



# NEPAL COMMUNITY FEEDBACK REPORT

## Issue: Protection



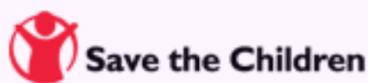


# THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys conducted with:



This issue of the Community Feedback Report supported by:



Inter-Agency Common Feedback Project funded by:



# KEY FINDINGS

In April 2016, the Inter-Agency Common Feedback Project collected feedback from communities (2100 respondents) across 14 earthquake affected districts on protection related issues.

A key theme across the protection related questions asked is the lack of access to water supplies. Respondents that did feel there were tensions in their community (34 percent) believed lack of water was one of the main causes of that tension for those respondents. The few respondents (6 percent) that believed violence had occurred within their community also listed water sites as an area where violence had occurred

In addition, while most respondents (79 percent) did not have concerns related to the children in their household, those that did cited access to clean water as a main concern, along with structural safety of schools and security in temporary shelters.

The perception of exclusion or discrimination from reconstruction support, while low among respondents (15 percent), is more likely among disadvantaged groups. Government and agencies should continue to consult with communities about support plans and explain policy and approaches in order to limit perceptions of unfairness. It is critical for Government and agencies to provide communities a platform that allows them to share any grievances related to exclusion or discrimination that can then be addressed in a meaningful way.

Most respondents did not believe violence had occurred within their community or believe they have been mistreated in the recovery (87 percent and 92 percent, respectively). However, it is clear that those who did believe this occurred were unaware of where to seek protective services (46 percent) or recourse (70 percent). Clearly, there is a need to ensure community engagement incorporates protection related issues to ensure that people can, confidentially, seek protective services.

A majority of respondents also have not provided any feedback to Government (77 percent) or agencies (75 percent) related to reconstruction support. The main reasons feedback was not provided were lack of awareness on where or how to provide feedback and a general feeling that providing feedback would not result in any change or would not be heard.

## Recommendations

- Protection related issues should underpin community engagement work to ensure communities have access to vital information on how individuals can seek protective services and where they can get recourse or support.
- The issue of water scarcity has been systematically raised by communities in perception surveys and agency feedback mechanisms. Water scarcity is having protection related implications in raising tensions within communities and, in a few cases, resulting in violence. While the upcoming monsoon may relieve some of this, Government and agencies should monitor the situation and provide necessary support where needed.
- A majority of communities do not know how or where to provide feedback to Government or agencies. In addition, they feel that providing feedback would not be heard or change anything. Government and agencies should strengthen efforts to empower communities to provide feedback on reconstruction work. In addition, it is important to demonstrate to communities, through regular dialogue, the importance of feedback and how it has been used to affect change.

# PERCEPTION SURVEY METHODOLOGY

To undertake the Community Perception Surveys, 84 Community Frontline Associates (CFAs) and 12 District Coordinators across 14 affected districts were trained over three days on various aspects of the survey questionnaires and the study. In each round, a total sample size of 2100 respondents, 150 in each of the 14 earthquake affected districts, are surveyed. All data collection is completed with mobile phones using KoboToolbox.

## Sampling

The study uses simple random sampling where four village development committees (VDCs) (rural sample) and one municipality (urban sample) are randomly selected from a list of VDCs and municipalities that are relatively accessible to the CFAs. District headquarters are selected as a peri-urban sample area in the district that has no municipality (such as Rasuwa). Within each VDC and municipality/district headquarter, three wards are randomly selected and in each ward, ten respondents are surveyed.

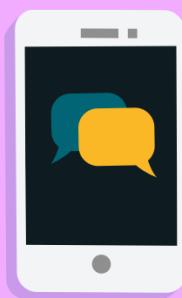
Given this sampling approach, there are some limitations that should be acknowledged. While the VDC selection is randomized, the survey does not reach inaccessible areas, particularly mountainous areas. Consequently, the perception surveys does not collect feedback from communities in these inaccessible areas; this feedback may or may not be different from that collected in the survey area. Additionally, while the sample size does provide national level representation across the 14 districts, it may only be considered indicative at the district level.

