



NEPAL COMMUNITY FEEDBACK REPORT

Issue: Protection

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THE INTER-AGENCY COMMON FEEDBACK PROJECT

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KEY FINDINGS

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

This was the second round of the Protection themed Community Perception Survey, and it was marked by a small (2 to 4 percent), but consistent improvement in community perceptions across all questions. Protection issues centered around water shortages, which came out prominently in the last round, conducted in May 2016, have lessened in this round, perhaps due to the approaching monsoon at the time of data collection.

In past CFP surveys conducted during the immediate earthquake response, and in other thematic surveys, there has not been a clear trend that would indicate lower levels of satisfaction or needs being met amongst lower caste respondents. However, when asked questions specifically related to protection themes (related to violence, tension, discrimination and mistreatment, among others) higher than average responses are observed by Dalit respondents on nearly every question in the Protection Survey.

Only 5 percent of people covered by the Protection Survey say there is a problem with violence within their community. However, at the district level there is significant variation. For example, in Dolakha 19 percent of respondents said there is a problem with violence within their community; nearly four times the national average. Respondents in Sindhupalchok and Gorkha also indicated higher than average levels of violence within their communities, at 11 and 9 percent respectively.

Finally, when it comes to providing feedback to government or I/NGOs on the recovery and reconstruction process, only 19 percent of respondents have provided feedback to government, and 15 percent to I/NGOs. It was also found that women are much less likely than men to provide feedback. The main reasons cited by respondents for not providing feedback include not feeling like anyone will listen, not feeling like it will change anything and not knowing where or how to provide feedback. This illustrates the importance of closing the feedback loop with communities to show them that their voices are being heard, and having an impact on reconstruction decisions.

Recommendations

- Protection partners, especially those working in Dolakha, should look into higher than average levels of perceived violence in communities in Dolakha, Sindhupalchok and Gorkha.
- All recovery and reconstruction partners should scale up their efforts to make feedback channels accessible to communities, and to demonstrate to those communities that their voice is being heard, and what decisions their feedback impacts.

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.

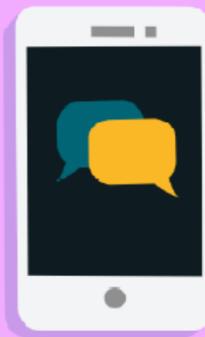
Given this sampling approach, there are some limitations that should be acknowledged. While the VDC selection is randomized, the survey does not reach inaccessible areas, particularly mountainous areas. Consequently, the perception surveys does not collect feedback from communities in these inaccessible 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.

June 2016 Survey Overview



2100

Surveys completed using
Kobo Toolbox across 14
earthquake affected
districts in June 2016



52%



48%

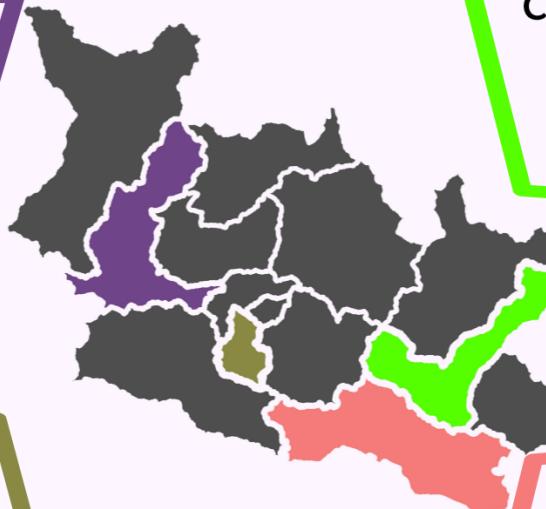
PROBLEMS RELATED TO CHILDREN IN POST-EARTHQUAKE PERIOD



What are people saying?

Nilkantha N.P., Dhading

Children below 5 years old will receive 5,000 support.



Lele, Lalitpur

It is very difficult for us to protect our children from wild animals.

Chanakhu, Ramechhap

Is it true that earthquake victim's children will be provided books for free and scholarship for study?

Ratanchura, Sindhuli

I am too poor so I cannot build new house. I just want to keep my children in a house with the government support.



Key findings in June

Across 14 earthquake affected districts and 2100 respondents, 16 percent believe they have problems related to the children in their household. This is a three percent improvement over last round.

