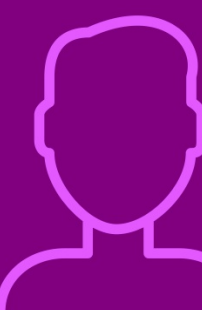
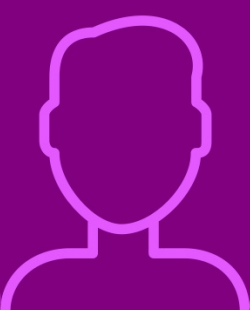
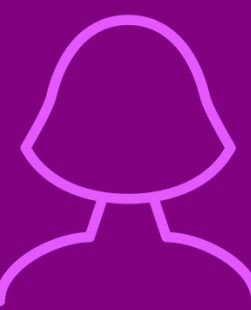
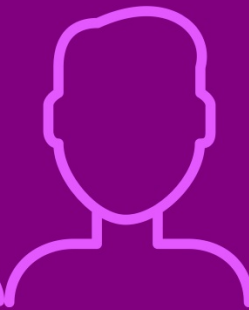
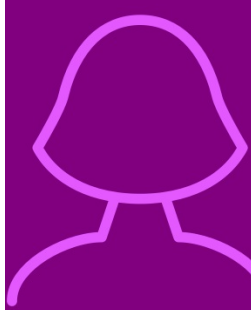




NEPAL COMMUNITY FEEDBACK REPORT

Issue: Protection

June 2017





THE INTER-AGENCY COMMON FEEDBACK PROJECT

Inter-Agency Common Feedback Project funded by:



Community perception surveys conducted with:



KEY FINDINGS

In April 2017 the Inter-Agency Common Feedback Project (CFP) completed 2100 Community Perception Surveys at the household level with community members randomly selected from throughout the 14 priority earthquake affected districts on protection related issues. This was further supplemented by focus group discussion in Sindhupalchok, Kavrepalanchok, Nuwakot and Rasuwa.

Despite the fact that three months have passed since the last data on protection issues was collected, only minor improvements are observed in this report on communities' perceptions of tension, violence, mistreatment and discrimination within their communities related to recovery and reconstruction support. Furthermore, there is no significant increase in the low percentage of people who are prepared to give feedback to government or I/NGOs. Generally speaking there has been an improvement in how communities perceive reconstruction. However, protection related issues remain key concerns for earthquake affected communities and the CFP has discovered that communities perceptions of protection issues have been improving less quickly than other considerations.

Perceptions of violence and mistreatment within communities are quite low, at 10 and 7 percent respectively, which is encouraging. However, perceptions of tension and exclusion/discrimination are relatively high, at 42 and 33 percent respectively, which is a continuing concern. The main reasons for discrimination cited by respondents include problems with documentation, political interference and joint families.

Focus group discussions and other forms of qualitative feedback have drawn attention to significant inconsistencies in beneficiary lists, where in some cases all sons of a joint family are included separately on the list, but single women headed households have been excluded. In a focus group discussion in Nuwakot, participants felt that beneficiary selection was discriminatory, because neighbours whose homes were equally damaged did not receive equal support. Because they could not see any reason for this, they felt there was some discrimination, and they claimed it fostered ill will between fellow community members. This would indicate either that selection of beneficiaries was not based on rigorous criteria, or that the criteria was not discussed with and vetted by the community. Lack of proper communication with communities can often lead to feelings that some are being excluded unfairly.

Unfortunately, the proportion of respondents indicating they have provided feedback to either government or I/NGOs has seen limited improvement. Despite the fact that most I/NGOs have some type of feedback mechanism in place, only a small percentage of the earthquake affected population seem to be making use of them.

Recommendations

- Ensure feedback mechanisms are well-know, accessible and encouraged. This includes ensuring all parts of a project/programme, from senior managers to implementing partners, understand the importance and utility of feedback. Staff should understand that feedback is positive and helps direct the programme to make it more effective, it is not an evaluation of their performance. Affected communities should be able to easily identify, access and understand feedback mechanisms, and feel encouraged to use them by receiving follow up from the respective agency.



- Ensure beneficiary selections criteria is communicated properly with the communities organisations are active in. Ideally, criteria should be discussed and vetted by the community from the first stages so that they feel a sense of ownership in those decisions. This might help to lessen or prevent future intra-communal tensions.

