

# **INTER AGENCY COMMON FEEDBACK REPORT**

**JANUARY 2016 FEEDBACK REPORT  
NEPAL**



# THE INTER-AGENCY COMMON FEEDBACK PROJECT

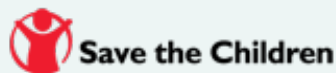
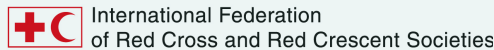
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# KEY FINDINGS IN JANUARY

In January, community perceptions continued to trend positively across most issues. In particular, January saw the largest month-to-month increase, since June, in positive perceptions on whether main problems were being addressed.

Continued winterization distributions and early stages of reconstruction work likely influenced this. While this increase in positive perceptions is encouraging, a majority of respondents still feel their main problems have not been addressed. This is expected to change as reconstruction efforts gain momentum.

This round also marked an increase in positive perceptions for winter preparedness. This is likely a result of increased winterization support in January, particularly from the government cash distribution. As a result of these efforts, there was also an increase in positive perceptions of the government in earthquake response efforts.

Feedback collected from 11 agencies in the field also highlight issues of reconstruction, WASH, education, beneficiary selection and aid distribution, and livelihoods as challenges. With reconstruction efforts initiating, there was a spike, from previous rounds, in concerns and feedback related to this. Rumor tracking bulletins also spotlight questions and concerns related to reconstruction plans and processes.

Community meetings held in 14 districts provided a platform for communities to interact and engage in open dialogue with government and agencies. In January, the main issues raised in community meetings related to reconstruction, winterization

support and access to drinking water. Participants in these meetings requested information on government plans for reconstruction, specifically grant and loan support and classification of homes.

## **Key Recommendations for January:**

- Continue to strengthen outreach and dialogue with communities to ensure communities have the information they need and are able to provide feedback to shape response efforts. In particular, ensure reconstruction plans and guidance is shared with communities through appropriate channels, such as radio, television and interpersonal.
- With the National Reconstruction Authority formed and work beginning, government and agencies must ensure community feedback mechanisms and community outreach are prioritized to ensure reconstruction efforts meet the needs and concerns of communities.

# LISTENING TO COMMUNITIES

**'Affected people need to be kept informed to make choices necessary to develop their own strategies to recover and rebuild'**

Engagement with and accountability to affected people is critical. People need to be kept informed about available services and aid while ensuring issues of gender quality and diversity of communities are addressed. Without access to reliable, timely, and accurate information, communities are unable to make the choices necessary to develop their own strategies to recover and rebuild after the earthquake.

It is essential that communication is a two way process. By asking and listening to people's needs, opinions, and suggestions, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging, enabling the local population to have a say in critical aid decisions increases its ability to be stronger and more resilient after the crisis.

The Common Feedback Project (CFP) is structured as an inter-agency common service that builds on existing structures and partnerships. Working with partners, the CFP synthesizes and elevates community feedback received from multiple platforms. This feedback is shared with the government, humanitarian community, as well as civil

society and other actors.

The January 2016 edition of the Community Feedback Report incorporates community feedback received from:

1. Household level perception surveys
2. Rumor tracking
3. Community feedback via partner feedback mechanisms
4. Communicating back to Communities

## **Household level perception surveys**

Working with Accountability Lab and Local Interventions Group, community perception surveys are carried out across 14 earthquake affected districts.

## **Rumor Tracking**

Led by Internews, Accountability Lab and Local Interventions Group, the Open Mic Nepal project captures rumors and perceptions on the ground to eliminate information gaps between media, humanitarian agencies and communities.

## **Community feedback via partner feedback mechanisms**

Listening to communities occurs across organizations and platforms. The Inter Agency

Common Feedback Project works with partners to collect, synthesize, and analyze feedback received across different channels from communities.

Bringing together feedback received across organizations, channels, and districts can elevate community feedback and help identify key issues being raised that require attention and action.

## **Communicating back to Communities**

The Common Feedback Project, with Accountability Lab and Local Interventions Group, began organizing community meetings. These meetings bring communities, government, and humanitarian partners together to discuss feedback collected from communities and address any concerns related to the earthquake response.

# COMMUNITY PERCEPTION SURVEYS

**'By listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns'**

Learning from major emergencies demonstrates the critical importance of two-way communications between communities and responders. By listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging, enabling the local population to have a say in critical aid decisions increases their ability to be stronger and more resilient after the crisis.

Funded by DFID and supported by the Inter Agency Common Feedback Project, Accountability Lab and Local Interventions Group are working together to collect and analyze feedback from communities.

The survey aims to gather representative results on a national basis, with the qualification that they will only be representative of some of the most affected districts and VDCs. Around 100 people per district are surveyed each month, for an aggregate sample size of 1,400 people. At the district level, results can be viewed as indicative rather than representative, due to the size of the sub-sample.

Responses in this analysis are reported as percentages of the total. In some cases, responses such as 'don't know and/or 'refused' are excluded from the calculations, thus total used for these analyses may be different than total number of respondents. For the purposes of this survey, Janajati is defined as a minority ethnic group other than Tamang, Gurung, or Newar, as these groups were separated because they have large populations across affected areas.

