

NEPAL INTER-AGENCY COMMON FEEDBACK PROJECT



case study

Humanitarian action cannot maximize its effectiveness unless it evolves and adapts its approach to ensure the voices of affected people are heard and their concerns are addressed in a meaningful way. From June 2015 to February 2016, the Nepal Inter-Agency Common Feedback Project (CFP), funded by DFID, worked to ensure community feedback shaped humanitarian action for a more accountable response effort. The CFP was based in the UN Resident Coordinator's Office enabling strategic connection with the humanitarian response

Key Components of the CFP



Each month, the CFP conducted perception surveys across 14 earthquake affected districts. A total of 1400 surveys were completed each month offering insight and tracking of community perceptions on the earthquake response



Through the CFP, over 160 community meetings were organized with over 6000 participants to bring government and agencies together with communities to discuss and address feedback given



The CFP also supported initiatives such as Open Mic, led by Internews with Accountability Lab and Local Interventions Group to ensure verification of feedback and promotion of communicating with communities

Uptake of the CFP

CFP data and community feedback was used at the strategic and operational levels. In particular, data from the CFP has supported the following processes:

- 1) Communication with Communities
- 2) Coordination
- 3) Adaptive Programming
- 4) Monitoring
- 5) Citation and Referencing
- 6) Strategic Decision Making

While the use has been positive, this process takes time and needs to build on many factors, such as openness to using findings in programming. The acceptance and the ability to adjust programmes as per the voices of the community for which the program is being run is equally important.

What have others said?

Save the Children: Did the Humanitarian Response to the Nepal Earthquake Ensure No One Was Left Behind?

"Heed the lessons from the earthquake response regarding the importance of communication with communities, including through the continuation of initiatives such as the Common Feedback Project that were well received during the response phase"

Humanitarian Coalition: Review of the Humanitarian Response in Nepal: A Focus on Inclusion and Accountability

"Continue to support system-wide projects on accountability and inclusion. The existence of initiatives such as the Community Feedback Project required the buy-in and Commitment from international organizations. Such engagements should feature in future responses"

Independent CFP Evaluation: Evaluation of Community Feedback in Shaping Humanitarian Response

"The evaluation found that CFP Nepal was successful in meeting its objectives during Phase 1 of the project. The CFP was found to be valuable in terms of support to the humanitarian infrastructure, particularly in terms of providing trends analysis of response performance in the wake of the Nepal Earthquake"



Examples of Success

As a result of a community meeting, Sharmila became aware that she was eligible for relief support from the government. That day, she received a cash grant along with warm clothes.

A radio program shared contents of a community meeting resulting in commitment from an NGO to rebuild a school located in the affected area

The issue of water shortages was raised in a community meeting resulting in government allocations in the annual budget for water related projects to address shortages.

UNICEF utilized Open Mic and the Perception Surveys to identify and develop radio content for its community outreach work.

The Gender Working Group incorporated three questions from the perception surveys into their monitoring framework.

