

Post Distribution Monitoring Survey

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Humanity



Impartiality



Neutrality



Unity



Independence



**Voluntary
Service**



Universality

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Abbreviations

CDO	Chief District Officer
CGI	Corrugated Galvanized Iron
CHF	Swiss Frank
COVID-19	Corona Virus Disease 2019
DAO	District Administration Office
DDMC	District Disaster Management Committee
DDRT	District Disaster Response Team
DLSA	District Lead Support Agency
DREF	Disaster Relief Emergency Fund
DLSA	District Lead Support Agency
FGD	Focus Group Discussion
HQ	Head Quarter
IFRC	International Federation of Red Cross and Red Crescent Societies
IRA	Initial Rapid Assessment
KII	Key Informant Interview
LDMC	Local Disaster Management Committee
NDRT	National Disaster Response Team
NFI	Non-Food Items
NRCS	Nepal Red Cross Society
PDMS	Post Distribution Monitoring Survey
PGI	Protection, Gender and Inclusion
PMER-IM	Planning, monitoring, evaluation, reporting and information management
RM	Rural Municipality
WASH	Water, Sanitation and Hygiene

Executive summary

Introduction: Nepal faces floods and landslides due to extreme rainfall normally from June till September every year. During monsoon season of 2021 (June-September), floods and landslides affected 72 districts across the country mainly in Terai and hilly regions¹. The subsequent impact on lives and livelihood of the people, on agricultural products, physical properties and infrastructure was tremendous which was further exacerbated by the sudden outpour of rainfall in late October.

NRCS has been playing a critical role in providing quick response to the disaster affected population in the affected districts, NRCS was engaged in rendering relief services to the affected population through the provision of shelter items, hygiene items, cash grants and other non-food items. In response to the disaster in August and October 2021, NRCS deployed 486 trained volunteers on the ground to provide various immediate response like carrying out initial rapid assessment followed by detail assessment in 13 districts (Darchula, Kanchanpur, Rupandehi, Nawarparasi East, Nawalparasi West, Kaski, Parbat, Myagdi, Sindhuli, Mahottari, Kalikot, Ilam and Panchthar), search and rescue, first aid, evacuation and immediate relief as needed.

Immediately after completion of relief activities, NRCS conducted Post Distribution Monitoring Survey which aimed to provide key lessons learned from the relief operations carried out by NRCS and recommendations for future relief operations in Nepal and elsewhere. Considering the scope of the assignment, the study entailed mixed-method approach i.e. both quantitative and qualitative approach for conducting the study. For the quantitative data collection, household survey was conducted with 379 beneficiaries of the relief services. For the qualitative survey, Focus Group Discussion,

Key Informant Interview and Timeline analysis were done.

Key findings: Almost 89% of the respondents received notification about receiving relief materials in advance out of which 27.60% had received on the day of distribution while 37.69% had received 1-2 days ahead. Majority of the respondents (76.26%) had received information from NRCS volunteers/IRA team. Most of the respondents received enough information on relief distribution process, however 6.53% of the beneficiaries didn't receive enough information about relief distribution process. Almost 83.91% said that they were consulted about their requirement or need before distribution. This depicts that NRCS has been carrying out needs assessment in the communities after disaster however some of the communities were not addressed during the process.

The respondents were asked about the reason behind their selection as beneficiary to which majority of them said that their house was completely destroyed followed by house being partially destroyed, loss of livelihood option such as loss of agricultural land, crops etc. Almost 72.03% of the beneficiaries reported that the criteria used for selecting beneficiaries to receive the relief items was clearly communicated and applied. Out of them, 79.34% said that the selection criteria was fair while 2.09% said that it was not fair.

The respondents had received more than one kind of support. Out of the respondents who received shelter kit (258), 95.3% said that all the items were relevant, 82.2% said that the items were enough for them and for their family while 97.5% said that the items were of good quality. Out of the respondents who received Non-food item (NFI) kit, 96.1% said that all the items were relevant, 73.4% said that the items

¹ IFRC. (2021). Operation Update Report: Nepal Monsoon Floods and Landslides.

provided in NFI kit were enough for them while 98% said that the items were of good quality. Out of the respondents who received hygiene kit, 96.1% said that all the items were relevant, 81.7% said that the items provided in hygiene kit were enough for them while 99.2% said that the items were of good quality. Out of the respondents who received dignity kit, 92.5% said that all the items were relevant, 81.7% said that the items provided in dignity kit were enough while 96.8% said that the items were of good quality. Overall, the respondents have suggested that the relief materials should be reviewed and updated in the changing context. The quantity should be customized for different family size and quality of materials such as cloth for both male and female, utensils, sanitary pad, underwear and tarpaulin needs major improvement.

Majority of the respondents highlighted that cash is very important support for them, however only 68% of them said that the cash support was enough to meet their immediate needs post disaster.

Only 74.3% of the respondents said that they received relief materials in time while 25.7% didn't receive relief materials in time. The delay in distributing relief materials is largely attributed to the difficult geographical terrain and remote location of the area, interruption in road and transport due to disaster in the affected areas, shortage of relief materials or delay in sending relief materials to the district chapters from headquarter and conflict in finalizing beneficiary list as there is need for approval from local government and verification with the police report.

In terms of beneficiary satisfaction, 94% of the respondents felt that the distribution was well organized and 76.8% respondents reported receiving information on ways of using relief materials. Almost 81% of the beneficiaries felt that the relief material distribution date, time and location was convenient for them. About 88.4% of the respondents reported to be satisfied and 11.4% moderately satisfied with

the overall relief materials distributed by NRCS and almost 97.1% reported that their attitude towards NRCS have positively changed post the event. However, they suggested that all the needy people needs to be addressed by NRCS. Almost 56.4% of the respondents are aware of whom to ask for help or tell their problem if they have any issue during relief distribution process while most of the respondents are unaware of any process to put forward their suggestions or complaints. Out of 148 respondents who contacted NRCS representatives, 93.7% respondents' issues were resolved or they got some response while 6.3% of the respondents' issues were not resolved. Almost 99% respondents are not aware or they don't prefer calling hotline number.

In terms of timeliness, the information flow from sub-chapters to district chapters and to the headquarters is very quick. IRA has been within 24 hours in majority of the districts but due to interruption in road, travel and communication and difficulty of geographical terrain, IRA could not be carried out timely in some of the districts. The search, rescue, evacuation and distribution of emergency materials were done timely in coordination with government representatives and security forces. The timeliness of detailed assessment varied across different districts with majority doing within 15 days and more. The beneficiary selection, distribution of relief materials and cash was delayed in some of the districts. This was either due to lack of adequate relief materials available in district chapters, delayed implementation of DREF program and/or also due to conflict in finalizing beneficiary list. The coordination meeting at DC level was done timely in almost all districts and awareness programs, though not adequately done, were carried out in timely manner. The cash distribution and fund transfer from HQ was delayed in majority of the study districts.

Key recommendations:

Information on relief materials:

- *Community consultation is very critical to have a universal coverage of disaster affected areas. Although NRCS alone cannot fulfill all the needs of disaster affected people, the strength of NRCS lies in coordination and network with different government as well as non-governmental organization. The consultation should be done not only after disaster but also well ahead in anticipation of potential disaster.*
- *Clear communication about beneficiary selection criteria to the communities is very essential in order to maintain transparency, accountability and positive perception of NRCS's work to the community.*
- *Information on relief materials and the correct way of using them should be properly oriented to all the beneficiaries, either in group or individually.*

Relevance, quality and adequacy of relief materials

- *The relief materials should be reviewed and the package should be updated in the changing context.*
- *The quantity of relief materials should be customized for different family sizes.*
- *The quality of some materials such as cloth for both male and female (readymade cloth highly preferred), tarpaulin, underwear, sanitary pad and kitchen utensils need to be significantly improved.*
- *Different kits and other relief services customized for different type of vulnerable people such as children, elderly people, people with disabilities, soon to be mother etc. could be made available specifically addressing their needs.*
- *It is essential to have a generous amount of disaster relief stock in each district chapter as well as in sub-chapters. The relief materials should be equitably distributed to sub-chapters and there should be enough back-up of relief materials to refill the stock, as soon as needed.*
- *Partnering with businessman ahead of disaster as a back-up by the district or provincial chapter could be one of the*

potential solutions to get relief materials in time.

Cash support

- *If bank transfer is planned for unconditional cash support, it is more efficient to have an understanding with the bank from the beginning so that the bank account opening process and cash transfer process is convenient and timely.*
- *In each district, incorporating the lessons learnt from previous disaster events and issues encountered in cash transfer process through different mechanism (cash, cheque or bank), the district chapters should decide on a certain mechanism for cash transfer and plan accordingly well ahead of disaster to ensure timely cash distribution.*

Timeliness of relief material distribution:

- *Revisiting and reviewing the relief distribution process from the level of headquarter to the sub-chapter level is critical to maintain timeliness of relief distribution.*
- *DREF operation should be implemented well ahead of disaster in anticipation of the possible destruction due to disaster. This can ensure the timeliness of the relief service which has been delayed been in many districts.*
- *Partnering with financial institutions in each district from the beginning is essential to ensure timely distribution of cash and to minimize delay due to technical difficulty in transaction.*
- *Fund transfer from NRCS headquarter should be timely carried out to not delay other subsequent activities and the reimbursement of district or sub-chapters should also be done timely.*

Accessibility of distribution centres:

- *Distribution centres have been thoughtfully located in majority of the communities. However in cases where the beneficiaries have to travel more than 2 hours to distribution centres and there is no other option of location, either door-to-door*

distribution should be done or beneficiaries should be compensated for their travel time considering wage rate of that area.