## Selection of households and respondents

On arrival in the ward of the selected VDC/municipality/district headquarter, the CFAs identify an entry point such as a school, temple or chautara to initiate the individual interview process. A spin the pen approach is used to form a basis to initiate the interview process from the identified entry point. The first house in the direction of the pen is surveyed and from the first surveyed house, a skipping pattern of two houses is followed where possible until ten surveys are completed in each ward. Temporary shelters and make-shift houses are also considered part of the regular household sample.

Once in the household, the CFA interviews an individual age 15 and above from the pool of all eligible respondents present in the home at the time of the survey. The enumerators select respondents from different age groups and genders at each home, to ensure the sample is demographically diverse and reflects the population from the survey area.

## April 2016 Survey Overview



**2100**

surveys completed using  
KoboToolbox across 14  
earthquake affected  
districts in April 2016



**52%**



**48%**

# TENSION WITHIN THE COMMUNITY RELATED TO RECOVERY AND RECONSTRUCTION SUPPORT



## what are people saying?

### Kalleri, Dhading

When will the reconstruction process start?

### Thecho, Lalitpur

Due to the new government rule on land/building criteria, it is not possible to construct a new house with less land.



### Dolakha N.P., Dolakha

When will we receive cash support?

### Saganchowk, Sindhupalchowk

The water source has dried. The wildfire has destroyed more than 1500 meter pipe line, and the villagers stay up all night at the well.



## key findings in April

Across 14 earthquake affected districts and 2100 respondents, 34 percent believed there was tension within their community related to recovery and reconstruction support.

Interestingly, respondents cited drying up of water sources as one of the main sources of tension. Feedback from communities has continuously highlighted concerns over water sources; however, this suggests that competition and tension may exist within communities for limited resources.

Significant differences can also be seen between ethnic/caste groups. This demonstrates the need for community engagement and programmes to be aware of social and cultural dynamics that exist in order to 'do no harm'.

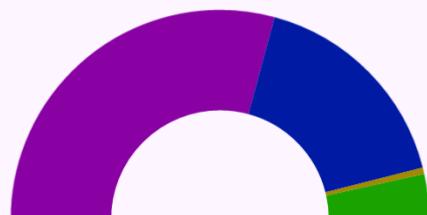
### Significant findings

**53%** of Sherpa respondents believed there was tension within their community

**47%** of Dalit respondents believed there was tension within their community

**44%** of Gurung respondents believed there was tension within their community

Do you feel there is any tension within your community related to earthquake recovery and reconstruction support?



■ No, there is no tension (58%) ■ Yes, there is tension (34%)  
■ Neutral (1%) ■ Don't Know (7%)

### What is this tension caused by?



28% believed tension was being caused by drying up of water sources



26% believed tension was caused by lack of planning for resettlement



23% believed tension was caused by delays in receiving support

# PROBLEMS RELATED TO CHILDREN IN POST-EARTHQUAKE PERIOD



## what are people saying?

### Kharibot, Gorkha

I hear that children under 5 years old will get Rs. 7000



### Nibuatar, Makwanpur

When will the school building be reconstructed? I fear sending my children to school.

### Ramechhap N.P., Ramechhap

I hear that the Government will take all earthquake affected children abroad to go to school

### Majuwa, Sindhuli

Due to drying up of water sources there is scarcity of drinking water.



## key findings in April

Across 14 districts and 2100 respondents, 19 percent had concerns related to the children in their household or family.

The main concerns raised by those respondents was the structural safety of schools. This was also raised in agency feedback mechanisms. Other issues raised included security\* in temporary shelters and access to clean water. Additional concerns included structural safety in the home and discomfort in temporary shelters.

Significant differences are seen across caste/ethnic groups where Sherpa respondents, households with Dalit children, and Gurung respondents were more likely to have concerns related to children.

