



# INTER AGENCY COMMON FEEDBACK REPORT

SEPTEMBER 2015 FEEDBACK REPORT



# THE INTER-AGENCY COMMON FEEDBACK PROJECT

This issue of the Common Feedback Report supported by:



District Women and  
Child Development  
Office

Deepjyoti  
Community  
Improvement



International Federation  
of Red Cross and Red Crescent Societies



Rural Health and  
Education Services



Inter Agency Common Feedback Project funded by:



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This publication has been produced with financial assistance from DFID.

# REPORT CONTENTS

Key Findings in September

Listening to Communities

Community Perception Surveys

Targeted Perception Surveys - UN Women

Feedback in Action

Rumor Tracking

Feedback via partner feedback mechanisms

Key Information Materials

# KEY FINDINGS IN SEPTEMBER

In September, community perception surveys highlight an overall improvement of how communities feel about the earthquake response. In particular, September saw an improvement in how communities feel about:

- Information needs being met
- Overall progress in the response
- Satisfaction with government and NGOs in the response

While these improvements are positive, community responses still show the need for humanitarian agencies to strengthen its outreach and dialogue with communities.

Feedback collected from 18 agencies in the field also highlight the issue of beneficiary selection and aid distribution as a continued challenge. Issues from access to eligibility continue to be raised by communities. Again, this demonstrates the need for clear outreach and dialogue approaches with communities to ensure they have the information they need.

Shelter related issues remain the biggest concern for communities. Community feedback also raise concerns and questions related to reconstruction support, building materials, guidelines for build back better, etc. As relief transitions to response and reconstruction, it is critical for humanitarian agencies to communicate and listen to communities in order to support their efforts in rebuilding.

# 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 is addressed. Without access to reliable, timely, and accurate information, communities are unable to make the choices necessary to develop their own strategies to recovery and rebuild from the earthquake.

It is essential that communications 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 entire humanitarian country team including all clusters and organizations, as well as civil

society and other actors.

The September 2015 edition of the Community Feedback Report incorporates community feedback received from:

1. Household level perception surveys
2. Targeted perception surveys
3. Rumor tracking
4. Community feedback via partner feedback mechanisms

### Household level perception surveys

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

Conducted on a monthly basis, these perception surveys provide important insight, measured over time, on how communities perceive progress made in the response.

### Targeted perceptions surveys

In addition to household level perception surveys, the CFP works with partners in identifying target groups and areas to carry out perception surveys and 'drill down questions' to further identify concerns and issues arising from specific community groups.

In August, the CFP partnered with UN Women to conduct

targeted surveys across 5 districts in Multi-Purpose Female Friendly Spaces.

### **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 organization and channel can elevate community feedback and help identify key issues being raised that require attention and action.

# 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, Local Interventions Group, Nepal Scouts and Ground Truth Solutions 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, 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 weighted 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 program level perception surveys are being conducted by Accountability Lab and Local Interventions Group, with support from Ground Truth Solutions, 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 Survey

## September - Demographics



Dolakha	Ramechhap
Gorkha	Rasuwa
Bhaktapur	Sindhuli
Dhading	Kathmandu
Kavrepalanchowk	Makawanpur
Lalitpur	Nuwakot
Okhaldhunga	Sindupalchowk



A total of 1400 surveys carried out across 14 affected districts



35%



65%



Tamang	15%
Newar	17%
Muslim	0.3%
Other Janajati	14%
Gurung	4%
Dalit	6%
Chhetri	20%
Brahmin	20%
Other	4%

# Q1. Are your main problems being addressed?



In September, 72 percent of respondents stated their main needs were not being addressed while 18 percent felt their main needs were being addressed. This is a slight improvement from the August round

## Priority needs in September



long and short  
term shelter



financial /  
livelihood support

## Q2. Are you satisfied with what government is doing for you after the earthquake?



In September, 59 percent of respondents stated they were not satisfied with what the government has done for them since the earthquake while 27 percent were positive. This is a slight improvement from the August and July rounds.