Beneficiary satisfaction

- *The grievances handling mechanism should be strengthened as, although the system for complaints and grievances exist, people are unaware of such mechanisms. Community awareness of such mechanisms should be largely promoted and community interaction programs after relief distribution should be rapidly carried out to understand the perception and need of the beneficiaries.*
- *There should be frequent meeting of all the representatives of NRCS sub-chapters and district chapters to discuss on the grievances and complaints received in a period manner. The issues received should be promptly addressed as much as possible, and whether possible to resolve or not, it should be clearly and quickly communicated to the person.*
- *The hotline number of NRCS is highly underutilized. This should be largely promoted at community level.*
- *Findings suggest that health and hygiene related awareness programs have been very limited, hence such awareness programs should be encouraged and intensified in all affected districts.*

Recovery

- *Post relief operation, it is pivotal to implement quick recovery programs for community people who have completely lost the livelihood options even after few months of disaster. Providing them cash support with capacity/skill building training and small scale business opportunities could provide a foundation for such families to rehabilitate themselves after disaster.*
- *There could be pivotal role of NRCS in initiating disaster preparedness program such as initiating dialog and discussion with relevant governmental and non-*

governmental bodies for preparedness (embankment), long term solution and recovery activities such as skill building for income generation.

Coordination and communication

- *Since NRCS distributes either non-food relief materials or cash, it is suggested that the pre-disaster coordination of NRCS with other organizations who provide food materials would complement each other and the community will be able to receive an entire package of relief materials that they would require during emergency. This is pivotal because majority of community people have demands for readymade food material during immediate post-disaster emergency which could at least sustain them for few days in absence of proper shelter, food and other daily life necessities.*
- *It is also critical that information from the NRCS Head Quarter is adequately communicated with the district chapters and sub-chapters.*

General recommendations:

- *There is a need to increase roles and responsibilities of NRCS sub-chapters significantly along with adequate budget allocation for them for their smooth operation.*
- *Frequent capacity building of adequate number of NRCS volunteers and other pertinent person of NRCS is critical to ensure quality, effectiveness, efficiency and timeliness of relief services.*
- *The LDMC was not found to be active in the affected districts, however their role would be critical in ensuring effective coordination and coordination of NRCS and local government for disaster preparedness, management as well as response activities.*
- *Although NRCS volunteers work voluntarily for the society following the principles of Red Cross, it is essential to incentivize them after relief operation is over to acknowledge their efforts and also to retain the volunteers sustainably.*

Table of contents

Acknowledgement.....	i
Abbreviations	ii
Executive summary.....	iii
Table of contents.....	1
List of Tables	3
List of Figures	4
SECTION A. Introduction.....	6
Description of disaster	6
Disaster impacts in communities.....	6
Role of NRCS in relief operation	7
Objectives of the survey.....	8
SECTION B. Survey methodology	9
Study area.....	9
Sampling strategy.....	9
Data collection tools.....	10
Data analysis	12
SECTION C. Key findings of the survey.....	13
Socio-demographic information of the respondents	13
Immediate need of the communities	14
Information on relief distribution process.....	17
Beneficiary selection.....	19
Relevance, quality and adequacy of relief materials	22
Timeliness	30
Accessibility of distribution center	32

Beneficiary satisfaction.....	34
Health and COVID-19 related considerations	39
Timeline analysis.....	40
Good practices	47
Lessons learnt.....	49
SECTION D. Study limitations and challenges faced.....	51
Study limitations	51
Challenges faced during the survey	51
SECTION E. Conclusion and recommendation	52
Conclusion.....	52
Recommendation	54
SECTION F. References.....	59
SECTION G. Annex	60

List of Tables

Table 1 Sample size for household survey	10
Table 2 Sample size for qualitative survey	12

List of Figures

Figure 1 Different kits provided by NRCS 7

Figure 2 Study area 9

Figure 3 Respondents as head of the household (%) 13

Figure 4 Respondents receiving relief materials themselves (%) 13

Figure 5 Age group of the respondents 13

Figure 6 Ethnicity of the respondents..... 13

Figure 7 Respondents receiving notification on relief distribution in advance (%) 17

Figure 8 Medium through which respondents received information about relief materials from NRCS..... 17

Figure 9 Respondents asked about needs/requirement before distribution by NRCS (%) . 19

Figure 10 Respondents aware about criteria for selecting beneficiaries (%) 20

Figure 11 Reasons behind respondents being listed as beneficiary 21

Figure 12 Perception of respondent on fairness of beneficiary selection criteria 21

Figure 13 Respondents receiving information on relief materials (%)..... 22

Figure 14 Respondents receiving individual items, kit and cash 22

Figure 15 Respondent’s perception towards shelter kit (N=258)..... 23

Figure 16 Respondent’s perception towards NFI kit (N=254)..... 24

Figure 17 Respondent’s perception towards Hygiene kit (N=254) 24

Figure 18 Respondent’s perception towards Hygiene kit (N=227) 25

Figure 19 Snapshot of rating done in FGD, Myagdi 26

Figure 20 Distribution modality of cash for respondents (N=325) 27

Figure 21 Respondents who have spent the cash received (N=325) 28

Figure 22 Relief materials preferred by the respondents..... 29

Figure 23 Respondents who said relief materials were enough 30

Figure 24 Respondents saying need of additional items in the relief materials provided.... 30

Figure 25 Respondents receiving relief materials in time 31

Figure 26 Respondents’ perception on reason behind not receiving relief materials in time (N=98) 31

Figure 27 Convenience of distribution location, time and date 32

Figure 28 Location of distribution centre (N=379).....	33
Figure 29 Time taken to reach distribution centre (N=333).....	33
Figure 30 Respondents taking support to carry back relief materials.....	34
Figure 31 Respondents who incurred expense for carrying relief materials back home.....	34
Figure 32 Respondent saying distribution method was well organized.....	34
Figure 33 Respondents saying instruction on using relief materials received.....	34
Figure 34 Respondents who knows from whom to ask for help in NRCS or tell their problem during relief distribution?	37
Figure 35 Respondents who have contact number or any other access of the concerned person of NRCS for seeking advice, help or complaint.....	37
Figure 36 Perception of beneficiaries	38
Figure 37 Respondents who have received health and hygiene related awareness programs organized by NRCS (N=379).....	39
Figure 38 Respondent saying COVID-19 related precautionary measures taken during relief material distribution (N=356).....	39
Figure 39 Type of NRCS' health and hygiene related awareness program received by respondents (N=145).....	40

SECTION A. Introduction

Description of disaster

Nepal faces floods and landslides due to extreme rainfall normally from June till September every year. According to Nepal Disaster Report (2019), more than 10,000 families are affected by the floods and landslides annually, leaving many people homeless who faces various challenges to cope with the situation along with managing immediate humanitarian needs with their own capacity. During monsoon season of 2021 (June-September), floods and landslides affected 72 districts across the country² mainly in Terai and hilly regions. The subsequent impact on lives and livelihood of the people, on agricultural products, physical properties and infrastructure was tremendous which was further exacerbated by the sudden outpour of rainfall in late October. According to the data of the Ministry of Home Affairs, between June to 27 October 2021, 673 people have lost their lives, 69 people are missing and 181 people are injured due to the water-induced disaster.

In the last week of August 2021, rainfall intensified for at least four consecutive days, with many rivers crossing warning levels, causing widespread inundation in many parts of the southern plains and reported incidents of landslides in the hilly region. As a result of this incessant rainfall, 11 districts (Myagdi, Rupandehi, Dang, Darchula, Sindhuli, Nawalparasi East, Nawalparasi West, Kanchanpur, Kailali, Udayapur and Mahottari) and 4,899 families were affected, including 2,129 who were temporarily displaced.

Again, in October, there had been intensified rainfall for at least five consecutive days starting from 17 October 2021. According to initial assessments by the Nepal Red Cross Society (NRCS), 17 districts (Baitadi, Bajhang, Dhankuta, Kalikot, Doti, Dadeldhura, Bajhang, Kailali, Ilam, Udaypur, Humla, Mugu, Darchula, Pachthar, Sunsari, Bhojpur and Kanchanpur) and 5,415 families were affected, 3,385 families were displaced and 2,237 houses were fully damaged as a result of this incessant rainfall. Ministry of Home Affairs reported that there were 101 fatalities, 41 missing and 40 injury cases³. The unforeseen and continuous rainfall not only affected families and their houses but also their livelihood as there were reports of 60-80 % of harvest loss. The disaster also affected pace of relief responses as many districts were unable to report the situation because of damage to road sections and interruptions to electricity, telephone and internet connection.

Disaster impacts in communities

The floods and landslides in different parts of the nation displaced many households either temporarily or permanently. The displaced population took shelter in the schools, community centres, relative's homes and some in temporary shelters. During the immediate post-disaster period, there was a critical need in terms of shelter, water, sanitation and hygiene (WASH), livelihood, protection, health concern mainly due to risk of water-borne and vector-borne disease outbreak and COVID-19 transmission. Apart from damaging houses, the floods and landslides damaged infrastructures such as roads, markets, and

² IFRC. (2021). Operation Update Report: Nepal Monsoon Floods and Landslides.

³ Ministry of Home Affairs (MoHA). www.drrportal.gov.np

agricultural lands, livestock and crops. The shelter items remained the priority needs for the displaced population followed by food and WASH needs. There was also a need to incorporate Protection, Gender and Inclusion (PGI) considerations to prioritize the vulnerable people for relief support such as for children, pregnant women, elderly people, people with long-term illness, people with disability and other people from other marginalized groups. This challenging situation was further aggravated by the risk of COVID-19 transmission and spread because of affected groups of people coming together for temporary shelter.