Concerns over children's discomfort in temporary shelters due to harsh weather (the top concern related to children) could be further exacerbated by the monsoon, as this data was collected during pre-monsoon.

Once again, significant variations between caste/ethnic groups is observed. Dalit respondents are most likely to feel they have problems related to their children (27%). It seems this feeling is further magnified based on the age of the children, as 37 percent of respondents with a social protection card for a Dalit child under five said they had concerns related to their children.

Additionally, agency feedback mechanisms raised concerns over difficulties faced by school aged children to study, due to insufficient educational materials and damaged school infrastructure. In response to this, agencies shared their plan to communicate clearer messages with communities related to school reconstruction plans, as well as increase distribution of educational materials.

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



■ No (81%) ■ Yes (16%)
■ Don't know (2%) ■ Neutral (1%)

Main concerns related to children



28% are concerned about discomfort in temporary shelter due to harsh weather



27% are concerned about security* in temporary shelter



25% are concerned about structural safety of school

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

PROBLEM WITH VIOLENCE WITHIN THE COMMUNITY

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



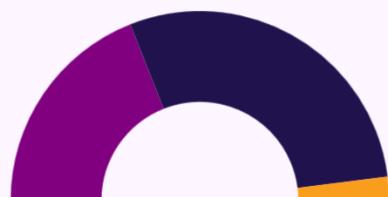
Key findings in June

Across 14 earthquake affected districts and 2100 respondents, only 5 percent of people say there was a problem with violence within their community. A further 8 percent report that they don't know if there has been a problem with violence.

Of those who responded that violence was a problem, private homes, neighborhood, open spaces, and around water sources are raised as the areas in which this violence has occurred. Once again, Dalit respondents report feeling more exposed to violence than other caste/ethnic groups, with 12 percent perceiving a problem with violence within their community.

There also exists a substantial difference in the perceived level of violence between districts. In Dolakha 19 percent of respondents indicated a problem with violence in their community, nearly four times the national average, and almost double the next highest perceived level of violence, in Sindhupalchok, with 11 percent. Protection partners working in these districts should dig deeper into concerns about violence to better understand the issues facing communities there.

If yes, do you know where to seek protective services?



■ No (38%) ■ Yes (58%) ■ Neutral (4%)

Gender differences



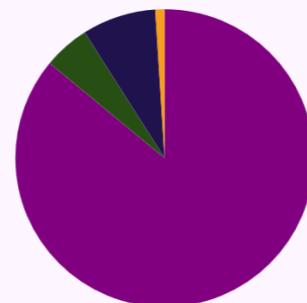
Female respondents were more likely to believe that there has been violence within their community.

6%



5%

Has there been a problem with violence within your community?



■ No (86%) ■ Yes (5%) ■ Don't know (8%)
■ Neutral (1%)

If yes, in which areas of the community did violence occur?



26% of respondents cited the home as the area where violence occurred



24% of respondents cited the neighborhood as the area where violence occurred



15% of respondents cited open spaces as the area where violence occurred

Significant findings

21% of households with Dalit children under 5 believed there has been violence within their community.

12% of Dalit respondents believed there has been violence within their community.

8% of Janajati respondents believed there has been violence within their community.

TENSION WITHIN THE COMMUNITY RELATED TO RECOVERY AND RECONSTRUCTION SUPPORT



What are people saying?

Saramthali, Rasuwa

I am the earthquake victim, why is my name not listed in beneficiary list?



Jeewanpur, Dhading

Senior citizens already receiving the allowance will not get any cash support.

Bhimeshwor, Dolakha

Many people are not included in the beneficiary list.

Kusadevi, Kavrepalanchok

What will happen to those whose name is missed from the list?



Key findings in June

Across 14 earthquake affected districts and 2100 respondents, 30 percent feel that there is tension within their community related to recovery and reconstruction support. This is a 4 percent decrease in the level of perceived tension since last round's protection survey in May.

Among those who did experience tension, the main causes of this tension were cited as: delays in receiving support, lack of planning in resettlement and drying up of water sources. Interestingly, water remains a top source of tension, but its relative weighting, compared to other factors, is decreasing (from the top source of tension in May 2016). This is perhaps due to the onset of the monsoon season.

