. At first there were some such problems which were resolved later. In the end, they finished the job very well.

C. Lessons Learned:

They need a normal fridge for the vaccines or medicines that they reserve at the upazila level. They need a deep freezer, but it would be more beneficial for us to have a normal freezer instead of a deep freezer.

D. Recommendation:

When it comes to working on any project, first a feasibility study is done but the demand of all areas of any upazila of Bangladesh is not the same. Projects need to be designed based on these needs. Local needs should be given priority. The opinion of the concerned district and upazila officials should be taken through making a good work plan and work accordingly.

66: KII with UNO of Nabiganj

Date:	22-02-2022
Location:	UNO office
Name:	Shekh Mohi Uddin
Upazila:	Nabiganj
Division:	Sylhet
District:	Sylhet
Upazila:	Nabiganj

On 22nd February of 2022, a KII was conducted with UNO of Nabiganj at Upazila Nirbahi office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

There was no difficulty. In doing this they have got the cooperation of everyone from our honorable Member of Parliament to the Chairman of the Upazila Parishad, the people's representative. In this case, they did not have any difficulty. With the cooperation of all and their concerned officials, they have been able to successfully complete this important task with transparency.

They have provided an accurate and transparent list. This list was not only verified by their officials, but also the national identity cards and pictures of the beneficiaries. They have informed these to the local people's representatives and even to the media. They have received full support from the political elite for a successful selection.

B. Shortfalls /Challenges:

Lack of logistic support and time constraint were felt badly.

C. Lessons Learned:

- This is the first time they've had to do this since the beginning. So if they had a little more time, they would have had a little more advantage, they could have addressed some more people according to the category.
- There was a lot to learn from the stakeholders' farms for everyone in the livestock department. It was also a means of learning how to spend money, especially government spending. They hope that their officers have a chance to learn that too. If such activities are going on then it will be made on a general level like an annual festival. They will be able to be more aware and careful in choosing the beneficiaries.

D. Recommendation:

- Overall they needed some more logistic support.
- In the case of the project, some more categories should be added to the selected categories. Because our goal is to produce quality meat and meet the demand for meat in the country. So to ensure proper quality meat production, they have to ensure the required facilities or materials which are not available in the upazila livestock.

67: KII with LEO of Nabiganj

Date:	20-02-2022
Location:	ULO Office
Name:	Dr. Jahidur Rahman
Mobile Number:	01710139814
Division:	Sylhet
District:	Habiganj
Upazila:	Nabiganj

On 20th February of 2022, a KII was conducted with LEO of Nabiganj at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

He feels satisfied about the project. Not much has been done to complete the tasks within the stipulated time. But with a little more time, they could have done things better. He is personally very satisfied with this. Health safety equipment was enough for the DLS staff. Providing cash incentives to keep dairy and poultry farms running, encouraging and sustaining farmers is a successful initiative of this project. Although not completely, the farmers have received a fair amount of cooperation through this.

They have got two milk cream separator machines in Nabiganj upazila. A large electric machine was distributed to a large cattle farm here. And another small hand-operated one was provided to a small cattle farm. They are benefiting from using it. The farmers weren't familiar with it, but ULO office told them about it. The number of the machines needs to be increased. Earlier farmers did not have any milk cream separator. Now they are not wasting their unsold milk to get the machine. They can easily separate cream from milk and they are benefiting a lot.

The MVC service has not been launched in Nabiganj upazila. There was no embarrassment or problem in doing the work here. From MP Saheb to Upazila Chairman, people's representatives, UNO Saheb, there was no pressure from anyone. Everyone has cooperated in this work.

The deep freeze has been provided here. The freezer is not used much. The vaccine is actually distributed by them immediately after it.

B. Shortfalls /Challenges:

The problem is that they did not have enough time to complete these things. It was seen that due to lack of time, the work had to be done in a hurry. He himself had to go to people's houses after midnight, people had to wake up and finish their work. The advice here is to give enough time to the next type of work so that the work can be carried out smoothly from the field without any hindrance.

C. Lessons Learned:

Time constraint was felt badly.

D. Recommendation:

Training facility should be provided for the capacity building of LSPs.

68: KII with Milk Cream Separator of Nabiganj

Date:	21-02-2022
Name:	Mr. Tanvir
Upazila:	Nabiganj
Division:	Sylhet
District:	Habiganj
Upazila:	Nabiganj

On 21st February of 2022, a KII was conducted with a milk cream separator beneficiary. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

A. Satisfaction of the Provision of MCSM:

The Milk Cream Separator Machine has been in use since its inception. He separates the cream from the milk through this machine and make some ghee from that cream and make the rest of the chicks. When the sale of milk was completely stopped during the pandemic, 130 to 150 liters of milk had to be discarded every day. In such a situation they get the milk cream separator machine from Nabiganj Upazila Livestock Office and use it to make ghee and cream from that amount of milk.

They used to sell milk directly before getting the machine. They didn't make any diversification product from milk. Consumers would come to the farms to buy their ghee and creams, and the rest were sold to consumers by wholesalers.

Their farm produces 140 to 150 liters of milk per day. Currently, five more cows are pregnant, which will be able to produce milk in a few days. Then their milk production will be almost double. When Covid's horror was high, after getting the machine, they would transform all the milk into cream. Now they do a little less.

For every 100 liters of milk, 20 kg of creams are produced. Prices range from Rs 250 to Rs 300 per kg. On the other hand, they sell milk at Rs 45 per liter. The demand for ghee is low. So they produce very little ghee. The chicks are always producing more. After the milk is extracted from the farm, the buyer sells the milk according to the demand of the buyers, and the rest of the milk is transformed into creams and a small quantity of ghee as per the demand.

B. Impact of the MCSM:

When they did not have a milk cream separator machine, they had to throw away a huge amount of milk. The farmer said that there is no need to waste milk now, even in the event of such a catastrophic emergency like Corona in the future. In this way they are very satisfied to be saved from huge financial loss through this machine. They did not have to spend any money to get the milk cream separator machine.

They had no idea about such machines before. They came to know about the machine through Nabiganj Upazila Livestock Office. It is an electric machine. Through this, every 10 liters of milk is processed in 10/12 minutes and converted into cream.

69: KII with Rental Vehicle Service Provider of Habiganj Sadar

Date:	18th February, 2022
Name:	MD. Abdul Kuddus
Mobile Number:	01780215334
Division:	Sylhet
District:	Habiganj
Upazila:	Habiganj Sadar

On 18th February of 2022, a KII was conducted with a Rental Vehicle Supplier. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

Md. Abdul Quddus Corona used to sell his own and neighboring farms' farm milk to city buyers through rental vehicle service during the lockdown. At that time, he rented a tomtom car (battery operated easybike) for one month and collected 120 liters of milk from his own farm and 80/90 liters more milk from nearby farmers. Buyers are likely to call everyone who looks appropriate, if there are only a few. The buyers who came to the market every day used to buy milk directly from him. He would come to town at 7/7: 30 in the morning to collect milk from his farm and milk from nearby farms and start selling it around 9/9: 30. In this way he used to start selling milk at nine o'clock in the morning. Sometimes he would finish his milk at three or four o'clock in the afternoon. But sometimes the sale of his milk would end at twelve / one pm in the afternoon. He used to sell milk at the livestock office or at a price fixed by the government at Rs 60 per liter. He used to pay 50 rupees to the farmers. He was paid Rs.1000 for easy bike by the livestock office.

B. Impact of the RVS Facility:

Thus, after one month of the activity, the activity was stopped from the livestock office. They were told that the government had budgeted in this way and that the service would be launched later if it was allocated for this service again. Through this service both the farm and the general consumer benefited, benefited. On the one hand such farmers were unable to bring their daily farm produce to market or sell it they were suffering huge losses, on the other hand buyers in the city were not getting milk in the market to meet the needs of their families. Due to lockdowns and restrictions on public transport, farmers were unable to deliver milk to people's homes, which caused major problems for both buyers and sellers of consumer farms. Due to lockdowns and restrictions on public transport, farmers were unable to deliver milk to people's homes, which caused major problems for both buyers and sellers of consumer farms.

C. Recommendation:

It would be better if the service could be continued.

70: KII with ULO of Nabiganj

Date:	21-02-2022
Location:	ULO Office
Name:	Dr. Azizul Haque
Mobile Number:	01765993355
Division:	Sylhet
District:	Habiganj
Upazila:	Nabiganj

On 21st February of 2022, a KII was conducted with ULO of Nabiganj at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

It was not plausible to complete the work in the allotted time. But with a little more time, they could have done things better. He is personally very satisfied with this. Health safety items were enough for the DLS staffs.

This is a successful initiative of the project to provide cash incentives for running, encouraging and sustaining dairy and poultry farms. Rental vehicle service has been very fruitful. Although not completely, the farmers have received a fair amount of cooperation through this.

They have got two milk cream separator machines in Nabiganj upazila. A large electric machine, which they gave to a large cattle farm here. And a small hand-operated one, it was given to another small cattle farm. They are benefiting from using it. The farmers weren't familiar with it, they told them about it. But the number was not enough which needs to be increased. Earlier, farmers did not have any milk cream separator. Now they are not wasting their unsold milk to get the machine. They can easily separate cream from milk.

MVC service has not been launched yet in Nabiganj upazila. There was no embarrassing situation in doing the work here. From MP Sir to Upazila Chairman, people's representatives, UNO Sir, there was no pressure from anyone rather everyone has cooperated in this work.

Deep freeze has been provided here. The fridge is not used much. The vaccine is actually distributed by them immediately after it.

B. Shortfalls /Challenges:

Speaking of problems, it is a matter of time. Also overall they needed some more logistic support.

C. Lessons Learned:

There was a lot to learn from the stakeholders' farms for everyone in the livestock department. It was also a way of learning how to spend money, especially government spending. They hope the officers have a chance to learn that too.

D. Recommendation:

In the case of the project, some more categories should be added to the selected categories. Because the goal is to produce quality meat and meet the demand for meat in the country. So to ensure proper quality meat production, they have to ensure the required facilities which are not available in the upazila livestock office.

7. Mymensingh Division

71: KII with Director of Mymensingh Division

Group	Divisional Director
Date	20-02-2022
Location	Division Office
Name	Dr. Provat Chandra Saha
Division	Mymensingh
District	Mymensingh

On 20th February of 2022, a KII was conducted with Director of Mymensingh at Divisional livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

He stated that he was originally promoted here and joined as a newcomer. He said that actually he and his office was not involved with the project (directly). But he had some ideas about the project. He said his office was primarily involved with crosschecking. Because that list of farmers used to go from upazila to district. In this case, they did not have to do much supervision. That is to say, this information would have gone straight to the marginal stage, but they were aware of the issues. Because they were told the details through letters, telephone, hard copy and sometimes even email.

B. Shortfalls /Challenges:

The project has faced the most problems in implementation and he thinks those who worked in the field level and obviously the ULO also faced more problems. Because they had to do a lot more work starting from making the list where there were many kinds of problems. In that case, the work was quite challenging.

C. Recommendation:

The communication gap at district, Upazila, and divisional level should be bridged. So that the work becomes transparent. Since it was an emergency action plan there must have been a shortage of time. The government should have paid attention to this and should be given enough time for transparent work. As they have to select a lot of beneficiaries. And in the case of these projects, those who work at the field level need to be more technologically advanced. Lastly, he said that freedom should be given to the ULO so that these things can be done very well and the honorarium of LSP should be increased so that they get inspiration to work at the field level smoothly.

The projects under the emergency action plan were definitely a matter of learning, like providing them cash without any kind of harassment directly to the mobile account like Bkash, providing them milk cream separator machine at the aim of producing ghee which is fat free and healthy. Which helped the farmers very much at the time of covid continuing their farming. Providing them rented vehicles machine, which helped them to sell their products at covid-19 time.

Lastly, the government has greatly helped the farmers to lead a normal life through this project. And this project was a lesson for all the heads of state on how to help the people of the state in time of emergency.

Photo of the KII



72: KII with DLO of Mymensingh

Group	DLO
Date	20-02-2022
Location	District Livestock Office
Name	Dr. Wahedul Islam
Mobile Number	01711707710
Division	Mymensingh
District	Mymensingh

On 20th February of 2022, a KII was conducted with DLO of Mymensingh at District livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

The process of giving money to the farmers has become quite transparent and he did not get much corruption in that way. Because in all fields of work, more or less corruption is seen, though such as political pressure, Kinship etc. For example, in this work, there is also pressure of local representatives and political politicians to compile a list of farmers. But he avoided it and he said, in this case, he did not see much of effect. Although they have seen as little as possible they have tried not to get them as much as possible. However, he said that administrative power also plays an important role in dealing with these issues. And there is an important role for the ULO and those who work in the field need to be aware to avoid corruption.

So, in addition to giving letters at the official level, sending letters to personal Gmail is very helpful to understand. He also said that many times these projects as well as the goods of different projects come through Courier that they are not informed in advance. For which there are many problems in receiving goods. Just as he has done in the field of receiving milk cream separator machine of this project. For not informing in advance they have had many problems in distributing it.

Since the number of sizes was not well mentioned there. He also said that the incentive information needs to be fully uploaded. Because a lot of information at the upper level is not known at the district level. So, the government needs to take more caution in this regard.

Besides giving mails to LGDP, giving mails to one's own office is more beneficial. This makes it easier to be informed about the matter. In addition to this, close monitoring at each district, upazila and division level needs to be further enhanced so that the transparency of work can be further enhanced. And it is very important to have regular audits at the Upazila level.

He said that of course there are many things that can be learned through this project. As such, farmers have been able to run their farms in times of crisis. This had helped the farmers to some extent and increased their loyalty to the government. And by doing so, new entrepreneurs are being created. And of course the livestock has been widely promoted through this project.

Milk cream separator

He said that so far about 30 big, small and medium scale milk cream separators have been supplied to different upazilas. He thinks that it has benefited the farmers very much during covid-19. But he also said that before delivery, they should have prepared a list and taught them the uses. Centrally, they should have been trained to sit on it so that they could understand the use of the device.

Covid materials

Of course, he said it was not enough. In many cases it has been seen that most of the time they have to buy it and use it and at this time they have to come to the office regularly and do office work. For which many of our allies have been affected by corona. Many times many died again like one of our colleagues in Muktagachha died in corona. But the government tried to help us as much as possible by providing covid-19 material.

It was a challenging task for them to get the job done on time, rather than there also exists a pandemic which harmed them very much. But of course the government's initiative was very good he said. In this case, those who work at the field level have to face the most challenges. Also due to party influence, it may not have been possible to do neutral work many times definitely a part of that challenge. Also working in coordination with public representatives was often challenging. At the time of the coronation there was not enough material in the compensation to deal with the risk and there were limitations which must be challenging. In this context, he said that ten to fifteen PPEs should be kept from each upazila in case of crisis so that it can be used in case of emergency. And lastly, in the context of the deep freeze, he said that it is necessary to provide deep freeze at the upazila level as well as eliminate the shortage of room.

B. Shortfalls /Challenges:

It was an innovative project. Alongside they received very few time for the whole selection process which was a huge challenge. Rather there was political pressure at different stages, specially the chairman and union level leaders created issues after receiving the first incentives which he informed.

Some limitations have been noticed in the implementation of the project. He says manpower constraints, time constraints, lack of skilled manpower, weather's problem, communication problems in the remote areas and also network problems.

C. Recommendation:

Rather than depending on the LSPs for the beneficiary list might not feel good idea because they can favor the people who are more close to them rather helping the one who needed cash more. And finally he must say, for a successful project, they need close monitoring and connectedness which is rarely seen in this project. But at the whole, the farmers are happy with this project.