Role of NRCS in relief operation

NRCS has been playing a critical role in providing quick response to the disaster affected population in the affected districts. It has prepared its monsoon preparedness and response plan which is in line with the government's plan. Immediately after the onset of floods and landslides, NRCS was engaged in rendering relief services to the affected population through the provision of shelter items, hygiene items, cash grants, other non-food items (Figure 1) and health related activities. NRCS District Chapters and sub-chapters have been working closely in coordination with respective local government, security forces and other humanitarian agencies in the support provision.

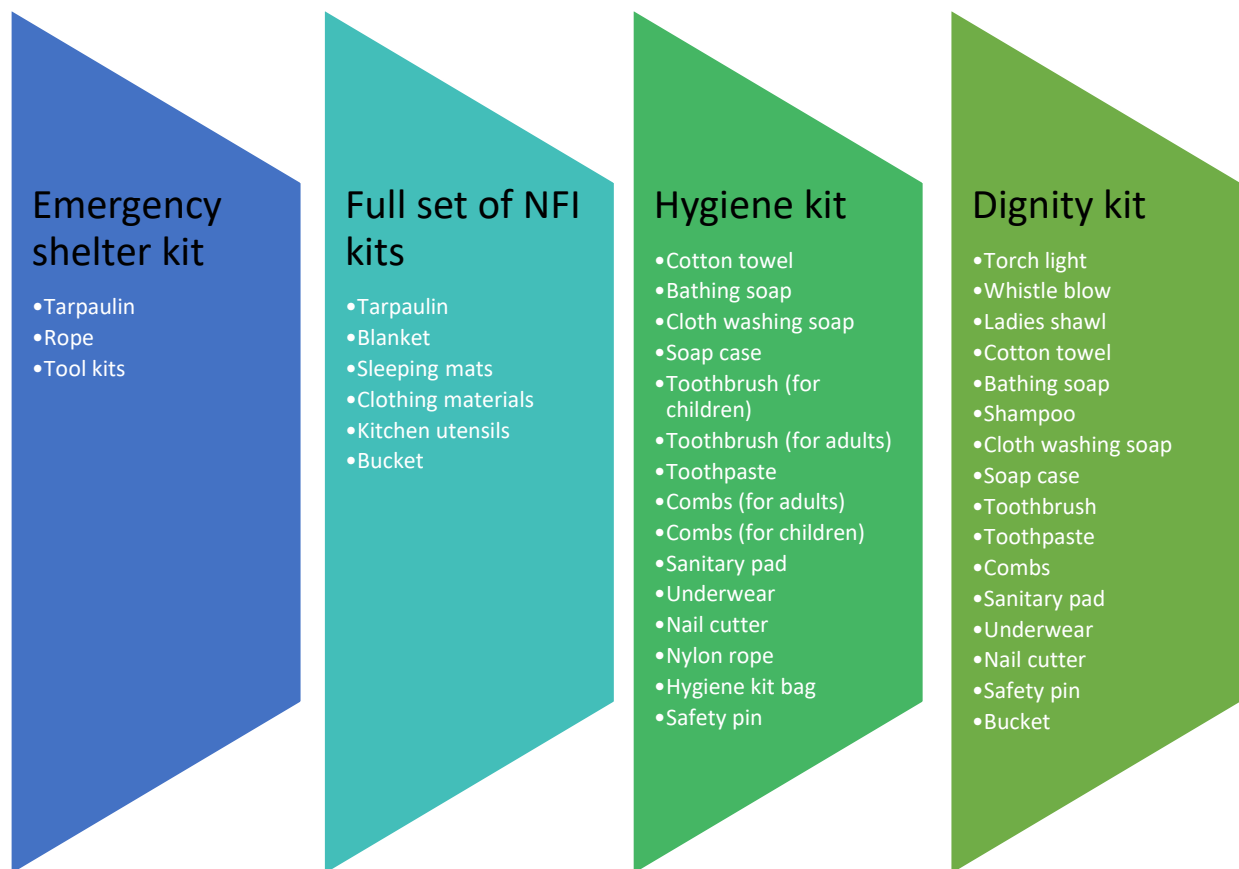


Figure 1 Different kits provided by NRCS

In response to the disaster in August and October 2021, NRCS deployed 486 trained volunteers on the ground to provide various immediate response like carrying out initial rapid assessment followed by detail assessment in 13 districts (*Darchula, Kanchanpur, Rupandehi, Nawarparasi East, Nawalparasi West, Kaski, Parbat, Myagdi, Sindhuli, Mahottari, Kalikot, Ilam and Panchthar*), search and rescue, first aid, evacuation and immediate relief as needed. NRCS delivered and distributed relief assistance (in-kind and cash) in the disaster affected populations. Non-food relief items (NFRI) sets were distributed promptly during emergencies through different warehouses located at different parts of country. The NRCS District Chapters worked together with local authorities to carry out assessment and relief distribution along with supporting communities to be safe and prepared for the disaster in the future.

Considering the scale of the disaster, CHF 395, 609 was allocated by IFRC from Disaster Relief Emergency Fund (DREF) to support NRCS to deliver relief services to the affected population.

Objectives of the survey

In this context, immediately after completion of relief activities, NRCS conducted Post Distribution Monitoring Survey.

The Post Distribution Monitoring Survey (PDMS) aimed to provide key lessons learned, mainly in terms of relevance/quality, timeliness, effectiveness of the relief operations carried out by NRCS and recommendations for future relief operations in Nepal and elsewhere.

The survey also intended to collect quantitative and qualitative data, conduct timeline survey and analyze the data from the beneficiaries/stakeholders in terms of timeliness of relief services, relevance/quality of relief services and beneficiary satisfaction in relation to the distribution of relief items.

SECTION B. Survey methodology

Study area

The survey was conducted in 13 flood or landslide affected districts where NRCS DREF operation was carried out- Ilam, Panchthar, Sindhuli, Mahottari, Kaski, Parbat, Myagdi, Rupandehi, Kanchanpur, Kalikot, Darchula, Nawalpasari-east and Nawalpasari-west (Figure 2).

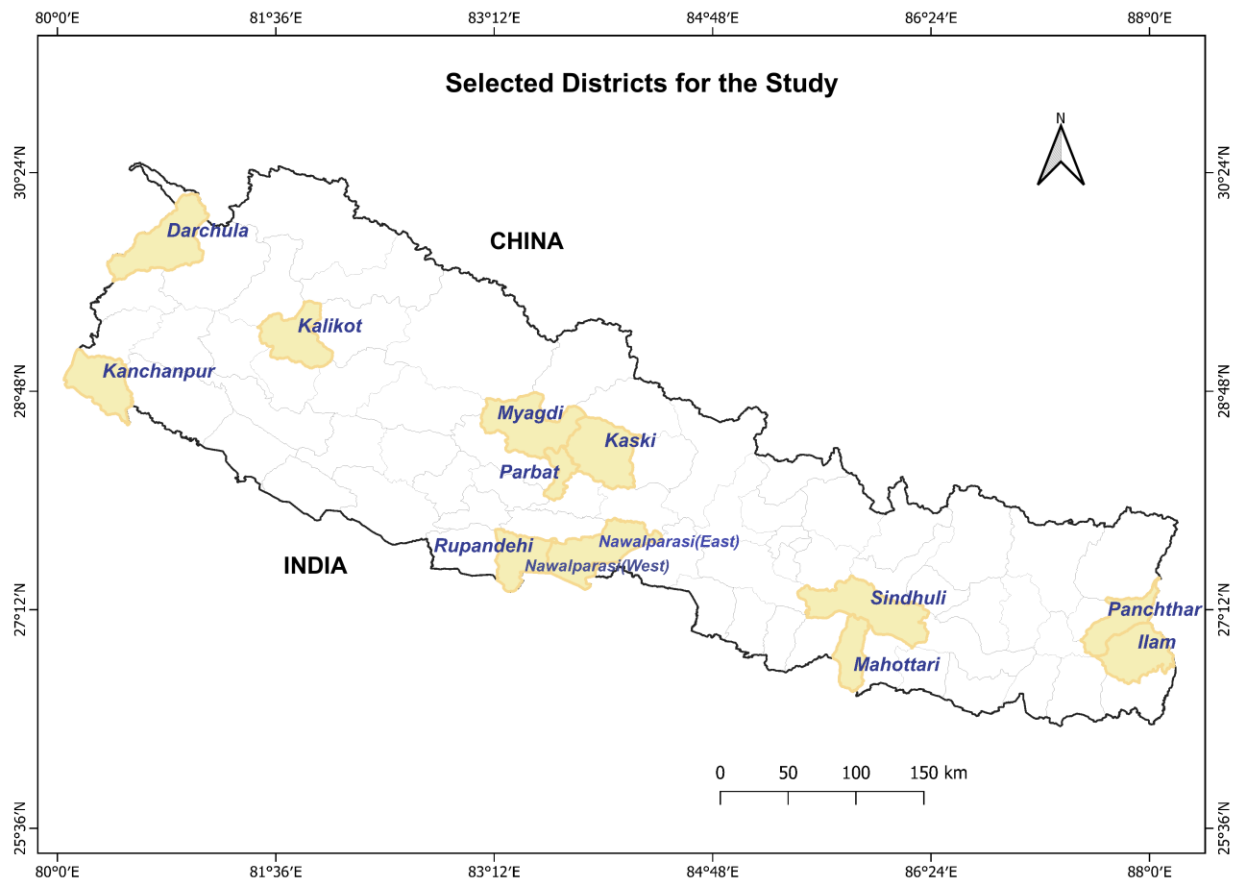


Figure 2 Study area

Sampling strategy

For the sampling, total beneficiary population under DREF operation was provided by IFRC in selected 13 districts. The beneficiary population included beneficiary of both cash and other in-kind relief materials. The sample for the study was calculated using Arkin and Colton (1963) formula:

$$n = \frac{Nz^2p(1-p)}{Nd^2 + z^2p(1-p)}$$

Where,

n = sample size

N = total population

z = confidence level (at 95% level $z=1.96$)

p = estimated population proportion

d = error limit of 5% (0.05)

Using the formula, the sample size was calculated as 350. The sample size in few districts such as Ilam, Kaski, Parbat, Nawalparasi-east, Myagdi and Kalikot came out to be below 10 and hence, it was boosted to 10. Therefore, the total sample size was calculated 379 (Annex 3).

