



INTER AGENCY COMMON FEEDBACK PROJECT

Issue: Reconstruction

May 2017





THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys conducted with:



NDRI

Inter-Agency Common Feedback Project funded by:



KEY FINDINGS

In April 2017 the Inter-Agency Common Feedback Project (CFP) collected feedback from 2100 respondents, randomly selected from across the 14 priority affected districts on reconstruction issues. This round of data collection was conducted only one month after the last round, in order to not coincide with the local election process, and thus findings remain similar to the March 2017 round, with only minor changes observed. A summary of key results from this round include:



53% say main needs are addressed



75% say they have the information they need



63% say reconstruction process is making progress



61% satisfied with grant process



67% aware of safer building practices



44% have consulted an engineer

Despite the positive national-level picture, beneath the surface some worrying trends are emerging. There is a significant, and growing, gap between women and men in their access to information, in their access to safe modes of reconstructing (both in information and engineer consultation), in their perception of their needs being met and in their ability to commit their own resources, among others.

Another worrying trend is the continued increase in communities' prioritization of water concerns. Over the past year the CFP has seen the issue of water nearly double in scope. In June 2016 the Community Perception Survey asked: "Is access to water an issue in your community?" At that time 24 percent of the 2100 respondents said there was an issue. In the current survey the question was phrased: "Besides rebuilding your home, what is your biggest community reconstruction priority?" The response was an overwhelming 44 percent stating that water supply was their top concern. In fact, of any question asked during the current survey, this is the largest increase over the previous round.



Recommendations

- Several donors are interested in focusing on water related issues within their reconstruction portfolio. In order to facilitate appropriate prioritization and funding decision making, the reconstruction community should scale up coordination in the WASH area.
- Gender and social inclusion (GESI) issues need to be made an integrated priority across all sectors. Discussion on GESI cannot be limited within GESI working groups, but must be discussed in the planning of every activity in order to understand how each activity might have a different reach to women, men and vulnerable groups.

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.

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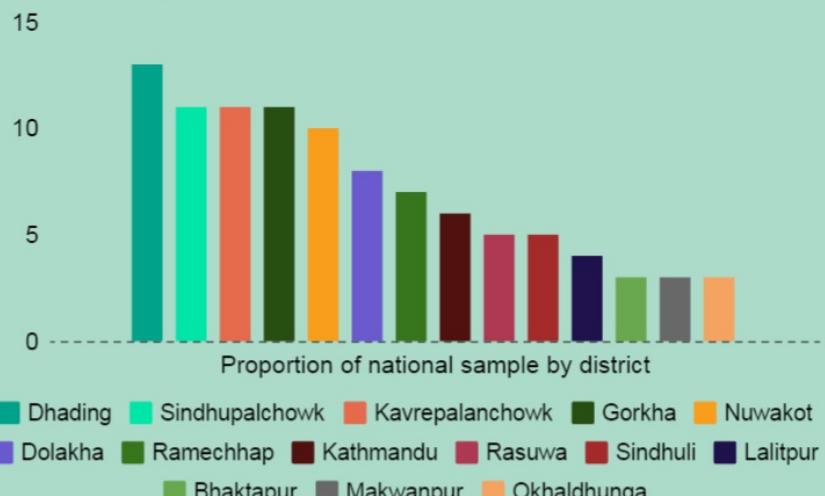
April 2017 Survey Overview



Surveys completed across
14 earthquake affected
districts in April 2017

50%

50%



MAIN RECONSTRUCTION NEEDS BEING ADDRESSED

What are people saying?

Shikhar Ambote, Kavre

It is difficult to find labor. That's why I have not started reconstructing my house.



From Housing Recovery & Reconstruction Platform (HRRP)

The NRA has launched a mobile application called 'Surakshit Ghar' which can be downloaded for free from the google play store. The app includes contact details for all trained masons in your area. You can contact the HRRP district coordination teams to get information on planned masons training in your area.

Suryamati, Nuwakot

We have difficulty in access to road, construction materials and water. We want government to address our issues.

Bidur, Nuwakot

Does government provide loan facilities to those who cannot reconstruct house?



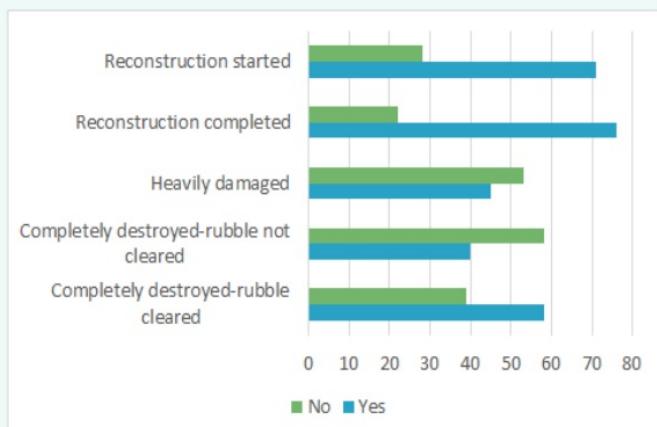
Key findings in April

Across 2100 respondents in 14 districts, 53 percent of people say that their main reconstruction needs are being addressed. Responses on "main needs" tipped the scales from majority negative to majority positive responses in the previous survey (March 2017). However, this month no significant change was observed.