This round of micro surveys collected data from 1400 respondents across 14 affected districts (100 surveys per district +/- 5). While surveys offer national level representation, logistical barriers make it hard to capture perceptions from people in some of the most affected areas, particularly mountainous regions. Data collection in some of these locations is therefore limited.

For each of the questions asked, citizens were asked to respond on a scale of 1 to 5, where each number shows how much the respondent agrees with the question:

*An answer of 1 means 'not at all'*

*An answer of 2 means 'not very much'*

*An answer of 3 means 'neutral'*

*An answer of 4 means 'mostly yes'*

*An answer of 5 means 'completely yes'*

For many questions, those choosing a negative or neutral response (1, 2, or 3) received follow-up questions to identify their most significant needs and challenges.

While the programme level perception surveys are being conducted by Accountability Lab and Local Interventions Group, the project aims to expand partnerships with organizations to conduct surveys at specific points of service, such as distribution points, and for targeted groups.

Organizations interested in participating should contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)



# household perception surveys

## JANUARY 2016 - DEMOGRAPHICS

1400 people surveyed



### districts

Dolakha  
Gorkha  
Bhaktapur  
Dhading  
Kavrepalanchowk  
Lalitpur  
Okhaldhunga

Ramnechhap  
Rasuwa  
Sindhuli  
Kathmandu  
Makawanpur  
Nuwakot  
Sindhupalchowk



### gender distribution



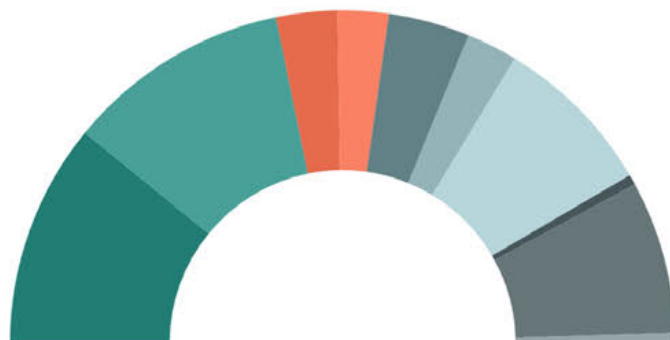
61%



38%



### caste/ethnicity distribution



■ Brahmin (22%) ■ Chhetri (22%) ■ Dalit (6%) ■ Gurung (5%) ■ Janajati (8%) ■ Magar (5%) ■ Newar (16%)  
■ Sherpa (1%) ■ Tamang (15%) ■ Other (1%)

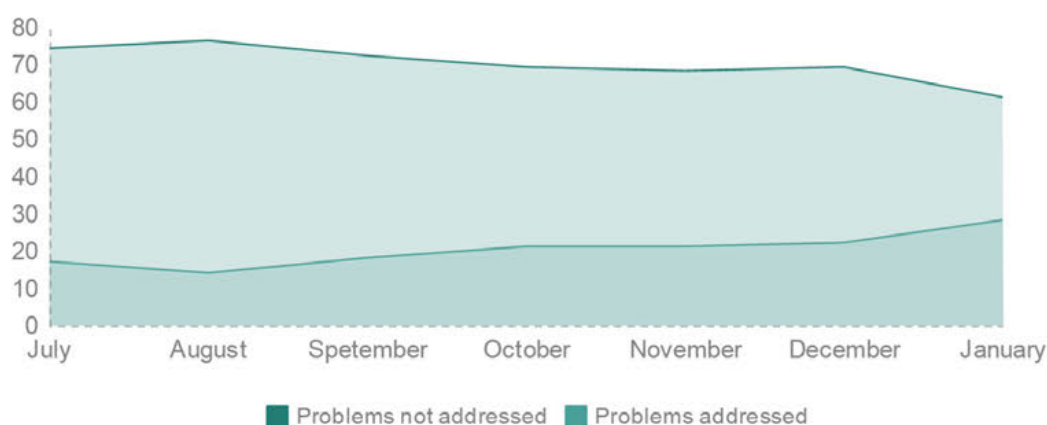
## household perception surveys

# ARE YOUR MAIN PROBLEMS BEING ADDRESSED?

### january results



### trend since june 2015



In January, 61 percent of respondents stated that their main needs have not been addressed while 28 percent believe their main problems have been addressed. This is the largest increase for this issue over a one month period.

Perceptions on unmet needs remain focused on reconstruction related issues. The majority of respondents (who believe their needs have not been met) identify long term reconstruction as their main unmet need. Other unmet needs include financial support, healthcare, and WASH.

### main unmet needs



long term  
shelter



financial  
support



healthcare



clean water



# household perception surveys

## SATISFACTION WITH GOVERNMENT IN THE EARTHQUAKE RESPONSE

### january results



### trends since june 2015



In January, 45 percent of respondents were not satisfied with the government in relation to the earthquake response while 46 percent were satisfied. This is a positive increase from the previous month.

The top reasons respondents provided for being unsatisfied with government are unclear plans, promises of relief that was not received, reconstruction taking too long and a lack of trust.