Photo of the KII



73: KII with Milk Cream Separator Beneficiary of Trishal

Date	14-02-2022
Name	Hamida Parvin
Mobile Number	01908934997
Division	Mymensingh
District	Mymensingh
Upazila	Trishal

On 14th February of 2022, a KII was conducted with a milk cream separator beneficiary. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

A. Satisfaction of the Provision of MCSM:

She is a woman entrepreneur and a farmer as well. She said she had received the milk cream separator machine two months ago. And she has been using it for a month and a half. Because it takes about 15 days to set up the device. And she has been trained to run it. She said that although it was given to her individually. She also asked to work with producers group with small farmers.

She said it was given to 3 people in Trishal upazila and she was one of them. She says she uses it two days a week and uses one ounce of milk there to produce cream. But the amount of cream is less. One kilogram of milk contains 700 to 800 grams of cream. In this case, she thinks that the machine has a mechanical defect. Because normally the amount of cream per ounce is supposed to be 950 grams or one kilogram.

B. Impact of the MCSM:

She also said that she can produce three to four kilograms of cream in a month and now she has produced 6 kg. And she sells it as rate 1300 per kg. And from there she kept for herself few amount. She also said that the total number of cows in her farm is fifty and the number of cows is twenty. From whose she mainly produces ghee which is fat free and sells it two days a week. And she said that their primary consumer is basically five people who regularly take ghee from them like ULO sir. Then she also said that after the cream is produced from the milk creams, there is some milk which is much thinner which she gives in the tea shop for fifty tk for a total number of 25 liters. Rather, she said many people take milk from her to make yoghurt. Lastly, she expressed high satisfaction to the government for this service.

Photo of the Machine

74: KII with Rented Vehicle Suppliers Beneficiary of Trishal

Date	22-02-2022
Name	Sakhawat Hossain
Mobile Number	01716602357
Division	Mymensingh
District	Mymensingh
Upazila	Trishal

On 22nd February of 2022, a KII was conducted with a milk cream separator beneficiary. The objective was to assess the satisfaction of the beneficiary and its impact on the diversification of the dairy products.

A. Satisfaction of the Provision of MCSM:

He said that, this service was provided by a joint venture of Trishal upazila livestock office and Trishal upazila Press club to maintain the supply chain during lockdown and Ramadan and reduce losses to farmers which was very effective. For this purpose, he possess a Laguna which was used to deliver eggs and milk from distant villages to the customers, the main aim and purpose of this initiative.

This service was originally offered during Ramadan. And it is still in use today. Though this, the farmers are able to keep on selling their product regularly and supply various products regularly. From where they are getting enough profits.

The main objective of this hired vehicle is to enable the farmers to easily market their product without any hassle. And it can get a certain price from there. It was also observed that during the covid, poultry meat and eggs were not sold for fear of being corona. Many farmers would even throw away their milk because it was not for sale. The main purpose of this work is to help the farmers in such a crisis situation by selling their products and helping them to reduce the losses by maintaining a profit at certain price. He said that it was basically the different farmers of Trishal who rented according to their needs at different times. And it has been used mainly in Trishal municipality and a few areas around it. And he said that in the field of broilers we were able to sell 10 to 15 kg per day and approximately (total 22,500 kg), in the field of milk 300 to 350 liter's per day and about 2000 eggs per day.

B. Impact of the MCSM:

He said that by adopting this project, he have been able to sell the products produced on his farm as well as help different farmers to sell different products produced on their farms. For example, at that time per piece eggs were sold for 5 taka but through this project they were able to make a profit by selling per piece eggs for 8 tk. Moreover, they have been able to sell milk at Rs. 60 instead of Rs. 40 per liter, where it used to be seen that milk is being discarded. Again he said, he had been selling 90 to 100 liters of milk per day from his farm for around 60 tk per liter during the whole month of Ramadan where the wholesale price was 50 taka per liter. Where before that he used to throw milk in her fissure every day not for selling.

C. Recommendation:

He said that the government's initiative was much better. Of course, the farmers have benefited from this. But at the same time giving them some interest free loans would be beneficial for their farmers as they are in a lot of losses. In addition to this, it would have been better to provide cool chain maintenance materials for product making and marketing.

Photo of the KII



75: KII with Rented Vehicle Supplier Beneficiary Trishal

Date	22-02-2022
Name	A.T.M. Moniruzzaman
Mobile Number	01711269854
Division	Mymensingh
District	Mymensingh
Upazila	Trishal

On 22nd February of 2022, a KII was conducted with a Rental Vehicle Supplier. In his convenient time, the interview was carried out where he shared his experience and challenges regarding the service.

A. Satisfaction of the RVS Facility:

He said that this service was provided by Trishal upazila livestock office which helped the farmers very much at the time of covid-19 to maintain the supply chain and decrease losses to farmers and to continuing their business which was very fruitful. And he also thanked the government for such kinds of initiatives. He used a leguna to deliver the eggs of his farms. He used the vehicle at covid-19 period (probably after few days of starting covid-19). And he used it at the whole month of Ramadan mostly for 26 days. And he said during these time he was able to sell about two thousand eggs of his farms.

He said that mainly they used or hired this service to marketing their products easily without any hassle and so that they can get a certain price from there. He again said that at the covid-19 period, poultry meat and eggs were not sold due to the fear of being Corona. Hence, many farmers faced losses. And most of them also closed their farms after facing losses. So by using this service they were all able to sell their products which helped them to continue the business and reduce losses.

B. Impact of the RVS Facility

By adopting this service, he has been able to sell the products (eggs) produced on his farm, he said. Say for example at that time per piece egg was sold for 5 taka but through this service they were able to make a profit by selling per piece eggs for 8 tk. And approximately he made a profit about 16000 taka in one month at a whole, he said. Which undoubtedly benefitted them very much to continuing the farming and also supporting his family at covid-19 period. He said otherwise he must face huge loss.

C. Recommendation:

He said that the initiative of the government obviously a good one which helped not only him but also all of the farmers of Bangladesh to sustaining their farming at the crisis period. But at the same time he urged the government to give them some interest free loans and also to give them some scientific mechanisms for the betterment of their farm.

76: KII with ULO of Trishal

Date	14-02-2022
Name	Dr. Mohammad Harun Or- Roshid
Mobile Number	01711707721
Division	Mymensingh
District	Mymensingh
Upazila	Trishal

On 14th February of 2022, a KII was conducted with ULO of Trishal at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:**A. Implementation of the CERC-EAP:**

He said that he was directly involved with the project, since there are 30,000 farms in the entire upazila, selecting 5000 from these must have been a challenging task. As all of them were in crisis at that time. Rather there was also political pressure for the beneficiary selection and also the problem of management system and also time shortage. However, it has been possible to complete the matter beautifully through many checks and balances.

Because here, starting from their LSPs, various officers at the field level, the chairman of the union council and even the members have helped to carry out the matters smoothly. However, along with this there was some political influence in the selection process. But, they have tried to monitor the matter as much as possible neutrally. And through this process there has been a lot of expansion of livestock. But due to the lack of time in the management, some problems have been faced. Rather, he claimed that marginal farmers should also be brought under the scheme through training through groups. About corona equipment, he said it was not enough, like PPE was not sufficient. He also said that they had to do regular office work during corona. Of the many who have been affected by corona from his office. Five or six were also affected by corona from his office. She also added that one of his friends was working in Muktagachha died during the covid period.

About the milk cream separator machine, he said they already allocated three of them and also trained it about them how to use it. And after using, it seems that farmers are very satisfied as they used it for new production and also by selling this product made profit. And about the performance of rental vehicle he said it worked very well at that time with supplying eggs and meat from the farmers and for this service they also included the famous person of the village to handle the whole process.

B. Lessons Learned:

He added that there has been a mixed reaction to the government initiatives, like positive and negative. Because here they have not been able to provide equality to all people. But overall the project was good. Regarding the milk separator machine, he said that although the matter has not been provided in such a way yet. But we have given three of them, two of them have started the device and. And they have been trained by LEA to use the machine. Speaking of project pressure, he said that many times journalists have pressured them by highlighting negative issues from positive activities of the project. And above all, he concludes that the project must have been a good initiative of the government.

C. Recommendation:

Cash cannot always play an important role. Because people spend it a lot of time on a daily basis. It would have been better if different technologies had been given in its place and people would have benefitted more such as; loan mower, Insect vaccine machine.

Photo of the KII



77: KII with LEO of Fulbaria

Date	17-02-2022
Name	Dr. Mst. Tahomina Akter
Mobile Number	01766303089
Division	Mymensingh
District	Mymensingh
Upazila	Fulbaria

On 17th February of 2022, a KII was conducted with LEO of Fulbaria at Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary:

A. Implementation of the CERC-EAP:

In the case of beneficiary selection, they have followed a number of criteria for beneficiary selection. As such, their project is basically a combination of 13 unions and one municipality in their upazila where about 14 LSPs have worked in the field. They have done the job pretty well. In this case, she said, they first conducted a household survey in the field of beneficiary selection. Since the number of farmers in Fulbaria is much more than the amount of money, so selection is playing an important role in this case. And she said that, here they first selected 7,689 farms first looking at the number of animals of their households in the category. Therefore, it can be said that there was no difficulty in the selection process.

She says there is some political influence and corruption in everything. However, there was no pressure in this case. Politically some names came up, they also said to look at the names and then select. In that case they looked at them, inspect the farm and then select whether it goes to any category. Then the incentive was given. In that case it can be said that they have tried to give incentives to the real farmers and the selection process has become far fairly transparent.

She said, since there was a shortage of time, they must have had some difficulty in working. Because they know that the number of farms in Fulbaria is more than allotted. So, they have to work day and night. For example, she herself had worked for a long time at night. Even our LSPs were very active for which they tried to get the job done within the stipulated time.

Sanitation package

About the sanitation package she said it was given by the government and almost all of them used it. Even in the office many people came without masks, they have allowed them to use sanitizerr in addition to providing their masks. Although it was not enough. For which their upazila livestock officer himself bought a lot of things for the benefit of all.

B. Shortfalls /Challenges:

Regarding the shortcomings of the project, she said that they do not have enough computers in their office and everyone has to work with one computer. For which she had to use her own laptop. She said of course it was a deficit. Then she said, it was not possible to give incentives to all the farmers and it would have been better if more farmers were given in future. She then goes on to say that many times farmers cannot utilize cash directly. It is seen that sometimes they used it to meet family expenses. It would have been better to give any permanent resources in this place. Such as hay cutting machine, milking machine, Milk separator machine etc. Although the government has already taken initiative to provide it milk separator machine. In addition to this, it would be very good to give all kinds of benefits and direction in any field of work in advance. She said that they have formed a group of about 20

procedures, for which about 20 register books required but they have not been given yet. And she has recommended to the superior officer to give them

There was also shortage of time, they must have had some difficulty in working. Because they know that the number of farms in Fulbaria is more than allotted. So, they have to work day and night. For example, she herself had worked for a long time at night. Even our LSPs were very active for which they tried to get the job done within the stipulated time.

C. Lessons Learned:

About the educational aspect of the project, she said, of course the real farmers have benefited from it and it was a good thing that they have taken many from any middleman through development without anyhassle. And regarding the amount of vaccines in the deep freeze, she said that they have not been given medicine and vaccines there yet

Photo of the KII



78: KII with LEO of Trishal

Date	14.2.2022
Location	Upazila Livestock Office
Name	Sharmistha Bhattacharjee
Mobile Number	01688857513
Division	Mymensingh
District	Mymensingh
Upazila	Trishal

On 14th February of 2022, A KII was conducted with LEO of Trishal at Trishal Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

The findings of KII with the LEO of the given Upazila were presented in this part. The next section briefly discussed the level of satisfaction with the modalities established as part of the CERC-EAP implementation, as well as the problems, lessons gained, and recommendations.

A. Implementation of the CERC-EAP

Implementing all the activities was a hard task to complete. But among all of them the cash transfer was the most beneficial one according to the opinions of the farmers. It was a huge mental and economic support for the farmers. About the milk cream separator, she said that three people have been provided with it and three categories. And have been suggested to use them with groups. She also said that one of the benefits of the project was that many people could not sell milk and eggs at that time. Thanks to the RVC they could sell them through this project.

B. Shortfalls /Challenges

At first it was a challenge for them to convince the farmers to provide their information to the LSPs as they did not want to. They have faced some difficulties in implementing the project within the stipulated time.

C. Lessons Learned

- Initiatives like these can be a huge support for the people for times like Covid.

D. Recommendation

- More time should be given to conduct the selection process
- More facilities to provide proper trainings to all the staff of DLS

Photo



79: KII with ULO of Fulbaria

Date	22.2.2022
Location	Upazila Livestock Office
Name	Dr. Mohammad Mijanur Rahman
Mobile Number	01716042833
Division	Mymensingh
District	Mymensingh
Upazila	Fulbaria

On 22nd February of 2022, A KII was conducted with ULO of Fulbaria at Fulbarial Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

In this section, the findings of KII with the ULO of the provided Upazila were reported. The next section included the level of satisfaction with the modalities established as part of the CERC-EAP implementation, as well as issues, lessons learned, and recommendations.

A. Implementation of the CERC-EAP

The ULO of Fulbaria was not involved on the first phase of the cash transfer. However, he was involved from the beginning of the second phase of the cash transfer. He said that a list of about 8500 people was prepared and sent to Fulbaria Upazila, out of which about almost 7800 people came under incentive. About the milk cream separator machine, he said, the two machines allocated in his Upazila have not been given yet. The list of farmers has been prepared. Soon it will be provided to the farmers.

B. Shortfalls /Challenges

The ULO mentioned that before he joined at the beginning if the second stage, there were no issue while conducting the list of participants in the first stage. But some of the political leaders got involved while preparing the second list for the incentive and this was a big challenge to encounter. Due to time constraints, the work could not be done with 100% transparency.

C. Lessons Learned

- One of the lessons she learned from the project is how to get the job done quickly in a timely manner.
- It was a good initiative to provide cash to the farmers. He said that the payment of cash during this emergency has not helped to fully recover from the loss but it did helped the farmers to sustain their stock.

D. Recommendation

- More time should be given for conducting the selection process.
- The higher authority should deal with the political influences.

80: KII WITH LEO OF JAMALPUR SADAR

Date	13.2.2022
Location	Upazila Livestock Office
Name	Dr. Rifat Ara Ferdous
Mobile Number	01716042833
Division	Mymensingh
District	Jamalpur
Upazila	Jamalpur Sadar

On 13th February of 2022, A KII was conducted with LEO of Jamalpur at Jamalpur Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

In this section, the findings of KII with the LEO of the provided Upazila were reported. The next section included the level of satisfaction with the modalities established as part of the CERC-EAP implementation, as well as issues, lessons learned, and recommendations.

A. Implementation of the CERC-EAP

Dr. Rifat Ara Ferdous, was directly involved in CERC-EAP. It is her pleasure to be a part of the project which helps thousands of farmers across the country. There were few activities among the CERC-EAP and cash transfer was one of the most highlighted one. The LSPs collected all the necessary information from the farmers and submitted the list. According to her rental vehicle service was a good initiative. Farmers living close to the city got the service and large farm owners were specially benefitted by this service. ULO office operated two rental vehicle service. They also provide milk cream separator machine under this project but training program has yet to be done. The machine was given to the large farm owners. Three milk cream separator machine was distributed to the farmers. They were previously familiar with milk cream separator.

B. Shortfalls /Challenges

One of the challenge was the safety equipment. They got covid-19 protection equipment but the amount they got was not sufficient. Another issue was the political influence. Political leaders had created unnecessary pressure which hamperd their duties.

C. Lessons Learned

She learned that time management for a project like this is very crucial.

D. Recommendation

She suggested that project should be run under the demand of the farmers and added that it is hard to complete their task within short time frame, it hampers the quality of the task. Pre-planned and balanced time frame should be given to complete quality task.