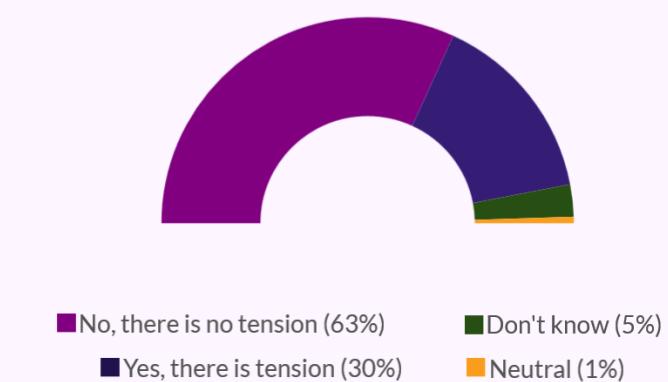
Significant differences in perceived levels of tension are observed both among caste/ethnic groups and between districts. As with last month, Dalit respondents were the most likely to feel there was tension within their community (42%).

District highlights

54% of respondents in Rasuwa perceive intra-community tensions related to recovery and reconstruction support.

12% of respondents in Makwanpur perceive intra-community tensions related to recovery and reconstruction support.

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



What is this tension caused by?



38% believed tension was caused by delays in receiving support



25% believed tension was caused by lack of planning for resettlement



19% believed tension was caused by drying up of water resources

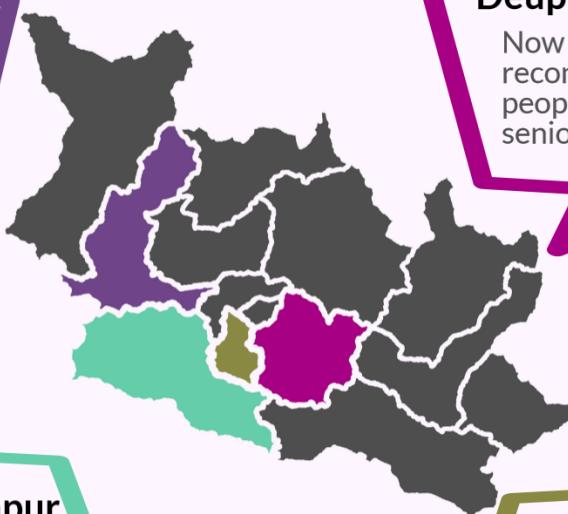
EXCLUSION OR DISCRIMINATION IN THE COMMUNITY RELATED TO RECONSTRUCTION SUPPORT



What are people saying?

Jeewanpur, Dhading

What support will be received by those who lost their family in the earthquake?



Deupur, Kavrepalanchok

Now the government will reconstruct houses for disabled people, single women and senior citizens free of cost.

Ambhanjyang, Makwanpur

We feel that the data collection of damage caused by earthquake is not fair.

Mahalaxmi N.P., Lalitpur

There is excessive discrimination against the people in the community.



Key findings in June

Across 14 earthquake affected districts and 2100 respondents, 13 percent of people feel that there has been discrimination or exclusion in the reconstruction process. This represents a 2 percent improvement over the last round of the protection survey, completed in May 2016.

Of those who feel there has been discrimination, the basis of that discrimination is perceived to include political affiliations, severity of damage, and first come, first served.

Feedback collected from partner agencies also highlights beneficiary dissatisfaction with selection criteria and processes. To address this, agencies are engaged in community consultation on beneficiary criteria, as well as community approval of final beneficiary lists.

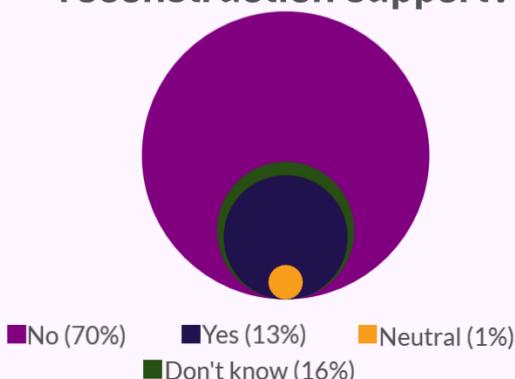
District highlights

94% of respondents in Rasuwa do not feel there has been discrimination or exclusion

39% of respondents in Sindhupalchok don't know if there has been discrimination or exclusion

29% of respondents in Bhaktapur feel there has been discrimination or exclusion

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



Main reasons for exclusion or discrimination



48% of respondents believe exclusion or discrimination is due to political parties.



30% of respondents believe exclusion or discrimination is due to severity of damage.