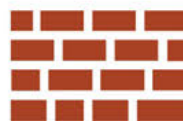
### reasons for dissatisfaction



promised relief  
that was not  
received



plans unclear



reconstruction  
taking too long



lack of trust

# household perception surveys

## ARE INFORMATION NEEDS ON RELIEF AND SUPPORT BEING MET?

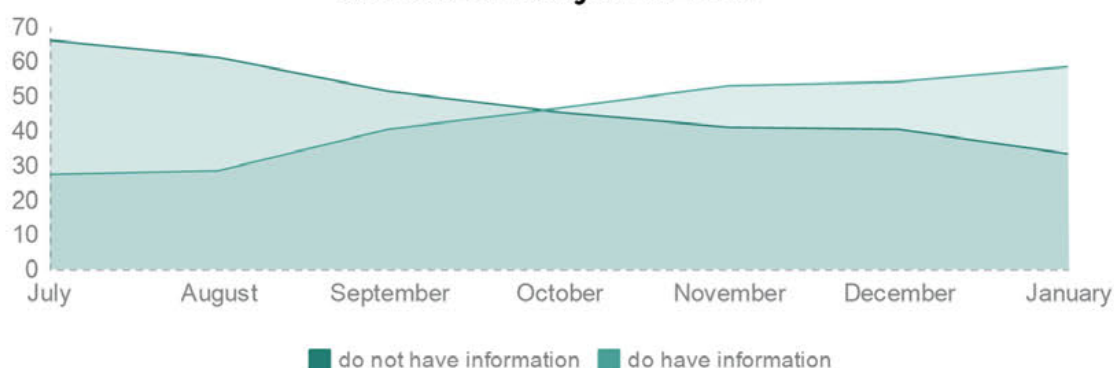
### january results



do not have information (33%)

do have information (58%)

### trends since june 2015



In January, 58 percent of respondents believe they have the information they need related to relief and support while 33 percent think they do not have the information they need. Communities will continue to need information, particularly related to reconstruction and how to access support in rebuilding.

The top information needs identified by respondents are news on government decisions, how to register for support, how to access shelter materials, and how to replace personal documentation.

### main information needs



how to register/access support



news on government decisions



how to access shelter materials

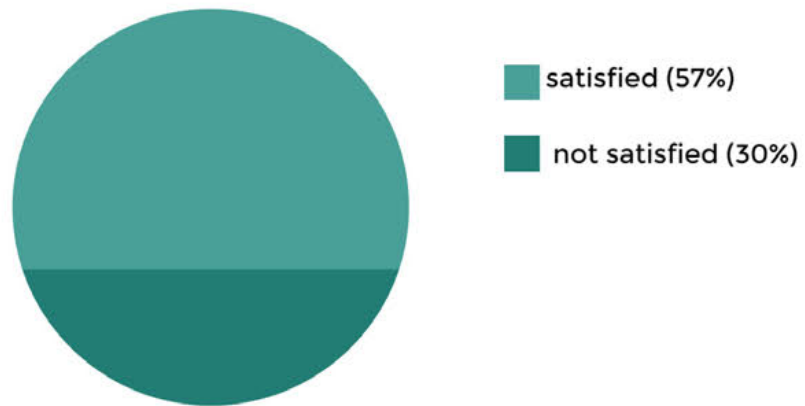


how to replace personal documentation

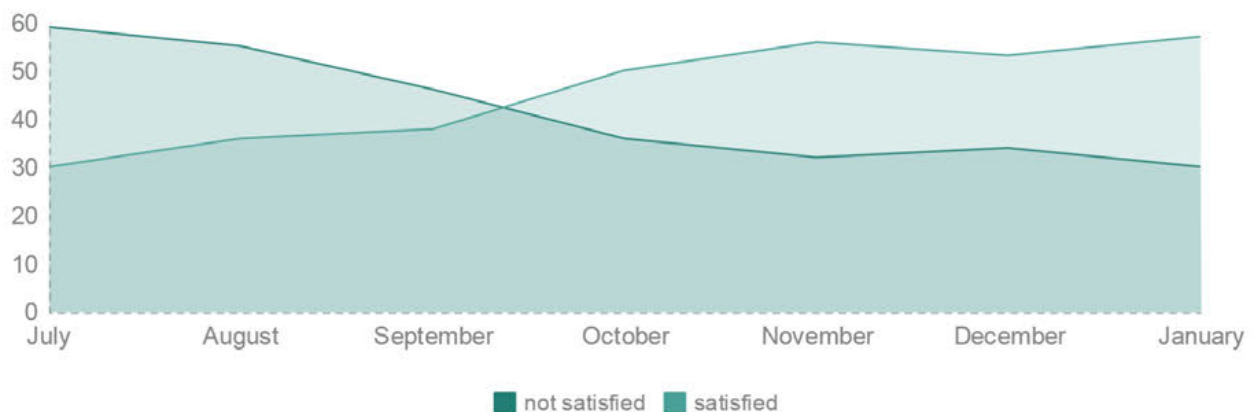
household perception surveys

# SATISFACTION WITH NGOs IN EARTHQUAKE RESPONSE

## january results



## trends since june 2015



In January, 30 percent of respondents were not satisfied with NGOs in response and relief efforts while 57 percent were satisfied.