### Main needs from Government in September

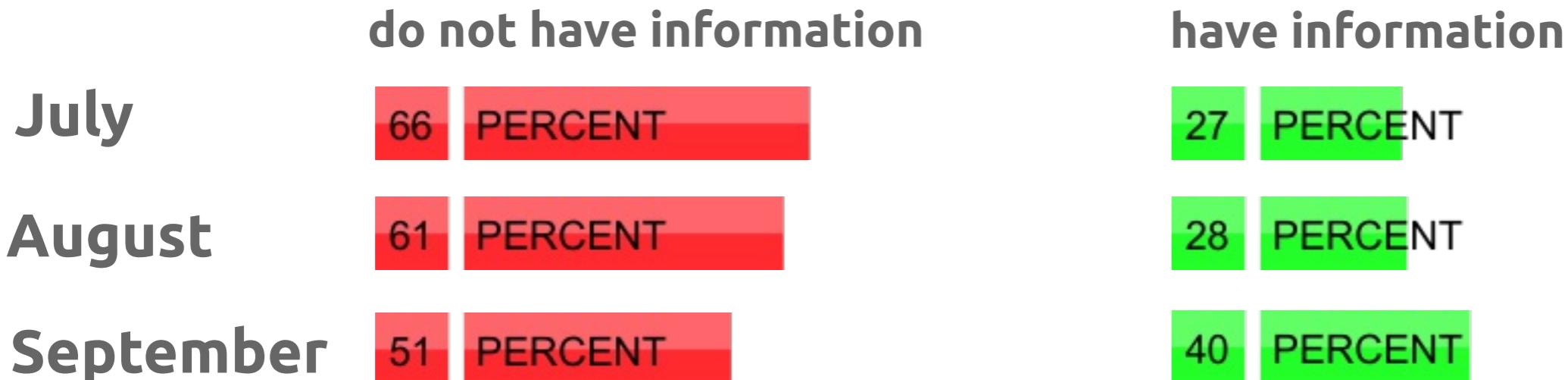


building materials



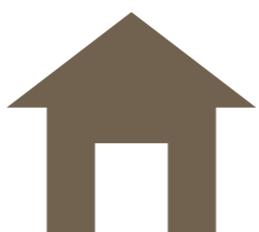
cash support

# Q3. Do you have the information you need to get relief and support?



In September, 51 percent of respondents stated that they did not have the information they need while 40 percent did have the information needed. This is a significant improvement from previous rounds. However, the data highlights that Gurungs represent the most positive group with other groups remaining more negative.

## Main information needs in September



building materials



news on government  
decisions

# Q4. Are you satisfied with that NGOs are doing for you?



In September, 46 percent of respondents were not satisfied with NGOs while 38 percent were positive. This is a slight improvement from previous rounds.

## Main needs from NGOs in September



building materials



cash support

## Q5. Is support being provided in a fair way?



In September, 43 percent of respondents did not believe aid was provided in a fair way while 42 percent believed aid was provided fairly. This is a slight improvement since August and a significant improvement since July. A previous Issue in Focus highlighted that more vulnerable groups tend to be more positive on this issue, which may be a result of targeted distributions

### Reasons why aid not fair in September



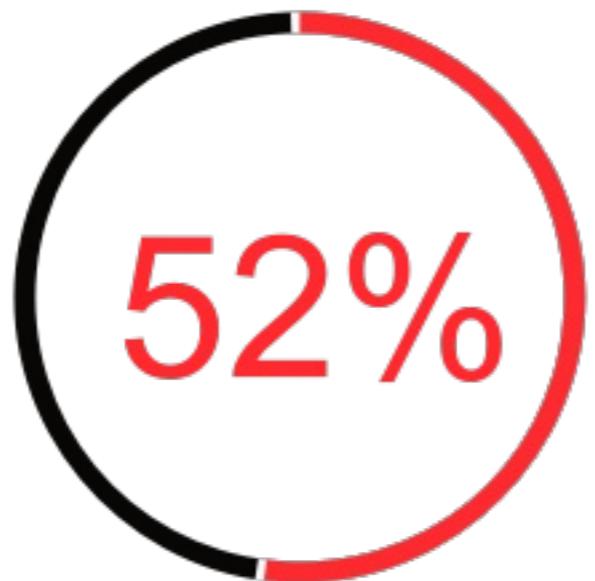
first come, first  
serve



based on networks,  
specifically political parties

## Q6. Are you prepared for another disaster?

September



do not feel prepared



do feel prepared

In previous rounds, respondents were asked if they felt prepared for the monsoon. With the monsoon period coming to an end, this question was revised to understand how prepared communities felt for another disaster. In September, 52 percent of respondents did not feel prepared for another disaster while 35 percent did feel prepared.