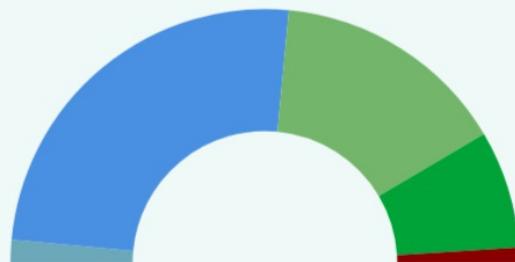
It has been observed that women are generally less likely than men to feel that their main reconstruction needs are being addressed (49 versus 56 percent). Furthermore, urban populations are found to be less satisfied (45 percent positive) than rural populations (56 percent positive). District level analysis reveals that, in particular, Nuwakot, Sindhuli and Dolakha are most positive on their needs being met (92, 84 and 65 percent respectively), with Sindhuli demonstrating the greatest confidence in needs being met with 35 percent "completely yes" responses.

As usual, financial resources and building materials were highlighted as the top two unmet needs among respondents who felt their main needs were not being addressed.

Needs met by status of the house

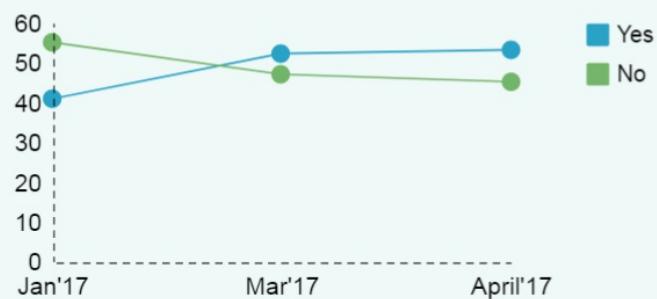


Are your main reconstruction needs being addressed?

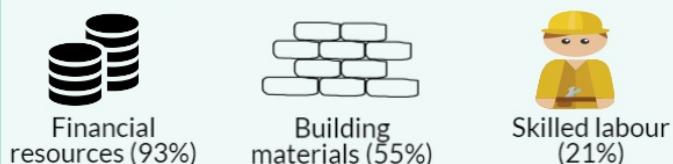


Legend: Completely yes (3%) Somewhat yes (50%)
Not very much (30%) Not at all (15%) Don't know (2%)

Trend of reconstruction needs being addressed



Top reconstruction needs



*respondents were asked to select their top two needs therefore the total >100%

INFORMATION NEEDED TO ACCESS SUPPORT

What are people saying?

Tandgang, Gorkha

I think government needs to inspect and include the name of beneficiaries whose names are missing in beneficiary list.

From HRRP

Anyone who is not on the beneficiary list, but feels that they should be 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.



Thaha N.P., Makwanpur

Many differently abled people are having difficulty in getting cash support. Government needs to prioritize such people first and needs to monitor the cash distribution process closely.

Amale, Sindhuli

Government does not have clear policies regarding reconstruction that creates more confusion for people.



Key findings in April

Over the past six months, a significant improvement has been recorded in respondents' perception of their access to information (from 58 to 75 percent). Though there is overall improvement at the national level, the gap between women and men has never been larger. While 82 percent of men feel they have the information they need, only 68 percent of women feel this way.

Similarly, other vulnerable groups, including elderly and marginalized castes/ethnicity regularly report less access to the information they need. When these demographics are further overlaid with gender, a very clear picture emerges about who is being left behind in the recovery process.

Among those who were negative regarding their information needs being met (19 percent), the top information needs were cited as: whether they are eligible or not, what is the process for getting government support and when support will come.

Access to information by gender

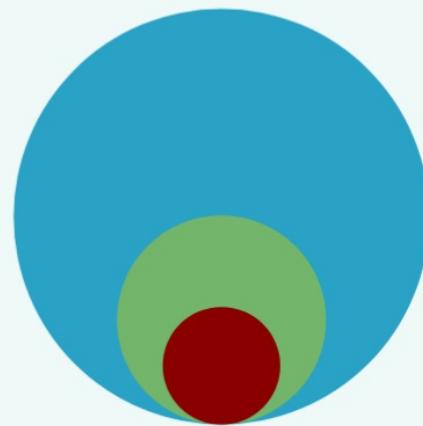


■ Yes (68%) ■ No (23%)
■ Don't Know (9%)



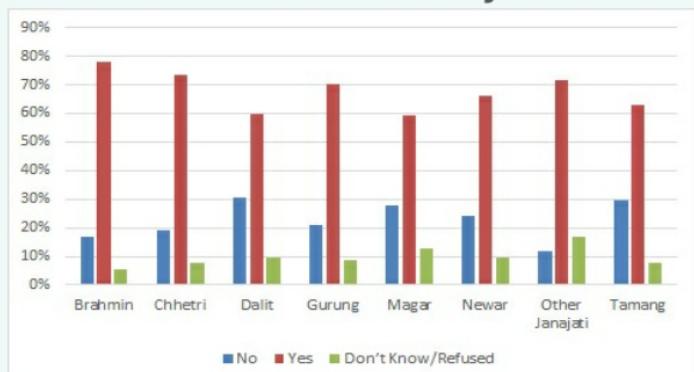
■ Yes (82%) ■ No (15%)
■ Don't Know (3%)

Do you have the information you need to access reconstruction support?