20% of respondents believe exclusion or discrimination is due to first come, first serve.

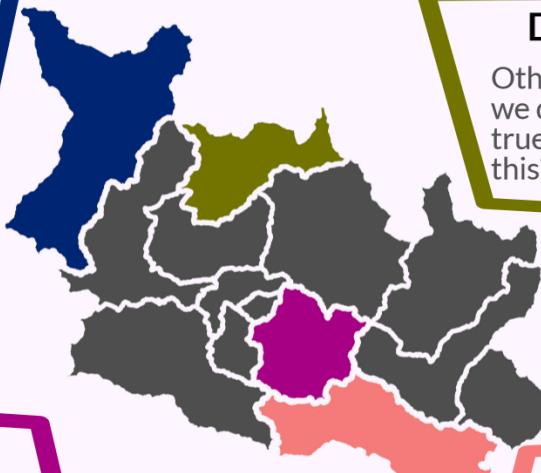
MISTREATMENT IN THE RECOVERY PROCESS



What are people saying?

Kasigau, Gorkha

I have all the required documents and evidence, but my name is not listed in beneficiary list.



Dhaibung, Rasuwa

Others got 15,000 support but we did not get anything. Isn't it true that everyone should get this?

Dhulikhel N.P., Kavrepalanchok

There is unfair distribution of relief, since I have migrated from another place.

Ratanchura, Sindhuli

Our house has heavy cracks, which is very unsafe to stay, but we did not get any kind of relief card.



Key findings in June

Across 14 earthquake affected districts and 2100 respondents, only 4 percent of people report having been mistreated in the recovery process. This remains constant from the previous round.

The main ways in which these respondents felt they had been mistreated were by being excluded from distribution lists, by not having their concerns listened to, and by being given the wrong information. Only 27 percent of those people knew where they could seek recourse to address their concerns over mistreatment.

Certain social protection card groups have the highest perceptions of mistreatment, with 19 percent of those who have a disability social protection card in their family reporting mistreatment and 16 percent of those with a Dalit child under five social protection card. In terms of districts, Gorkha comes out with the highest perceptions of mistreatment at 9 percent, and Makwanpur with the lowest perception of mistreatment, with 99 percent reporting no mistreatment.

How have you been mistreated?



Excluded from distribution list
27%



Concerns not listen to
19%



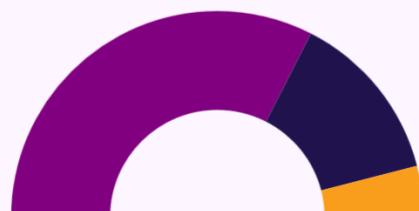
Given wrong information
10%

Have you been mistreated at all in the recovery process?



No (93%) Yes (4%) Don't know (2%)
Neutral (1%)

If mistreated, do you know how to seek recourse?



No (65%) Yes (27%) Don't know (10%)

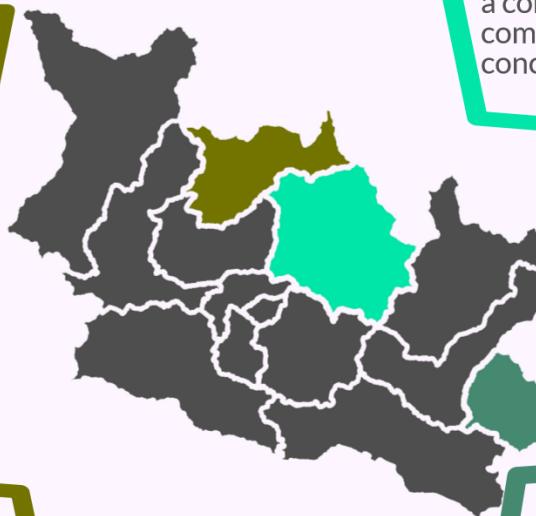
FEEDBACK TO THE GOVERNMENT ON THE RECONSTRUCTION PROCESS



What are people saying?

Chilime, Rasuwa

I have a complaint that the government cash support programme is too much delayed.



Saramthali, Rasuwa

There are very few government officers in their offices these days. Where should we complain about this?

Phulpingdanda, Sindhupalchok

If our name is missed from beneficiary list, they say to register a complaint. Where should we complain? Who will listen to my concerns?

