



NEPAL COMMUNITY FEEDBACK REPORT

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THE INTER-AGENCY COMMON FEEDBACK PROJECT

Community perception surveys conducted with:



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KEY FINDINGS

From January 22 to February 3, 2017, the Inter-Agency Common Feedback Project (CFP) collected feedback from communities (2100 respondents) across 14 earthquake affected districts on protection related issues. This was the first round of data collection of CFP Phase II, and the first data collected on protection issues since July 2016. The quantitative research was also supplemented by a focus group discussion held in Khadga Bhanjyang VDC in Nuwakot to gain further insight into the high level findings.

After witnessing significant improvements in the perceptions of respondents on reconstruction issues, this month's protection results prove to be surprising, with notable increases in respondents perception of tension, exclusion, discrimination and mistreatment within their communities.

The most notable increases across the 14 districts were in communities perceptions of tension and exclusion or discrimination. This round marked a 19 percent increase over the past six months in the perceived level of tension in communities related to earthquake recovery and reconstruction support, and a 27 percent increase in perceived level of exclusion or discrimination in the provision of reconstruction support.

Significant variations among districts are also observed, with Dolakha reporting higher than average concerns related to children, tension, violence and exclusion/discrimination. The highest level of reported violence within communities was documents in Sindhupalchok (24 percent) and Dhading (28 percent).

During the focus group discussion held in Nuwakot, participants cited lack of adequate water and insufficient access to building materials as significant hurdles that have increased feelings of tension or stress within their community. The issue with water is also recurrently stressed in feedback from partner organisations. Further, the approaching monsoon, and its potential impact on their reconstruction plans were of concern. While they have mostly received the first tranche of the reconstruction grant, these added challenges to reconstruction have led to increased tensions.

Last month's Reconstruction Report showed that 69 percent of people have received housing reconstruction support. Despite this positive indicator, not every household in the earthquake affected districts have received reconstruction support. The increase in feelings of exclusion or discrimination could be a result of this. It should be noted that one of the top causes of exclusion cited by respondents was based on the damage level of the house. This indicates that ongoing communication efforts on selection criteria and the rationale behind them may be required.

In terms of concerns for children, while there is a slight increase from 16 to 24 percent. This month's report also shows a shift in the types of child related issues respondents are concerned about. In past surveys the most prevalent concerns have always been centered on safety in damaged or temporary schools and homes. This round the top concerns for children include psycho-social support, insufficient food and inadequate health care. It is possible that, as CFP has changed its methodology and begun sampling more inaccessible areas that concerns over food security and health care access come out more prominently than they did when communities with better access to roads were majority respondents.

Recommendations

- Partners engaged in work in district with consistently higher than average reported perceptions of tension, exclusion, mistreatment and especially violence should engage with the communities where they work to better understand what is causing these feelings and ensure their activities work to mitigate undue stress in these communities, and not exacerbate the context.
- Respondents report being nearly twice as likely to give feedback to government than I/NGOs in this survey round. Major reasons for not giving feedback to I/NGOs include not feeling anyone cares about their feedback and not knowing where to provide feedback. Partners should ensure they are closing the feedback loop with their beneficiaries to increase their feeling of being heard and listened to.
- Partner organisations should demonstrate how their programmes can be flexible to adapt on the basis of reasonable feedback from beneficiaries.

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.

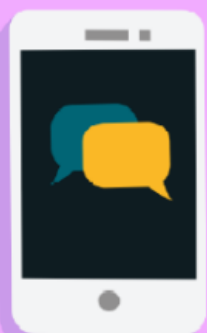
Selection of households and respondents

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.

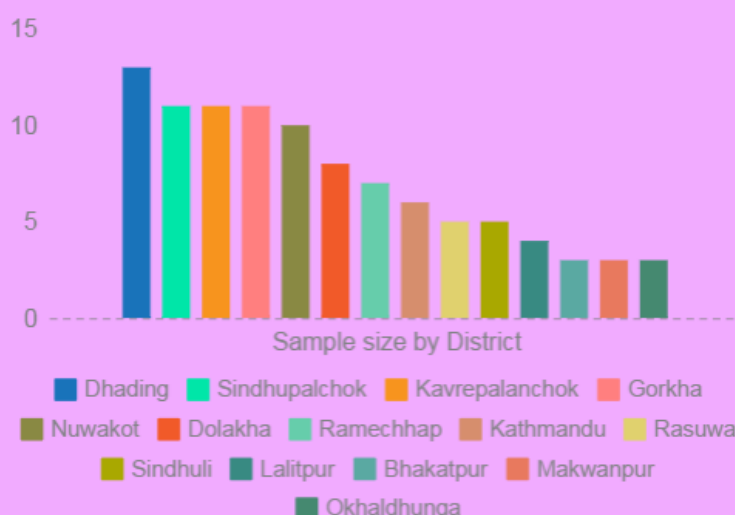
Once in the household enumerators interviews an individual aged 15 years and above from the pool of all eligible respondents present in the home at the time of the survey. The enumerators select respondents from different age groups and genders at each home, to ensure the sample is demographically diverse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