■ Yes (75%) ■ No (19%) ■ Don't know (6%)

Female access to information by caste/ethnicity



Top information needs



When will I get support? (40%)



What type of support is available? (29%)



Am I eligible or not? (28 %)



What is the process for government support? (28%)



How can I access subsidy loan? (25%)

*respondents were asked to select their top two information needs therefore the total >100%

HAVE YOU CONSULTED AN ENGINEER FOR YOUR HOUSING RECONSTRUCTION NEEDS?

What are people saying?

Khadga Bhanjyang, Nuwakot

In our village 90% of houses were rebuilt having pillar of 9/12. Does engineer approve our housing design?

Thansing, Nuwakot

It is very difficult to find government engineers for consultation and house inspection. We want government to provide strict monitoring over engineers.



Piskar, Sindhupalchowk

We have reconstructed house as suggested by engineer. Now they said that our house is not as per building guideline. What to do?

From HRRP

Ministry of Urban Development (MoUD) Central Level Project Implementation Unit (CL-PIU) have prepared structural and architectural drawings for 15 reinforced concrete designs. These designs have been prepared based on structural analysis, with support from partners. The designs include structures with 9/12 pillars. The structural and architectural drawings are available on the MoUD CL-PIU website. If the standards and specifications prescribed in these type designs have been followed then the houses should be approved by the engineer, assuming all other construction work is also compliant.



Key findings in April

Across 14 districts and 2100 respondents, 44 percent have already consulted an engineer. However, the majority are yet to consult an engineer, which is a concern, considering that 87%* of eligible households have already received the first tranche of the government grant.

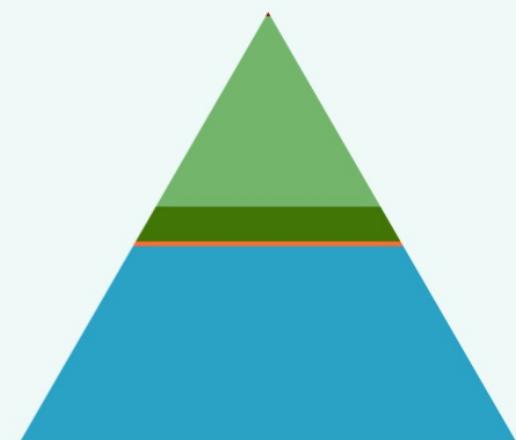
As with many questions across the Community Perception Survey, women are less likely than men to have consulted an engineer, and urban respondents are also approximately 13 percentage points less likely to have consulted an engineer than rural respondents.

By caste/ethnicity Tamang respondents (which account for 27 percent of total survey respondents) are the least likely to have consulted an engineer (36 percent). This is troubling considering they comprise 27 percent of the total survey respondents.

By district, the highest rates of engineer consultation are in Sindhuli and Okhaldhunga (74 and 69 percent respectively). Whereas, the lowest rate of consultation is in Bhaktapur (86 percent have not consulted).

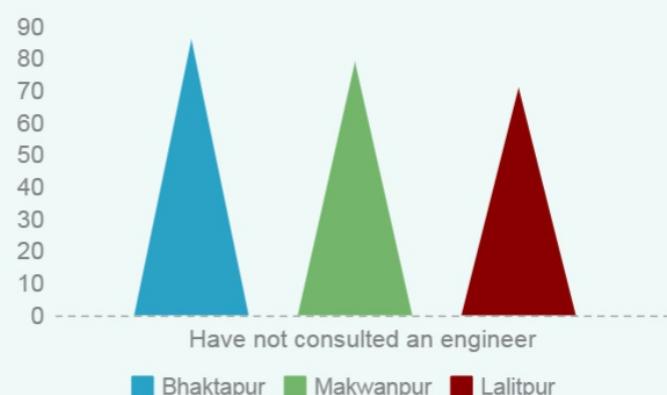
*Figures per Ministry of Urban Development Central Level Programme Implementation Unit

Have you consulted an engineer for your housing reconstruction needs?

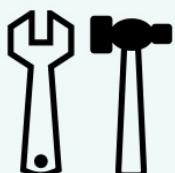


■ No (46%) ■ No plan to consult (1%) ■ Plan to consult (8%)
■ Yes (44%) ■ Don't know (1%)

Low consultation rates by district



Why have you not consulted?



Have not started rebuilding (80%)



No availability of engineers (14%)

WHEN DO YOU PLAN TO RECONSTRUCT YOUR HOUSE?