Another concern raised in agency feedback mechanisms was related to child labor and child marriage. Communities requested agencies to support awareness programs to address these issues.

### Significant findings

**58%** of Sherpa respondents have concerns related to children in the household

**40%** of households with Dalit children under 5 have concerns related to children in the household

**35%** of Gurung respondents have concerns related to children in the household

Do you have any problems related to the children in your household or family in the post-earthquake period?



█ No (79%)   █ Yes (19%)

### Main concerns related to children



39% are concerned about structural safety at school



30% are concerned about security\* in temporary shelter



23% are concerned about the lack of clean water supply

\*It should be noted that it is unclear what is specifically meant by security. This would require further investigation.

# PROBLEM WITH VIOLENCE WITHIN THE COMMUNITY

Quotes from communities on this issue were not used for confidentiality purposes



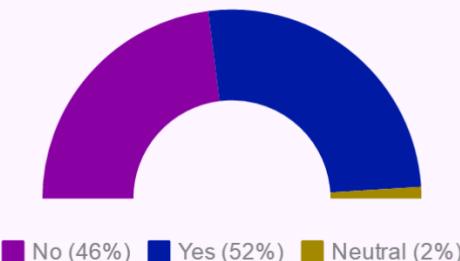
## key findings in April

Across 14 districts and 2100 respondents, 6 percent believed there has been a problem with violence within their community.

Those respondents cited the neighborhood, private homes and water sources as the location this violence occurred. Other areas mentioned by respondents included distribution sites (9 percent) and open spaces (11 percent).

Of those respondents who believed violence has occurred within their communities, 46 percent did not know where to seek protective services. This highlights the need for Government and agencies to engage with communities and provide information on where protective services can be accessed.

### Do you know where to seek protective services?



■ No (46%) ■ Yes (52%) ■ Neutral (2%)

### Gender differences



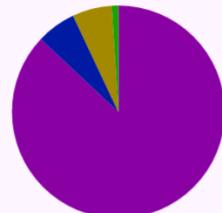
female respondents were more likely to believe that there has been violence within their community

8%



4%

### Has there been a problem with violence within your community?



■ No (87%) ■ Yes (6%) ■ Don't Know (6%)

■ Neutral (1%)

### Which areas of the community was violence occurred?



33% of respondents cited the neighborhood as the site where violence occurred



24% of respondents cited the home as the site where violence occurred



14% of respondents cited water sources as the site where violence occurred

### Significant findings

**15%** of Rai respondents believed there has been violence within their community

**15%** of households with Dalit children under 5 believed there has been violence within their community

**12%** of Gurung respondents believed there has been violence within their community

**11%** of households with single women/widows believed there has been violence within their community

**6%** of Brahmin and Chhetri respondents believed there has been violence within their community

# EXCLUSION OR DISCRIMINATION IN THE COMMUNITY RELATED TO RECONSTRUCTION SUPPORT



## what are people saying?

### Sumandratar, Nuwakot

Will poor people get the government grant?

### Bhaise, Makwanpur

I feel that those really affected were not prioritized.



### Sankhu Patichaur, Kavre

Are landless people and people who rent entitled to reconstruction support of 2 lakhs?

### Siddhicharan N.P., Okhaldhunga

I don't think class B earthquake victim cardholder will get cash support.



## key findings in April

Across 14 districts and 2100 respondents, 15 percent believed there had been exclusion or discrimination in reconstruction support. Similar to previous rounds of perception surveys in CFP Phase I, respondents felt exclusion was based on political party affiliation. The severity of damages, first come, first serve, and caste system were also cited as sources of exclusion for reconstruction support.

Again, differences in perceptions can be seen along caste/ethnic lines. Respondents from disadvantaged groups were more likely to feel that exclusion or discrimination had occurred in reconstruction support.

This issue was also raised via agency feedback, specifically in relation to accessibility of aid distributions for the elderly and persons with disabilities.