Data collection tools

Considering the scope of the assignment, the study entailed mixed-method approach i.e. both quantitative and qualitative approach for conducting the study. The quantitative information was complemented and triangulated with the information collected from qualitative survey.

In the initial phase, review of the relevant documents of NRCS as well as of the government including disaster response operation manual, project reports, progress or operational reports, strategy document, project concept note/proposal, disaster assessment guideline, emergency plan, situation reports etc. and other pertinent literature was thoroughly reviewed to gain in-depth understanding of context of relief and response mechanism carried out by IFRC/NRCS in the affected areas. The information obtained from secondary review complemented the data collected from other tools.

Following data collection methods were used:

Household survey: For the quantitative data collection, household survey was conducted with the beneficiaries of the relief services. The households were sampled from the DREF operation beneficiary list based on the type of relief type distributed (Table 1). In total, 379 household surveys were carried out in all 13 affected districts in selected municipalities (Annex 1). The questionnaire was developed in line with the purpose of this study and uploaded in Kobo toolbox. **The household survey was carried out by the local volunteers of NRCS.**

Table 1 Sample size for household survey

SN.	District	Relief type	Total Population	Sample Selected
1	Ilam	Unconditional Cash Relief	10	10
2	Kanchanpur		200	18
3	Panchthar		200	18
4	Kalikot		35	10
5	Kanchanpur		332	30

6	Nawalparasi west	NFI and other support (shelter, hygiene, etc.)	924	83
7	Rupandehi		1195	106
8	Kaski		60	10
9	Darchula		329	29
10	Sindhuli		225	20
11	Parbat		89	10
12	Nawalparasi East		79	10
13	Myagdi		91	10
14	Mahottari		168	15
Total			3937	379

FGD: FGD was carried out with beneficiaries including men, women and people from marginalized as well as vulnerable groups, local leaders etc. In total, 9 FGDs were conducted (Table 2). The guiding questions for FGD was prepared and finalized in consultation with NRCS and IFRC PMER team.

KII: KII was carried out with pertinent stakeholders involved in relief and rescue operations and representative of government and non-government organizations related to such activities during disaster period. The respondents included representatives from local government, District chapters, sub-chapters, District Disaster Management Committee (DDMC), DREF Focal Person and DREF coordinator (Annex 2).

Timeline exercise (Workshop): In all districts, a workshop was carried out where timeline exercise was done with representatives from District Chapters, Sub-chapters, volunteers, and District Administration Office (DAO), DREF and security forces to assess whether standard timeline has been followed while rendering response services to the affected families.

The timeline exercise began with a brief background of the Post Distribution Monitoring Survey and its purpose. Major events followed by major relief and response mechanism carried by NRCS in affected districts were highlighted by the team leaders based on the review of literatures and interaction with different respondents during the course of survey. The district team leader was the prime facilitator for the exercise and NRCS volunteers as enumerators provided the additional support for note-taking. The timeline exercise was completely participatory in nature. A list of events and activities carried out for DREF operation across different time-scales starting from the time of disaster were prepared. The participants then presented/shared the timeline of different events that happened followed by the series of response and relief activities carried out. This was followed by discussion to come to a consensus for the timeline for each response and relief operations carried out by NRCS in coordination with different stakeholders.

The timeline hence prepared through participation and intense discussion among participants in the workshop was compiled and was compared with the plan of action of NRCS, and analysis was done accordingly. The timeline analysis identified the lessons learnt, mainly in terms of timeliness of the relief and response mechanism carried out and provided recommendations for future course of action in carrying out relief operations.

Table 2 Sample size for qualitative survey

S.N.	Districts	FGD	KII	Timeline analysis workshop
1	Ilam	1	4	1
2	Kanchanpur	1	3	1
3	Panchthar	1	4	1
4	Kalikot	1	2	1
5	Nawalparasi west	1	5	1
6	Rupandehi	1	4	1
7	Kaski	-	5	1
8	Darchula	-	3	1
9	Sindhuli	-	5	1
10	Parbat	1	3	1
11	Nawalparasi East	-	3	1
12	Myagdi	1	3	1
13	Mahottari	1	3	1
	Total	9	47	13

Data analysis

The quantitative information was collected electronically using android based data collection application-Kobo toolbox, a user-friendly application which facilitated in maintaining data quality. The household questionnaire was prepared in both English and Nepali languages and integrated in the application. The data was collected using mobile or tablets. After the data collection, the data from the server was exported into SPSS. Any necessary changes was made in the exported SPSS. The collected data was cleaned such as maintaining uniformity of names, categorizing open ended answers in brief sentences etc. and a complete set of cleaned set of data was developed. Based on the objectives of the study, data was analyzed and information was presented in tabular or graphic form, as necessary.

All the qualitative information provided by the target participants and the respondents was recorded during data collection, with consent from respondents. Along with recording, note taking was also done to capture all the information received during the field study. All the interviews/discussions that have been recorded was transcribed and data was compiled along with the field notes. It was followed by intensive discussion among study team to reach consensus in terms of extracting meaningful units which was rigorously reviewed and grouped together to identify a meaningful interpretation based on the objectives of the study.

SECTION C. Key findings of the survey

Socio-demographic information of the respondents

As stated in the earlier section, the household survey was carried out with the beneficiaries of NRCS relief materials post disaster in 2021. In total, 383 respondents were approached for the survey however 4 of them didn't provide consent for the interview. Hence, 379 respondents were surveyed out of which, 58.05% (220) were male and 41.95% (159) were female. About 88.9% (337) of the respondents were the head of the household (Figure 3). Out of 42 respondents who were not the head of the household, 34 had male as household head while 8 respondents had female as household head. Majority of the respondents (98.7%) had received the relief materials by themselves (Figure 4).

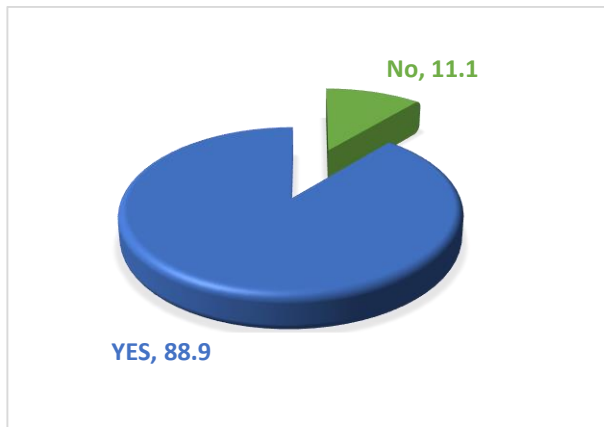


Figure 3 Respondents as head of the household (%)

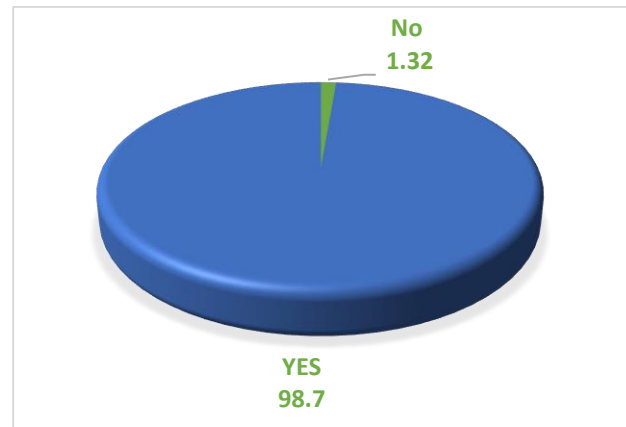


Figure 4 Respondents receiving relief materials themselves (%)

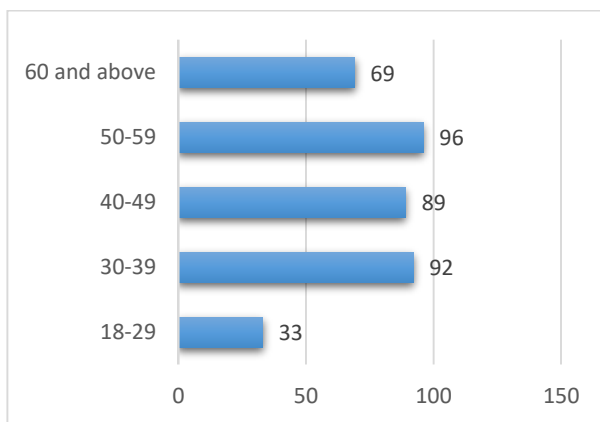


Figure 5 Age group of the respondents

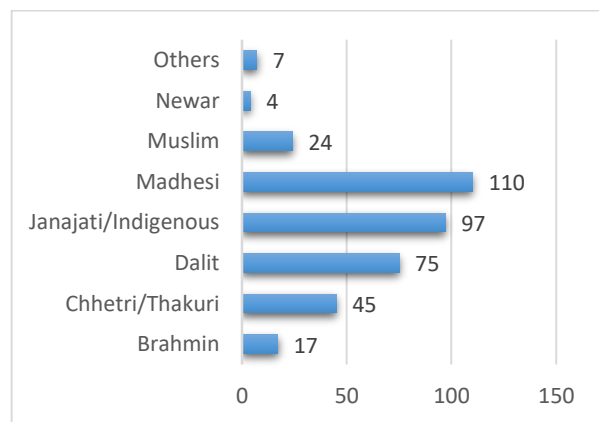


Figure 6 Ethnicity of the respondents

Out of total household survey respondents, majority of the respondents (25.3%) were from the age group 50-59 followed by the age group 30-39 i.e. 24.3% and the age group 40-49 i.e. 23.5% (Figure 5). Majority of the respondents were from Madhesi ethnic groups (29%), followed by Janajati/indigenous groups (25.6%), Dalit (19.8%), Chhetri/Thakuri (11.9%), Muslim (6.3%), Brahmin (4.5%), Newar (1.1%) and others such as Kewat, Malla,

Lodh (Figure 6). **Out of 379 households, 98 i.e. 25.86% of them have more than 6 members in their households for whom single kit of relief materials would not be enough. In total, 100 households have male child and 74 households have female child below 5 years.** Almost 13.46% (51) respondents have some kind of physical/visual/hearing or psychological impairment.