What are people saying?

Thaha N.P., Makwanpur

I am reconstructing my house and I have started a process for second installment but it is not yet started distribution.

Jyankhu, Dolakha

It will be easy for us to reconstruct house if government provide all cash support in one installment.

Barahabise, Sindhupalchowk

I have already reconstructed my house. Now I need remaining cash support in one instalment.



Nagarkot N.P., Bhaktapur

If I get second tranche, then only I will start reconstructing my house.



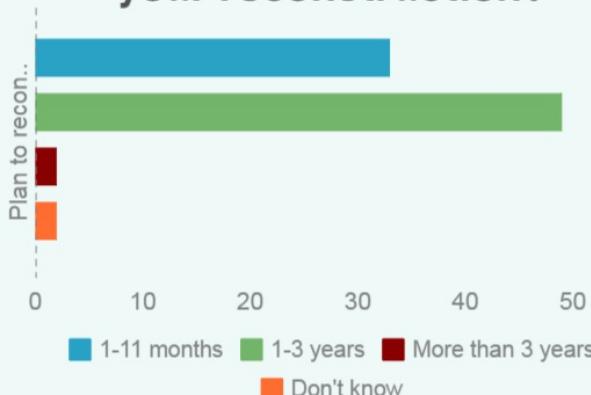
Key findings in April

Across 2100 respondents in 14 districts a number of different strategies to manage reconstruction are observed among respondents. Many respondents have been delaying reconstruction, despite having received the first tranche, the reasons cited for this include: waiting to skilled labor to be available, waiting for building material to be available, waiting for extra finances in the form of a low interest loan and waiting for the second tranche to begin building.

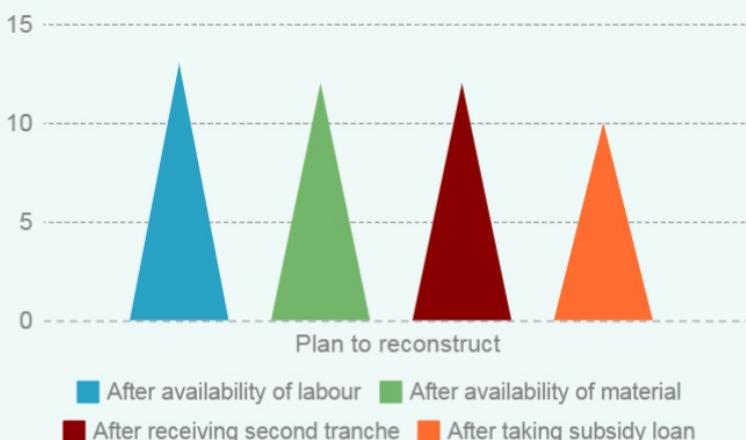
Waiting for the second tranche to begin rebuilding demonstrates a fundamental misunderstanding of the grant process, and is a failure of collective communication efforts to reach out to everyone to help them understand and access the reconstruction grant.

Those areas where this understanding is particularly low and door to door technical assistance efforts must be accelerated include: Okhaldhunga, Rasuwa and Nuwakot (27, 22 and 21 percent respectively waiting for second tranche). Furthermore, this misunderstanding appears to occur particularly among the following groups: Dalit (23 percent) and Gurung (17 percent).

When do you expect to complete your reconstruction?



When do you plan to reconstruct your house?



Waiting for second tranche by district



HAVE YOU RECEIVED ANY HOUSING RECONSTRUCTION SUPPORT?

What are people saying?

Manthali, Makwanpur

My house is reconstructed by Radio Nepal. I am included in government beneficiary list but government denied to give cash support. There are many household whose houses were reconstructed by different organization and they are getting government cash support.



Gakhu, Gorkha

We have not received first installment yet, Why government is delaying to distribute first installment?

Nagarkot N.P., Bhaktapur

It's already been 2 years since the earthquake, when will government gives us cash support to reconstruct our house?



Key findings in April

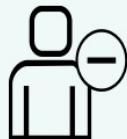
A total of 80 percent of respondents have received some form of reconstruction support, up from 69 percent four months ago, indicating that progress on support coverage is being made steadily. Rural respondents were more likely to have reported receiving support than those living in urban areas (83 vs. 69 percent).

Of those who have received support, 99 percent report receiving the first tranche of the government housing grant. However, only thirty-seven percent of those who have received the first tranche report having started their reconstruction. Among them, 10 percent have already been through three housing inspections, 19 percent have had two inspections, 21 percent have had one inspection and 40 percent have not had an inspection.

Of the sixty-one percent who have received the first tranche and not started building, 74 percent claim it is because they have insufficient funds to begin, while 9 percent say they have already spent the funds.

Among 20 percent who had not received any reconstruction support, 55 percent cited unaddressed grievances and 33 percent claimed their names were missing from the beneficiary list as the reasons for not receiving support.