Reasons for dissatisfaction include unclear response/relief plans, promised relief that was not received and a lack of trust.

## reasons for dissatisfaction



plans unclear



promised relief  
that was not  
received

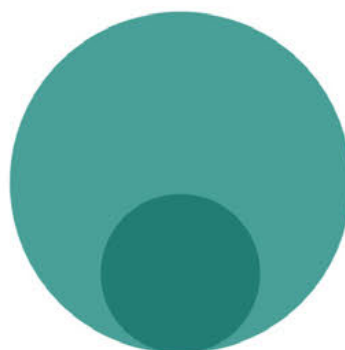


lack of trust

# household perception surveys

## DO YOU FEEL AID IS PROVIDED FAIRLY?

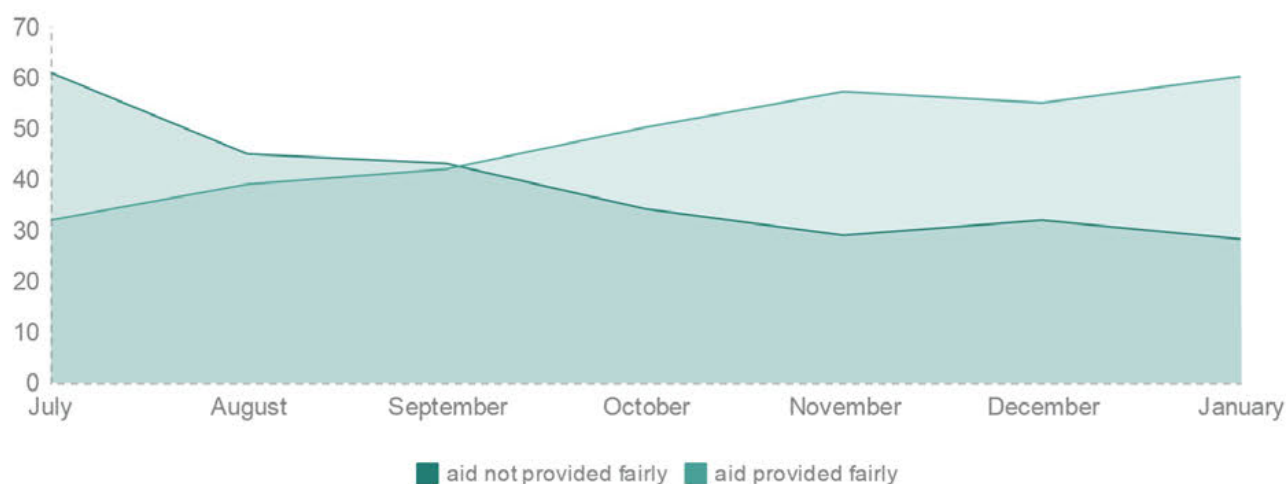
### january results



aid provided fairly (60%)

aid not provided fairly (28%)

### trends since june 2015



In January, 28 percent of respondents did not believe aid was provided fairly while 60 percent do feel aid is provided fairly. This is an increase in positive perceptions over previous rounds.

Respondents who perceive aid as being unfairly provided believe that aid was provided on first come-first serve basis, through networks (caste, political affiliations) and distance from the main road.

### reasons why aid not fairly provided

# 1

first come -  
first serve



networks  
(caste, political  
parties)