### Significant findings

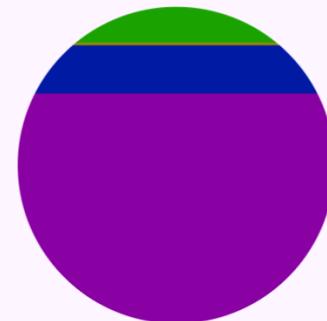
**23%** of Sherpa respondents believe there has been exclusion or discrimination in support

**22%** of Newar respondents believe there has been exclusion or discrimination in support

**21%** of Dalit respondents believe there has been exclusion or discrimination in support

**14%** of Brahmin and Chhetri respondents believe there has been exclusion or discrimination in support

Is anyone in your community being excluded or discriminated against in reconstruction support?



■ No (73%) ■ Yes (15%) ■ Neutral (1%)  
■ Don't Know (11%)

### Main reasons for exclusion or discrimination

**47%** of respondents believe exclusion or discrimination is due to political parties

**24%** of respondents believe exclusion or discrimination is due to severity of damages

**19%** of respondents believe exclusion or discrimination is due to first come, first serve

# MISTREATMENT IN THE RECOVERY PROCESS



## what are people saying?



### Nibuatar, Makwanpur

My house is destroyed but I only got a class B earthquake victim card. Why?

### Ratamata, Nuwakot

I feel that aid has been distributed on the basis of political networks.



## key findings in April

Across 14 districts and 2100 respondents, 4 percent believed they have been mistreated in the recovery process.

While it is positive that few respondents believe they have been mistreated, 70 percent of those who have been mistreated did not know how to seek recourse. This highlights the need for Government and agencies to share clear information on how those who have been mistreated can report issues and seek recourse.

Respondents who believed they have been mistreated cited concerns not listened to, exclusion and psychological harassment as the main forms of mistreatment.

### How have you been mistreated?



Concerns not  
listened to  
(30%)

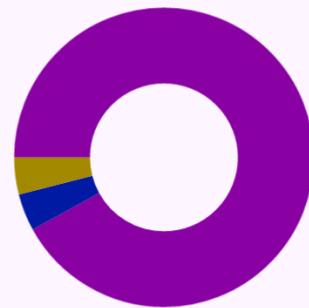


Excluded from  
distribution lists  
(19%)



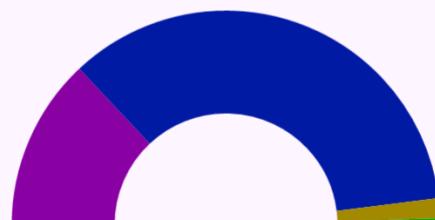
Psychologically  
harassed  
(12%)

### Have you been mistreated at all in the recovery process?



■ No (92%) ■ Yes (4%) ■ Don't know (4%)

### If mistreated, did you know how to seek recourse?



■ Yes (26%) ■ No (70%) ■ Neutral (3%) ■ Refused (1%)

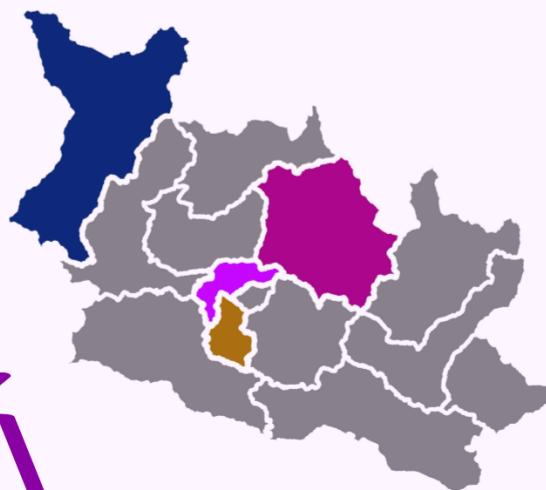
# FEEDBACK TO THE GOVERNMENT ON THE RECONSTRUCTION PROCESS



## what are people saying?

### Prittibinayana N.P., Gorkha

I feel that speaking alone will not solve the problem.