Reason for not receiving support



Unaddressed grievance (52%)

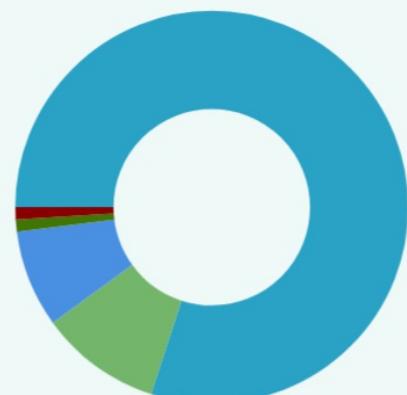


Name missing in eligibility list (31%)



Delay in grant distribution (15%)

Have you received any housing reconstruction support?



■ Yes (80%) ■ Expect to (10%) ■ No (8%) ■ Do not expect to (1%)
■ Don't Know (1%)

Type of support



Cash transfer (99%)



Consultation (7%)

Source of support



Government grant (99%)



I/NGO (5%)

*the percentage exceed 100% because respondents were allowed to cite multiple types and sources of support

HAVE YOU BEEN ABLE TO COMMIT YOUR OWN RESOURCES?

What are people saying?

Barahabise, Sindhupalchowk

I have taken a loan to rebuild my house and if government provide me second installment I can pay back my loan.

Mahadevtar, Sindhuli

We need skilled labor in each ward.



Amale, Sindhuli

I don't have any technical knowledge regarding housing reconstruction, due to this I am not able to contribute in reconstruction.



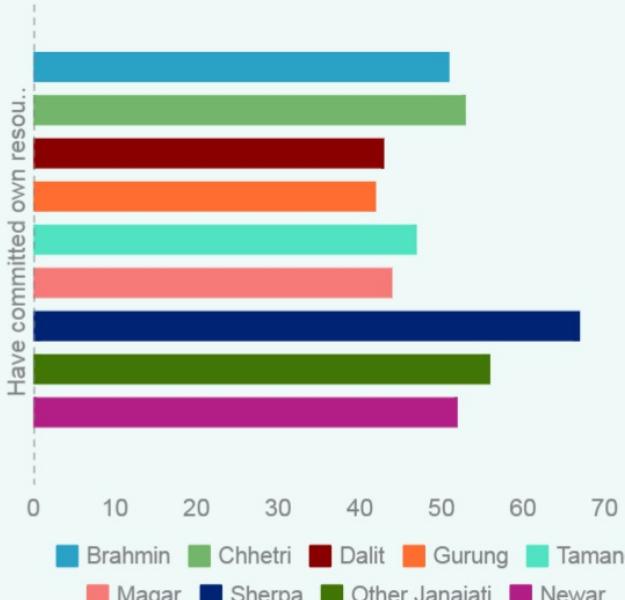
Key findings in April

Fifty percent of respondents report committing their own resources to their housing reconstruction project. Labour, funds taken by loan, materials and funds from savings are the main resources respondents report having committed.

Once again, women are less likely to be able to commit their own resources than men (45 vs. 55 percent). Interestingly, urban respondents also report being much less able to commit their own resources to reconstruction than rural respondents (42 vs. 52 percent). This could be a result of stricter building guidelines, or more costly materials and labour in urban areas.

By caste/ethnicity, Sherpa respondents (67 percent) are the most likely, and Dalit respondents are the least likely (42 percent) to have been able to commit their own resources.

Resource commitment by caste/ethnicity



Have you been able to commit your own resources?



■ Completely yes (3%) ■ Somewhat yes (47%) ■ Not very much (33%)
■ Not at all (16%) ■ Don't know (1%)

Types of resources committed



Money from loans (58%)



Labour (59%)



Materials (50%)



Money from savings (48%)



Communal support (18%)

*the percentage exceed 100% because of multiple responses

DO YOU KNOW HOW TO BUILD USING SAFER BUILDING PRACTICES?

What are people saying?

From HRRP

The NRA has completed a large scale geo-hazard risk assessment to determine areas that are at risk of landslide or other geo-hazards. If your land has been deemed to be at risk through this assessment you can find out by contacting your district NRA focal point. Under the 'Procedures for the Relocation and Rehabilitation of Hazard-prone Settlements, 2073 (2017)' households can choose to relocate either within their own district or in any other earthquake-affected district close by. A Government grant of up to 200,000 NPRs will be provided for the purchase of land. The land ownership certificate must be issued jointly where the purchase is made by a couple, and the ownership of the land cannot be transferred for 10 years. Displaced families are encouraged to create users' groups so that they can jointly select a safe location for an integrated settlement. Displaced families may relocate individually if that is their preference.



Kerunja, Gorkha

We need to displace whole village and relocate it to a safer place because of landslide vulnerability.

Laprak, Gorkha

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



Key findings in April

A total of 67 percent of respondents report having knowledge of safe building practices. Respondents report receiving this information from a variety of sources, but most common is from word of mouth of someone known to them. Ninety-one percent said they know about safer building practices from someone in their family or community.