distance from  
main road



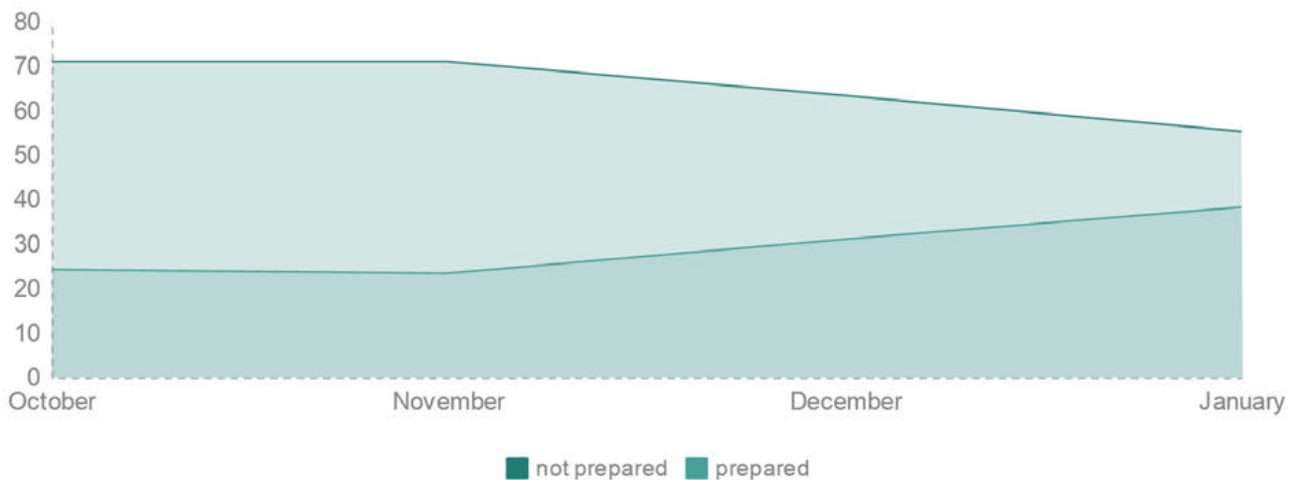
# household perception surveys

## ARE YOU PREPARED FOR WINTER?

### january results



### trends since june 2015



In January, 55 percent of respondents did not feel prepared for winter while 38 percent did feel prepared. This is an increase in positive perceptions on winter preparedness, which has been consistently improving since October. This rise is likely a result of winterization support that has been provided by the Government and humanitarian agencies.

The main needs for respondents who did not feel prepared for winter include shelter that protects against the cold and warm clothing and blankets.

### main needs for winter preparedness



shelter to  
protect against  
cold

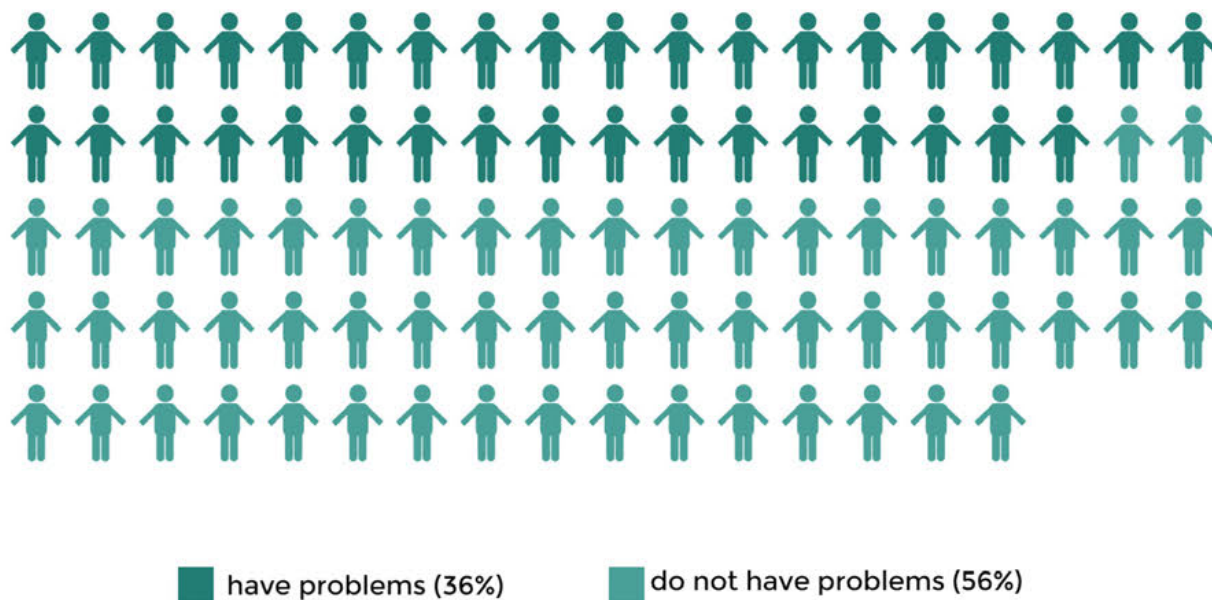


warm clothes  
and blankets

# household perception surveys

## PROBLEMS RELATED TO CHILDREN IN POST EARTHQUAKE PERIOD

### january results



In January, 36 percent of respondents stated the children in their households have problems related to the earthquake. A total of 56 percent of respondents do not believe the children in their households have problems related to the earthquake. This is a slight increase in positive perceptions from previous rounds.

The main concerns raised by respondents for children in their household were health care, school safety (structural), home safety (structural), and winter preparedness.

### main concerns for children



healthcare



school and  
home safety  
(structural)