February 2017 Survey Overview



2100

Surveys completed
across 14
earthquake affected
districts in January-
February 2017



50%



50%



PROBLEMS RELATED TO CHILDREN IN POST-EARTHQUAKE PERIOD



What are people saying?



Sunkhani, Dolakha

I think government needs to take some action regarding child safety

Nasikasthan, Kavrepalanchowk

Children are unable to go to school because there are no nearby schools



Key findings in February

Across 14 earthquake affected districts and 2100 respondents, 24 percent believe they have problems related to the children in their household. This represents an 8 percent increase over the past six months, when the last Protection Survey was completed in June 2016.

Interestingly, a change in the types of concerns respondents have for their children is also observed. Consistently, from October 2015 to June 2016 concerns over safety of schools and homes have dominated. In this round the main problem is a lack of psycho-social support, followed by food insecurity and lack of health care.

This could be based on CFP's new methodology, which reaches out to more inaccessible areas than previous survey rounds. People in areas further from roads have more concerns about food and health care when those items are less accessible.

District highlights

54% of respondents from Dolakha have concerns related to children

98% of respondents from Ramechhap have no concerns related to children

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



■ No (73%) ■ Yes (24%) ■ Neutral (1%) ■ Don't know (2%)

Main concerns related to children



37% are concerned about lack of psycho-social support



27% are concerned about food insecurity



26% are concerned about the health care

*respondents were asked to identify their top two concerns

PROBLEM WITH VIOLENCE WITHIN THE COMMUNITY

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



Key findings in February

Across 14 earthquake affected districts and 2100 respondents, 15 percent of people say there has been a problem with violence. This represents an increase over the past six months, when only 5 percent said there was a problem with violence.

Women were more likely than men to feel there has been a problem with violence. Similarly, lower caste and excluded indigenous groups are more likely to perceive violence in their communities.

There also exists significant differences in the perceived level of violence between districts, with 28 percent of respondents in Dhading and 24 percent in Sindhupalchok reporting concerns over violence, while only 2, 3 and 4 percent in Sindhuli, Okhaldhunga and Rasuwa respectively feel there has been a problem with violence.

Top areas in which violence has occurs are private homes, open spaces and around water sources. This highlights the continued complexity of the water scarcity felt across the earthquake affected areas.

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



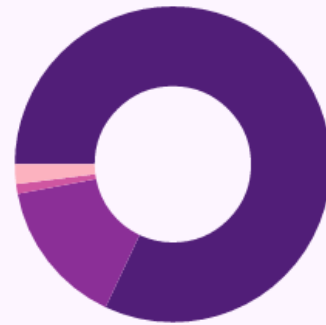
No (13%) Yes (83%) Refused (4%)

Significant findings

25% of Dalit respondents believed there has been violence within their community.

22% of Janajati respondents believed there has been violence within their community.

Has there been a problem with violence in your community?



No (82%) Yes (15%) Neutral (1%) Don't know (2%)

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



59% of respondents cited the home as the area where violence occurred



48% of respondents cited open spaces as the area where violence occurred



9% of respondents cited water resources as the area where violence occurred

*respondents were asked to identify the top two areas

Gender differences



18%

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



13%

TENSION WITHIN THE COMMUNITY RELATED TO RECOVERY AND RECONSTRUCTION SUPPORT



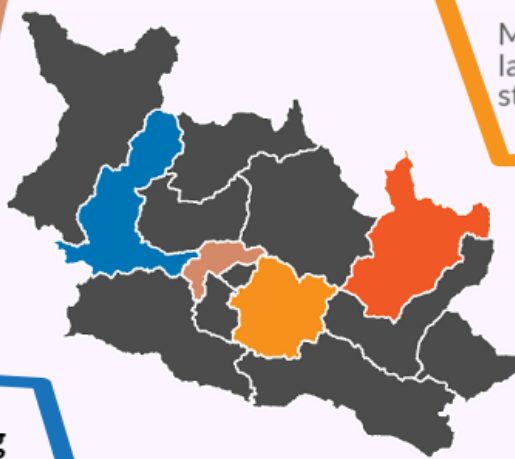
What are people saying?