Photo of the KII



81: KII with Beneficiary of Milk Cream Separator

Date	13.2.2022
Location	Walton Showroom, Mathorpara Mor
Name	Shamsul Haque
Mobile Number	018564301
Division	Mymensingh
District	Jamalpur
Upazila	Jamalpur Sadar

On 13th February, 2022 KII with a beneficiary of Milk Cream Separator of Jamalpur Sadar was conducted. The aim of the KII was to find out his opinion on the service he received.

Key Discussion Points and Summary

In this section, the findings of KII with the MCSM beneficiary of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of MCSM

Mr. Shamsul Haque is a businessman and also a dairy farmer. He received the milk cream separator machine. His machine's capacity is 60 liter per hour. Due to the lack of proper training and some of his personal reason he has not started using the machine, but hopes that they will start using this machine soon

B. Impact of MCSM

As Mr. Haque still have not used the machine, the impact is yet to become visible. However, he mentioned that it did created a positive impact mentally which was very helpful.

C. Challenges

ULO office gave them a manual to learn how to use this machine but they did not get any training.

D. Recommendation

Mr. Haque mentioned that earlier they did not receive such support from the Government before and receiving support for the first time was very nice. It inspired them to work harder. Mr Haque recommended to continue such kind of kindness in the future as well.

Photo of the KII

82: KII WITH ULO OF JAMALPUR SADAR

Date	13.2.2022
Location	Upazila Livestock Office
Name	Dr. Helena Begum
Mobile Number	0171133045
Division	Mymensingh
District	Jamalpur
Upazila	Jamalpur Sadar

On 13th February of 2022, A KII was conducted with ULO of Jamalpur at Jamalpur Upazila livestock office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

The findings of KII with the ULO of the supplied Upazila were reported in this part. The next section covered issues, lessons learned, and recommendations, as well as the level of satisfaction with the modalities established as part of the CERC-EAP implementation.

A. Implementation of the CERC-EAP

ULO of Jamalpur Sadar Upazila, Dr. Helena Begum was not directly involved in implementing EAP in this upazila, but she was involved directly in her previous workplace. She was happy to be involved in this project as this project helped thousands of farmers. Implementing the whole CERC-EAP was a huge challenge for everyone. There were lot of challenges while selecting the beneficiaries but they managed to overcome them and successfully implemented the project. The cash incentive was very effective. The ULO also mentioned that the Rental Vehicle Service was also very effective and farmers were benefitted from it. About the milk cream separators, three machines have been distributed but training has yet to be done.

B. Shortfalls /Challenges

As mentioned earlier that there were lot of challenges for this project. Time limitations was one of the most crucial one. The safety equipment was not enough of the staffs. Many farmers did not received the cash incentive and they created lot of issue.

C. Lessons Learned

- How different activates under the CERC-EAP was implemented.
- Gathered knowledge about all these activities which will help to conduct other projects in the future.

D. Recommendation

- They urged that policy makers should think about the time frame, whether the given time is sufficient for field worker to complete the task.

Photo of the KII



83: KII with the UNO of Jamalpur Sadar

Date	10.2.2022
Location	UNO Office
Name	Litus Chiran
Mobile Number	01709970050
Division	Mymensingh
District	Jamalpur
Upazila	Jamalpur Sadar

On 10th February of 2022, A KII was conducted with UNO of Jamalpur at Jamalpur Upazila Nirbahi Office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

The findings of KII with the UNO of the supplied Upazila were reported in this part. The next section covered issues, lessons learned, and recommendations, as well as the level of satisfaction with the modalities established as part of the CERC-EAP implementation.

A. Implementation of the CERC-EAP

The UNO of Jamalpur Sadar was involved in the project since the beginning. He was incharge of many duties and monitoring was one of them. The project was very effective because it helped the farmers in time of need. Almost all the seven activities were implemented successfully but there are still some work on few activities like the Milk Cream Separator and the Rental Vehicle Service. The cash incentive was very effective and it was implemented successfully.

B. Shortfalls /Challenges

The committee faced many challenges, one of the problem is facing political bad influences to select non-farmers. Political leaders insisted to enlist their close people instead of real farmers. The number allocated for the beneficiary list was not sufficient as there are many farmers who was not even enlisted.

C. Lessons Learned

Conducting a big project like CERC-EAP has helped to learn lot of things like, importance of Government support towards the farmers in time of need, how to deal with political influence and more.

D. Recommendation

The allocation slot should be increased because there were many farmers who were deprived from the incentive program.

Photo of KII Interview



84: KII with the DLO of Jamalpur

Date	15.2.2022
Location	District Livestock Office
Name	Dr. Md. Shahidul Islam
Mobile Number	01717033873
Division	Mymensingh
District	Jamalpur

On 15th February of 2022, A KII was conducted with DLO of Jamalpur at Jamalpur District Livestock Office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

In this section, the findings of KII with the DLO of the provided District were reported. The next section included the level of satisfaction with the modalities established as part of the CERC-EAP implementation, as well as issues, lessons learned, and recommendations.

A. Implementation of the CERC-EAP

There were 7 activities under this project and implementing them on time was a huge challenge. The cash incentive was one the most important one. . From the selection of the beneficiary to the disbursement of cash, in every step we faced numerous challenges but tried our level best to make it a successful one. The number of allotted milk-cream separator was 25. Since, it was totally new to the farmers, they introduced it to them by his officials and gave training on it. Farmers were very much satisfied with this machine. Previously, they would separate the cream from milk manually and it is easier to use the machine automatically. The effortless work has made their life efficient. The rental vehicle service was really crucial at that time. Farmers were benefitted truly with this service amid lockdown. Unfortunately, the Mobile Veterinary Service has not been activated yet.

B. Shortfalls /Challenges

They faced numerous challenges in the whole project. Most of the beneficiaries were poor and illiterate and they had to convince them swiftly, so it was not easy task then. The health safety items were not sufficient for field officials. Reaching all the farmers on time was also an issue because there was very limited time and as a result all the farmers were not approached.

C. Lessons Learned

By implementing the CERC-EAP program, they are now more confident than ever. To take huge number of people under the umbrella of CERC-EAP was very difficult and they made it successfully. Other than this, they have a database of the farmers and it will be easier to trace them for providing services.

D. Recommendation

The DLO requested to allocate more time from next time as time limitation was very challenging for them.

Photo of the KII



85: KII with LEO of Sarishabari

Date	15.2.2022
Location	Upazila Livestock Office
Name	Julfakor Rajib
Mobile Number	01717033873
Division	Mymensingh
District	Jamalpur
Upazila	Sarishabari

On 15th February of 2022, A KII was conducted with LEO of Sarishabari at Sarishabari Livestock Office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

The findings of KII with the LEO of the supplied District were reported in this part. The next section covered issues, lessons learned, and recommendations, as well as the level of satisfaction with the modalities established as part of the CERC-EAP implementation.

A. Implementation of the CERC-EAP

CERC-EAP was a very crucial project for the farmers of this country. There were many activities among this project which helped the farmers in many ways. The Cash Incentive, Rental Vehicle Service and the Milk Cream Separator was among the activities. In the case of cash transfer, they provided the beneficiary list to the higher authority and next move was done by the authority (The committee). Rental vehicle service were rendered by our office and we hired vehicle with a daily cost of 3000 BDT per day. They got 3 milk-cream separator machines and distributed those to the farmers.

B. Shortfalls /Challenges

Sarishabari is a politically biased region. They face a lot of impediments in the selection process. The overall procedure was very challenging in all steps ignoring the political interventions. Without the political issue, it works would have been much easier. Also the field level officers did not receive proper Covid-19 safety equipment.

C. Lessons Learned

- Dealing with the political issue was very difficult for task for the officials and this was a huge learning.

D. Recommendation

It was very difficult to complete the task within the stipulated time period. Though they had done it but it needed more time. They faced time constraint issue seriously. They urge to the higher authority to consider the timeframe issue if such kind of projects are taken in future.

Photo of the KII



86: KII with Beneficiary of Milk Cream Separator

Date	15.2.2022
Location	Upazila Livestock Office
Name	Md Habibur Rahman
Mobile Number	01405656912
Division	Mymensingh
District	Jamalpur
Upazila	Sarishabari

On 15th February, 2022 KII with a beneficiary of Milk Cream Separator of Sarishabari was conducted. The aim of the KII was to find out his opinion on the service he received.

Key Discussion Points and Summary

In this section, the findings of KII with the MCSM beneficiary of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of MCSM

Habibur Rahman is large-scale dairy farmer who received the Milk Cream Separator through this project. The machine is capable of transforming 60 liters milk in a day. Habibur Rahman mentioned that the machine helped him to separate cream from his farm produced milk and it was very beneficial for him.

B. Impact of MCSM

The machine did create some positive impact on Habibur Rahman's income. He used the machine to separate cream from the milk and made ghee and sold this item to the local sweets shops and restaurants.

C. Challenges

The machine was very useful but unfortunately, Habibur Rahman did not receive any kind of training on the machine. He had to learn using the machine all by himself which was a hard task for him.

D. Recommendation

Habibur Rahman mentioned that proper training should be provided before providing the machine to any farmer.

Photo of the KII



8. Chittagong Division

87: KII with the Division Director of Chittagong

Date	23.2.2022
Location	Divisional Livestock Office
Name	Dr. Md. Ashraful Alam Khan
Mobile Number	01324290941
Division	Chittagong

On 23rd February of 2022, A KII was conducted with Divisional Livestock Officer at Divisional Livestock Office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

The findings of KII with the Divisional Livestock Officer of the supplied Division were reported in this part. The next section covered issues, lessons learned, and recommendations, as well as the level of satisfaction with the modalities established as part of the CERC-EAP implementation.

A. Implementation of the CERC-EAP

LDDP is a big project of the Department of Livestock. The project covers CERC-EAP activities, which are aimed at ensuring that enable farmers in emergencies to avoid losses and to sell their product properly. The Divisional office was directly involved in EAP activities. Upazila and district level reports were submitted to the divisional office, then the office organized them and sent them to the ministry every day. Cash transfer was one of the most iconic activity among the activates of CERC-EAP. In the first and second phases, a total of 69,070 farmers received cash incentives. The total amount was 85 crore 43 lakh 16 thousand 750 takas. The list of beneficiaries has been crossed checked by the department. Besides, the division coordinated the targets given to the district-level farmers.

B. Shortfalls /Challenges

To complete the activities of EAP successfully, the main challenges were the shortage of manpower and doing ODK in a short duration of time.

C. Lessons Learned

Through the activities, mainly the relationship of the farmers with the Livestock was built which was a great lesson to us. In difficult situations, the involvement was possible to increase more through helping the farmers and changing their mindset by providing incentives. In this way, it has been possible to highlight the livestock newly to the whole country and it was able to convey the positivity of the Livestock sector among the people.

D. Recommendation

- The Director presented two important points. One of them is to create new ventures by making TMR machines available. Through this, the farmers will be able to reduce the cost of their farms.
- He mentioned, such activities should continue, and not only cash incentives but also material assistance should be provided. At the same time, farmers can benefit if other activities of LDDP are implemented quickly.

Photo of the KII



88: KII with DLO of Chittagong

Date	23.2.2022
Location	District Livestock Office
Name	Dr. Md. Delowar Hossen
Mobile Number	01324290944
Division	Chattogram
District	Chattogram

On 23rd February of 2022, A KII was conducted with DLO of Chattoram at Chattogram District Livestock Office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

In this section, the findings of KII with the DLO of the provided District were reported. The next section included the level of satisfaction with the modalities established as part of the CERC-EAP implementation, as well as issues, lessons learned, and recommendations.

A. Implementation of the CERC-EAP

All the officers were trained at the initial stage of the project. For this, the DLO was well informed about the activities of LDDP. Although he was in the Bandarban district in the early stages of EAP activities, he got involved in the activities soon after he arrived in Chattogram district and actively participated in providing public awareness, providing cash, medical care, and especially rented vehicle services. At the same time, he tried to involve everyone in the Upazila and field-level work through the district office. Cash transfer was provided to the farmers in the time of need. Milk Cream Separator was provided to the Dairy farmers so that they could use it for their benefit. However, the DLO is doubtful whether the proper use of the big machine is ensured. Mobile Veterinary Service has been also activated in a Upazila and the other Upazila will be soon covered. The advantage of MVC is that it will have all the necessary equipment in stock and by that people will get service quickly. In the back of the car, there is an arrangement to carry animals. Therefore, if necessary, the animal can be brought to the Upazila Livestock Office for treatment. Rental vehicles are a bridge between buyers and consumers as people in Corona cannot get out of the house. It is controlled by the DLO office but is run by members of the Dairy and Poultry Association. The reason for giving them responsibility is that they know where the product is being produced and where the service is needed. The month of Ramadan is chosen to provide this service. This is because, during the month of Ramadan, the demand of people increases a lot, and the price of goods increases due to the increase in demand.

B. Shortfalls /Challenges

Although there was no difficulty in carrying out such activities at the official level, there were many difficulties in implementing such activities at the field level. People were not ready to share their information which created issue to prepare the list on time. There were also local political influences in some places.

C. Lessons Learned

In a pandemic, giving cash was an urgent step for farmers. The farmers have benefited greatly from this initiative, which has made such activities widely acceptable to farmers. Cash incentives were a great way to help people in times of emergency. It is necessary to continue such activities in future emergencies.

D. Recommendation

- The DLO recommended to build training centres at Upazila levels so better training can be provided in future projects like CERC-EAP
- To ensure proper use of the MVC and heir maintenance.

Photo of the KII



89: KII with UNO of Fatikchari

Date	22.2.2022
Location	Upazila Nirbahi Office
Name	Md. Mohinul Hasan
Mobile Number	01733334348
Division	Chattogram
District	Chattogram
Upazila	Fatikchari

On 22nd February of 2022, A KII was conducted with UNO of Fatikchari at Upazila Nirbahi Office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

The findings of KII with the UNO of the supplied Upazila were reported in this part. The next section covered issues, lessons learned, and recommendations, as well as the level of satisfaction with the modalities established as part of the CERC-EAP implementation.

A. Implementation of the CERC-EAP

Among the services provided in Fatikchari Upazilla the activities of CERC-EAP are: public awareness, cash incentives, provision of milk cream separators, and provision of deep freezers in districts and Upazila. In Fatikchari Upazilla, a team of Upazilla Chairman, Executive Officer, concerned officials, and other officers works for the implementation of any project. Similarly, meetings were held at the Upazila level for the implementation of EAP activities and detailed discussions were held for the implementation of the activities. The CERC-EAP's activities were excellent. In particular, cash incentives, public awareness, and rental vehicle services. The activities were organized at the Upazilla level. The UNO, ULO Upazilla Chairman, Youth Development Officer, and others were present in the activities.

B. Shortfalls /Challenges

Making a list of beneficiaries in a short time during the pandemic was a bit of a challenge. In 2020, when the covid-19 pandemic was going on, there was a lot of panic among the public. Everyone was expecting incentives and support, but choosing the right beneficiaries from the enlistment was also time-consuming and difficult.

C. Lessons Learned

- The UNO mentioned that through EAP activities we can learn three things. Firstly, such activities were quite beneficial for the farmers. So, in the future, if such projects are adopted and implemented at the field level, the farmers will be interested in farming.
- Secondly, the 'time' of any work is an important issue. So, one has to work with 'time' in implementing the work. Especially in the case of selection of beneficiaries in such activities.
- Thirdly, monitoring is an important issue in any work. It is necessary to monitor the work regularly through the monitoring team.

D. Recommendation

- In case of such activities in the future, the size of the Upazilla needs to be taken into consideration. Given the size and number of farms, reasonable technological support should be provided.