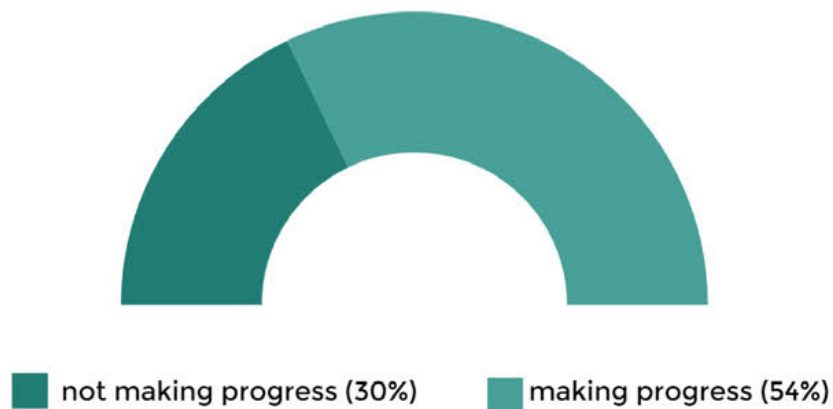
winter  
preparedness



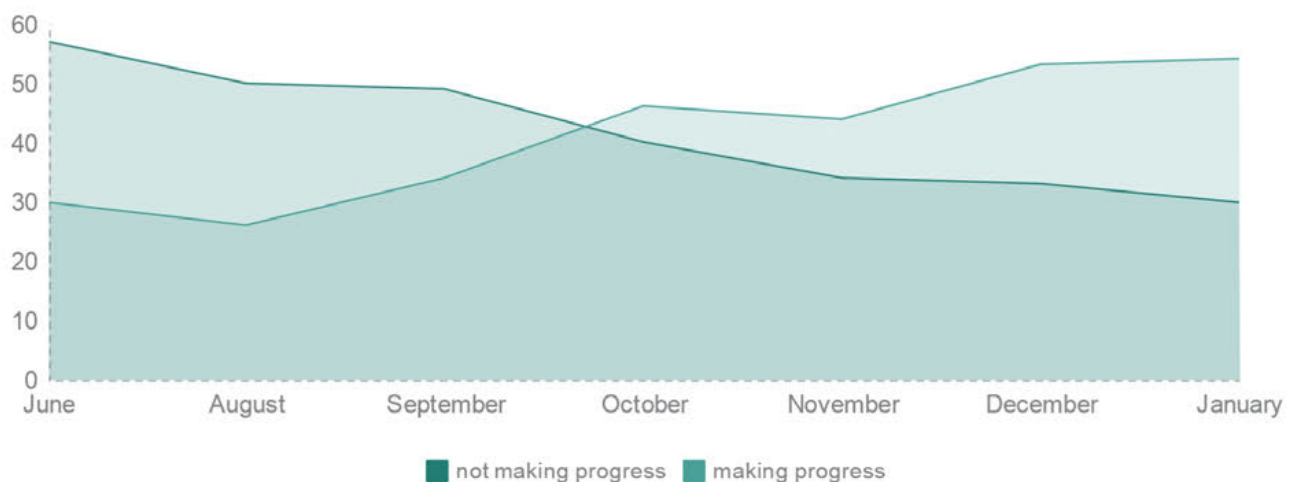
# household perception surveys

## IS POST EARTHQUAKE RELIEF EFFORT MAKING PROGRESS?

### january results



### trends since june 2015



In January, 54 percent of respondents believed there has been progress in the earthquake response while 30 percent believed there has not been any progress. This is a slight decrease in negative perceptions.

It should be noted that this issue relates to response and relief and may not take into account perceptions on reconstruction progress.

## INCREASE IN TENSION OR RISK OF VIOLENCE OR HARASSMENT SINCE THE EARTHQUAKE

### january results



■ increase in tensions (24%) ■ no increase in tensions (63%)

In January, all respondents (male and female) were asked about their perceptions of tensions since the earthquake. A total of 24 percent of respondents (24 percent female and 23 percent male) believe there has been an increase in tensions or the risk of violence or harassment.

The main sources of this include community members, strangers and family members.

### main sources of tension



community members,  
strangers, family members

# RUMOR TRACKING

Led by Internews, Accountability Lab and Local Interventions Group, the Open Mic Project captures rumors and perceptions on the ground to eliminate information gaps between the media, humanitarian agencies and local people.

By providing local media and outreach workers with facts, Open Mic aims to create a better understanding of the needs of the earthquake affected communities and to debunk rumors before they can do harm.

Rumor tracking bulletins are issued every week to allow quick action from media and humanitarian agencies. Organizations and individuals interested in receiving weekly rumor tracking updates should contact Indu Nepal at [indu@internews.org](mailto:indu@internews.org) or Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)

In January 2016, the following rumors, concerns and questions were raised and tracked in affected communities:

- Concerns, questions, and rumors around reconstruction plans, requirements, and accessing support and guidelines to rebuild.
- Concerns related to school reconstruction and student attendance.
- Concerns related to health during winter/cold, particularly for women and children.
- Rumors of a big earthquake.
- Questions about the resettlement of people displaced by the earthquake.

View all Rumor Tracking reports here:  
<http://www.quakehelpdesk.org/openmic.php>

# COMMUNITY FEEDBACK VIA PARTNER MECHANISMS

As part of the response and recovery efforts, humanitarian partners have been collecting feedback from the communities they serve. Working with these partners, the Inter Agency Common Feedback Project (CFP) has collected, collated and analyzed feedback received from multiple platforms to identify key themes and issues being raised by communities.

Each month, the CFP requests organizations complete a Common Feedback Form. The aim of this process is to capture and collate feedback received by implementing agencies.

By collecting feedback across channels, the CFP can elevate feedback from communities to all humanitarian partners to support adaptive programming in ensuring concerns and issues of communities are being addressed.