As regularly observed in the findings of the Community Perception Survey, across all information related questions, certain groups have less access to information. Knowledge of safer building practices is no exception. The following concerning comparisons can be drawn:

Men	vs.	Women
74%		61%
Age(15-25)	vs.	Age (50+)
71%		58%

Where did you get this information?



Community/family member/leader (91%)



Radio (52%)



VDC (45%)

How do you plan to use these practices?



Consulting engineer before building (73%)

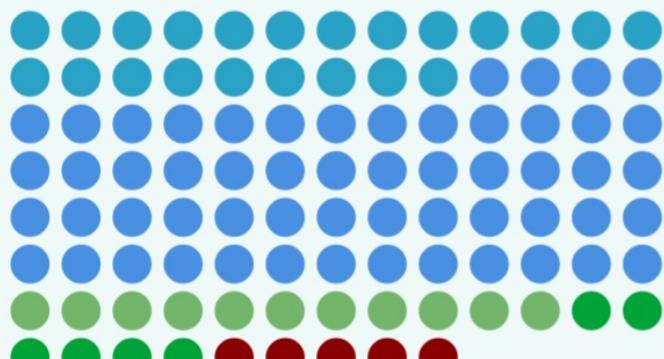


Employing trained masons (56%)



Use all safer building practice elements (37%)

Are you aware of how to build using safer building practices?



■ Completely yes (22%) ■ Somewhat yes (56%)
■ Not very much (11%) ■ Not at all (6%) ■ Don't know (5%)

Awareness of safer building practices by gender



■ Yes (61%) ■ No (34%)
■ Don't Know (5%)



■ Yes (74%) ■ No (24%)
■ Don't Know (2%)

DO YOU FACE ANY BARRIERS TO RECEIVING SUPPORT?

What are people saying?



Thansing, Nuwakot

It is very difficult to transport construction materials for housing reconstruction. We want government to take an initiative to provide access to good road.

Takumaj, Gokha

How to resolve issue related to those beneficiaries whose name is missing in beneficiary list?

Manthali N.P., Ramechhap

Cash distribution process needs to be easy and accessible to all beneficiaries.



Key findings in April

Across 2100 respondents in 14 districts, 76 percent of respondents did not feel they faced any barriers to receiving support. This represents a slight increase over the previous round, from 74 percent. Among the districts, Dhading (41 percent), Lalitpur (34 percent) and Okhaldunga and Makwanpur (32 percent each) felt most that they faced barriers in accessing support, whereas respondents in Nuwakot (92 percent) and Ramechhap (90 percent) are most confident in their ability to access barrier free support.

House status has an impact on responses to this question as well. Those whose homes sustained only minor damage feel most strongly that they face barriers to receiving support (34 percent). This makes sense as modalities for providing support to homes that may need retrofitting or repairs, while agreed, are not yet implemented.

Among those who felt they faced barriers, the top barriers were cited as: not being included in the eligibility list and an inability to access additional finances.

Top two barriers faced



Not on eligibility list (43%)



Cannot get access to additional finance (32%)

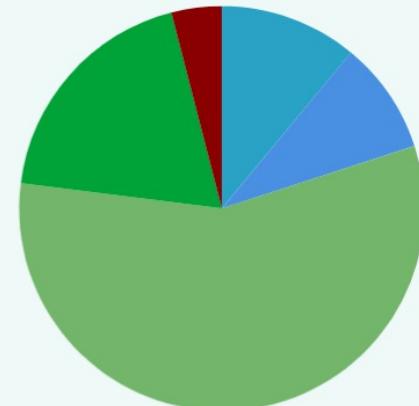


Delays in addressing grievances (33%)



Unfair selection criteria (25%)

Do you face any barriers to receiving reconstruction support?



■ Completely yes (11%) ■ Somewhat yes (9%)
■ Not very much (57%) ■ Not at all (19%) ■ Don't know (4%)



Enumerator taking an interview with the respondent from Gorkha. Photo credit: CFP/RCO

*respondents were asked to select top two barriers they faced so total >100%

ARE YOU SATISFIED WITH GRANT DISPERSAL PROCESS?

What are people saying?

Manbu, Gokha

It was very difficult to get first installment. Now I am wondering how difficult it is to get second installment.

Devichaur, Lalitpur

Government needs to distribute remaining cash support in one installment to those who have already reconstructed house.

Gokarneswor N.P., Kathmandu

I have already reconstructed my house. Now I need a cash support to pay back my loan.