- It is not enough to meet the demand through cash incentives, it is needed to provide technical support to the farmers. Such as – milk preservation, biogas plant, keeping vaccine stock, etc.
- Considering the environment, both the farmers and the general people will get benefits if other facilities including treatment plants are provided for the construction of environment-friendly farms.
- The farmers should be made more aware of environmental law through meetings and seminars.
- If a training module is attached for farm management and the use of machinery, people will be more interested in farming.

Photo of the KII



90: KII with ULO of Fatikchari

Date	14.2.2022
Location	Upazila Livestock Office
Name	Dr. Md. Omar Faruk
Mobile Number	01324290958
Division	Chattogram
District	Chattogram
Upazila	Fatikchari

On 14th February of 2022, A KII was conducted with the ULO of Fatikchari. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

The findings of KII with the ULO of the supplied Upazila were reported in this part. The next section covered issues, lessons learned, and recommendations, as well as the level of satisfaction with the modalities, established as part of the CERC-EAP implementation.

A. Implementation of the CERC-EAP

The ULO is satisfied with the EAP. There were many activities and the cash transfer was one of them. He said, at first, there were no instructions regarding the selection of category basis beneficiaries in the first phase. The ULO prepared the HH numbers and selected the actual beneficiaries based on the Upazila statistics. Approximately, 2118 beneficiaries were listed were around 1500 beneficiaries got the cash in the 1st phase.

B. Shortfalls /Challenges

There were some challenges and obstacles. One or two of the chairman from random unions tried to enlist trade licenses for the beneficiaries to be legitimated for the cash incentives. It was a commercial concept rather than the benefit of the beneficiaries. In the enlistment process, there was a possibility of political biases. To overcome it, the ULO as well as the LSPs faced many difficulties. One case found that one of the LSPs tried to contract with the Beneficiaries for enlisting in exchange for sharing the cash. The ULO investigated and warned the LSP. ULO also mentioned Fatikchari has many impassable areas, some of the areas are hilly and far distant. The LSPs work with a low honorarium, to implement the EAP they even spent money from themselves.

C. Lessons Learned

One of the learning from this project that how to deal with the political pressure in such situations.

D. Recommendation

- The ULO recommend conducting the beneficiary analysis on a union basis in future. Besides, the ULO mentioned a lack of proper human resources, logistics, infrastructure development, training, grass planting, and poultry machinery.
- The large farmers should have got more cash. Overall, the cash was insufficient in the proportion of poultry farmers.

Photo of the KII



91: KII with ULO of Satkania

Date	19.2.2022
Location	Upazila Livestock Office
Name	Dr. Md. Abul Kalam Azad
Mobile Number	01324290952
Division	Chattogram
District	Chattogram
Upazila	Satkania

On 19th February of 2022, A KII was conducted with the ULO of Satkania. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

The findings of KII with the ULO of the supplied Upazila were reported in this part. The next section covered issues, lessons learned, and recommendations, as well as the level of satisfaction with the modalities established as part of the CERC-EAP implementation.

A. Implementation of the CERC-EAP

The EAP is an excellent initiative for the beneficiaries. The livestock office, officials, and the LSPs are being recognized through the EAP activities. At present, the general public and livestock beneficiaries are more interested in the livestock sector. The ULO is 100% satisfied. But he is disappointed as the activities are very slow. Due to the pandemic, it was not possible to implement all the activities of the EAP.

B. Shortfalls /Challenges

There was a lack of expertise, technical skill, and support during the EAP implementation. With the help of hired expertise, it was possible to complete the enlistment. The ODK was conducted for the beneficiary enlistment. It was very challenging and laborious as it was the massive database in the Chittagong district.

C. Lessons Learned

Working on a large project like CERC-EAP has taught me a lot of things, such as the importance of government assistance to farmers in times of need, how to deal with political issue, and so on.

D. Recommendation

- The logistical support is highly appreciated than the cash incentives. The Managerial logistics for the poultry farmers and the milking machine for the dairy farmers are recommended. Skilled human resources should be included in a future project.
- The farmers need to be made aware of more modern and technology-based uses in farm construction and farm maintenance.

Photo of the KII



92: KII with LEO of Fatichari

Date	14.2.2022
Location	Upazila Livestock Office
Name	Dr. Priyanka Chowdhury
Mobile Number	01824440597
Division	Chattogram
District	Chattogram
Upazila	Fatikchari

A KII was conducted with the LEO of Fatikchari on February 14, 2022. The KII's goal is to determine the status of CERC-EAP activity implementation, as well as implementation issues, lessons learned, and recommendations in regard to the CERC-EAP modalities.

Key Discussion Points and Summary

This section details the findings of KII with the given Upazila's LEO. The following section discussed issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment modalities.

A. Implementation of the CERC-EAP

It was a difficult task to accomplish all of the exercises. But, in the opinion of the farmers, the cash transfer was the most useful of all of them. It was a major psychological and financial boost for the farmers. The cash incentives were an appropriate initiative for the beneficiaries. The LEO found notable satisfaction for the cash incentives in field-level ODK. The far distant Unions were out of the Rental Vehicle Service. The Mobile Veterinary Service is yet to be activated in the Upazila.

B. Shortfalls /Challenges

There was a lack of infrastructure, lack of logistics, and pre-training. The LEO attended 1/2-hour online training only. There is just 1 Computer in this office which is old enough. The LEO faced obstacles in enlisting and documentation. The whole enlisting and data entry was done by LEO. The beneficiaries hid their information while enlisting because the amount of cash was unknown to the farmers. Besides, they were feared and confused in the enlistment process thinking as it was income tax enlistment. Many of the LSPs got infected by covid-19 during their fieldwork. The LSPs faced several health issues. The health safety instruments were insufficient. Compared to the amount of the large farmers, the Milk Cream Separator was insufficient.

C. Lessons Learned

- Without proper training, it can be very hard to conduct such activities.

D. Recommendation

- The project was good. The planning should have been more timely and effective. The project continuation is highly appreciated.

Photo of the KII



93: KII with LEO of Sathkania

Date	19.2.2022
Location	Upazila Livestock Office
Name	Ifthekhairul Alam
Mobile Number	01814506658
Division	Chattogram
District	Chattogram
Upazila	Sathkania

A KII was conducted with the LEO of Sathkania on February 19, 2022. The KII's goal is to determine the status of CERC-EAP activity implementation, as well as implementation issues, lessons learned, and recommendations in regard to the CERC-EAP modalities.

Key Discussion Points and Summary

This section details the findings of KII with the given Upazila's LEO. The following section discussed issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment modalities.

A. Implementation of the CERC-EAP

Implementing the CERC-EAP was very challenging and interesting at the same time. There were different types of activities and the LEO tried his level best to implement all them properly. The cash incentive was the most successful among the all activities. The Mobile Veterinary Clinic is yet to start its journey in this Upazila. The Rental Vehicle Service was absent due to Sathkania being far from the city.

B. Shortfalls /Challenges

Since some of the LSPs are older and less educated, it was very difficult for them to choose their authority, train, and teach them to use tabs, this is why these tasks have to be done by the LEO. Besides, with new projects and new activities, it was a difficult and time-consuming task to do extensive work in a short period. Ultimately, the LEO has to take the pressure. For this reason, the LEO could not sleep for more than two to three hours for 15 consecutive days.

C. Lessons Learned

The LEO mentioned that through EAP activities, he has been able to increase his skills, his work skills, as well as increase people's involvement with the livestock sector and create opportunities to help farmers. He thinks that it was a good lesson for them to know how to provide services to people in the fastest time.

D. Recommendation

- Increasing the involvement of field level staff and working in consultation with them in making any decision, will result in very good opportunities in a very short time and it will also be possible to get good results.
- It would be more convenient and appropriate not only to provide a milk cream separator machine to the farmers but also to those who process the milk and prepare different types of sweet foods from the milk.

Photo of the KII



94: KII with Rental Vehicle Supplier of Fatikchari

Date	14.2.2022
Location	Malek Agro Farm
Name	Aman Ullah
Mobile Number	01617268080
Division	Chattogram
District	Chattogram
Upazila	Fatikchari

A KII was conducted with the Rental Vehicle Supplier of Fatikchari Upazila on February 14, 2022. The KII's goal is to determine the status of CERC-EAP activity implementation, as well as implementation issues, lessons learned, and recommendations in regard to the CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

The District Livestock Office provided a rented vehicle in Fatikchari Upazila to collect and sell milk during the month of Ramadan. Which is given by the DLO office at the Upazila level. This vehicle had a capacity of about 1 ton, which was a pick-up van. He was the general secretary of the Upazila Dairy Association and was in charge of the overall supervision of the vehicle. The main purpose of the rented vehicle service was to protect the farmers from financial loss. In that case, small and medium farmers were able to sell their milk in the area due to the increased demand for milk during the month of Ramadan. Due to the lockdown in the country during the month of Ramadan, farmers can easily sell milk and such initiatives are taken to meet the needs of the public.

B. Impact of RVC

The RVC was a very good initiative. The farmers were able to sell their products even during the lockdown. It created a huge financial impact for them.

C. Challenges

One of the challenges was that the RVC was a big vehicle and sometimes it was unable to enter into narrow village roads. Usually, during the month of Ramadan, the demand for milk has increased so much that it has not been possible to collect milk as compared to the demand. An average of 250 to 300 liters of milk per day was collected and sold to consumers

D. Recommendation

The initiative of renting vehicles during the month of Ramadan was excellent. However, in this case, if two or three small vehicles could be rented instead of renting large vehicles, more services could be provided to everyone in the whole Upazila.

Photo of the KII



95: KII with DLO of Cumilla

Date	17.2.2022
Location	District Livestock Office
Name	Dr. Md. Nazrul Islam
Mobile Number	01711316303
Division	Chattogram
District	Cumilla

On 17th February of 2022, A KII was conducted with DLO of Cumilla at District Livestock Office. The objective of the KII is to identify the status of implementation of the activities under the CERC-EAP, implementation challenges, lessons learned and recommendations in relation to the modalities set for CERC-EAP.

Key Discussion Points and Summary

In this section, the findings of KII with the DLO of the provided District were reported. The next section included the level of satisfaction with the modalities established as part of the CERC-EAP implementation, as well as issues, lessons learned, and recommendations. Among the activities the most highlite ones were the cash incentive, RVC, MCSM MVC, awareness program. Among all of them the cash incentive and the awareness program were the most successful ones.

A. Implementation of the CERC-EAP

The CERC-EAP was one of the biggest project in recent times. DLO office was heavily involved with these activities. At first, multiple meeting was arranged by the office aiming at making clear concept about the activities to field level staffs.

B. Shortfalls /Challenges

There had a few shortfalls too. Selecting beneficiaries and providing incentives were the root duties but they had faced some issues when they selected beneficiaries, such as they completely relied on LSPs, but it was almost impossible to cover one union with one LSP. As one LSP was assigned for covering one union, that's why according to his assumption, LSPs could cover 80-90% areas. Moreover, they couldn't provide logistic support to them because of budget shortage. Whereas they had to do everything like, selecting beneficiaries and verifying of documents from vast data, in that case a few unscrupulous LSPs tried to do felonious deeds. Inasmuch, they remained watchful over them, as a result they could not continue their felonious deeds. They provided milk-cream separator to upozilla levels. But they can't distribute these machines because milk-cream separator is not enough. There also have some technical problems which are – most of the farmers are not educated. If they can't operate these machines, won't bring any benefits.

C. Lessons Learned

- The DLO mentioned that working for this project has helped him to develop his personal skills a lot.
- Conducting a big project like this was also challenging and has helped to develop skills which will help in future projects.

D. Recommendation

It would be handy, if project delivered fodder for the cattle and feed for poultry instead of cash. Moreover, all farmers' problems are not same. For example- some farmers faced problem for selling milk and other farmers might be faced technological problem. In this regard, he thinks that they have to identify separate zones on the basis of farmers' need. Where farmers face fodder problem, project will provide fodder in this zone. By this way, they can make cluster of farmers and provide help

according to their need. They need monitoring committee that will monitor all activities done by the project. This monitoring committee can be formed with district and upazilla level officials. Moreover, project has to clear about its future aim. It creates problems when project adds new activities in midst.

Photo of the KII



96: KII with ULO of Barura

Date	16.2.2022
Location	Upazila Livestock Office
Name	Dr. Nasrin Sultana Tanu
Mobile Number	01744455330
Division	Chattogram
District	Cumilla
Upazila	Barura

A KII was conducted with the ULO of Barura on February 16, 2022. The KII's goal is to determine the status of CERC-EAP activity implementation, as well as implementation issues, lessons learned, and recommendations in regard to the CERC-EAP modalities.

Key Discussion Points and Summary

This section details the findings of KII with the given Upazila's ULO. The following section discussed issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment modalities.

A. Implementation of the CERC-EAP

The ULO was not involved in the first stage of the project. She joined in this Upazila from the second stage and she has been strongly involved in each and every step since. She had to work hard to tackle the political issues that rose during the second phase of cash incentive. They did not provide the Rental Vehicle service because they did not feel the necessary of it. They did not have sufficient MCSM so they did not provide them to the farmers because they thought it would create a conflict among the farmers. The beneficiary selection for cash transfer was also a difficult task to complete but they did manage to finish it in due time.

B. Shortfalls /Challenges

Time limitation was huge for this project. If there was sufficient time, many issues could have been easily ignored. There had some misunderstandings between politicians and officials that were not good for the project. So she took some initiatives to remove the misunderstandings

C. Lessons Learned

- Conducting multi-tasks at a short time was a huge challenge and lot of knowledge was gathered from it.
- Dealing with the political and local influence was another big learning from this project.

D. Recommendation

- More time should be given to complete the selection process
- More Milk Cream Separator should be given.

Photo of the KII



97: KII with UNO of Barura

Date	15.2.2022
Location	Upazila Nirbahi Office
Name	Md. Anisul Islam
Mobile Number	01733354946
Division	Chattogram
District	Cumilla
Upazila	Barura

On February 15, 2022, a KII was held with the UNO of Barura. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

The findings of KII with the specified Upazila's UNO are detailed in this section. The difficulties, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment modes, were discussed in the following section.

A. Implementation of the CERC-EAP

One of the most significant projects in recent memory was the CERC-EAP. These operations were heavily involving the UNO office. There were many activities included in the project and Cash Incentive was one of the most important one. The farmers were heavily benefitted from the incentive. Implementing the CERC-EAP project was a very difficult task but with everyone's effort it was possible to implement most of the part successfully.

B. Shortfalls /Challenges

Due to shortage of time, there were lot of lacking in management.

C. Lessons Learned

- They gathered some experiences from this project. They learn how they can work together.

D. Recommendation

The process of this project is all right. But need to more co-ordination among the officials. Project need to be formed a monitoring committee where UNO , ULO, and LEOs will play separate role and remain a 'Tag Officer' for each Upazila who select beneficiaries adjusting with Chairman and Members.

Photo of the KII

98: KII with ULO of Lalmai

Date	16.2.2022
Location	District Livestock Office
Name	Candan Kumar Poddar (Acting)
Mobile Number	
Division	Chattogram
District	Cumilla
Upazila	Lalmai

On February 16, 2022, a KII was held with the ULO of Lalmai. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

The findings of KII with the specified Upazila's ULO are detailed in this section. The difficulties, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment modes, were discussed in the following section.

A. Implementation of the CERC-EAP

This project brought happiness to the farmers. Cash incentives, rental vehicles, and milk-cream separators services had been provided as part of the project activities, all were good for the farmers from his perspective.

B. Shortfalls /Challenges

Few political leaders tried to influence on LSPs, but he took action rapidly. They needed more time to select beneficiaries transparently. They faced few problems for the limitation of time. He thinks that project should be increased the honorarium for LSPs, and then they can get full service from them. As most of the LSPs are not well educated, they had shortage of technological knowledge. They had created few mistakes for the lacking of technological knowledge during selecting beneficiaries.