PERCEPTION SURVEY METHODOLOGY

To undertake the Community Perception Survey, 40 enumerators were trained over five days and deployed across the 14 priority earthquake affected districts to collect data over the course of 12 days from a total of 2100 respondents using a probability proportionate to size (PPS) methodology. All data collection is completed with mobile tablets using KoBoToolbox.

Sampling

All VDCs in the 14 priority affected districts in which 60 percent or more of the households are eligible for the housing reconstruction grant will be considered part of the survey's operating area, and eligible for random selection.

The population of each district will be considered the total population of all eligible VDCs, as per the 2011 census. The first 2000 samples of the survey will then be distributed by district proportionally.

The remaining 100 surveys will be allocated to districts where the total proportional sample size is under 100 respondents, in order to boost the population for an adequate district level analysis of the findings.

The number of VDCs selected in each district will vary, depending upon the number of samples allocated to each district. Each VDC will have a minimum of two wards sampled, and each ward a minimum of 10 surveys completed. Both VDCs and wards will be randomly selected from the list of eligible VDCs.

Twenty-five percent of the total sample will be allocated for municipalities, and municipalities will be randomly selected where there is more than one municipality in a district. In municipalities a minimum of three wards will be sampled, with a minimum of 10 surveys collected per ward.

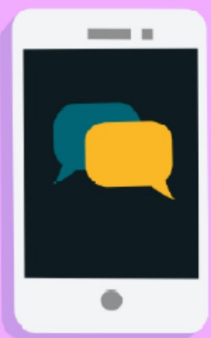
Selection of households and respondents

Once wards have been selected, enumerators will identify an entry point in their given ward, targeting a school, temple or other communal spot to initiate the individual interview process. At that point they will spin a bottle. The enumerator will walk in the direction the bottle points to once it has finished spinning until a home is found to initiate the interview process.

The first house selected will form a basis to identify other households to complete the survey of that ward. After identifying a first house for interview then enumerator will leave the house, turn right and skip the next two houses, completing the next interview at the third house. The enumerator will have leverage to move to next adjoining ward to complete the interview process if in the ward the sample household numbers are not covered.

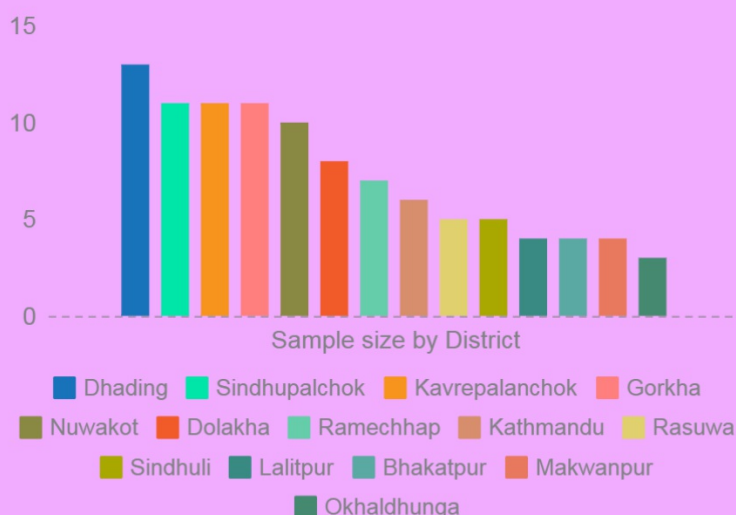
Once in the household enumerators interviews an individual aged 15 years and above from the pool of all eligible respondents present in the home at the time of the survey. The enumerators select respondents from different age groups and genders at each home, to ensure the sample is demographically diverse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

April 2017 Survey Overview



2100

Surveys completed
across 14
earthquake affected
districts in April
2017



50%



50%



TENSION WITHIN THE COMMUNITY RELATED TO RECOVERY AND RECONSTRUCTION SUPPORT

What are people saying?

Gakhu, Gorkha

We have not received first installment yet, why is government delaying first installment distribution?

Salang, Dhading

What is the main reason some earthquake victims are not getting cash support?

Changunarayan N.P., Bhaktapur

First tranche cash support is not sufficient to start reconstruction.