Kirtipur M.P. Kathmandu

I don't have land ownership certificate. After getting land certificate, I want my name to be enlisted in grant beneficiary list.

Jeewanpur, Dhading

I have earthquake beneficiary card so why am I not getting cash support?



Nagre Gagarche, Kavrepalanchok

My land is vulnerable to landslides. In this case shall I start house reconstruction?

From Housing Recovery & Reconstruction Platform

The NRA has initiated a programme to undertake a geo-hazard assessment of settlements not yet assessed. If you feel that your land is vulnerable to landslide you should contact your VDC secretary / district authorities / NRA district office for information on the geo-hazard assessment in your area before starting construction.



Key findings in February

Across 14 earthquake affected districts and 2100 respondents, 49 percent feel that there is tension within their community related to recovery and reconstruction support. This is a 19 percent increase in the level of perceived tension over the past six months.

Among those who did experience tension, the main causes of this tension were cited as: inadequate financial resources, delays in receiving support and lack of building materials. Drying up of water sources also remains a significant source of tension among 14 percent of respondents who feel there is tension in their communities.

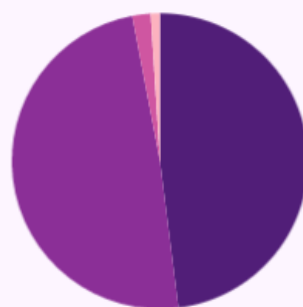
Significant differences in perceived levels of tension are observed both among caste/ethnic groups and between districts. Magars and Gurungs are the least likely to report feeling tension, at 36 and 37 percent respectively, while other Janajati groups were most likely to perceive tension (54%).

District highlights

74% of respondents in Dolakha perceive intra-community tensions related to recovery and reconstruction support.

75% of respondents in Sindhuli do not feel there is any 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?



No (48%) Yes (49%) Neutral (2%) Don't know (1%)

What is this tension caused by?



81% believed tension is caused by inadequate financial resources



41% believed tension is caused by delays in receiving support



27% believed tension was caused by lack of building materials

*respondents were asked to identify the top two sources of tension

EXCLUSION OR DISCRIMINATION IN THE COMMUNITY RELATED TO RECONSTRUCTION SUPPORT



What are people saying?

Nilkantha M.P, Dhading

My grievance has not been addressed due to caste discrimination.

Jiri M.P, Dolakha

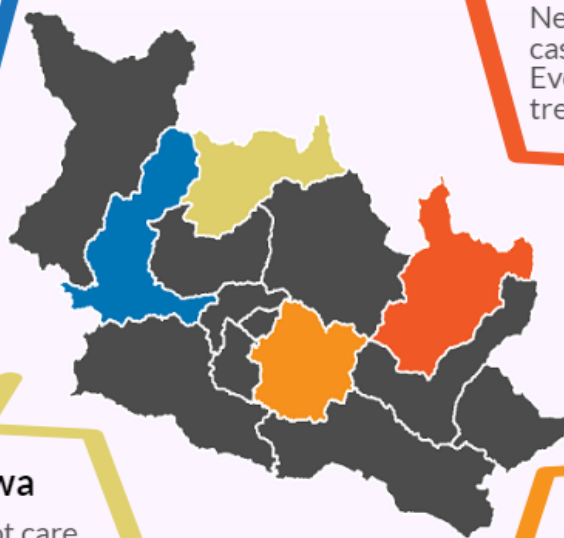
Nepotism while distributing cash support needs to end. Every beneficiary should be treated equally.

Thungman , Rasuwa

Why does the government not care about old aged earthquake victims?

Mabendra Jyoti N.P. Kavrepalanchowk

There is discrimination in the process of getting support.



Key findings in February

Across 14 earthquake affected districts and 2100 respondents, 40 percent feel that there has been discrimination or exclusion in the reconstruction process. This represents a significant, 27 percent, increase in feelings of exclusion or discrimination, from 13 percent six months ago.