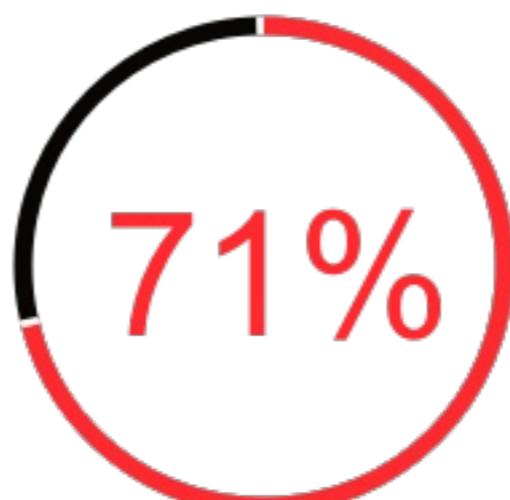
## Q7. Do you feel you have been heard?

July



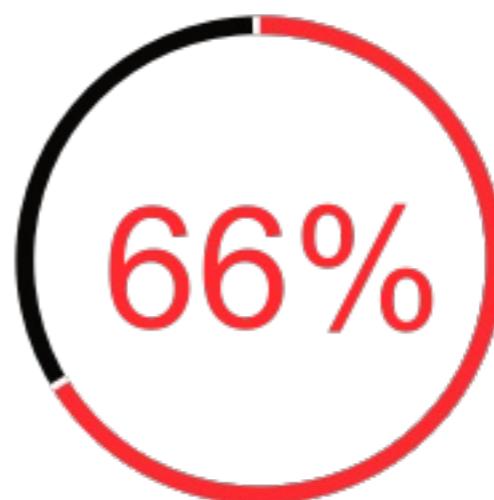
do not feel heard

August



do not feel heard

September



do not feel heard

In September, 66 percent of respondents do not feel heard. This is only a slight improvement from previous rounds and highlights the continued feeling from communities that they are not being heard. People aged 55 and above are most negative on this question (74 percent negative).

# Q8. Overall, is the earthquake relief effort making progress?



In September, 49 percent of respondents did not believe progress in the earthquake response was being made while 34 percent were positive on this question. Gurungs responded significantly more positive (72 percent) than other caste/ethnic groups.

# Q9. As a woman, are your particular problems being addressed?



In September, 66 of female respondents did not feel their problems were being addressed while only 16 percent believed their problems were addressed. This remains an issue that the humanitarian community must investigate to identify how to address the concerns and issues raised by women.

## Main needs in September



shelter support



financial support

# TARGETED PERCEPTION SURVEYS

In September the Common Feedback Project partnered with UN Women to carry out a targeted perception survey in three Multi-Purpose Women's Centres, during distribution of radio sets to elderly women, female heads of households, Dalit women and women with disabilities. The survey was conducted in Sindhupalchok, Kaverepalanchok and Nuwakot, collecting feedback from over 300 of these targeted vulnerable women.

For this targeted perception survey three questions were added to the regular survey instrument, with the intention of gathering information on changes in women's levels of confidence, tension, inclusion in family decision making and workload. It is important to note that due to the nature of the distribution, specific demographic groups are represented more than others, and also seemed to have held polarizing perceptions in some case. This does have an impact on the representation of the overall results. The overall findings of the survey show that since the earthquake respondents workload in household and informal labour have increased, while confidence in engaging with government or NGOs has decreased. Results further show that more than half of respondents feel that the circumstances of tension or risk have increased, while generally, male members of their family are more likely to hear their voices at home.

The Common Feedback Project aims to expand partnerships with organizations to conduct perception surveys for target locations or groups. Organizations interested in participating should contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)



## TARGETED PERCEPTION SURVEYS

In September 2015, the Common Feedback Project partnered with UN Women to carry out a targeted perception survey in three Multi-Purpose Women's Centres during the distribution of radio sets to elderly women, female heads of households, Dalit women and women with disabilities.

### demographics



Surveys completed in:

Sindhupalchowk  
Kavrepalanchowk  
Nuwakot



A total of 300 surveys conducted

### tensions since the earthquake

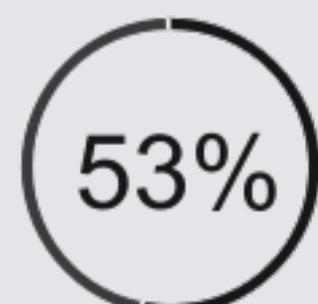


of respondents felt there was an increase in tensions and risk of violence or harassment since the earthquake.