From Housing Recovery & Reconstruction Platform

Anyone who is not on the beneficiary list, but feels that they must file a grievance with the local authority, District Coordination Committee, District NRA Secretariat, or with NRA at central level. The grievance management guidelines provide full details on the process.

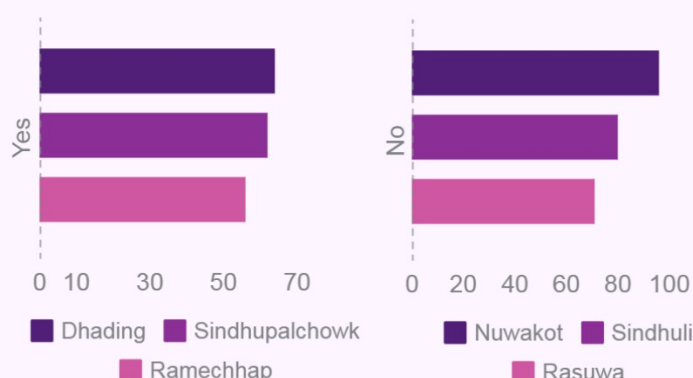


Key findings in April

Across 2100 respondents in 14 districts, 42 percent said they felt tension in their community related to earthquake reconstruction and recovery support. This represents a slight decrease, from 49 percent, reflected in the February Protection Report.

While there were no significant differences in the perceived level of tension between women and men, or respondents of different age groups, some differences were observed among caste/ethnic groups, and significant variations by district. Sherpa and Brahmin respondents report the least tension, at 21 and 35 percent respectively, while Gurung and Magar respondents report the greatest tension, at 54 and 48 percent respectively.

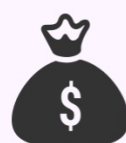
Tension in the community by district



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



If yes, what is tension caused by?



78% are concerned about inadequate financial resources



23% are concerned about lack of building materials



16% are concerned about the first tranche not received

*respondents were asked to provide two responses so total >100%

PROBLEMS RELATED TO CHILDREN IN POST-EARTHQUAKE PERIOD

What are people saying?

Laprak, Gorkha

Relocation area for housing reconstruction is very far and weather is also very cold. It is difficult to live in such an area.

Takumaj, Gorkha

We claimed cash support for 2 year old orphan child whose house was destroyed in earthquake but did not get any cash support. In this case how to get cash support for such child.

Rawadolu, Okhaldhunga

It will be great if our children get good education.

From Housing Recovery & Reconstruction Platform

The name of the beneficiary can be changed to the child's guardian. This change should be submitted to the NRA so that a formal letter can be sent to the bank requesting the name on the account be switched to the nominated representative. This should enable the child's guardian to receive the cash support.



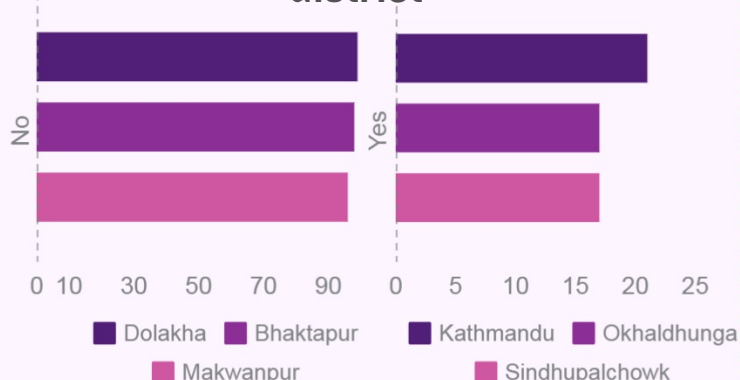
Key findings in April

An encouraging improvement is in respondents' perception of problems and issues related to their children. This month, only 10 percent felt their children faced problems in the post-earthquake period. This represents a substantial improvement from 24 percent in February 2017.