C. Lessons Learned

Lessons can be learned from this project is how proper Government initiative can help the farmers of Bangladesh. Other sectors can also learn from this project to implement a different kind of projects.

D. Recommendation

Farmers should be trained and skillful. Skillful farmers can contribute to the economy more than an skilled farmer. Farmers can use cash incentives easily in sector. If farmers use these incentives in other sectors, aims won't be fulfilled.

Photo of the KII



9. Rangpur Division

99: KII with DLO of Gaibandha

Date	22.2.2022
Location	District Livestock Office
Name	Dr. Md. Masudur Rahman Sarker
Mobile Number	01715271633
Division	Rangpur
District	Gaibandha

On February 22nd, 2022, a KII was held with the DLO of Gaibandha. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes KII's findings with the DLO for the selected District. In the following part, we'll go over the challenges, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment modes.

A. Implementation of the CERC-EAP

As the whole nation was facing the issues of Covid-19, it was a very crucial initiative of the Government and he is personally satisfied with the implementation process.

B. Shortfalls /Challenges

Time for the beneficiary selection process was very short. More time should have been given to identify and justify the beneficiaries. How much beneficiaries need incentives this list should go through ULO and DLO. The health safety items were also not sufficient.

C. Lessons Learned

- How Government initiative can help the farmers to sustain their stock in time of need.
- Conducting work on time was also a huge challenge and learning.

D. Recommendation

It is very much needed that to find the main problems of the farmers and then make policies and solution to remove those problems. Short term and long term planning both are needed to for the farmers. A database is mandatory which is already in process.

Photo of the KII



100: KII with UNO of Sundarganj

Date	22.2.2022
Location	District Livestock Office
Name	Mohammed-Al-Maruf
Mobile Number	01762695075
Division	Rangpur
District	Gaibandha
Upazila	Sundarganj

A key Informant Interview (KII) was conducted with Upazila Nirbahi Officer (UNO) of Sundarganj Upazila on 22nd February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes KII's findings with the UNO for the selected Upazila. In the following part, we'll go over the challenges, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment modes.

A. Implementation of the CERC-EAP

The UNO joined Sundarganj at the beginning of the second phase and he has been active since. From the second phase, he was involved in beneficiary selection process which was a huge challenge.

B. Shortfalls /Challenges

Political influence was a huge challenge for the UNO. The Chairman and the member created lot of issues while selecting the beneficiary.

C. Lessons Learned

If they do their jobs properly then they'll get the best results or output. They already saw that the EAP program where people from root level were benefited because of a transparent works done by the DLS officials from lower to higher level

D. Recommendation

More facilities and programs should be initiated for the dairy and the poultry farmers of Bangladesh.

Photo of the KII

101: KII with ULO Gobindaganj Upazila

Date	16.2.2022
Location	Upazila Livestock Office
Name	Dr. Md. Belal Hossen
Mobile Number	01724045694
Division	Rangpur
District	Gaibandha
Upazila	Gobindaganj

A KII was conducted with Upazila Livestock Officer of Gobindaganj Upazila on 16th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes KII's findings with the ULO for the selected Upazila. In the following part, we'll go over the challenges, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment modes.

A. Implementation of the CERC-EAP

Implementing CERC-EAP on time was a big challenge. There were lot of activities under this project and lot of work had to be done. The main focus was the cash transfer and lot of work had to be one to implement it on time. The LSPs worked in the field by visiting houses of the farmers and gathered their information. It was a tough challenge because many farmers did not agree to provide the information. In the second stage there were too much farmers who wanted to put their name but limited slot. With tall these kind of issues, the implementation of the project was successful after all.

B. Shortfalls /Challenges

They didn't manage any jobs for LSPs for 3 months after appointing them. There was a shortage of time and there should have been more time given for the beneficiary selection process. In the selection process of beneficiaries, there was a lot of political pressure.

C. Lessons Learned

A database is mandatory in this kind of selection process. They need more logistic support to do any kind of work.

D. Recommendation

- Enough time for the selection process
- Political issues should be dealt with

Photo of the KII



102: KII with ULO of Sundarganj Upazila

Date	22.2.2022
Location	Upazila Livestock Office
Name	Dr. Md. Fazlul Karim
Mobile Number	01724141662
Division	Rangpur
District	Gaibandha
Upazila	Sundarganj

A KII was conducted with the ULO of Sundarganj Upazila on 22nd February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

The findings of KII with the ULO for the specified Upazila are described in this section. The problems, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment options, will be discussed in the next section.

A. Implementation of the CERC-EAP

Getting CERC-EAP up and running on time was a major task. There were numerous activities associated with this project, as well as a substantial amount of work to be completed. The cash transfer had no issue in the first stage but some difficulties were created in the second stage. Overall the whole CERC-EAP implementation was successful and satisfactory.

B. Shortfalls /Challenges

The Milk Cream Separator was very useful but only one was given as a result many complained about the issue. The rental vehicle service was only available in Sadars. It would have been great if the service was available to most of the farmers.

C. Lessons Learned

A database is mandatory in this kind of selection process. They need more logistic support to do any kind of work.

D. Recommendation

- Enough time for the selection process
- Political issues should be dealt with
- The rental vehicle service was only available in Sadars. It would have been great if the service was available to most of the farmers.

Photo of the KII



103: KII with LEO of Gobindaganj Upazila

Date	16.2.2022
Location	Upazila Livestock Office
Name	Dr. Md. Dulal Hosen
Mobile Number	01744855510
Division	Rangpur
District	Gaibandha
Upazila	Gainbandha

A KII was conducted with the LEO of Gaibandhaj Upazila on 16th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

The CERC-EAP was one of the most significant initiatives in recent memory. The LEO office was significantly involved in these actions. The performance of rental cost for milk/eggs van service to facilitate supply chain was satisfactory. But it needed to perform for few more days. The project comprised a number of activities, with the Cash Incentive being one of the most essential. The farmers benefited greatly from the inducement. Implementing the CERC-EAP project was a difficult endeavor, but with everyone's help, tost of it was completed successfully. The amount of the vaccines was also sufficient.

B. Shortfalls /Challenges

There were few challenges and time limitation was one of them. The farmers did not receive any kid of training for the Milk Cream Separator. In the selection process of beneficiaries, there was political pressure and political interference which sometimes created problems.

C. Lessons Learned

Many lessons are learned in implementing the CERC such as how to sustain in an adverse environment. A developed managerial skiskillsich is very important for them to deal with different types of people and farmers. They need more logistic support to do any kind of work.

D. Recommendation

- More time is required for a project like this or more manpower if the time limitation is given.
- If any kind of machinery is to be given to the farmers, it should be given with proper training.

Photo of the KII



104: KII with Rental Vehicle Suppliers

Date	16.2.2022
Location	Upazila Livestock Office
Name	Md. Mithu Sekh
Mobile Number	01737699738
Division	Rangpur
District	Gaibandha
Upazila	Gobindaganj

A KII was conducted with the Rental Vehicle Supplier of Gobindaganj Upazila on February 16, 2022. The KII's goal is to determine the status of CERC-EAP activity implementation, as well as implementation issues, lessons learned, and recommendations in regard to the CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

The service was provided by a pick-up van. He was hired by the ULO directly on the day basis services. The contract was 2000tk/day and he was satisfied with that because he knew the situation as a farm owner. He sold almost 9000 eggs per day with 200 litter milk in 20 different points of the Upazila daily. He covered many areas like Pouroshova, Mohimaganj, Pargoriya, Kocharshohor, Rajabirat, Bagda and more.

B. Impact of RVC

The farmers got very much benefited from this service. Farmers didn't have any selling point and the tea stalls which were the main selling for them all were closed due to Covid-19 pandemic and lockdown. From this service, they sold almost all of the productions.

C. Challenges

One of the difficulties was that the RVC was a large vehicle that couldn't always go down narrow hamlet roads.

Photo of KII Interview

105: KII with DLO of Rangpur

Date	23.2.2022
Location	Upazila Livestock Office
Name	MD Najmul Huda
Mobile Number	01712196670
Division	Rangpur
District	Rangpur

A KII was conducted with the DLO of Rangpur District on 23rd February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the DLO for the specified District. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

Because the entire nation was dealing with the challenges of Covid-19, it was a critical government initiative, and he is personally pleased with the execution process.

B. Shortfalls /Challenges

There were some issues while conducting the selection of the beneficiaries.

C. Lessons Learned

Conducting a huge project like CERC-EAP was a big challenge and lot of knowledge was gathered from this project.

D. Recommendation

More time should have been provided to conduct the whole project

Photo of the KII

Md. Nazmul Huda did not wanted to take any picture as a result this section remains empty.

106: KII with the DLO of Kurigram

Date	21.2.2022
Location	District Livestock Office
Name	MD Abdul High Sarker
Mobile Number	01718127621
Division	Rangpur
District	Kurigram

A KII was conducted with the DLO of Kurigram District on 21st February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the DLO for the specified District. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

It was a very big project and there were lot of pressure. Finishing the project especially the cash incentive was one of the most crucial parts for them. At first the task was very difficult because there was very less time given for selection. Even the time was very short, yet they performed the work smoothly. They selected those farmers for the final stage. The incentive in the first phase reached the farmers later than expected but it did helped the farmers economically and mentally. The health items were quite helpful for the DLS staff while they were working the LSPs made adequate arrangements for masks and sanitizers so that they could work in compliance with health regulations.

B. Shortfalls /Challenges

Enlisting the farmers in given time was very difficult. The MVC and MCSM has not yet started providing service yet and it could have solved lot of problems.

C. Lessons Learned

Compared to the loss the farmers faced, the incentive money was inadequate but they did managed to sustain their stock with the received cash and lot of learning can be achieved from them.

D. Recommendation

If government is going to take this types of plan then must be concerned about time and training for implement the programme. And this types of work help to sustain in farm in pandemic time. Give more concern to the big farm.

Photo of the KII



107: KII with the UNO of Nageshwari

Date	21.2.2022
Location	Upazila Nirbahi Office
Name	MD Nur Ahmed
Mobile Number	01774434255
Division	Rangpur
District	Kurigram
Upazila	Nageshwari

A KII was conducted with the UNO of Nageshwari Upazila on 21st February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the UNO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

During the Covid-19 the farmers of Bangladesh was in very awkward stage. Each and every of them had to face loss due to the pandemic. To help them and sustain their stock the government quickly took initiative of the CERC-EAP and as a result the farmers did managed to sustain their stock throughout different activities. One of the most iconic one was the cash incentive. The UNO was involved in the beneficiary selection from the beginning. Overall it was a decent project.

B. Shortfalls /Challenges

In this Upazila there are lot of farmers who was not enlisted due to the shortage of registration slot for the beneficiary. As a result those who were not enlisted created lot of issue.

C. Lessons Learned

- The main lesson learnt from this project was the time management.

D. Recommendation

- If there is a project in the future, all the employees who are engaged in this work should be provided with adequate training and it should be time consuming.
- Also all the farmers should be part of the project. No one should be left behind.

108: KII with ULO of Nageshwari

Date	17.2.2022
Location	Upazila Livestock Office
Name	MD Najmul Huda
Mobile Number	01712196670
Division	Rangpur
District	Kurigram
Upazila	Nageshwari

A KII was conducted with the ULO of Nageshwari Upazila on 23rd February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

He informed us only one week he got in charge here as an additional ULO although he is a veterinary surgeon. He does not know properly about the project work. He told us, he knows as little about incentive and project but not much more. Still he added that the project was successful according to the farmers opinion and the scenario.

B. Shortfalls /Challenges

As people mentioned towards, him that it was hard to conduct the project as it was peak Covid time and there were lot of risk.

C. Lessons Learned

- One of the lessons can be learnt that pandemic taught us the importance of Government support in such times.

D. Recommendation

- More initiatives should be taken in the future so that the farmers can recover from the loss.

Photo of the KII

109: KII with the ULO of Ulipur

Date	15.2.2022
Location	Upazila Livestock Office
Name	Dr. Md.Rezwanul Haque
Division	Rangpur
District	Kurigram
Upazila	Ulipur

On February 15th, 2022, a KII was held with the ULO of Ulipur Upazila. The KII's goal is to assess the present state of CERC-EAP activity implementation, as well as implementation obstacles, lessons learned, and CERC-EAP modality recommendations.

Key Discussion Points and Summary

This section summarizes KII's findings with the ULO for the specified Upazila. The following part will discuss the challenges, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment options.

A. Implementation of the CERC-EAP

Completing all of the workouts was a difficult effort. However, the farmers felt that the financial transfer was the most beneficial of all. It provided a significant psychological and financial boost to the farmers.

B. Shortfalls /Challenges

The selection process was very challenging as there were lot of cases were the farmers provided wrong information. When the incentive was provided they did not received incentive and they created lot of issue.

C. Lessons Learned

- Working on a huge project like CERC-EAP has taught me many things, like the importance of government help to farmers in times of need, how to deal with political issues, and so on.

D. Recommendation

- More time should be given in the future for similar projects

Photo of the KII

110: KII with the LEO of Nageshwari

Date	17.2.2022
Location	Upazila Livestock Office
Name	Kokil Chandra Bishwass
Mobile Number	01737358165
Division	Rangpur
District	Kurigram
Upazila	Nageshwari

A KII was conducted with the LEO of Nageshwari Upazila on 17th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

Firstly ULO arranged meeting with office staff and LSPs and discussed about CERC-EAP and how to work in field. LSPs played a big role.. With LSP's help survey work has become easier. Then they selected farmers who really needed incentive. Then the list was sent to the higher authority and later the farmers received the incentive. There was no farmer with 50-100 cows so the Milk Cream Separator was not provided. . The rental vehicle sold milk, egg and meat for about 45 days. RVC was very helpful towards the farmers.

B. Shortfall/ Challenges

There was an information gap at the beginning of the project. The first instruction from the project was to name the farmers in Bengali, and then they said again in English. Training was needed. There were 14 unions to cover and there was very little time.

C. Lessons Learned

It was a new experience for the LEO and he learned lot of management related information.

D. Recommendation

- For similar projects in the future, proper training should be provided
- More time should be allocated for the selection process.

Photo of the KII

111: KII with LEO of Ulipur

Date	09.2.2022
Location	Upazila Livestock Office
Name	: A.F.M. Shahriar Talukdar
Mobile Number	01521217916
Division	Rangpur
District	Kurigram
Upazila	Ulipur

A KII was conducted with the LEO of Ulipur Upazila on 09th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

CERC-EAP was a very effective initiative. The cash incentive was conducted perfectly. There are no large scale farms in Ulipur who is eligible for the Milk Cream Separator Machine so it was not provided. During the lockdown, people had lot of difficulties to sell their products but thanks to the Rental Vehicle Service, people were able to sell their products from their houses.

B. Shortfall/ Challenges

The biggest challenge was there were lot of farmers and the registration list was very limited.

C. Lessons Learned

- Time management was one of the key learning from this project.
- Many digital skills were developed because of the project

D. Recommendation

- LEO suggested conducting more projects like CERC-EAP so that the farmers can do better which will help in the economic sector of Bangladesh.

Photo of the KII

112: KII with Rental Vehicle Supplier of Ulipur

Date	13.2.2022
Location	Upazila Livestock Office
Name	Md. Humayun Ahmed
Mobile Number	01722300530
Division	Rangpur
District	Kurigram
Upazila	Ulipur

A KII was conducted with the Rental Vehicle Supplier of Ulipur Upazila on February 13, 2022. The KII's goal is to determine the status of CERC-EAP activity implementation, as well as implementation issues, lessons learned, and recommendations in regard to the CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

Md. Humayun mentioned that when he received the offer to work as a RVC provider he did not had any vehicle so he rented vehicle and provided service to the farmers. He was not very satisfied with the RVC but it did help the farmers and himself at some context.