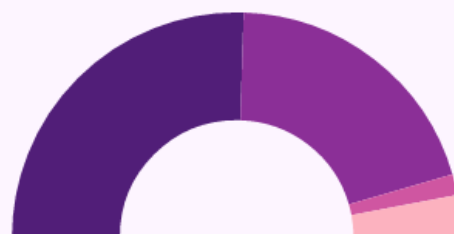
Of those who feel there has been discrimination, the basis of that discrimination is perceived to include political affiliations, severity of damage, and lack of official documents, such as property documents.

Brahmin (44 %) and Dalit (43%) respondents perceive the highest levels of discrimination or exclusion among caste/ethnic groups. However, not for the same reasons. While Brahmin respondents are most likely to perceive discrimination along political lines, Dalits are most likely to cite caste based discrimination as the cause of exclusion.

District highlights

- 73%** of respondents in Makwanpur feel there has been discrimination or exclusion
- 60%** of respondents in Dolakha feel there has been discrimination or exclusion
- 78%** of respondents in Ramechhap do not feel there has been discrimination or exclusion

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



No (51%) Yes (40%) Neutral (3%) Don't know (6%)

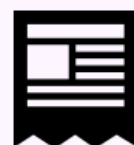
Main reasons for exclusion or discrimination



35% of respondents believe due to political affiliation.



29% of respondents believe due to severity of damage.



25% of respondents believe due to lack of documents (i.e. land certificate).

MISTREATMENT IN THE RECOVERY PROCESS



What are people saying?

Pachkhal M.P, Kavrepalanchowk

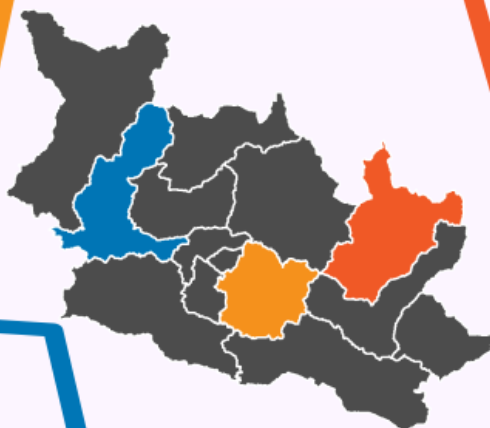
My house is completely destroyed but I have not received any cash support yet.

Bhirkot, Dolakha

We are not in beneficiary list due to no land/house ownership document, we should be included in cash distribution process.

Gumdi, Dhading

My beneficiary card is in the name of my husband who is abroad and I am not getting cash support, why is that?



From Housing Recovery & Reconstruction Platform

Anyone who feels that they should be on the list but are not can file a grievance with their VDC secretary/ municipality/ district authorities/ NRA. They should also go through the process of securing land ownership documents.



Key findings in February

Across 14 earthquake affected districts and 2100 respondents 11 percent report having been mistreated in the recovery process. Once again, this is an increase from 4 percent in the previous round, six months ago.

The main ways in which these respondents felt they had been mistreated were by not having their concerns listened to, by being excluded from beneficiary lists and by being denied services by government. Sixty-two percent of those who felt excluded knew where to seek recourse.

Among caste and ethnic groups Dalits (17%) and Tamangs (15%) were the most likely to feel they had been mistreated. Also, there were significant differences in perceptions of mistreatment between respondents who were included in the housing grant beneficiary list and those who were not but felt they should be eligible (26%) and those who were missed at the time of enrollment (28%).

How have you been mistreated?



Concerns not listen to
27%



Excluded from beneficiary list
26%



Denied services by government
16%

Have you been mistreated at all in the recovery process?



No (85%) Yes (11%) Neutral (2%) Don't know (2%)

District highlights

- 21% of respondents in Kavre feel they have been mistreated in the recovery process
- 19% of respondents in Makwanpur feel they have been mistreated in the recovery process
- 18% of respondents in Rasuwa feel they have been mistreated in the recovery process
- 4% of respondents in Sindhuli, Ramechhap and Okhaldhunga feel they have been mistreated in the recovery process

FEEDBACK TO THE GOVERNMENT ON THE RECONSTRUCTION PROCESS



What are people saying?

Saurpaani, Gorkha

Government needs to address those beneficiaries whose name are missing in beneficiary list.

Saramthali, Rasuwa

Government procedure for grant needs to be simplified.

Manthali, Kaverpalanchowk

I cannot reconstruct my house because of scarcity of water. Government should manage water for use.