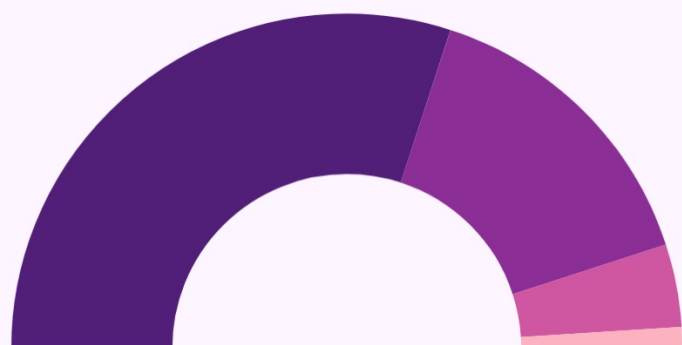
Gurung and Dalit respondents came out as having much higher levels of child related concerns than other caste/ethnic groups, at 19 and 17 percent respectively. Furthermore, some districts reflect substantially higher concerns related to children relative to the national average. These include: Kathmandu (21 percent), Sindhupalchok, Okhaldhunga and Gorkha (17 percent each).

Of those who do have concerns for their children, exposure to harsh weather, lack of psycho-social support and access to health care were the dominant issues cited.

Main concerns related to children by district



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



Main concerns related to children



35% are concerned about discomfort in temporary shelter



30% are concerned about lack of psycho-social support



27% are concerned about the health care system

PROBLEM WITH VIOLENCE WITHIN THE COMMUNITY



Key findings in April

Eighty-six percent of respondents across 14 priority affected districts say there is no problem with violence in their community in the post-earthquake period. This is a slight improvements over the 83 percent in February 2017.

Women were more likely to feel there has been problem with violence than men. Similarly, urban respondents are more likely to perceive violence in their communities than rural. By caste/ethnic group, Gurung and other Janjati respondents feel violence in their communities.

Protection partners working in Gorkha and Rasuwa should look into violence within the communities they work in, as those districts had the highest proportion of respondents reporting experience with violence (22 percent each).

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



■ No (14%) ■ Yes (82%) ■ Refused (4%)

Where do you go to seek to help



77% seek help in police station



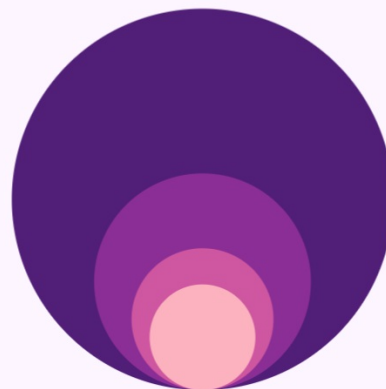
38% seeks help from community leaders



20% seeks help in women's groups

*respondents were asked to provide two responses so total > 100%

Has there been a problem with violence in your community?



■ Not very much (65%) ■ Not at all (21%)
■ Somewhat yes (9%) ■ Don't know (5%)

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



61% of respondents cited the home as the area where violence occurred



50% of respondents cited open spaces as the area where violence occurred



8% of respondents cited water resources as the area where violence occurred

*respondents were asked to identify the top two areas

Gender differences



11%

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



7%

EXCLUSION OR DISCRIMINATION AGAINST IN RECONSTRUCTION SUPPORT

What are people saying?

Tandrang, Gorkha

Fake beneficiaries received cash support but the real beneficiaries are still lagging to receive cash support, why is this discrimination?

Mahalaxmi M.P Lalitpur

I do not have land/house ownership document. how do i get the cash support?

From Housing Recovery & Reconstruction Platform

If a household does not have a land ownership document, they can use community verification where a minimum of three neighbours confirm that they live there and it is their land (as per the grievance procedures).