B. Impact of RVC

The farmers were able to sell during the lockdown which was a good positive impact.

C. Challenges

He did not have his own vehicle and the rented vehicle was very small. Also he could not continue to run the service for more than one month because authority told him to not to continue after one month.

Photo of the KII

113: KII with the DLO of Dinajpur

Date	14.2.2022
Location	District Livestock Office
Name	Dr. Md. Abdur Rahim
Mobile Number	01716068760
Division	Rangpur
District	Dinajpur

A KII was conducted with the DLO of Dinajpur District on 14th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the DLO for the specified District. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

District Livestock Officer (DLO) of Dinajpur district was directly involved with the activities of CERC-EAP project in Dinajpur. The project was very helpful for the farmers especially the cash incentive. It is not possible to sustain their farm with incentives, but incentives served as an inspiration. During this time of the Corona epidemic, the farmers suffered terrible losses, and many farmers became destitute. Some have used the money to pay for farm food and vaccines, while others have provided for their families. Milk-Cream Separator machine has been provided. It was not enough for this area. There are more needy number of farmers here. However, due to a lack of technicians, it has not been possible to launch it yet. Many farmers were not familiar with this machine. The concept of the rental vehicle to sell milk and eggs was successful. The farmers were also able to sell their milk and eggs. Besides, those who were consumers got goods at fair prices during the month of Ramadan. It was very effective.

B. Shortfalls /Challenges

There have been some shortfalls in implementing the project. Incentive giving is a very complex issue. The manpower was not trained. LSP has mainly worked in the field. In some cases, their ignorance has been noticed. There was a tendency for some kinship among the LSPs.

C. Lessons Learned

In the Covid-19 situation, different types of assistance have been provided from different sectors. The biggest satisfaction is convincing them that the Ministry of Livestock is on their side. They have been able to create a place of trust for farmers. Their involvement with farmers has increased. The scope of working with farmers has also increased. By utilizing this involvement they will be able to increase the production of milk, eggs, meat etc. in the future.

D. Recommendation

- DLO suggested that manpower is a very important part and adequate number of manpower should be prepared for any kind of project.

Photo of the KII



114: KII with the UNO of Chirirbandar

Date	20.2.2022
Location	Upazila Livestock Office
Name	Ayesha Siddiqua
Mobile Number	001761493530
Division	Rangpur
District	Dinajpur
Upazila	Chirirbandar

A KII was conducted with the UNO of Chirirbandar on 20th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes KII's findings in collaboration with the UNO for the selected Upazila. The following part will discuss the challenges, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment options.

A. Implementation of the CERC-EAP

UNO of Chirirbandar Upazila was directly involved with the activities of CERC-EAP project in Chirirbandar. ULO, LFA, and LSPs had played a big role to implement this project. But LSPs played an influential role to select beneficiaries. Since the money has gone to the farmers' mobile account, there is no chance of forgery. With everyone's effort CERC-EAP was successfully implemented.

B. Shortfalls /Challenges

The LSPs did not perform their best due to lack of training. The selection was not 100% proper for the shortage of time. The manpower was not enough.

C. Lessons Learned

Involvement with farmers has increased. The scope of working with farmers has also increased. For incentive, they can use the digitalization process. And that's a big thing such activities were quite beneficial for the farmers.

D. Recommendation

To make this sector more prosperous, regular training should be arranged for the workers. It will be best if a different wing is created for this sector. And manpower should be increased.

Photo of the KII

115: KII with ULO of Dinajpur Sadar

Date	14.2.2022
Location	Upazila Livestock Office
Name	Md. Altaf Hossain
Mobile Number	01715748327
Division	Rangpur
District	Dinajpur
Upazila	Dinajpur Sadar

A KII was conducted with the ULO of Dinajpur Sadar on 23rd February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

Dinajpur Sadar was in the red zone and the farmers were in great danger. The CERC-EAP was a great initiative by the government which helped the farmers a lot. There were many activities and the cash incentive was the most crucial one. Though the cash was not sufficient enough in comparison with losses it gave the faith to dairy & poultry farmers that government will remain next to them in any situation. During this time of the Corona epidemic, the farmers suffered terrible losses, and many farmers became destitute. Some have used the money to pay for farm food and vaccines, while others have provided for their families.

B. Shortfalls /Challenges

The manpower was not trained. LSP has mainly worked in the field. In some cases, their ignorance has been noticed. Getting the information from the farmers was another big issue as they were very much scared of Covid-19 and did not allowed the LSPs to enter their houses.

C. Lessons Learned

The biggest satisfaction is convincing them that the Ministry of Livestock are on their side. They have been able to create a place of trust for them. People didn't know DLS before. This project has made them more familiar with them. People did not believe before that it is possible to get services here. This project has created a positive image of them among the people.

D. Recommendation

To make this sector more prosperous, regular training should be arranged for the farmers.

Photo of the KII



116: KII with ULO of Chirirbanadar

Date	20.2.2022
Location	Upazila Livestock Office
Name	Dr. Md. Abu Sarfaraj Hossain
Mobile Number	01767032448
Division	Rangpur
District	Dinajpur
Upazila	Chirirbandar

A KII was conducted with the ULO of Chirirbandar Upazila on 20th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

ULO of Chirirbandar Upazila wasn't directly involved with the activities of the incentive in Chirirbandar in the first stage. When the project was running, he was a veterinary surgeon in Pirganj. But he was active with the incentive process in pirganj Upazila being a veterinary surgeon. Now he is fully involved in other activities of the CERC-EAP project at chirirbandar. He is glad with his involvement in this project as it is an amazing initiative by the Government.

B. Shortfalls /Challenges

There were shortages of time to conduct the selection process. Also the data was collected via digital instrument and the LSPs lacked proper training.

C. Lessons Learned

Conducting the project in limited was a huge challenge which helped to learn time management and this will help them in future projects.

D. Recommendation

- Providing training to the LSPs
- More time to conduct the selection process
- More manpower should be arranged

Photo of the KII

117: KII with LFA of Dinajpur Sadar

Date	22.2.2022
Location	Upazila Livestock Office
Name	Rasheda Khatun
Mobile Number	01701911658
Division	Rangpur
District	Dinajpur
Upazila	Dinajpur Sadar

A KII was conducted with the LFA of Dinajpur Sadar on 23rd February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LFA for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

It was a difficult task to accomplish all of the exercises. However, according to the farmers' assessments, the financial transfer was the most useful of all. It was a great mental and financial boost for the farmers.

B. Shortfalls /Challenges

The main obstacle they faced was time shortage. For example, she can remember in the C1 Category they had to send 1490 number of farmers' information but they were only able to send about 1100+ farmers' information

C. Lessons Learned

For this project, they got close with beneficiaries. Now beneficiaries believe that DLS is by their side and always ready to help them. The government can help the helpless people, this project is an example.

D. Recommendation

This project was actually very good. If the government takes such an initiative, the farmers will benefit a lot. Especially small farmers will benefit greatly.

Photo of the KII

10. Rajshahi Division

118: KII with DLO of Pabna District

Date	20.2.2022
Location	DLO Office
Name	Dr. Al Mamun Hossen Mondol
Mobile Number	0171857802
Division	Rajshahi
District	Pabna

A KII was conducted with the DLO of Pabna District on 20th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the DLO for the specified District. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

As the very first task, DLS at district level coordinated with other departments of ministries (such as agriculture) to select the eligible beneficiaries. To begin the selection process, the intermittent meetings were done with respective ULOs. ULOs were made updated constantly to make the process smoother. There were no significant shortcomings found in the selection process. Moreover, the process was not difficult as the categories were predetermined by DLS Head Office. It made the task smoother for data collectors in the field level.

B. Shortfalls /Challenges

Since Pabna is one of the biggest dairy hubs in the country, the demand for cash transfers was very high. It would be better, if they could include more farmers in this scheme. Health safety products were distributed among the DLS staffs but they were not enough. Since some of them did not get enough sanitation packages from DLS, they arranged it personally in such cases

C. Lessons Learned

DLS should have a wing of marketing and sales for dairy and poultry farmers (agriculture department have such facilities). It will enable the farmers more knowledgeable about the market conditions to deal more effectively.

D. Recommendation

DLS can create some storage centers for preserving the meats, eggs and other dairy products if farmers become unable to sell them.

Photo of the KII



119: KII with the LEO of Chatmohar

Date	14.2.2022
Location	ULO Office
Name	Dr. Asmaul Hosna
Division	Rajshahi
District	Pabna
Upazila	Chatmohar

On 14th February of 2022, an interview was scheduled with DR. Asmaul Hosna, LEO of Chatmohar in Pabna. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

The activities under EAP were innovative and unique to the local staffs of DLS. Consequently it caused some rudimentary challenges to them. The very first one was the information asymmetry in the list of beneficiaries. Hence, the field information sometimes was in anomaly with the data stored in ULO office. But fortunately, this statistical discrepancy was resolved through multiple crosschecking. She thinks ensuring the data accuracy at the very first moment was the stepping stone for the quick implementation of EAP within the short period of time. Besides, farmer association was also helpful which made the process swift. Milk cream Separator was another great initiative. Farmers showed their utmost satisfaction after receiving the machines. It helped them a lot to diversify their products. More importantly capital gains are increasing gradually.

B. Shortfalls /Challenges

In the first phase of cash transfer, the farmers were reluctant to give their generic information because they were uncertain about the possible incentive. As a result, the farmers who did not receive cash transfer in the first place tried to create mess later (2nd phase). However, they were convinced through this expectation that they will be offered other kinds of facilities from livestock office later. In some other cases there where some farmers who did not receive cash according to their expected category, they shown anguish to some extent. Such occasions sometimes made the working pace and progress difficult.

C. Lessons Learned

CERC-EAP helped to gain knowledge on all the different activities and this will help them in future projects.

D. Recommendation

Rental vehicle service should be extended more to support rural farmers. Besides, vaccines for livestock should be increased more.

Photo of the KII



120: KII with the Milk Cream Separator Receiver of Chatmohar

Date	14.2.2022
Location	Mothurapur
Name	Mr. ABM Zubair
Division	Rajshahi
District	Pabna
Upazila	Chatmohar

On 14th February, 2022 KII with a beneficiary of Milk Cream Separator of Chatmohar Upazila was conducted. The aim of the KII was to find out his opinion on the service he received.

Key Discussion Points and Summary

In this section, the findings of KII with the MCSM beneficiary of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of MCSM

His farm already had a milk cream separator but it was not electric. But this electric one has proved more useful and capable. Before receiving this machine, they had to hire a machine on rent to produce Ghee. It has been almost two months since the farm has been using the milk cream separator. Their primary consumers are local people but some amounts of the Ghee are sold in Dhaka. Previously they would incur the capital loss. But after having this machine, they can avoid loss and also can make minimal profits. Hence, they are very satisfied with this productive instrument.

B. Impact of MCSM

The impact of MCSM was crucial as the new electric one helped to increase his income.

C. Challenges

He only produces Ghee using the machine because the other products are costly to produce

D. Recommendation

Providing such machine was very useful. He suggested providing similar support to the other farmers based on their needs so that everyone can make more profit.

Photo of the KII

121: KII with Supplier of the Rental Vehicle Service of Chatmohar

Date	14.2.2022
Location	ULO Office
Name	Kamrul Islam Masud
Division	Rajshahi
District	Pabna
Upazila	Chatmohar

A KII was conducted with the Rental Vehicle Supplier of Chatmohar Upazila on February 14, 2022. The KII's goal is to determine the status of CERC-EAP activity implementation, as well as implementation issues, lessons learned, and recommendations in regard to the CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

Mr. Masud owns this small pickup and drives himself for rental service. He bought the pickup just one month ago for his business purpose. The rental vehicle service was available for 1 month in May/June of 2020. He was hired by Upazila Livestock Office through poultry and dairy association. The usual purpose of this service was to collect eggs, milk and meats from different unions and to sell them in respective bazars. Per day 50/60 L milk, 1000 eggs and 150-250 kg meats were sold. Though the demand for broilers went down later but the demand for Sonali was high. In general, products were collected in the early morning (7:00 AM). Per liter milk was bought at 50 BDT and sold at the same price. The usual price never goes up here beyond 45 BDT. It means that farmers got benefited from this service. Though main sale point was Upazila powroshova but it also reached in other union bazars (Gunaigacha, Bilchalon, Parshadanga, Mulgram, Nimaipara etc.).

B. Impact of RVC

Before the pandemic he was income was down. Later this service brought the opportunity to earn some incomes in the pandemic. He got benefitted from this service immensely.

C. Challenges

Since his vehicle is small it was hard for him to carry products at a large scale.

D. Recommendation

Kamrul Islam suggested to continue projects like this so that people like him can benefit from it.

Photo of the KII



122: KII with the UNO of Chatmohar

Date	14.2.2022
Location	UNO Office
Name	Mr. Shaikat Islam
Division	Rajshahi
District	Pabna
Upazila	Chatmohar

A KII was conducted with the UNO of Chatmohar Upazila on 14th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the UNO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

To implement EAP activities, coordination was maintained among the governmental officials and local representatives. The coordination was proved effective in specially selection process. The EAP implementation was successful in close to 100 percent! Yet immediate action was taken if any kind of forgery was proved. Surprisingly local political influence was little. Hence, the implementation process was quite transparent and smooth as well. Besides, the implementation process was executed within the given timeframe. Apart from that, there was fear of technological difficulty from farmers' side. But fortunately cash transfer was made through mobile banking and farmers were already familiar with this process. As a result, technological hurdle remained insignificant.

B. Shortfalls /Challenges

Large farmers tried to dominate over the small farmers. However their influence was neutralized and minimized tactically.

C. Lessons Learned

Coordination with PMU and CDCC should have been more compact in making the list of beneficiaries. UBSIC had more information regarding the selection of beneficiaries according to categories in respective Upazilas.

D. Recommendation

It would be much better if the higher authority (PMU and CDCC) would consult with UBSIC about the need for which category is higher in respective Upazila. Awareness program should be launched to bring educated people into farming. Because educated people have more capacity to run a farm in efficient way. In some cases, marginalized farmers should be taken care of their unconventional farming so that diversification occurs in agriculture more intensely.

Photo of the KII



123: KII with the ULO of Chatmohar

Date	14.2.2022
Location	ULO Office
Name	Dr. Nur E Alam Siddiqi
Mobile Number	01716824898
Division	Rajshahi
District	Pabna
Upazila	Chatmohar

A KII was conducted with the ULO of Chatmohar Upazila on 14th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified District. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

He was not involved directly in this process here but he had the experience of implementing same activities in Shariakandi upazila of Bogura. His observations are derived from that experience. Beneficiary selection was tough but the cooperation from the LSPs made it easy. Besides, they had a list of beneficiaries for providing other services before EAP was implemented. Moreover, their experience in LDDP was useful in executing CERC-EAP activities. It seems he is fully satisfied with the process of implementation. More importantly the implementation process was fairly transparent.

B. Shortfalls /Challenges

The LSPs did not receive proper remuneration for their work; as a result they did not worked to their full potential. There was also local political involvement in the selection process which created issue.

C. Lessons Learned

- The project helped to understand the importance of farming.

D. Recommendation

- LSPs did not get due recognition and rewards though they took the highest risk to reach the emergency services in remote areas.
- It would be better if the activities of EAP were implemented with more publicity.
- Rental Vehicle Service would be more fruitful if the vehicle would collect the milk, eggs and meats from lower price areas (where production is high) and sell them where price was high (emergency system of arbitrage).
- Subsidy plays significant roles in supporting the farmers in crisis period. Hence, agricultural subsidy in poultry or dairy feeds would be a good option for farmers. In addition to that, government should create the facility of buffer stock through purchasing livestock products from the farmers.