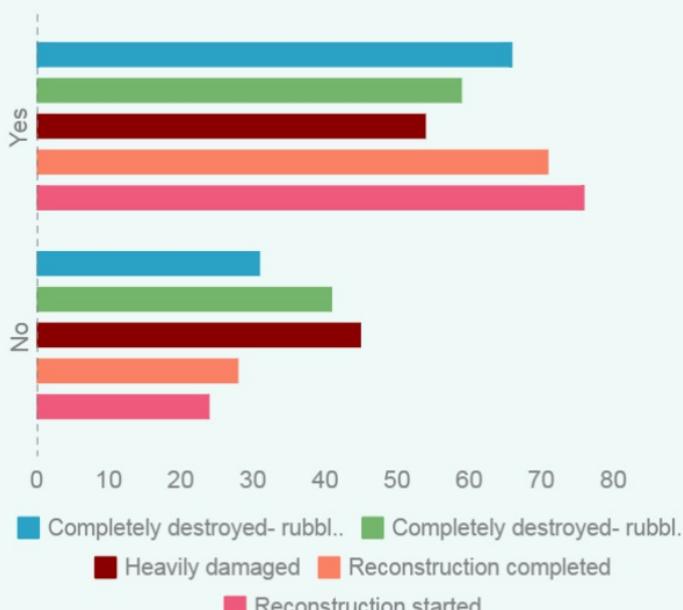
Key findings in April

Sixty-one percent of people are satisfied with the grant dispersal process. Interestingly, despite falling behind their male counterparts on many key recovery indicators, female and male respondents are equally satisfied with the grant process. Similarly, there is no significant difference between ethnic or age groups in their satisfaction with the grant process.

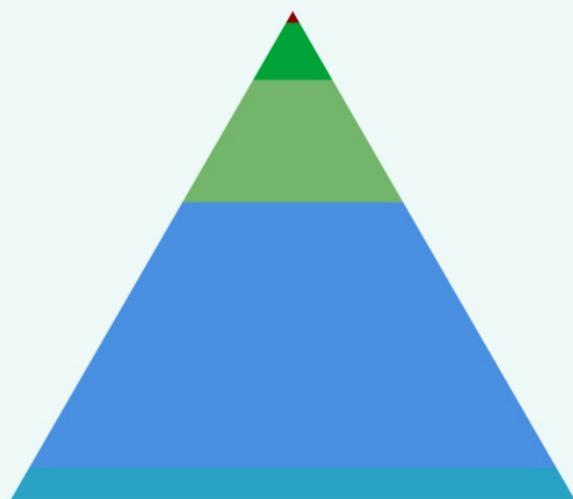
The main differences in level of satisfaction are observed to be based on the status of respondents houses, with those who have already completed, or at least started reconstruction being the most satisfied (71 and 76 percent respectively) and those whose homes were never or minorly damaged being the least satisfied (38 and 44 percent respectively).

As in previous rounds of the Community Perception Survey, the main complaints about the grant process, among those who are not satisfied include: it is time consuming, the first tranche insufficient to begin work and it is complicated in nature.

Satisfaction by house status



Are you satisfied with the grant dispersal process?



■ Completely yes (7%) ■ Somewhat yes (54%)
■ Not very much (25%) ■ Not at all (12%) ■ Don't know (2%)

Why are you not satisfied with the grant dispersal process?



Time consuming process (31%)



First tranche insufficient to begin work (31%)



Complicated in nature (21%)

BESIDES BUILDING YOUR HOME, WHAT IS YOUR BIGGEST RECONSTRUCTION PRIORITY?

What are people saying?

Suryamati, Nuwakot

We have difficulty in access to road, construction materials and water. We want government to address our issues.

Suryamati, Nuwakot

We have huge scarcity of water.

Changunarayan N.P., Bhaktapur

We do not have a good facilities of road and water.



Khansang, Sindhuli
We do not have any source of income generation so we want government to provide us employment opportunity.



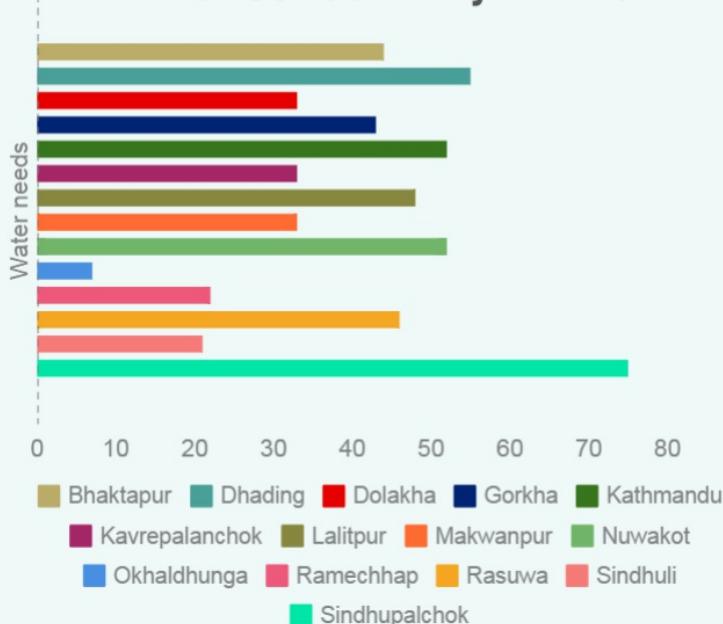
Key findings in April

In the March 2017 round of the Community Perception Survey concerns over water reach an all time high. This round, the level of prioritization of water is seen to rise once again, as 44 percent of respondents cite water resources as their top reconstruction priority, besides building their home.