For the January 2016 report, the following feedback mechanisms were used to collect feedback:

- Community Meetings
- Volunteer Monitoring Visit
- Toll free Number
- Suggestion Box
- Email
- SMS
- Focus Group Discussions
- Radio Stations

# ISSUE:

## Reconstruction Support

Communities request clarity and information related to government plans and policies for reconstruction support. This includes clarity on timelines, and access to grants and loans. In addition, beneficiaries requested inspection of land to determine suitability and safety for reconstruction of homes.



### DISTRICTS

Dolakha  
Gorkha  
Makwanpur  
Sindhupalchowk



### FREQUENCY

approximately

**600**

people raised  
this issue

## ACTIONS TAKEN & REQUIRED

Government and partners have begun consultations with communities to clarify policies related to reconstruction. However, continued community outreach and two-way communication is required to ensure communities understand policies and how to access reconstruction support.

### Main Unmet Needs



- Long Term Shelter (72%)
- Short Term Shelter (9%)
- Financial Support (8%)
- Healthcare (3%)
- WASH (3%)
- Livelihoods (1%)
- Education (1%)
- Psycho-social support (1%)
- Housing inspections (1%)
- Other (1%)

The issue of reconstruction has been raised in the Open Mic Rumor Tracking bulletins and through the community perception surveys. In the January round of perception surveys across 14 districts, of respondents who did not feel their main needs were met, 72 percent identified long term shelter as their primary unmet need.



# ISSUE: WASH

Communities have raised concerns over access to clean drinking water and latrines. These communities have requested support in constructing water pipelines and latrines.



## DISTRICTS

Dhading  
Dolakha  
Gorkha  
Kavrepalanchowk  
Makwanpur  
Sindhupalchowk



## FREQUENCY

approximately

**265**

people raised  
this issue

## ACTIONS TAKEN & REQUIRED

Government and partners have begun efforts to repair or reconstruct water supplies and latrines. Further assessments are required in some areas to determine the necessary support required.



The issue of access to clean water was raised in the 32nd rumor tracking issue. In this issue, the following answers were provided:

If a spring has run dry because of the earthquake, communities will have to find an alternative source of water themselves, get a recommendation letter from the Village Development Committee secretary, and file an application with the District Drinking Water and Sanitation Division Office for technical and financial support

If the earthquake destroyed the water container in your village, you can contact your District Drinking Water Division Office.

If water pipes destroyed in the earthquake can be mended with little financial support, the Division office can assist the community by procuring pipes in coordination with the District Disaster Relief Committee.



# ISSUE:

## Aid Distribution

Communities have raised concerns over the fairness of aid distributions and missing names on beneficiary lists, particularly related to winterization kits. In addition, communities have provided feedback on insufficient distribution of shelter materials, winter kits, agricultural support and nutritional aid.



### DISTRICTS

Dhading  
Dolakha  
Gorkha  
Makwanpur  
Rasuwa  
Sindhupalchowk



### FREQUENCY

approximately

**330**

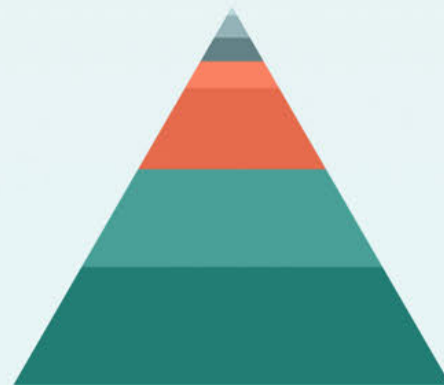
people raised  
this issue

## ACTIONS TAKEN & REQUIRED

Prior to distributions, consultations with government and partners are held in making and verifying beneficiary lists. The focus for winter kit distributions was for more vulnerable groups. However, strengthened community engagement and monitoring of distributions is required. Concerns related to insufficient aid was addressed by respective departments and agencies through increased distribution of respective materials.

### Perception on Unfair Aid Distribution

In the January round of Community Perception Surveys, 28 percent of respondents did not feel aid was provided fairly. Reasons cited for this perception include aid provided on first come - first serve basis, caste system, and political parties.



- First come, first serve (32%)
- Based on caste system (26%)
- Based on political parties (21%)
- Distance from main road (7%)
- Because people rent ins.. (6%)
- Only if damage is severe (6%)
- Joint Families (2%)

# ISSUE:

## Lack of Information

Communities raised concerns over the lack of information related to accessing support, beneficiary selection, aid distribution schedules, and plans from government and NGOs.