Gagal Bhadaure, Ramechhap

Government only allow us to construct house of two rooms but two room house is not enough.



Key findings in February

Across 14 earthquake affected districts and 2100 respondents 29 percent have provided feedback to government (including through asking a question, filing a complaint, concern or grievance) on the reconstruction process. Sixty-seven percent have not provided any feedback.

Top barriers to providing feedback cited by respondents include not feeling like anyone would listen to their feedback, not knowing where or how to provide feedback, and not having access to the right person to give feedback to.

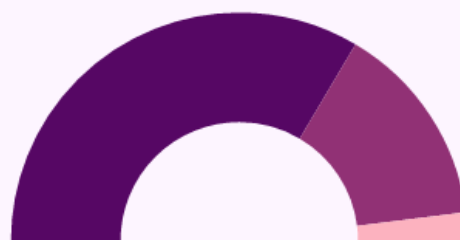
Women are less likely than men to have provided feedback, with only 25 percent of women reporting having given the government feedback, compared to 33 percent of men.

District highlights

93% of respondents in Dolakha have not provided feedback to Government

61% of respondents in Okhaldhunga have provided feedback to Government

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



No (67%) Yes (29%) Don't know (4%)

Barriers to providing feedback



Don't feel anyone would listen (76%)



Don't know where or how to give feedback (36%)



Do not have access to concern person (26%)

*respondents were asked to identify the top two barriers

FEEDBACK TO I/NGOS ON THE RECONSTRUCTION PROCESS



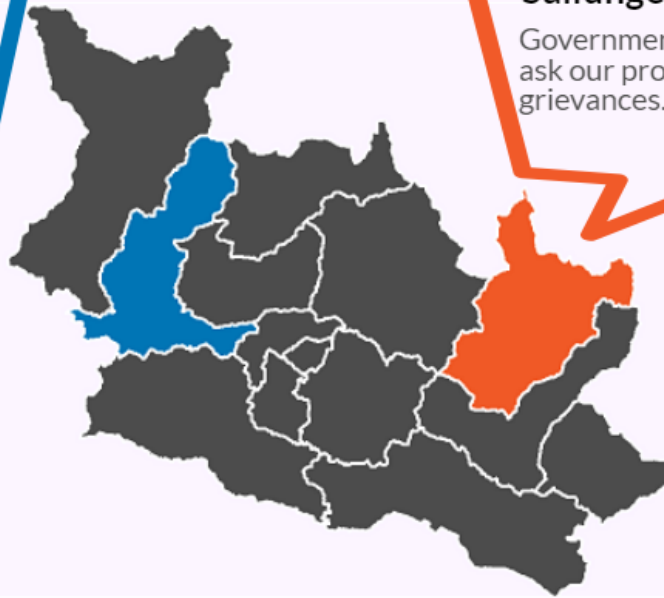
What are people saying?

Naubise, Dhading

When will government address my grievances?

Sailungeshwor, Dolakha

Government and I/NGOs only ask our problem but not our grievances.



Key findings in February

Across 14 earthquake affected districts and 2100 respondents even fewer have provided feedback to I/NGOs than those who have provided feedback to government. Only 17 percent have provided 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.

However, respondents have the same reasons for not providing feedback to both I/NGOs and government.

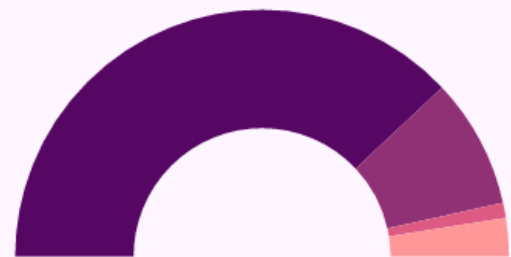
As is also seen in the previous question, women are less likely than men to have provided feedback to I/NGOs on reconstruction processes, with only 15 percent of female respondents claiming to have provided feedback to I/NGOs, compared with 19 percent of male respondents. Gurungs and Tamangs are the most likely to have provided feedback to I/NGOs, at 21 and 20 percent respectively.

District highlights

94% of respondents in Kathmandu have not provided any feedback to I/NGOs

44% of respondents in Rasuwa 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?



No (76%) Yes (17%) Neutral (2%) Don't know (5%)

Barriers to providing feedback



Don't feel anyone would listen/care (68%)



Don't know where or how (47%)



Do not have access to concerned person (32%)

*respondents were asked to identify the top two barriers



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