The disaster of 2021 has affected the communities of these study districts to such an extent that even after months of disaster, there are still some people living in the temporary shelter. In some districts like Kanchanpur, Rupandehi, Nawalparasi-west, Panchthar, Parbat etc. the disaster affected people have returned back to their homes while in districts like Nawalparasi-east, Sindhuli, Darchula, Ilam, people are still staying in temporary shelter. Out of 379 households surveyed, 32 are still staying in temporary shelter with majority of them (all sampled 10 households) are in Hupsekot Rural Municipality (RM) of Nawalparasi-east where the households were completely wiped off by the landslide.

Immediate need of the communities

Shelter

The floods have affected the houses in the Terai areas with the mud and unburned brick houses being severely affected such as in Kanchanpur, Nawalparasi-west, Mahottari, Rupandehi etc. while landslides caused by incessant rainfall have either swept away or damaged houses in the hilly regions such as in Darchula, Sindhuli, Nawalparasi-east. The houses affected by floods were inundated with water, with their houses filled with mud and water damaging food materials, cloth and all other household essentials. As an immediate response, NRCS in all affected districts distributed shelter kit and NFI kit to the affected households depending on the level of damage. The NFRI full set is provided to the families whose households are completely damaged while tarpaulins and basic shelter items are provided to the affected households. During PDMS, it was noted that in majority of the Terai districts affected by flood, people have returned back to their houses post disaster while there are still families in some districts, even after 4-5 months of disaster, who are staying out in the temporary shelters, schools and relative's house. NRCS in coordination with local government has provided emergency shelter kit (tarpaulin, ropes and tools kits) in the immediate post-disaster period to help build temporary shelters.

Livelihood and basic needs

Apart from houses, the landslides and floods have severely affected and swept away, in some areas, agricultural lands, crops, livestock and irrigation canal. There has been a substantial impact on the livelihood of the affected families with some being completely homeless with no source of income and livelihood. The **PDMS revealed that there is a huge demand for food materials besides the non-food items as an immediate relief material.** During such period, it is challenging for them to access food materials even through cash provision and thus, there is a demand of dry food materials such as beaten rice, satu (ready-to-eat mix grain powder), and biscuit etc. that they can eat without cooking. This is critical given the disastrous situation they face as aftermath of the disaster.

Health

Considering the COVID-19 situation during the times of disaster, the relief material distribution was carried out following COVID-19 related precautionary measures such as use of masks, use of sanitizers and practicing hand washing with soap. Since some of the affected districts were in Terai region, the possibility of mosquito bites and snake bites can cause severe distress to the displaced population. Therefore, mosquito nets were distributed to the affected population. Similarly, there is possibility for increase in COVID-19 cases as well as outbreak of water-borne diseases, hence awareness raising activities were carried out for affected population to reduce the potential risk of COVID-19 transmission and other outbreaks. The affected people were provided awareness on importance of using masks, sanitizer, practicing hand washing with soap and physical distancing by the NRCS volunteers. The awareness raising program on water treatment, prevention from water-borne diseases, menstrual hygiene management and managing proper hygiene practices were also carried out. Also, first aid service was readily available for the people injured during disaster. All of these awareness activities for disaster affected communities were very helpful in emphasizing basic health and hygiene activities by the communities during such difficult period as well. Apart from awareness raising activities, as the stress level of disaster affected people were higher during disaster, NRCS volunteers also provided psychosocial support services to the affected people.

WASH

The disasters have contaminated the water sources in the affected areas and therefore, NRCS provided support for provision of clean drinking water to the affected population through cleaning of water points, distribution of hygiene kits including water purification tablets and buckets to purify water. The hygiene kit was distributed to the selected households after detailed assessment. This kit was highly relevant to ensure that the community people maintain safe hygiene practices. This was followed by awareness and training on basic hygiene promotion activities to encourage good hygiene practices even in temporary shelters so as to minimize outbreak of water-borne diseases. Similarly, the flood and landslide have also damaged or affected household latrines which could increase the possibility of open defecation. Therefore, NRCS has provided support for construction of emergency latrines to the district chapters through cash provision for the households whose latrines were damaged.

Protection, Gender and Inclusion (PGI)

During post-disaster period, women, pregnant women, lactating mother, elderly, children, people with chronic diseases, people with disability are highly vulnerable. In some districts (e.g. Sindhuli), pre-disaster awareness program was organized to ensure that they are alerted and safely situated during post-disaster period. The volunteers are already trained for the emergency and they are on standby mode before disaster. After disaster, dignity kits were provided to the households with women in the affected areas so that they could maintain their hygiene during such crisis period as well. All the training program as well as relief distribution addressed all diversity of people across gender, age, caste and ethnicity. The response operation was carried out fairly and the PGI considerations were incorporated while planning the intervention.

Planning, monitoring, evaluation, reporting and information management practice (PMER-IM)

The planning, monitoring, evaluation, reporting and information management system of NRCS is systematic and robust. Immediately after disaster, the rescue and evacuation is instantly carried out by NRCS in coordination with government bodies including local government and District Administration Office (DAO), security forces, other organizations and community people. Sub-chapters are highly active during the process. **There is a coordination among these bodies, who are members of District Disaster Management Committee (DDMC) well in advance before disaster however, the coordination is not same across all districts.** In some districts, the relief materials have been distributed by different organizations on their own. Nevertheless, NRCS ensures that the local government is well informed of relief distribution carried out by NRCS. It is also comparatively convenient for NRCS to coordinate with different government bodies because NRCS has been recognized as District Lead Support Agency (DLSA) by the DDMC.

The PMER-IM major strategies and activities have been linked with NRCS existing PMER-IM division from the commencement of the operation. Participatory and bottom-up planning approaches have been practiced from the beginning. Immediately after disaster, IRA is conducted in the affected communities which along with field reports forms the basis for development of the Emergency Plan of Action (EPoA). Similarly, detailed assessment of all the affected communities is carried out by the NRCS volunteers to understand their specific needs. NRCS has also established disaster information management system (DIMS), which includes digitizing the government's IRA template, linking district and local level post-disaster assessment information collection to NRCS headquarters and sensitized programme teams and district chapters on the importance of proper planning, M&E and reporting⁴. The operation also regularly develops regular situation updates, information bulletins for documentation and sharing, and regularly reports about challenges, explores potential solutions for addressing the challenges, captures the lessons learnt and good practices, carries out exit surveys and PDMS.

As the disaster happened during COVID-19 pandemic period, the movement of NRCS staff and volunteers were limited to have frequent interactions with the communities and understanding the real needs and scenario of the affected communities. In some of the districts, IRA was carried out virtually using ICT. However, detailed assessment was carried out visiting each affected families to identify the details of the affected people and their specific needs after disaster. This PDM survey is also a good mechanism for understanding real situation, challenges, lessons learnt, capturing good practices, exploring potential solutions and recommending for future interventions.

⁴ NRCS (2022). <https://nrcs.org/planning-monitoring-evaluation-reporting-and-information-management/>. Accessed on 05 May 2022.

Information on relief distribution process

During the household survey, the beneficiaries were asked whether they received notification about receiving relief materials earlier to which almost 89% (337) of the respondents responded positively while 11% said that they didn't receive such notification, mainly in Kalikot and Darchula districts (Figure 7). Out of the respondents who received the notification earlier (337), almost 27.60%

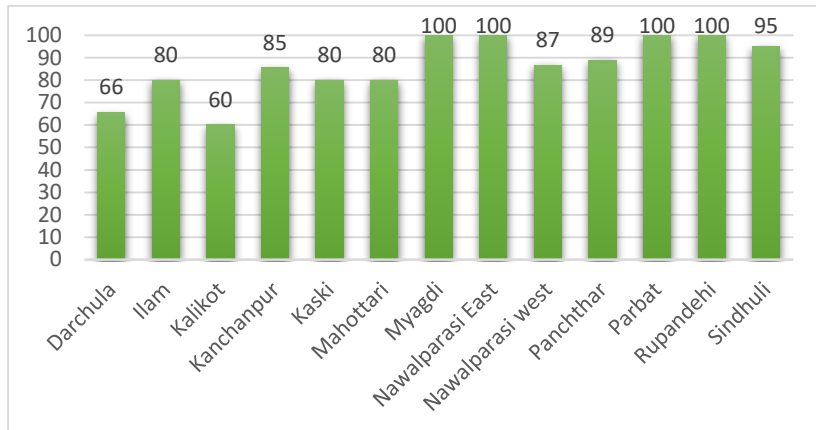


Figure 7 Respondents receiving notification on relief distribution in advance (%)

of the respondents had received the notice on the day of distribution, 37.69% had received 1-2 days ahead, and 16.62% had received 3-6 days ahead while 18.10% also said that they had received such notice more than 1 week ahead of distribution day. In majority of the districts, the information on relief distribution is floated in advance across different time period. Only few people, in some districts, said that they didn't receive advance notice or received only on the day of distribution. Also, the duration of notification varied even within the districts which could be mainly because the relief materials are distributed in different phases as per the availability of the materials received by district and sub-chapters of NRCS. Following up with this, some of the key informants shared that the distribution notice was provided only on the day of distribution purposely in order to have less conflict in the community because only selected community people receive the relief materials based on the selection criteria and if notified in well advance, community people might compare their situation with each other and demand accordingly.