Photo of the KII



124: KII with the ULO of Pabna Sadar

Date	17.2.2022
Location	ULO Office, Pabna Sadar
Name	Dr. Mahmudul Islam
Mobile Number	01712735878
Division	Rajshahi
District	Pabna
Upazila	Pabna Sadar

A KII was conducted with the ULO of Pabna Sadar on 17th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

He was involved in this process directly and supervised the process engaging in field level too. Consequently, both DLO and ULO sirs went to the field to collect data through ODK. This on field engagement encouraged field level DLS staffs to work more carefully. As to primary instruction, the first task was to make the list of eligible beneficiaries. But information about the farmers were later collected through ODK for better data management.

B. Shortfalls /Challenges

The first challenge they faced was the political pressure from local representatives. Timeframe was short compared to the selection of the beneficiaries. Local farmer association was not very much cooperative in the implementation process though the association was also the part of UBSIC. If they would offer more cooperation, the implementation process would be much easier for ULO office.

C. Lessons Learned

How team work can help to conduct such projects.

D. Recommendation

- To implement such activities under EAP, more time and manpower is needed.
- Due to the short duration, many eligible farmers could not be selected. So more time should be given.
- Before formation of the farmer association, small farmer groups should be created to strengthen the association.

Photo of the KII



125: KII with the LEO of Pabna Sadar

Date	17.2.2022
Location	ULO Office, Pabna Sadar
Name	Dr. Mousumi Akter
Mobile Number	01784018207
Division	Rajshahi
District	Pabna
Upazila	Pabna Sadar

A KII was conducted with the LEO of Pabna Sadar on 17th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

Since it was an emergency condition, quick implementation of the activities of EAP was imperative. She is very happy about the fact that the implementation process has been finished successfully within the time frame. Hence, it helped the farmers through speedy recovery from the losses. It was also instrumental in generating quick employment scope for unemployed youngsters at that time.

B. Shortfalls /Challenges

They did not find any drawbacks in the implementation process. She is fully satisfied with the set modalities under CERC-EAP. In case of selection, they gave priority to include the eligible farmers despite political pressure. They are convinced that the process was quite fair.

C. Lessons Learned

Livestock office and its services were unknown to the farmers. After the implementation of EAP activities, Farmers are getting more connected with livestock office and its services. In future, livestock office will play more vibrant role to implement similar activities

D. Recommendation

It would be more useful to the farmers, if they were provided livestock products instead of cash transfer.

Photo of the KII

126: KII with Vehicle Supplier Pabna Sadar

Date	17.2.2022
Location	Shah Alam Market, Pabna Sadar
Name	Mohammad Ali
Division	Rajshahi
District	Pabna
Upazila	Pabna Sadar

A KII was conducted with the Rental Vehicle Supplier of Pabna Sadar on February 17, 2022. The KII's goal is to determine the status of CERC-EAP activity implementation, as well as implementation issues, lessons learned, and recommendations in regard to the CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

Upazila Livestock Office hired Ali's mini truck for the Rental Vehicle service. They gave him five thousand taka per day for his truck and he was satisfied with it. His vehicle was used to in buying and selling of meats, eggs, milk form farmers.

B. Impact of RVC

It helped him to earn some cash during the Covid period. Also he mentioned that the farems were benefitted from the service.

C. Challenges

Mr. Ali did not face any challenges.

D. Recommendation

Mohammad Ali suggested the Government to continue and impmement more projects like CERC-EAP.

KII with Vehicle Supplier

127: KII with DLO of Sirajganj

Date	15.2.2022
Location	District Livestock Office
Name	Dr. Gawrango Kumar Talukdar
Mobile Number	01712933909
Division	Rajshahi
District	Sirajganj

On February 15th, 2022, a KII was held with the DLO of Sirajganj District. The KII's goal is to assess the present state of CERC-EAP activity implementation, as well as implementation obstacles, lessons learned, and CERC-EAP modality recommendations.

Key Discussion Points and Summary

This section provides the findings of KII with the DLO for the selected District. The following section will go over the challenges, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment choices.

A. Implementation of the CERC-EAP

The EAP is a fantastic program for those who benefit from it. Through EAP activities, the livestock office, officials, and LSPs are honored. The general public and livestock beneficiaries are currently more interested in the livestock sector. The ULO is completely satisfied. However, he is dissatisfied with the pace of the activities. Due of the pandemic, it was not able to carry out all of the EAP's activities.

Shortfalls /Challenges

There was very short time to conduct the beneficiary selection.

B. Lessons Learned

In the pandemic, farmers were on the verge of becoming absolutely destitute. They were facing loss and could not sell milk, eggs, and meat. During this time the cash payments and all the materials provided to the farmers under CERC-EAP were able to keep the farmers sustain.

C. Recommendation

- If government is going to take this type of plan, then focus should be given about time and training for implementing the program.
- Large scale farmers should receive more attention.

Photo of the KII

128: KII with UNO of Shahjadpur

Date	17.2.2022
Location	Upazila Parishad
Name	Sha Md. Samsujjoha
Mobile Number	
Division	Rajshahi
District	Sirajganj
Upazila	Shahjadpur

A KII was conducted with the UNO of Shahjadpur Upazila on 17th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the UNO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

He is directly involved with that work for beneficiaries selection with objective done all work

And he is satisfied with this process.

B. Shortfalls /Challenges

There was time limitation which created a lot of issues. Also there were many farmers but the beneficiary registration list was limited so many farmers who did not received the service were angry and created issue.

C. Lessons Learned

The LEO stated that through EAP activities, he was able to improve his talents and work skills, as well as boost public involvement in the cattle sector and generate possibilities to assist farmers. He believes it was a fantastic lesson for them to learn how to deliver services to customers in the shortest amount of time.

D. Recommendation

Similar projects should often take place for the welfare of the farmers

There was no Problems in beneficiary selection but he added that Shahjadpur is capital of livestock so that so many farmer are here. So, it was too tough for selection. But beneficiaries' registration, crosschecking of it, beneficiaries' list approval was clearly done, there was no local or political influence.

Photo of the KII

Mr. Sha Md. Samsujjoha did not agreed to take picture as a result this section remains empty.

129: KII with ULO of Shahjadpur Upazila

Date	17.2.2022
Location	Upazila Livestock Office
Name	Dr. Mizanur Rahman
Mobile Number	01714717182
Division	Rajshahi
District	Sirajganj
Upazila	Shahjadpur

A KII was conducted with the ULO of Shahjadpur Upazila on 17th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

It was a difficult task to fulfill all the activities of CERC-EAP on time but most of them were completed. He is fully satisfied and for the making beneficiaries list. He confidently added that cash transfer was a successful activity of CERC-EAP. Rental service was successfully provided and it was very helpful for farmers because in the Covid situation they can't sell their produced product and they faced loss. The beneficiaries were very positive about this service.

B. Shortfalls /Challenges

There was a time constraint, which caused a slew of problems. There were also many farmers, but the beneficiary registration list was limited, so many farmers who did not obtain the service were irritated and caused a commotion.

C. Lessons Learned

- ULO learned management related skills from this project.
- ULO were able to interact with the farmers more as a result a close bonding is created.

D. Recommendation

- Only half of the farmers of the area received cash incentive. It was suggested to make arrangements so that those who did not received incentive should also be brought under the project.

Photo of the KII

130: KII with LEO of Sirajganj Sadar

Date	16.2.2022
Location	Upazila Livestock Office
Name	Mst Mousumi Khatun
Mobile Number	01734027785
Division	Rajshahi
District	Sirajganj
Upazila	Sirajganj Sadar

A KII was conducted with the LEO of Shirajganj Sadar on 16th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

The implementation of plan was done by LSP and the LDDP field worker. Time was short. By collecting ID card phone number and they crosschecked it and input in ODK tool box. She said that there is no problem faced by them but collecting data was so tough because farmers were not supportive. Rental Vehicle Service became very supportive because in lockdown situation farmers can't sell their product and they made losses. But this service helped them to recover the loss. The vehicles and staff went door to door of farmers and collected their produced product and sold it door to door so it was very effective work for farmers.

B. Shortfalls /Challenges

According to the LEO they did not face any shortfalls.

C. Lessons Learned

- CERC-EAP assisted them in gaining knowledge on all of the numerous tasks, which would benefit them in future projects.

D. Recommendation

- More time and manpower should be allocated for similar projects in the future

Photo of the KII

131: KII with Rental Vehicle Supplier of Sirajganj Sadar

Date	16.2.2022
Location	Dhanbandhi Poshu Hospital
Name	Md. Sazzad Hossen
Division	Rajshahi
District	Sirajganj
Upazila	Sirajganj Sadar

A KII was conducted with the Rental Vehicle Provider on 16th February, 2022.. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

Mr. Sazzad Hossen provided three mini trucks for the service. For each truck he received 4000 BDT daily. His truck was used in buying and selling of goods from the farmers during the lockdown. He is happy to participate in the CERC-EAP program.

B. Impact of RVC

It created positive impact of the farmers because they were able to sell their goods. Also people were able to buy goods from their doorsteps.

C. Challenges

He did not face any challenges.

D. Recommendation

More vehicles should have been activated as Rental Vehicle to support the farmers at a larger context.

Photo of the KII

132: KII with the LEO in Joypurhat Sadar

Date	16.02.2022
Venue	ULO Office Joypurhat sadar
Name	Mohsina Mou
Cell No	01676228333
District	Joypurhat
Division	Rajshahi
Upazila	Joupurhat Sadar

A KII was conducted with the LEO of Joypurhat Sadar on 16th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

Implementing the CERC-EAP on time was a tough challenge for them. They were bound to do several activities during that time period. They took under pressure to fulfil demand of upper division. They collected data, verified data and finally selected the authentic beneficiary. However he can say that they finished all the activities successfully within the time frame.

B. Shortfalls /Challenges

As she mentioned earlier that time was very limited. So she thinks time duration was a major problem so far. Faced problem to select the beneficiaries because there were a lot of beneficiaries but the authority was not able to provide cash to all farmers. Safety Equipment was sufficient but did not provide timely.

C. Lessons Learned

The LEO was able to learn many things related to project implantation and she believes it will help her in similar projects in future.

D. Recommendation

Time duration is an important factor to implement any kinds of project. She thinks the authority should provide sufficient time. They provided amount for sonali category was very insufficient. She thinks the high authority should focus on it. The high authority changed their instruction again and again that was very problematic. To implement another project in future, the authority should give proper direction and instruction.

Photo of the KII



133: KII with the ULO of Panchbibi Upazila

Date	15.02.2022
Venue	ULO Office of Panchbibi
Name	Niaz Kazmir
Cell No	01719243599
District	Joypurhat
Division	Rajshahi
Upazila	Panchbibi

A KII was conducted with the ULO of Panchbibi Upazila on 15th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

The CERC-EAP was a fantastic government effort that greatly aided farmers. There were numerous activities, with the cash incentive being the most important. Though the cash was insufficient in relation to the losses, it gave dairy and poultry farmers hope that the government would be there for them in any situation.

B. Shortfalls /Challenges

It is very difficult to implement such type of project without difficulties. He faced some difficulties during the beneficiary selection period. Firstly he faced some problems from farmer side. He got a lot of wrong information from farmers. Mostly the mobile number which they provide was not correct. Secondly, despite having logistic support there was shortage of manpower and technical person. Thirdly Time duration was the main problem. They were bound to complete all activities within very short period of time. Some Local Political persons tried to influence but finally they could not do that.

C. Lessons Learned

The farmers are now very much interactive with the Upazila Livestock Office thanks to the project. The project helped to have a better connection with the farmers of the area.

D. Recommendation

The Authority should provide sufficient time to implement such type of project.

Photo of the KII

134: KII with LEO of Panchbibi Upazila

Date	15.02.2022
Venue	ULO Office of Panchbibi
Name	Selim Jahangir Surov
Cell No	01620678707
Division	Rajshahi
District	Joypurhat
Upazila	Panchbibi

A KII was conducted with the LEO of Panchbibi on 15th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

The farmers of Panchbibi were in deep trouble because of the pandemic. The CERC-EAP acted as a ray of hope for the farmers. There were many activities such as Cash transfer, Rental Vehicle Service, Awareness Build-up Program and so on. There were some difficulties to implement all of them but the most important one which is known as the cash transfer was successfully implemented.

B. Shortfalls /Challenges

Time was of the essence. As a result, he believes that the main issue was a lack of time. When they first wanted data from the farmers, they were so puzzled about how to offer their information that the selection process was delayed. The instructions were not properly provided by the headquarters. The safety equipment provided by the DLS was insufficient.

C. Lessons Learned

The LEO was able to learn field level knowledge from this project.

D. Recommendation

For the future action, time should not be limited to implement such type of project. Technical equipment, sufficient time, and proper guideline are required.

Photo of the KII



135: KII with Rented vehicle service Provider of Panchbibi

Date	16.2.2022
Venue	Upazila Livestock Office
Name	MD. Zakaria Hosen
Cell No	01716852027
Division	Rajshahi
District	Joypurhat
Upazila	Panchbibi

A KII was conducted with the Rental Vehicle Provider on 16th February, 2022.. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

Mr. Sazzad Hossen provided three mini trucks for the service. For each truck he received 4000 BDT daily. His truck was used in buying and selling of goods from the farmers during the lockdown. He is happy to participate in the CERC-EAP program.

B. Impact of RVC

It created positive impact of the farmers because they were able to sell their goods. Also people were able to buy goods from their doorsteps.

C. Challenges

He did not face any challenges.

D. Recommendation

More vehicles should have been activated as Rental Vehicle to support the farmers at a larger context.

Photo of the KII

136: KII with the UNO of Panchbibi Upazila

Date	12.02.2022
Venue	Panchbibi UNO Office
Name	MD. Borman Hossain
Cell No	01773545677
Division	Rajshahi
District	Joypurhat
Upazila	Panchbibi

A KII was conducted with the UNO of Panchbibi Upazila on 12th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the UNO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

During the Covid-19, the farmers of Bangladesh were in a difficult situation. Each of them had to deal with the loss of a loved one as a result of the pandemic. The government swiftly took the initiative of the CERC-EAP to assist them and sustain their stock, and as a consequence, the farmers were able to sustain their stock throughout various activities. The financial incentive was one of the most well-known. The United Nations was involved in the beneficiary selection process from the start. Overall, it was a good project.

B. Shortfalls /Challenges

They faced some technical problems in field work. As per as he knows they faced some problems in data collecting tool box.

C. Lessons Learned

- The main lesson learnt from this project was the time management.

D. Recommendation

- The Government should arrange alternative facilities like livestock distribution rather cash incentive.

Photo of the KII

137: KII with the DLO of Joypurhat

Date	17.02.2022
Venue	DLO Office of Joypurhat Sadar.
Name	Dr. MD Mahfuzar Rahman
Cell No	01711972334
Division	Rajshahi
District	Joypurhat

A KII was conducted with the DLO of Joypurhat on 17th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the DLO for the specified District. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

The DLO was involved in the activity since the beginning of the project. The cash transfer was the most important one and was given the most priority. The DLO worked very hard to implement the cash transfer properly in his District. The Milk Cream Separator has not been provided yet. However, the Rental Vehicle Service was implemented properly according to the DLO and it played a very important part. There were some lacking but everyone worked hard to overcome those and were able to successfully implement the project.

B. Shortfalls /Challenges

Time was very limited. It was very hard to complete all activities during the time stipulated timeframe. There was lack of manpower also there were lack of training in technology so the LSPs had to face issue while collecting data via tabs and mobile phones.

C. Lessons Learned

- How to conduct large scale operation in very short time was a huge learning.