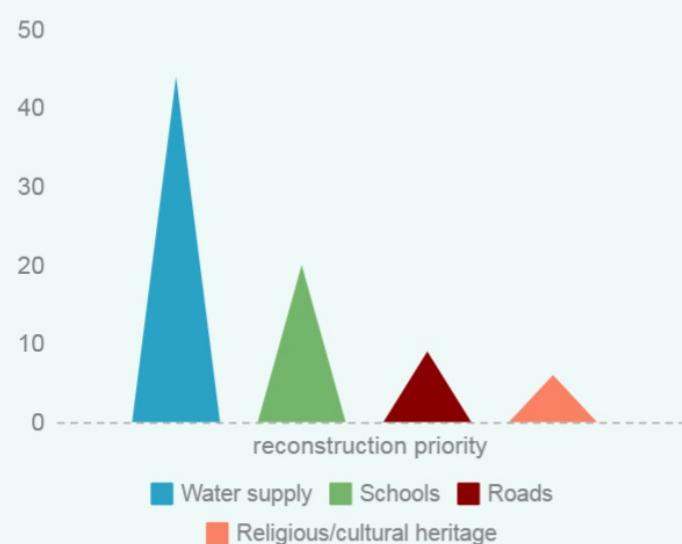
Once again the survey results show that water is the top priority for both genders, all age groups, both urban and rural respondents and every caste/ethnic group. The only variation seen this month is between districts. Water is the top priority in every district except Makwanpur, Okhaldhunga, Ramechhap and Sindhuli, where instead respondents have prioritized schools.

Concerns over reconstruction of schools (20 percent), roads (9 percent), religious/cultural heritage sites and hospitals/health centres (6 percent each) are also highlighted by communities.

Water concerns by district



Community reconstruction priorities



District highlights



Respondents in Sindhupalchowk (75%), Dhading (55%) and Kathmandu(52%) prioritized water most strongly among all districts



Respondents in Ramechhap (69%), Okhaldhunga (64%) and Sindhuli (61%) prioritized schools most strongly among all districts



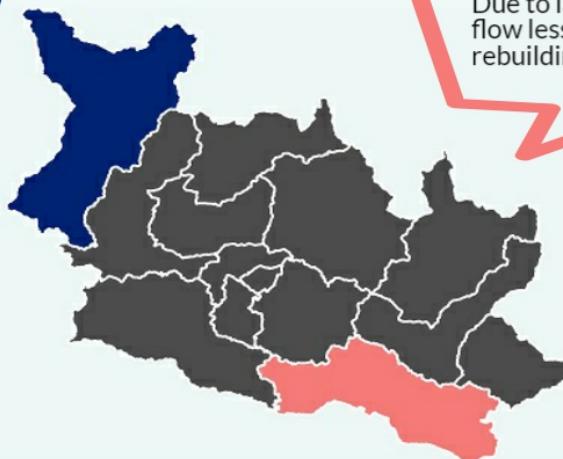
Respondents in Bhaktapur (36%) and Lalitpur (21%) prioritized religious/cultural heritages most strongly among all districts

OVERALL, IS THE POST-EARTHQUAKE RECONSTRUCTION PROCESS MAKING PROGRESS?

What are people saying?

Gakhu, Gorkha

We have not received first installment yet, Why is government delaying distribution of the first installment?



Amale, Sindhuli

Due to lack of proper information flow less people are involved in rebuilding their homes.



Key findings in April

Across 2100 respondents in 14 district, 63 percent felt that the post-earthquake reconstruction process is making progress. Once again, this represents a minor rise, of only one percent, over the last round.

As with many other questions, female respondents are less likely to feel that progress is being made than male respondents. Similarly, rural respondents are more positive than those living in urban areas about the rate of progress in reconstruction.

Among those who feel progress is not being made unclear government policies and delays in the disbursement of funds are cited to be the top two factors preventing progress.

Top things preventing progress



Government policies unclear (36%)



Delays in fund disbursement (32%)



Lack of money to finish house (28%)



Installment basis of tranches (21%)

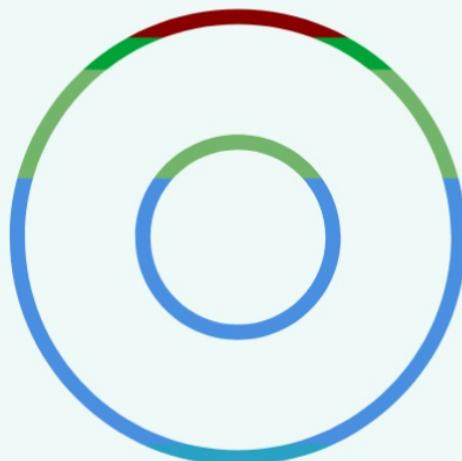


Shortage of skilled labour (14%)



Shortage of materials (13%)

Reconstruction making progress?



■ Completely yes (5%) ■ Somewhat yes (58%)
■ Not very much (24%) ■ Not at all (7%) ■ Don't know (6%)

Perception of progress trend



*respondents were asked to give two reasons so total >100%



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