### Sundarijal, Kathmandu

The local authorities are never found in the village.

### Irkhu, Sindhupalchowk

I was worried about what others would think or say.

### Thecho, Lalitpur

They do not listen to the concern of one person. Everyone should speak in solidarity but no one is ready to speak up.



## key findings in April

Across 14 districts and 2100 respondents, 77 percent have not provided any feedback to the government on the reconstruction process. A majority of respondents did not know where or how to provide feedback and/or did not feel anyone would listen or care about the feedback they would provide.

The Kathmandu Valley (Kathmandu, Lalitpur and Bhaktapur) had the highest percentage of respondents who did not provide feedback to the government. This may indicate complexities in providing feedback to the government in urban vs. rural settings.

### Barriers to providing feedback



Don't know where or how (66%)



Don't feel anyone would listen (25%)



Don't feel it would change anything (24%)



Don't think anyone cares about my feedback (18%)

Have you provided any feedback to government on reconstruction process, including asking a question, filing a complaint/concerns/grievance?



■ Yes (17%) ■ No (77%) ■ Don't know (5%)  
■ Refused (1%)

### District highlights

**87%** of respondents in Kathmandu have not provided feedback to Government

**86%** of respondents in Lalitpur have not provided feedback to Government

**85%** of respondents in Bhaktapur have not provided feedback to Government

**74%** of respondents in Kavre have not provided feedback to Government

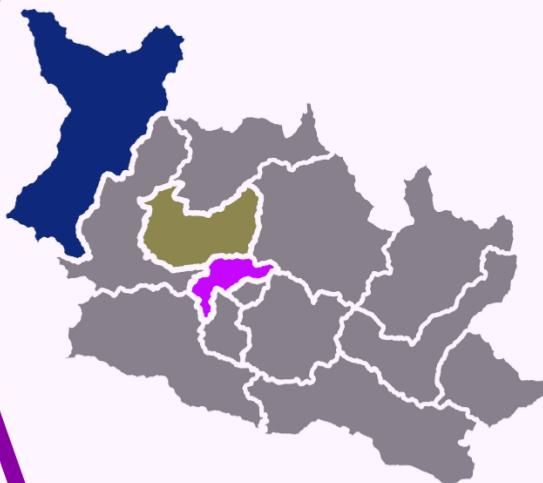
# FEEDBACK TO I/NGOS ON THE RECONSTRUCTION PROCESS



## what are people saying?

### Prittibinayran N.P., Gorkha

There is no point in giving feedback as it will not change anything.



### Tupche, Nuwakot

I don't think the I/NGOs listen to my concerns.

### Sundarijal, Kathmandu

There are no I/NGOs working in this community.



## key findings in April

Across 14 districts and 2100 respondents, 75 percent have not provided any feedback to I/NGOs on the reconstruction process. A majority of respondents did not know where or how to provide feedback and/or did not feel anyone would listen or care about the feedback they would provide.

Unlike perceptions on government feedback, respondents in districts outside of the Kathmandu Valley were more likely to not have provided feedback to I/NGOs.

This highlights the need for I/NGOs to communicate how to access feedback mechanisms to communities and share with communities how feedback has been addressed to build trust in the effectiveness of the process (closing the feedback loop).

### District highlights

**89%** of respondents in Sindhupalchowk have not provided feedback to I/NGOs

**87%** of respondents in Sindhuli have not provided feedback to I/NGOs

**69%** of respondents in Nuwakot have not provided feedback to I/NGOs

Have you provided any feedback to I/NGOs on reconstruction process, including asking a question, filing a complaint/concerns/grievance?



■ Yes (11%) ■ No (75%) ■ Don't know (13%)  
■ Refused (1%)

### Barriers to providing feedback



Don't know where or how (62%)



Don't feel anyone would listen (25%)



Don't feel it would change anything (25%)



Don't think anyone cares about my feedback (19%)

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