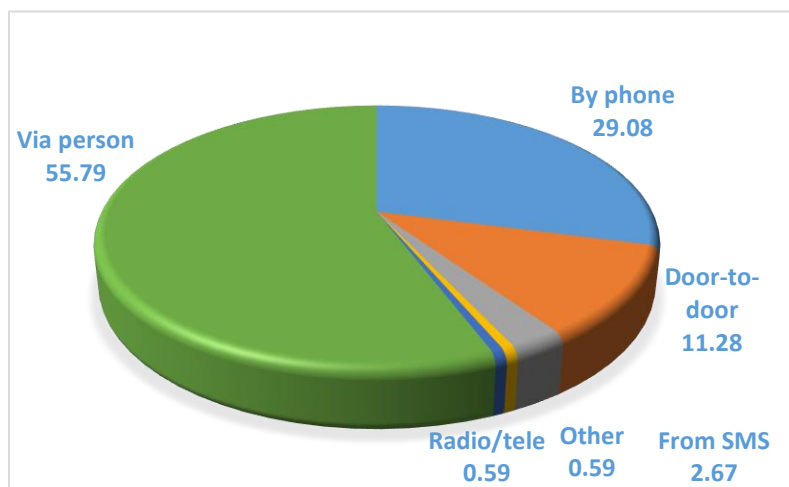


Figure 8 Medium through which respondents received information about relief materials from NRCS (%)

When asked about the medium through which the beneficiaries received information about relief materials, 55.79% of the respondents reported that they received information through a person, 29.08% by phone, 11.28% through door-to-door campaigns and 2.67% through SMS as well (Figure 8).

The respondents received information from different people and as such, majority of them (76.26%) received information from NRCS

volunteer/IRA team, 34.42% from friends/neighbor, 10.09% from family/relatives, 4.75% from community representatives and 5.04% from local authorities. The information was floated through different medium as well as different people within the same district as well as across different districts and majority of the respondents are satisfied with the information medium. **However, 33% beneficiaries feel that there could be other better ways of informing people to which again majority feel NRCS volunteers, phone and door-to-door information would be better.** This is because in some of the districts other medium such as SMS (in Kanchanpur) were used to inform people while they preferred the abovementioned medium for information dissemination as noted from FGD as well. But, it was also noted that most of the respondents in Mahottari preferred pamphlet while respondents in Parbat preferred Radio/TV and social media as information dissemination medium.

Most of the respondents received enough information on relief distribution process, however 6.53% of the beneficiaries said that they didn't receive enough information about relief distribution process such as documents required. This was further validated with the respondents as well as key informants. It was noted that sub-chapters are usually formed at community level and they work very closely with the community which has made it convenient for most of the NRCS representatives at sub-chapter level to recognize the community members and therefore in some locations, the community members were not asked to bring any identity document. The respondents were also asked if they had to pay someone to receive relief materials to which all the respondents said no. However, it doesn't indicate the cost required for travel to Palika or District Headquarter, photocopies, photo etc. which is also important cost incurred by the respondents for receiving relief materials.

The respondents were asked if they were consulted about their requirement or need before distribution to which 318 (83.91%) replied positively while 16.09% said that such assessment was not done - out of which majority of the respondents were from Darchula, Nawalparasi-west, Kaski, Ilam and Panchthar (Figure 9). This depicts that NRCS has been carrying out needs assessment in the communities after disaster however it appears that some of the communities or people were not addressed during the process. Therefore, after emergency services is provided to the disaster affected people, it is essential to assess the needs of all the disaster affected families in detail to understand their need and requirement during such period. It was noted from KII with NRCS representatives that they consult with community about their immediate needs but in case of emergencies, volunteers are mobilized directly. However, during FGD in districts such as Ilam, Panchthar, some of the respondents denied being consulted about their needs by NRCS.

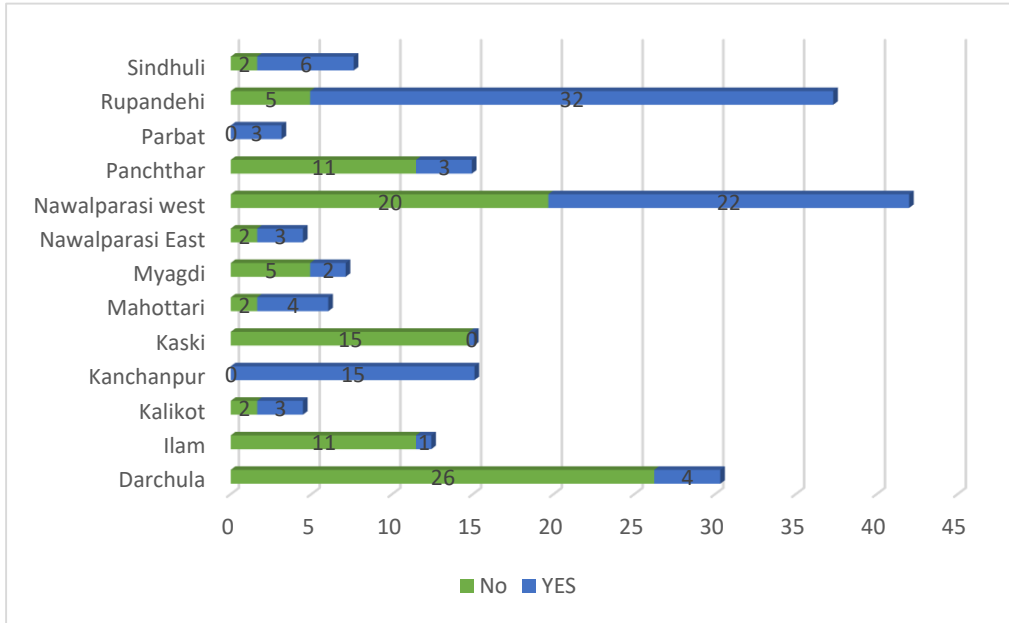


Figure 9 Respondents asked about needs/requirement before distribution by NRCS (%)

Community consultation is very critical to have a universal coverage of disaster affected areas. Although NRCS alone cannot fulfill all the needs of disaster affected people, the strength of NRCS lies in coordination and network with different government as well as non-governmental organization. Through its wider reach and network, NRCS can provide information from community consultation to the concerned and relevant stakeholders that can complement the relief activities and support of NRCS. The consultation should be done not only after disaster but also well ahead in anticipation of potential disaster.

“During starting of monsoon, NRCS should organize some sort of interaction programmes in villages and communities, regarding flood, landslide and any other disasters, which will help us to establish interpersonal relationship with them. Such things will help us to understand about NRCS and inform them during disaster from community level”-FGD, Myagdi

Beneficiary selection

During emergency period immediately after disaster happens, NRCS does IRA which is followed by detail assessment. The detail assessment has all the details of the households affected by the disaster. From this assessment, NRCS district chapters select the beneficiaries for relief materials based on the damage to their households, vulnerable people in their family (including children, pregnant women, lactating mothers, elderly people, people with chronic illness), family’s alternative livelihood options etc. This potential beneficiary list is verified and validated with the local government as well as with the police report.

“Beneficiary selection is made on the basis of detailed assessment considering police report and ward recommendation as well. Hence, the beneficiary selection is very fair”- NRCS, Sindhuli

Beneficiaries are selected based on their remaining livelihood options, vulnerable people such as people with disabilities, level of destruction etc. – NRCS, Kaski

“NRCS representative does the assessment and then validates with recommendation of local government representatives and security forces. This is the basis for selection criteria but seems like all community people are not satisfied with the criteria”- NRCS, Panchthar

From the survey, almost 72.03% (273) of the beneficiaries reported that the criteria used for selecting beneficiaries to receive the relief items was clearly communicated and applied while 3.17% (12)-mostly from Darchula and Rupandehi- said that it was not communicated clearly (Figure 10). Lack of communication on beneficiary selection criteria was also noted during FGD in Nawalparasi-west, Ilam and Darchula. **Nevertheless, clear communication about beneficiary selection criteria to the communities is very essential in order to maintain transparency, accountability and positive perception of NRCS’s work to the community.**

“I was selected as beneficiary, may be on the basis of damage caused but I don’t know what were the criteria for selecting us...”- FGD, Ilam