Bigutar, Okhaldhunga

Those whose houses were listed in complete damage list got 15,000 and 10,000. Even my house was listed in complete damage list, but I did not receive any cash support. Where should I complain about this?



Key findings in June

Across 14 earthquake affected districts and 2100 respondents, only 19 percent have provided any feedback to government (including through asking a question, filing a complaint, concern or grievance) on the reconstruction process. Sixty-nine percent have not provided any feedback.

Top barriers to providing feedback cited by respondents include not knowing where or how to provide feedback, not feeling as though anyone would listen and not feeling that their feedback would change anything.

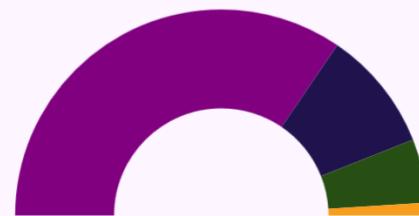
Women are less likely than men to have provided feedback, with only 15 percent of women reporting having given the government feedback, compared to 23 percent of men.

District highlights

89% of respondents in Rasuwa have not provided feedback to Government

29% of respondents in Gorkha have provided feedback to Government

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



■ No (69%) ■ Yes (19%) ■ Don't know (10%)
■ Refused (2%)

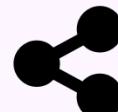
Barriers to providing feedback



Don't know where or how (56%)



Don't feel anyone would listen (35%)



Don't feel it would change anything (31%)



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

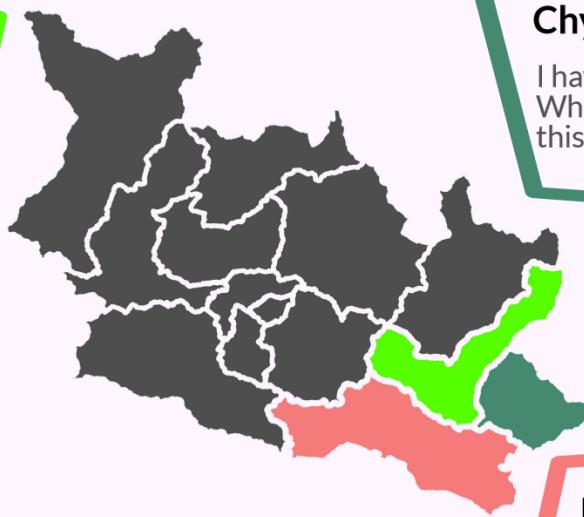
FEEDBACK TO I/NGOS ON THE RECONSTRUCTION PROCESS



What are people saying?

Dadhuwa, Ramechhap

Concerned authority does not listen even after filling complaint.



Chyanam, Okhaldhunga

I have filled the feedback form. When will I get an update on this?

Bhadrakali, Sindhuli

We have complaint that we did not get the relief and cash support.



Key findings in June

Across 14 earthquake affected districts and 2100 respondents, only 15 percent have provided any feedback to I/NGOs on the reconstruction process. This is a four percent increase over last round, yet still four percent less than those who have provided feedback to government.

Once again we see the top reasons for not providing feedback being not knowing where or how to provide feedback, not feeling as though anyone would listen and not feeling that their feedback would change anything.

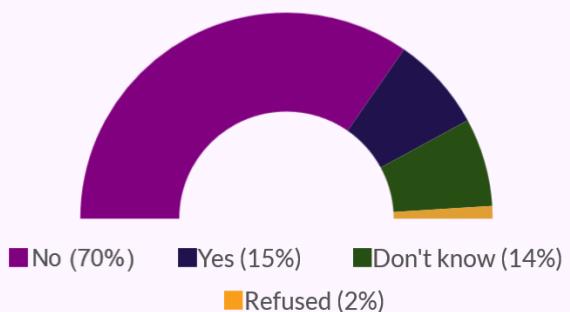
As is also seen in the previous question, women are less likely than men to have provided feedback to I/NGOs on reconstruction processes, with only 10 percent of female respondents claiming to have provided feedback to I/NGOs, compared with 19 percent of male respondents.

District highlights

93% of respondents in Makwanpur have not provided any feedback to I/NGOs

27% of respondents in Gorkha and Dhading have provided feedback to I/NGOs

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



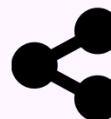
Barriers to providing feedback



Don't know where or how (55%)



Don't feel anyone would listen (33%)



Don't feel it would change anything (29%)



Do not have access to concerned person (22%)



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