Patlekheta, Kavrepalanchowk

Political interference should be less in reconstruction process

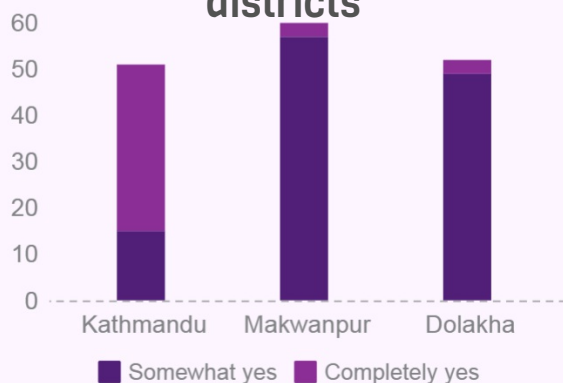


Key findings in April

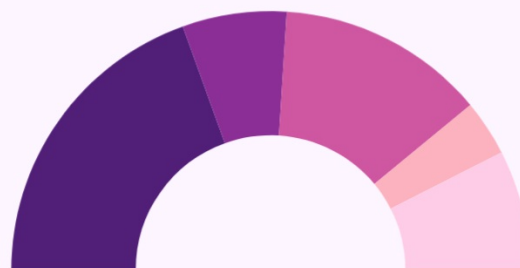
Across 2100 respondents in 14 earthquake affected districts, 33 percent feel that someone in their community is being excluded or discriminated against in the provision of recovery support. This is an improvement from 40 percent in February 2017. However, it is also interesting to note that this question has the highest rate of refusals to answer of any question in the Community Perception Survey, at 15 percent.

When it comes to the status of respondents house, those groups who feel there is the most discrimination in the provision of support are those whose homes sustained heavy damage, and those whose homes sustained minor damage (38 and 37 percent respectively).

Perception on discrimination by districts



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



■ Not very much (39%) ■ Not at all (13%) ■ Somewhat yes (26%)
■ Completely yes (7%) ■ Don't know (15%)

If yes, what is the reason



36% of respondents believe due to lack of documents



34% of respondents believe due to political affiliation.



32% of respondents believe due to joint families

*respondents were asked to provide two responses so total >100%

MISTREATMENT IN THE RECOVERY PROCESS

What are people saying?

Ree, Dhading

My husband is in foreign employment so how can I get cash support.

Gakhu, Gorkha

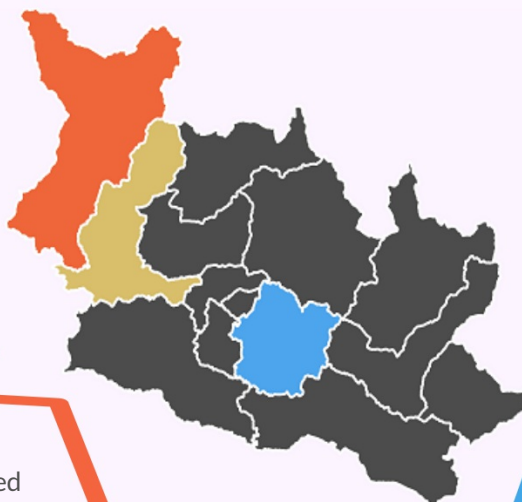
My house is completely destroyed but why I am not in earthquake beneficiary list?

From Housing Recovery & Reconstruction Platform

At the time of enrolment, you should have been able to register as the named recipient in the absence of your husband. Your husband can also authorise a representative to change the name of the beneficiary from abroad and submit it to the NRA so that a formal letter can be sent to each bank requesting the name on the account be switched to the nominated representative. This would enable you to receive the cash support while your husband is overseas.

Panchkhal N.P, Kavrepalanchowk

People living in slum have not received any kind of aid



Key findings in April

Across 2100 respondents in 14 districts, only seven percent feel they have been mistreated in some way in the recovery process. This is an incremental improvement from 11 percent in February 2017.

Janajati groups tend to report experiencing mistreatment slightly more than other groups, particularly Gurung (13 percent), Magar (11 percent) and other Janajati (13 percent). By district Gorkha and Rasuwa again come out with the greatest concerns over mistreatment, at 15 percent each.

If yes, how have you been mistreated?



Concerns not being listened to
49%



Excluded from beneficiary list
44%



Denied services by government
41%

Have you been mistreated at all in the recovery process?



Not very much (64%) Not at all (25%) Somewhat yes (6%)
Completely yes (1%) Don't know (4%)

District highlights

- 15%** of respondents in Rasuwa and Gorkha feel they have been mistreated in the recovery process
- 11%** of respondents in Dhading feel they have been mistreated in the recovery process
- 10%** of respondents in Kavrepalanchowk feel they have been mistreated in the recovery process

*respondents were asked to provide two responses so total >100%

FEEDBACK TO THE GOVERNMENT ON THE RECONSTRUCTION PROCESS

What are people saying?

Kewalpur, Dhading

Government building code is not convenient for us to reconstruct house

Thansing, Nuwakot

It is difficult to find government engineers. Hence we want government to provide strict monitoring over engineers

Tandrang, Gorkha

Government need to inspect and include the name of beneficiaries whose names are missing in beneficiary list

Jiri, Dolakha

When will government provide low interest loan facility?