### DISTRICTS

Dolakha  
Gorkha  
Sindhupalchowk



### FREQUENCY

approximately

**175**

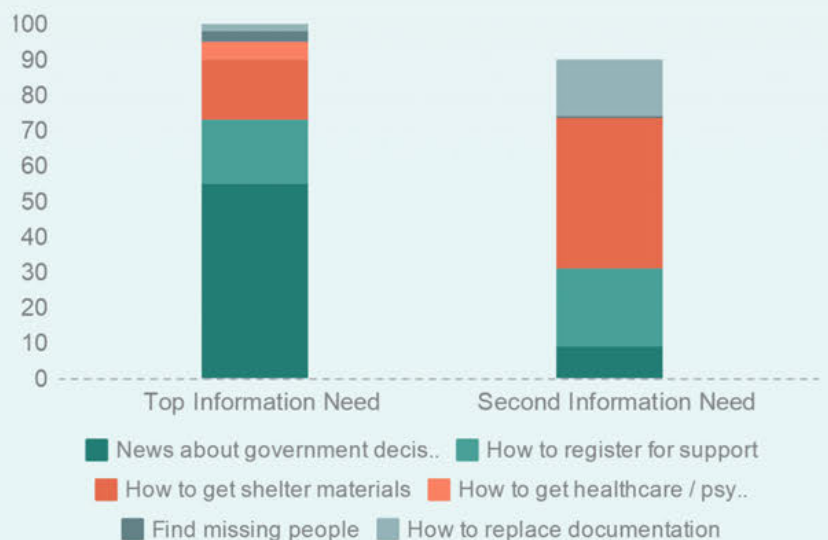
people raised  
this issue

## ACTIONS TAKEN & REQUIRED

Community meetings and focus group discussions were organized to share information with communities on plans and beneficiary selection criteria. In coordination with government, information centers will be established for the reconstruction phase.

### Main Information Needs

In the January round of Community Perception Surveys, 33 percent of respondents do not have the information they need. The main information needs include news on plans and decisions, and how to access support and materials.



# ISSUE: Education

Communities have requested support in rebuilding or repairing schools damaged from the earthquake. In addition, communities have requested the provision of education materials.



## DISTRICTS

Bhaktapur  
Dhading  
Dolakha  
Kavrepalanchowk  
Makwanpur  
Nuwakot  
Sindhuli  
Sindhupalchowk



## FREQUENCY

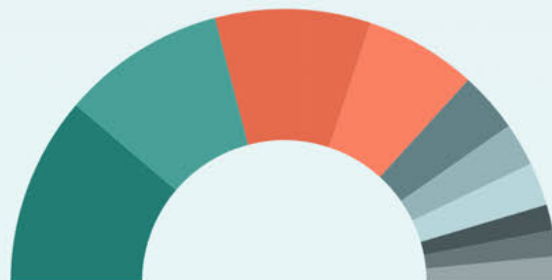
approximately  
**140**  
people raised  
this issue

## ACTIONS TAKEN & REQUIRED

Initial work has begun in repairing schools. In addition, government and agencies have distributed education materials. However, more work is required to move from TLCs to permanent schools with adequate materials for school children.

## Main Concerns for Children

In the January round of Community Perception Surveys, 36 percent of respondents had problems related to children. The main concerns for children were related to education and health.



Health care (22%) Structural safety of school (19%) Structural safety of home (18%)  
Not prepared for winter (13%) Improper school winterization (7%)  
Access to education (5%) Psycho-social support (5%) Hunger (3%)  
Vulnerability to trafficking (3%) Other (3%)



# ISSUE: Livelihoods

Communities have requested the continuation of cash for work programs along with increased livelihood support such as skills training across sectors.



## DISTRICTS

Dolakha  
Makwanpur  
Sindhupalchowk



## FREQUENCY

approximately

**130**

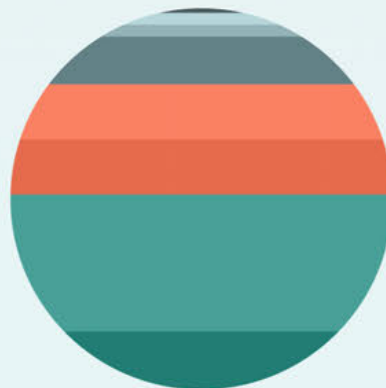
people raised  
this issue

## ACTIONS TAKEN & REQUIRED

As reconstruction efforts gain momentum, there are efforts in livelihood support such as mason's training. Scaling up these initiatives will be required to support recovery of earthquake affected communities.

### Main Unmet Needs

In the January round of Community Perception Surveys, of those respondents who did not feel their main problems were addressed, 51 percent identified livelihoods and finances as the second (behind reconstruction) main unmet need.



■ Livelihood (15%) ■ Financial Support (36%) ■ Healthcare (14%)  
■ WASH (14%) ■ Long term shelter (12%) ■ Housing Inspections (3%)  
■ Psycho-social support (3%) ■ Other (1%)

# COMMUNITY MEETINGS



January & early February 2016

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126

community  
meetings held

4,100

participants

## KEY ISSUES RAISED



The main issue raised in community meetings across 14 districts is reconstruction and shelter support. In particular, participants requested information on accessing government loans and grants for reconstruction.



Participants in community meetings also raised concerns in lack of or delayed winterization support. Clarification was required on how to register for this support.



The community meetings also highlighted concerns related to damaged home classifications. In particular, participants requested that government review classifications to ensure those with completely damaged homes are classified accordingly in order to access support.



Participants in community meetings shared that since the earthquake there has been a scarcity in drinking water. As a result, women have had to walk long distances to access water.

*In a community meeting in Makwanpur, participants expressed frustration regarding classification of damaged homes. In this meeting, the VDC Secretary was able to inform that re-inspection would be conducted by engineer teams. Community members felt more at ease with the knowledge that this process was being initiated.*