Respondents believe the increased tension is from:



Community members (34%)  
family members (34%)  
strangers (27%)



of respondents believed access or engagement with local government or humanitarian agencies has diminished since the earthquake

### access and engagement



cannot physically access (43%)



they do not listen (23%)



too traumatized or lack of energy to engage (18%)

Respondents believe that engagement has decreased because of:

# male household members listening



of respondents they have been listened to more by male members in the household in making important decisions, such as the use of humanitarian relief and income earned, since the earthquake

## Changes in time spent on daily activities since earthquake



Child and elderly care



↑ increase in time spent



Getting water



↑ increase in time spent



Cooking and cleaning



↑ increase in time spent



Paid work



↓ decrease in time spent



Sleeping and resting



↓ decrease in time spent

## FEEDBACK IN ACTION - UNFPA

A targeted survey through UNFPA and the Common Feedback Project in a Reproductive Health Camp was completed in August 2015.

The survey highlighted key information needs for respondents. This includes where and how to access health services.

With this feedback, UNFPA will be supporting additional community outreach to communicate. The aim of this outreach is to address the information needs outlined by respondents from the targeted survey.

## FEEDBACK IN ACTION - CARE NEPAL

A woman has been living alone in her village for the past 20 years since her husband had a second marriage and moved to the city. However, she has not had a legal divorce nor did the DDRC know about the separation. The DDRC list of fully damaged households did not include her name. This means she was not included on beneficiary lists for aid support. Her concerns and exclusion from this list was raised with CARE Nepal.

To address this, CARE Nepal held a discussion with the Ward Citizen Forum coordinator. Based on these discussions, the VDC Secretary issued a formal letter declaring this individual's right to receive support.

As a result, CARE was able to provide this woman with the needed support, which included 2 bundles of CGI sheets with fixing kits and 1 pc of tarpaulin.

## FEEDBACK IN ACTION - MOBILE CITIZEN HELP DESK

A woman who lost her husband in the earthquake was not able to access relief due to not having a citizenship card. This caused many problems as her husband is the only source of income for the family.

Mobile Citizen Help Desk Volunteers supported the woman in obtaining a citizenship card, which allowed for her to access relief support.

There are many individuals, particularly women, who face this difficulty. It is important for the government and organizations to support individuals in obtaining a citizenship card to allow them to access relief support.

# 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 any 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 August 2015, the following rumors, concerns and questions were raised and tracked in affected communities:

- Rumors about earthquake affected receiving goats or mutton and additional funding for the festival season
- Rumors about the moon falling into the earth and a black earthquake striking
- Questions about female health care volunteers receiving compensation for their services in the earthquake
- Concerns about the families of the missing in the earthquake not receiving compensation from the government
- Concerns about conjunctivitis spreading in the community
- Concerns about white moths' causing blindness
- Rumors that UNICEF will provide CGI sheets all over Nuwakot

- Concerns about the use of ID cards provided to earthquake affected families
- Concerns about design for earthquake resistant housing
- Concerns that the government's pledge for monetary support could be a hoax
- Rumors of relief food items going to decay
- Concerns about receiving Rs 25,000 for home repair
- Concerns about swelling and headaches in pregnant women and new mothers
- Questions about how to counsel traumatized children
- Concerns that the banks are not providing loans to build new houses
- Question about earthquake resistant building technology
- Concerns about pneumonia in children
- Rumors about a new earthquake and safety concerns

The collection of rumors, concerns and questions is only one element of the Open Mic Project. In addition, partnerships are being strengthened with media and humanitarian organizations to address these concerns raised by communities. For example, Oxfam is supporting Radio Sindhu in broadcasting information related to rumor tracking. Radio Gorkha has also begun broadcasting weekly programs using rumor tracking information to reach communities. Additional partnerships are encouraged to ensure communities receive factual and timely information.

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 to 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 September 2015 report, the following feedback mechanisms were used to collect feedback:

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



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur	Lalitpur
Dolakha	Lamjung
Gorkha	Okhaldunga
Kathmandu	Sindhuli
Kavrepalanchowk	Sindhupalchowk



## FREQUENCY

approximately

**1,150**

PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities have expressed concerns related to beneficiary selection and aid distribution. Issues related to this include delays and insufficient distribution caused by poor road access, beneficiary ID card processes, etc.