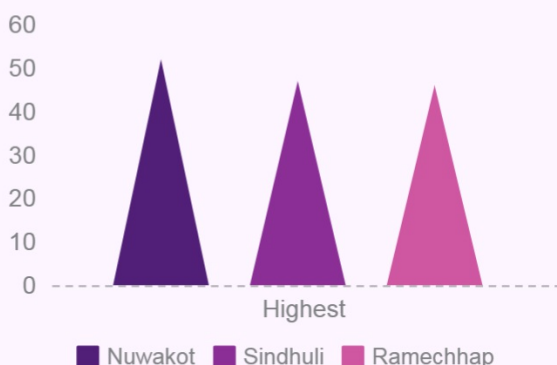


Key findings in April

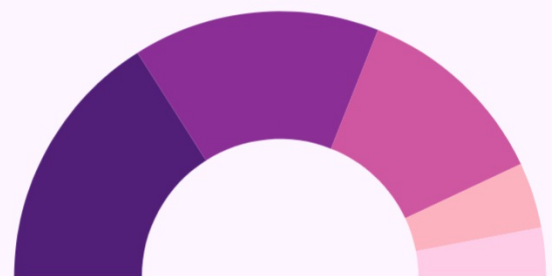
Only 32 percent of respondents claim to have provided any feedback to the government on the recovery and reconstruction process. This represents a slight increase, from 29 percent in February 2017, in affected communities providing feedback.

The most likely caste/ethnic groups to have provided feedback to government are Brahmins, Dalits and Newars (37 percent each). The least likely groups to have provided feedback are all indigenous groups: Gurung, Sherpa and other Janajati (28 percent each).

Highest district providing feedback to the government



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



Not at all (32%) Not very much (30%) Somewhat yes (24%) Completely yes (8%) Don't know (6%)

Barriers to providing feedback



Don't know where or how to give feedback (27%)