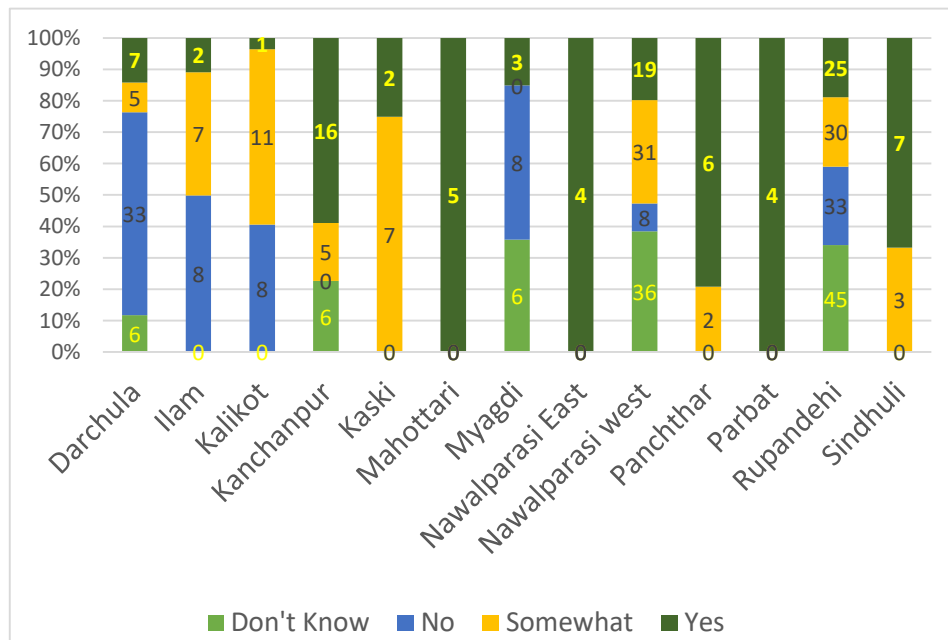


Figure 10 Respondents aware about criteria for selecting beneficiaries (%)

The respondents were also asked the reason behind their selection as beneficiary to which majority of them provided reason that their house was completely destroyed followed by house being partially destroyed, loss of livelihood option such as loss of agricultural land, crops etc. and because of being temporarily displaced. Further, there were also few respondents who said that they were selected because they are ultra-poor family, they have family members including pregnant women, breastfeeding mothers, children etc. (Figure 11).

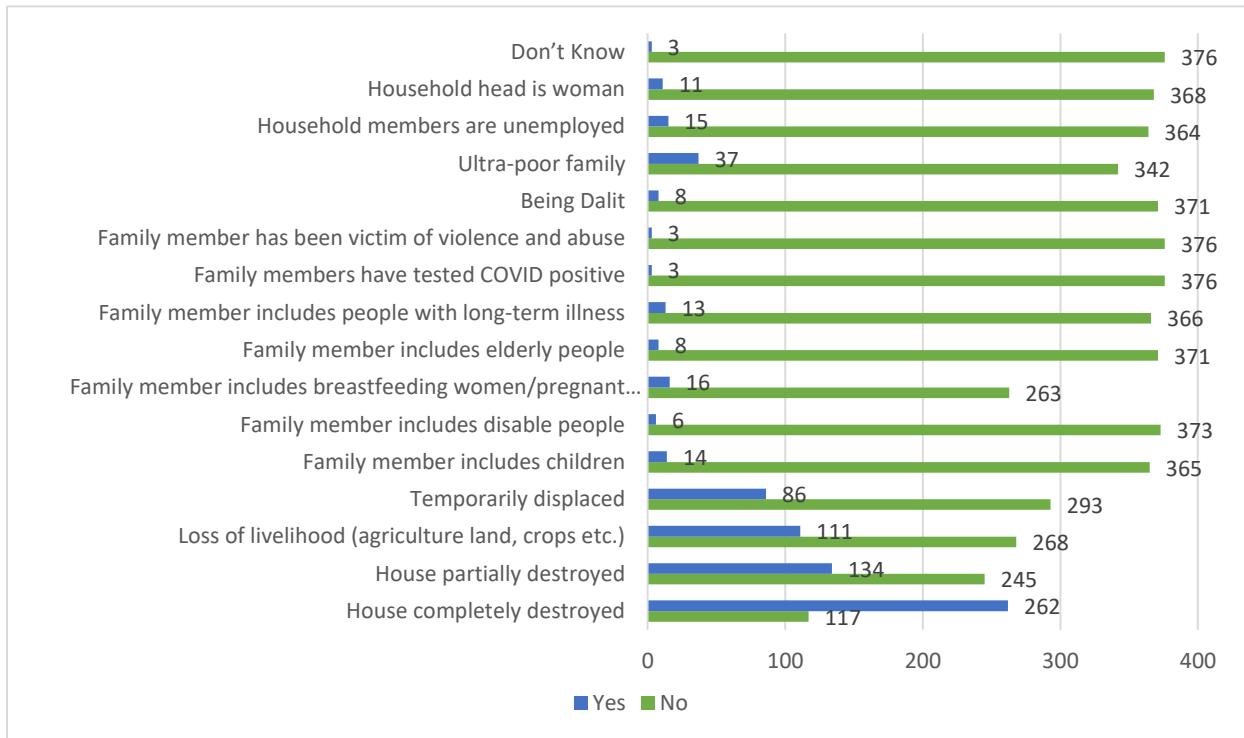


Figure 11 Reasons behind respondents being listed as beneficiary

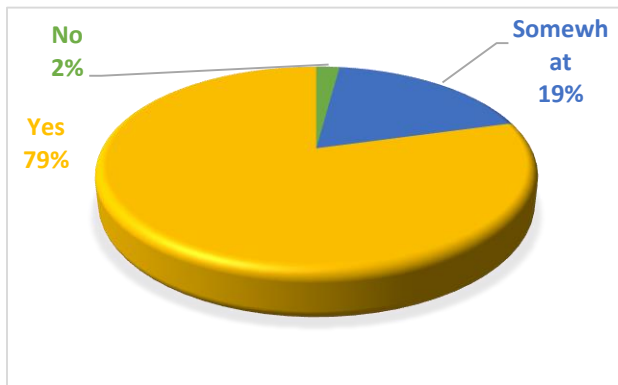


Figure 12 Perception of respondent on fairness of beneficiary selection criteria

Out of the beneficiaries (334) who said that they had received information on criteria for selecting beneficiaries, 79.34% said that the selection criteria was fair while 2.09% said that it was not fair (Figure 12 **Error! eference source not found.**). Most of the respondents, who said that the criteria for selecting beneficiaries was not fair, were from Ilam, Nawalparasi-west and Rupandehi. It was noted during FGD that most of the beneficiaries were selected based on the damage to their houses but some people - whose houses were not

affected but livelihood options (such as agricultural land and livestock) were completely lost - were not selected. **Further, it was noted during the interview that the relief materials requested by district chapters is not sent in the same quantity and usually the relief materials are sent in less amount than requested. Hence, district chapters have to select from among the listed beneficiaries which most often creates conflict in the community and misunderstanding with the NRCS district personnel.** In addition, 82.3% (312) of the beneficiaries also expressed that all the community people who needed support post disaster have been included in beneficiary list, while 6.9% (26) of the beneficiaries said

that some affected community people were not included such as people whose houses were not affected but their lands and livestock were completely lost.

“Some of the community people who need to get relief from us have not received. In case of Myagdi, around 125 houses were entirely demolished and received NFRI set, however only 40 houses have got cash relief along with NFRI set”

“As far as I am concerned, the relief support is not completely fair for all the affected people. Supply has not met according to the demand. We were able to provide cash to limited number of houses while there were more affected families”

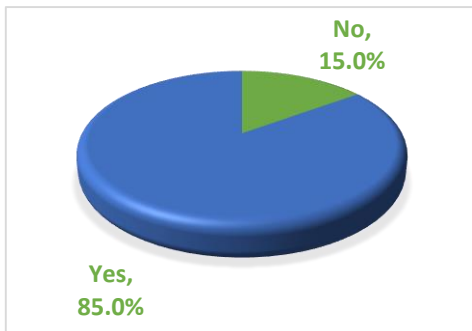


Figure 13 Respondents receiving information on relief materials (%)

While distributing the relief materials, it is important that the beneficiaries know what they are receiving. According to key informants of NRCS, all the information pertaining to the relief materials is provided to the beneficiaries while distributing relief materials to them. However, from the survey, 85% (322) said that they received information on the list of relief materials they are receiving during distribution of relief materials while 15% (57) denied receiving such information.

Relevance, quality and adequacy of relief materials

During the household survey, all the respondents were asked about the relief materials they received, relevance, quality and quantity, and adequacy of those materials. They were asked about each and every kit, items and cash they received as a relief from NRCS. Majority of the respondents had received more than one type of relief materials from NRCS. Hence, the

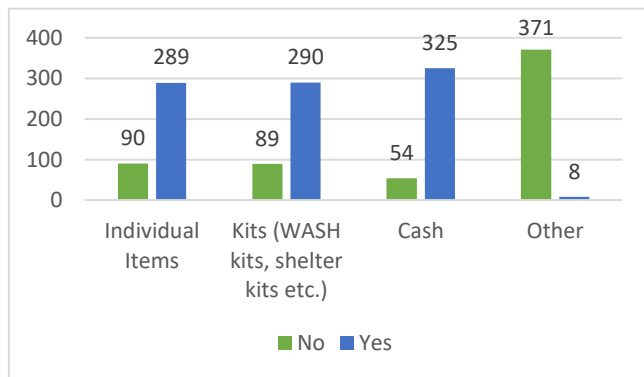


Figure 14 Respondents receiving individual items, kit and cash

respondents were asked about each and every item they received from NRCS post disaster.

As a relief material from NRCS, 76.25% (289) of the respondents had received individual items such as blanket, mosquito net, mattress, tarpaulin etc., while 76.52% (290) of the beneficiaries had received kit such as hygiene kit, dignity kit and shelter kit, and 85.75% (325) of the beneficiaries had received cash as relief support (Figure 14).