## ACTIONS TAKEN

In some areas, consultations were held at VDC level along with door to door beneficiary verification and selection. Volunteers have also been mobilized to speed up distributions



## ACTIONS REQUIRED

Strengthened outreach with communities to explain targeted approaches in beneficiary selection. In addition, coordination required among stakeholders to ensure fair aid distribution



## VOICES FROM THE COMMUNITY

"I was taking care of my husband in the hospital and could not get a earthquake ID card, which means I am not included on the beneficiary list. This is a problem has I do not have regular income and have limited food stock"



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur  
Gorkha  
Kathmandu  
Lalitpur  
Sindhuli  
Sindhupalchowk



## FREQUENCY

approximately

**800**

PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities have reported difficulties related to short term shelter arrangements and have requested quick demolition of earthquake damaged homes and support for construction of long term shelters



## ACTIONS TAKEN



## ACTIONS REQUIRED

Some organizations are supporting beneficiaries in construction of new homes. Many communities have started to build on their own

In addition to continued demolition support, guidance on construction required to allow communities to build back better



## VOICES FROM THE COMMUNITY

A woman raised concern on the location of CGI distribution points saying "It is better to get nothing than receive from here. How could I bring this to my home?"



## DISTRICTS FEEDBACK COLLECTED

Dolakha  
Gorkha  
Kavre  
Lalitpur  
Sindhuli  
Sindhupalchowk



## FREQUENCY

approximately

**550**

PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities have requested support for reconstruction of damaged education facilities and the provision of materials such as books, stationary, furniture, computers, water purification, etc.



## ACTIONS TAKEN

Work is underway with government for guidelines in school reconstruction. Some organizations have supported in constructing water supplies and latrines and providing school materials.



## ACTIONS REQUIRED

Additional provision of school materials required for school children. Along with this, school reconstruction support is required,



## VOICES FROM THE COMMUNITY

One woman said "I would prefer to have relief aid in the education sector for my children rather than to have money"



## DISTRICTS FEEDBACK COLLECTED

Gorkha  
Sindhuli  
Sindhupalchowk



## FREQUENCY

approximately

**300**

PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities have requested livelihood support for income generation. This includes requests for vocational and skills training



## ACTIONS TAKEN

Some organizations supporting with cash support programmes, including cash for work



## ACTIONS REQUIRED

Increase livelihood support programmes for affected communities



## DISTRICTS FEEDBACK COLLECTED

Bhaktapur  
Gorkha  
Kathmandu  
Sindhuli  
Sindhupalchowk



## FREQUENCY

approximately

**160**

PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities have requested support in strengthening access to clean drinking water



## ACTIONS TAKEN

Some organizations supported by constructing water pipelines and providing public water tanks with clean drinking water.



## ACTIONS REQUIRED

Monitor provision of clean drinking water to ensure communities have access and continued assessment to determine needs



## DISTRICTS FEEDBACK COLLECTED

Gorkha



FREQUENCY

approximately

**105**

PEOPLE RAISED  
THIS ISSUE

## ? ISSUE

Communities in Gorkha have requested support in home and land inspection to determine whether it is safe to return home from temporary shelters



ACTIONS TAKEN



ACTIONS REQUIRED

Support required to inspect homes and land to determine whether return is safe and possible



## DISTRICTS FEEDBACK COLLECTED

Gorkha



## FREQUENCY

approximately

**270**

## PEOPLE RAISED THIS ISSUE

## ? ISSUE

Communities in Gorkha have raised concerns over shortages in commodities such as salt and oil. In addition, concerns have been raised over the fuel crisis and its impact on the economy



## ACTIONS TAKEN



## ACTIONS REQUIRED

Investigate shortages in salt and oil and strengthen community outreach and information related to coping with fuel crisis

# KEY INFORMATION MATERIALS

The feedback received across mechanisms highlights the need for government and humanitarian partners to strengthen its communications with communities.

The Communicating with Communities (CwC) Working Group has been working with humanitarian partners and media to ensure key information reaches affected communities. This includes collecting key messages and materials for communications.

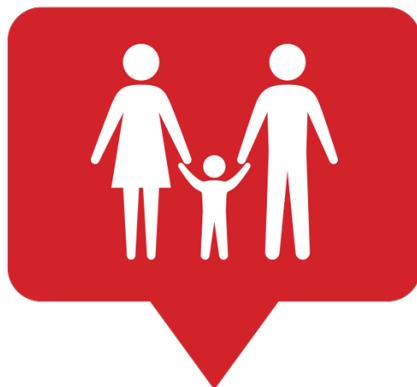
Organizations are encouraged to work with the CwC and share relevant materials that can be used to reach affected communities.



Link to DropBox folder for common materials:

<https://www.dropbox.com/sh/s1h9zisnpiowk0/AAC4wElMwPKQQ73ZtzlVetExa?dl=0>

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*Any comments on this issue of the Common Feedback Report are welcome. Please contact Giovanni Congi at [giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)*