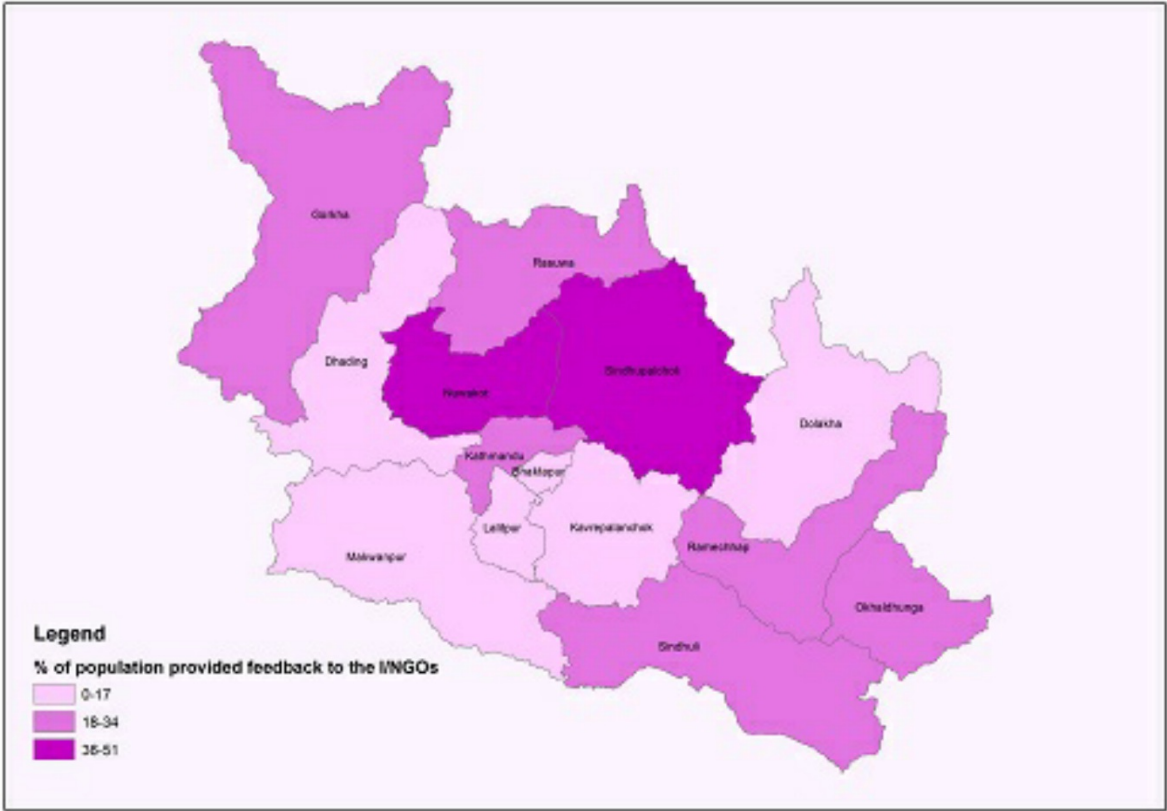


Don't feel anyone would listen (26%)



Do not have access to concerned person (27%)

FEEDBACK TO I/NGOS ON THE RECONSTRUCTION PROCESS

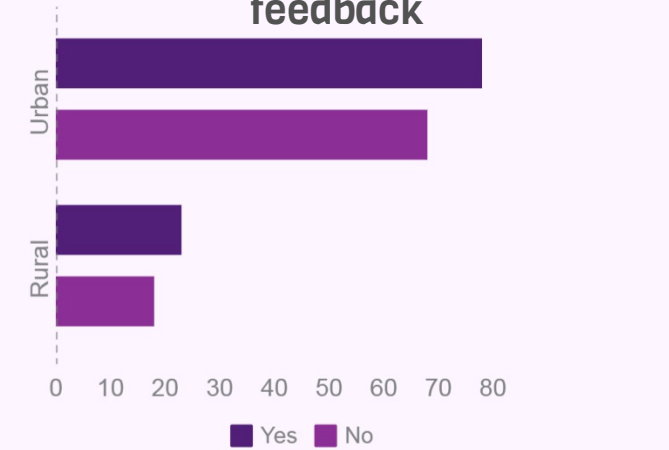


Key findings in April

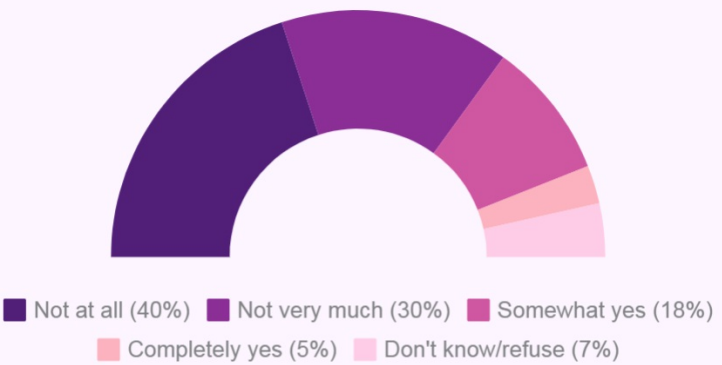
The proportion of affected communities that give feedback to I/NGOs is even lower than those that report giving feedback to government, (23 vs. 33 percent). This is only a one percentage point improvement over February 2017. As with government feedback, male respondents are more likely to have given feedback to I/NGOs on recovery (26 vs. 20 percent).

This could be because reconstruction is seen as a government led process, or it could be because I/NGO feedback mechanisms are not as accessible.

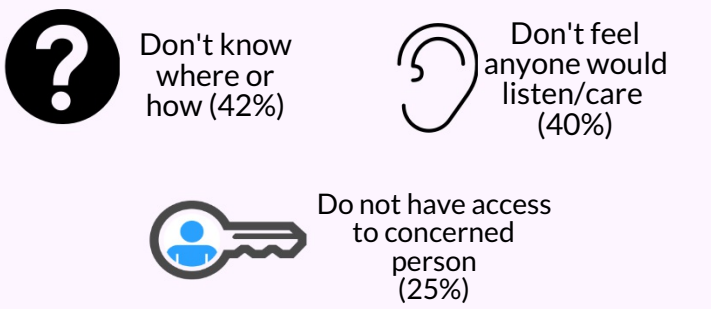
Urban vs. rural population providing feedback



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



Barriers to providing feedback



*percentage exceeds 100 because of multiple responses



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