D. Recommendation

- Needed sufficient technical person.
- Technical person, financial support, and vehicle support should be increased.
- Training should be arranged for LSP.
- Needed sufficient place and equipment for training.
- Time duration should be increased.

Photo of the KII



138: KII with the ULO of Joypurhat Sadar

Date	20.02.2022
Venue	ULO office Joypurhat, Sadar.
Name	Dr. MD Ziaur Rahman
Cell No	01819-230517
Division	Rajshahi
District	Joypurhat

A KII was conducted with the ULO of Joypurhat on 20th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

Implementing the CERC-EAP was a huge challenge. Since the beginning the pressure of the work was immense as there was very limited time. ULO mentioned there were many challenges but in the end they managed to implement the project successfully.

B. Shortfalls /Challenges

While collecting data from the farmers, the LSPs faced difficulties as they did not received proper training on data collection via digital method. The farmers were not ready to share their information in the first place and this was also a huge challenge.

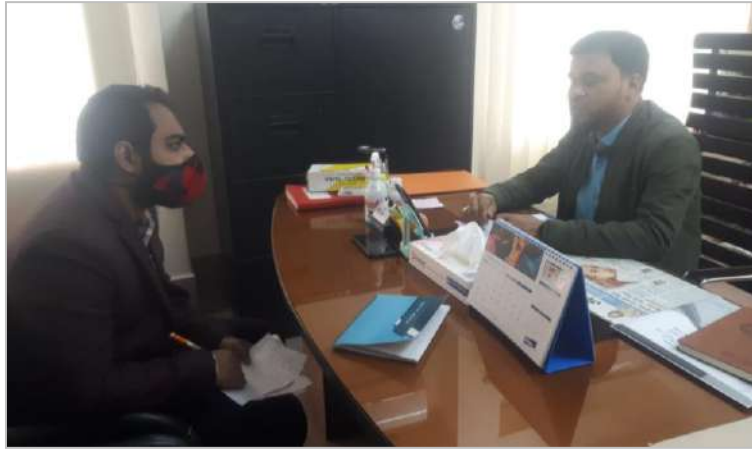
C. Lessons Learned

- This pandemic helped to understand the importance of dairy and poultry farms of Bangladesh.

D. Recommendation

- Needed sufficient technical person.
- Technical person, financial support, vehicle support should be increased.
- Training should be arranged for LSP.
- Needed sufficient place and equipment for training.
- Time duration should be increased.

Photo of the KII



139: KII with Rented Vehicle Service Provider (Panchbibi)

Date	15.02.2022
Time	1.51 pm
Venue	ULO Office of Panchbibi
Name	MD. Zakaria Hosen
Cell No	01716-852027
District	Joypurhat
Division	Rajshahi

A KII was conducted with the Rental Vehicle Provider on 15th February, 2022.. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

Zakaria Hosen provided his two easy bikes as Rental Vehicles. His bikes were used to buy and sell meat, egg and milk. Zakaria did not receive a fixed amount as rent as sometimes it was high and sometimes it was very low. For this reason he was little disappointed but in the end he did mentioned that he is happy that his bikes were used to help the farmers.

B. Impact of RVC

Farmers benefited from it since they were able to market their wares. People might even buy things from the comfort of their own homes.

C. Challenges

He did not face any challenges.

D. Recommendation

More monitoring should be conducting for similar activities.

Photo of the KII

140: KII with DLO Bogura

Date	03.03.2022
Location	District Livestock Office
Name	Dr. Torun Kumar Shikder
Mobile Number	01712209149
Division	Rajshahi
District	Bogura

A KII was conducted with the DLO of Bogura on 3rd March, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the DLO for the specified District. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

It was a difficult task to accomplish all of the exercises. However, according to the farmers' assessments, the financial transfer was the most useful of all. It was a great mental and financial boost for the farmers. She stated that the milk cream separator was given to three people and three categories. It has also been suggested that they be used in groups. She also mentioned that one of the advantages of the project was that many individuals were unable to sell milk and eggs at the time. They were able to sell them through this project thanks to the RVC.

B. Shortfalls /Challenges

No such deficiencies were observed but some issues were common. The given time for the beneficiary selection process was very little. More time should have been given to identify and justify the beneficiaries. The remuneration package for the LSPs was very low. Their remuneration for this project was low compared to their work. However, they played a vital role during the project implementation phase.

C. Lessons Learned

The most valuable lesson in this project is how to get work done quickly in less time. The positive aspect of this project is that it has helped the dairy & poultry farmers of the country financially in times of need.

D. Recommendation

The monitoring system should have been a little better. This type of help brings the development of the country. If possible, try to provide dietary & vaccine incentive with the cash incentive in future.

Photo of the KII



141: KII with the UNO of Gabtali

Date	28.02.2022
Location	District Livestock Office
Name	Ayesha Siddika
Mobile Number	01733335425
Division	Rajshahi
District	Bogura
Upazila	Gabtali

A KII was conducted with the UNO of Gabtali on 28th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the UNO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

CERC-EAP was one of the biggest projects during the Covid-19 and it was very important to implement it properly. There was lot of ups and downs while conducting the project and everyone involved had to give their best. Most of the activities were successful and the cash transfer was the major one.

B. Shortfalls /Challenges

The main shortfall was in this project the shortage of time. They had to make the beneficiary list in a short time. Due to this, there may be some errors in the selection of beneficiaries.

C. Lessons Learned

Those farms are now directly linked to the Department of Livestock. Even they take medical services from outside, they have to be associated with DLS in case of incentive. Communication between the Department of Livestock and farmers has increased. And they believe that the growth of this communication will further accelerate the development of this sector.

D. Recommendation

Beneficiaries need to be more trained and motivated regularly. They need to know how milk, eggs, and meat can be marketed from these cattle and poultry. If dairy milk can be diversified like curd, ghee, sugar-free curd, etc., it can help to increase the socio-economic development of marginal farmers and will reduce the poverty.

Photo of the KII

142: KII with the ULO of Sariakandi

Date	26.02.2022
Location	Upazila Livestock Office
Name	Dr. Shah Alom
Mobile Number	01716824898
Division	Rajshahi
District	Bogura
Upazila	Sariakandi

A KII was conducted with the ULO of Sariakandi on 26th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

The ULO of Sariakandi was not involved in the project at the beginning. It has been only four months since he joined as a ULO. Still, he is aware of the project and was involved in the project in a different Upazila. In the first stage of the beneficiary selection, farmers did not agree to share their information. This was the only major issue in the first stage. There was some political influence in the second stage but it was handled professionally. The Mobile Veterinary Clinic has still not started its journey in this Upazila. The Rental Vehicle Service played a crucial role to keep the sale of farmers active during the lockdown.

B. Shortfalls /Challenges

A short time was the main shortfall of this project. They had to work very hard for the selection of the beneficiaries in a short time. It was overloaded for them. Due to the short time, they could not verify properly.

C. Lessons Learned

This project has created a positive image of DLS among the people. People are now more interactive and receiving service from the Upazila Livestock Office. This proves how a quality project can win people's trust.

D. Recommendation

Those who will work at the field level need adequate training. Some LSPs had no proper knowledge about how to use mobile Tab, and how to conduct ODK. If it is possible to train them before sending them to the field it will be more effective. Also, manpower needs to be increased.

Photo of the KII



143: KII with the ULO of Gabtoli

Date	03.03.2022
Location	Upazila Livestock Office
Name	Dr. Gopesh Chandra Sarkar
Mobile Number	01711034052
Division	Rajshahi
District	Bogura
Upazila	Gabtoli

A KII was conducted with the ULO of Gabtoli on 3rd March, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the ULO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

CERC-EAP was one of the biggest projects for the dairy and poultry farmers of Bangladesh. There were many challenges during the implementation of the project and fortunately most parts were executed properly. There were some issues with the Mobile Veterinary Clinic and Milk Cream Separator. Other than these two, the rest were executed successfully.

B. Shortfalls /Challenges

According to the ULO, the manpower was not adequate for the fieldwork. Since there was a time limitation, the LSPs were under pressure and they could not conduct the selection process properly.

C. Lessons Learned

The biggest satisfaction is convincing them that we, the DLS are on their side. We have been able to create a place of trust for them.

D. Recommendation

If a similar project is to take place in the future, then proper training should be provided to the LSPs. Also, the time limit should be considered.

Photo of the KII

144: KII with LEO of Sariakandi

Date	03.03.2022
Location	Upazila Livestock Office
Name	Mst. Tasmia Akter
Mobile Number	01736839850
Division	Rajshahi
District	Bogura
Upazila	Sariakandi

A KII was conducted with the LEO of Sariakandi on 3rd March, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

This section describes the findings of KII with the LEO for the specified Upazila. The next section will go over the issues, lessons learned, and recommendations, as well as the level of satisfaction with the CERC-EAP deployment alternatives.

A. Implementation of the CERC-EAP

CERC-EAP was one of the largest projects at Covid-19, and its successful implementation was critical. While working on the project, there were many ups and downs, and everyone engaged had to give their all. The majority of the actions were successful, with the cash transfer being the most important.

B. Shortfalls /Challenges

Time was very short. The given time for the beneficiary selection process was very little. They had to work very hard day and night. Also, not all the LSPs were skilled enough. However, they played a vital role during the project implementation phase. The remuneration package for the LSPs was very low as a result they did not give their 100% in many cases.

C. Lessons Learned

This example demonstrates how a well-planned government initiative may benefit Bangladeshi farmers. Other industries can benefit from this initiative by learning how to implement various types of projects.

D. Recommendation

In the future, similar projects should be implemented for the farmers with more time and planning. More training should be provided to the LSPs in the future.

Photo of the KII

145: KII with Milk Cream Separator of Sariakandi

Date	04.03.2022
Location	Sariakandi
Name	Arifur Rahman
Division	Rajshahi
District	Bogura
Upazila	Sariakandi

On 4th March, 2022 KII with a beneficiary of Milk Cream Separator of Sariakandi Upazila was conducted. The aim of the KII was to find out his opinion on the service he received.

Key Discussion Points and Summary

In this section, the findings of KII with the MCSM beneficiary of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of MCSM

Milk Cream Separator has been a huge help for Mr. Arifur Rahman. Arifur is a dairy farmer and used to sell milk for living. During the CERC-EAP project, he received a Milk Cream Separator and since then, his income has increased. With the machine he is able to produce ghee from milk and sold it at a good price.

B. Impact of MCSM

The MCSM created a huge impact for Mr. Arifur Rahman as it helped him to diversify his product and it increased his income.

C. Challenges

So far no he did not face any challenges yet.

D. Recommendation

It was a huge help for him. He recommended that Government should regularly provide assistance towards the farmers so that they could improve and do better.

Photo of the KII

146: KII with the Milk Cream Separator of Gabtoli

Date	24.02.2022
Location	Akondopara
Name	Premkanto Ghosh
Division	Rajshahi
District	Bogura
Upazila	Gabtoli

On 24th February, 2022 KII with a beneficiary of Milk Cream Separator of Gabtoli Upazila was conducted. The aim of the KII was to find out his opinion on the service he received.

Key Discussion Points and Summary

In this section, the findings of KII with the MCSM beneficiary of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of MCSM

Premkanto Ghosh received the Milk Cream Separator from the Government and he is very satisfied with it. He is able to use it and produce ghee which has been very beneficial for him.

B. Impact of MCSM

The MCSM created a huge impact for Mr. Ghosh as it helped him to diversify his product and it increased his income.

Mr. Premkanto Ghosh benefited greatly from the MCSM because it allowed him to diversify his product and enhance his income.

C. Challenges

He mentioned that he did not receive proper training on how to use the machine and it was a big challenge for him.

D. Recommendation

Mr. Premkanto requested to receive further training on the usage of the machine so that he can diversify his farm produced milk into other products.

Photo of the KII

147: KII with the Rental Vehicle Supplier of Gabtoli

Date :	28.02.2022
Venue	Sukhanpur
Name	Manik Chandro Sarker
Cell No	01754764531
Division	Rajshahi
District	Bogura
Upazila	Gabtoli

A KII was conducted with the Rental Vehicle Provider on 28th February, 2022. The purpose of the KII is to determine the current state of CERC-EAP activity implementation, as well as implementation challenges, lessons learned, and recommendations for CERC-EAP modalities.

Key Discussion Points and Summary

In this section, the findings of KII with the RVC supplier of the provided Upazila were reported. The next section included the level of satisfaction with the modalities, impact, challenges and recommendations.

A. Satisfaction of the Provision of RVC

Mr. Manik is an owner of a pick-up Van and his vehicle was rented during the lockdown to use it as a Rental Vehicle Service. Mr. Manik is very satisfied to be a part of this project.

B. Impact of RVC

Providing his vehicle created a positive impact for him. It helped to create income for him even during the lockdown.

C. Challenges

Mr. Manik did not faced any kind of challenges.

D. Recommendation

Mr. Manik recommended to active the Rental Vehicle Service on a regular basis. This will help many famers to sell their farm produced form their door step.

Photo of the KII

11. Concluding Remarks

In the selection process, it seems that the list of farmers from the dairy association was conducive to supporting beneficiary selection for CERC-EAP. Moreover, the beneficiary selection was kept transparent though the political hindrance sometimes created some sort of fuss that could be neutralized later tactically. Selecting beneficiaries was the very fast task that the field level officials had to proceed with. Under the supervision of UNO, UBSIC gave the primary instruction for the selection process. UBSIC in turn, received the direction from CDCC and PMU. Accordingly, it has been sensed that fruitful coordination is imperative among this trio.

As a prime responsibility, the Information campaign was aimed at spreading the right message regarding the pandemic. In this regard, the Upazila level livestock office played a vital role through miking.

All the district and Upazila level offices received sanitization package that proved to be very effective for DLS staff during the pandemic. But it appeared that the supply of the health safety items fell short of the demand. Hence, the local offices had to arrange the safety items on their own account.

Surely cash transfer proved to be the most successful initiative of CERC-EAP activities. It helped the rural farmers immensely during the pandemic by managing farms and continuing the business though the amount was small. All the officials from the rural level expressed high satisfaction regarding this activity. Because it brought the recognition and the reputation for DLS among the farmers and other stakeholders across the country.

The provision of MCSMs to the eligible farmers was one of the innovative ideas under the scheme of CERC-EAP. The purpose was to give the farmers the facility of diversifying the dairy products. Apart from the training facility, farmers revealed immense gratitude towards DLS. But some receivers of MCSMs faced the problem of operation due to the lack of training which should be provided immediately.

Under the scheme of CERC-EAP, deep freezers were provided almost every Upazila. The freezers came into great assistance to store the medicines and vaccines for local livestock offices. But officials observed that deep freezers are not suitable for storing all kinds of vaccines. Hence, normal freezers would be more fruitful for the storage of vaccines due to their multi-functional facility.

During the pandemic, farmers were struggling to sell their products. Keeping their plight in mind, rental vehicle service was provided to aid the farmers. RVS appeared to be very fruitful since it benefitted both the farmers and consumers during the pandemic.

While the study was in progress, most of the Upazilas did not receive the MVCs. Even though the Upazilas that received it could not launch their operation due to the shortage of skilled drivers and doctors.

Lack of LSPs' technical literacy became a major concern in the selection process. As a result, it turned out to be hard to fetch the right information from the farmers. Besides, farmers did not want to share their personal information in case the government would impose taxes. Time shortage seemed to be another major problem. As a result, many eligible farmers could not be included in the scheme and verified properly. The KII findings revealed that coordination was maintained quite fairly, yet some sort of communication gap has been realized which impeded the process sometimes. Apart from that, it was the LSPs who accomplished the hardest job of collecting data from farmers' doorsteps. The lessons identified through the KII findings also impressive. Regarding the lessons the KII findings also revealed the recommendations for future prospects.