Majority of the respondents had received more than one kind of support. Out of the beneficiaries who received kit (290), 87.59% received Non-food items (NFI) kit, 87.59% received hygiene kit, 78.28% received dignity kit

and 88.97% received shelter kit. Out of the respondents who received shelter kit (258), 95.3% (246) said that all the items were relevant,

Out of the respondents who received shelter kit (258), either emergency or full set of NFI kit, 95.3% (246) said that all the items were relevant for them while only 4.7% (12) said that some items were not relevant (Figure 15). Likewise, 82.2% (212) of the respondents said that the items provided in shelter kit was enough for them and for their family while 17.8% (46) said it was not enough. Out of 46, more than 50% said that buckets, tarpaulin, kitchen utensils, sleeping mat and clothing was not enough. **This was further validated during FGD and KII as the beneficiaries as well as some of the NRCS representatives also said that some of the materials (mainly tarpaulin, clothing, utensils and sleeping mat) in the shelter kit are not enough for the families with more than 5-6 members.** However, in terms of quality, 97.5% (252) of the respondents said that the items provided in shelter kit was of good quality while only 2.5% (6) said that some items didn't meet the quality expectation. The quality of the materials in shelter kit has been appreciated by the household survey respondents. Similar is the case with respondents of FGD, however, few suggestions were received, **from beneficiaries as well as NRCS representatives from different district**, in terms of quality of clothing material, utensils and tarpaulin:

- The cloth provided was in raw form and during emergency period, it is usually not possible for affected people to go to the market and sew the cloth as they are short of cash and market would not be accessible during such times. Therefore providing readymade cloth would be better instead of raw cloth and saree as during detail assessment, number of family members are already noted. Also, readymade cloth for both adult and children would make it convenient for affected families during such difficult time.
- Tarpaulin was not of good quality as in some cases the tarpaulin got torn readily. So, the quality of tarpaulin should be improved.
- The utensils provided are not of durable quality and the size of the utensils are also small which is enough only for small families. Therefore, providing steel utensils and bigger size utensils would be desirable during such period.

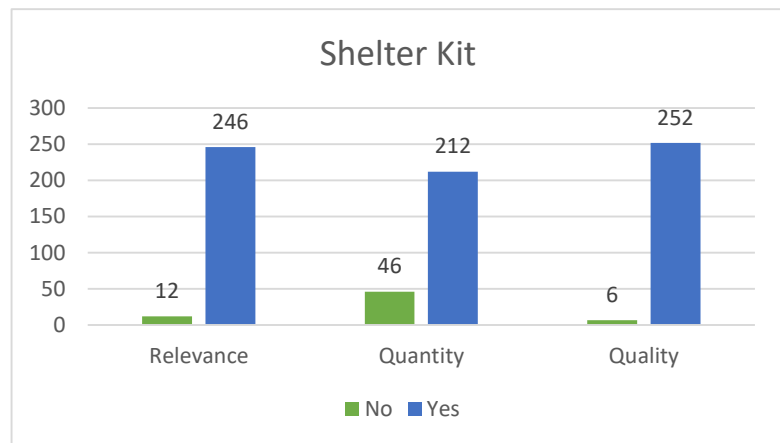


Figure 15 Respondent's perception towards shelter kit (N=258)

Out of the respondents who received Non-food item (NFI) kit, 96.1% (244) said that all the items were relevant for them while only 3.9% (10) said that some items were not relevant. Likewise, 73.4% (186) of the respondents said that the items provided in NFI kit was enough for them and for their family while 26.6% (68) said it was not enough. Out of 68, more than 30% said that bucket with lid, utensils, cloth, saree and blanket were not enough. This was also further validated in FGD and KII as beneficiaries as well as NRCS representatives said that the cloth and utensils were not enough for big families. Similarly, 98% (249) of the respondents said that the items provided in NFI kit was of good quality while only 2% (6) said that some items didn't meet the quality expectation (Figure 16). Although this is not a big number, but few suggestions were noted during FGD and KII in terms of cloth, utensils and tarpaulin similar to that of shelter kit.

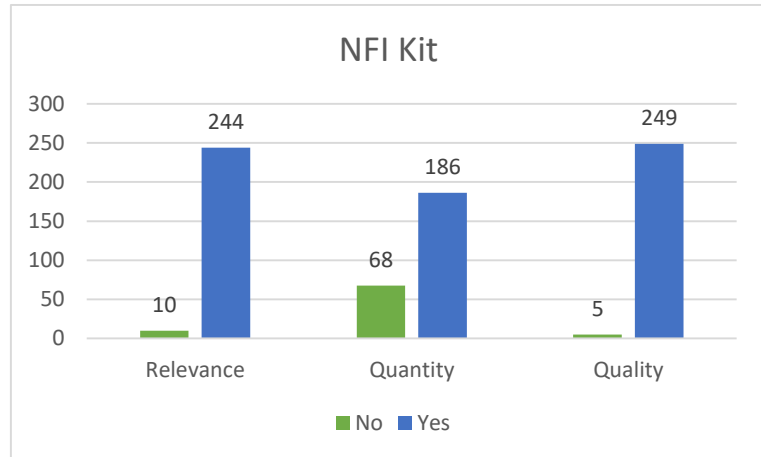


Figure 16 Respondent's perception towards NFI kit (N=254)

Out of the respondents who received hygiene kit, 96.1% (244) said that all the items were relevant for them while only 3.9% (10) said that some items were not relevant. Likewise, 81.7% (207) of the respondents said that the items provided in hygiene kit was enough for them and for their family while 18.3% (47) said it was not enough. Out of 47, **more than 40% said that cotton towel, bathing soap, sanitary pad and underwear were not enough.** While, a staggering 99.2% (252) of the respondents said that the items provided in hygiene kit was of good quality (Figure 17). It was also noted during FGD and KII that the respondents are quite satisfied with the hygiene kit although in some districts-such as in Darchula- beneficiaries said that **some materials should be provided based on the living style and culture of the people living in different geographical location.**

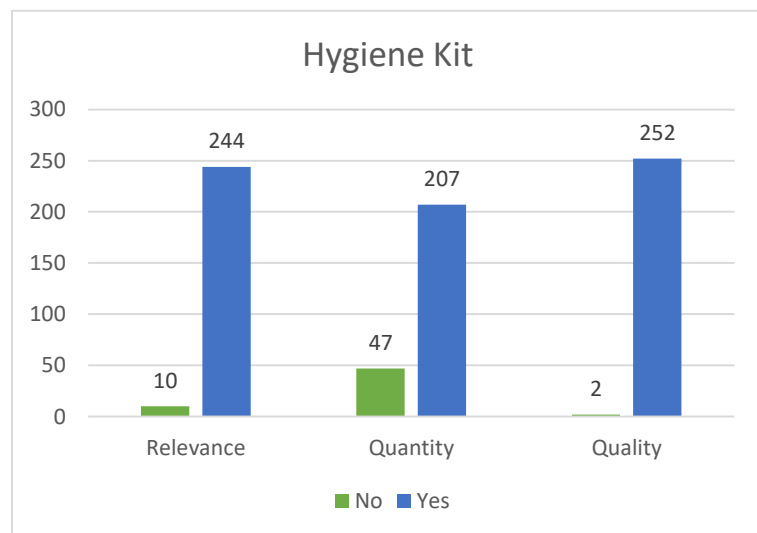


Figure 17 Respondent's perception towards Hygiene kit (N=254)

“In terms of relevance, hygiene kit is very relevant. For the houses unable to buy such stuff, the hand washing soap, bathing soap is very relevant in improving their hygiene practice as well as in improving their health” –KII, Sindhuli

Out of the respondents who received dignity kit, 92.5% (210) said that all the items were relevant for them while 7.5% (17) said that some items were not relevant. Likewise, 81.7% (185) of the respondents said that the items provided in dignity kit was enough for them and for their family while 18.3% (42) said it was not enough. More than 40% said that torch light, sanitary pad, cotton towel, underwear and bucket were not enough. Similarly, 96.8% (220) of the respondents said that the items provided in dignity kit was of good quality while only 3.2% (7) said that some items didn't meet the quality expectation (Figure 18). However, during FGD, ladies mentioned that quality of sanitary pad and underwear needs to be improved.

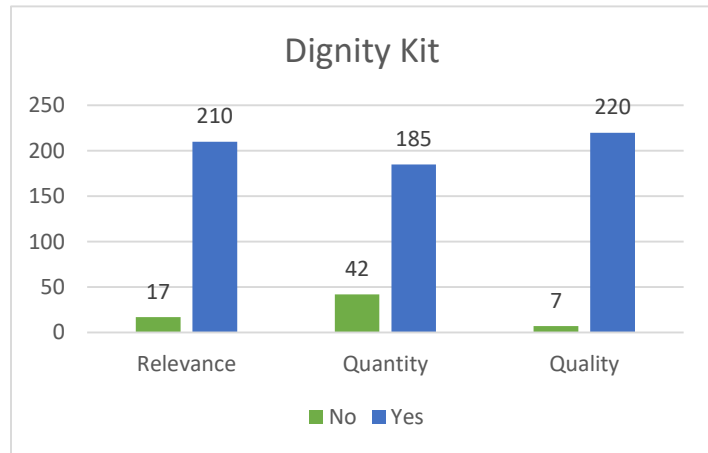


Figure 18 Respondent's perception towards Hygiene kit (N=227)

“The sizes of underwear provided in dignity kit are not suitable for all the women and also, it gets torn easily which is why some women are not satisfied with the quality”- KII, Sindhuli

“Beneficiary highly satisfied with variety of materials provided in dignity kit because no other organizations have distributed such kind of kits in many communities,”-KII, Sindhuli

Overall, the respondents are satisfied with the relief materials distributed them in terms of quality, quantity and relevance except for some few suggestions which has been made by not only beneficiaries but also by NRCS and local government representatives. **The respondents opine that the relief materials should be reviewed and the package should be updated in the changing context.** The major suggestions are in terms of increasing quantity of relief materials (e.g. utensils, tarpaulin, cloth, saree and blanket) and make package for different family size. Also, the quality of some of the materials such as cloth, saree, utensils, sanitary pad, underwear and tarpaulin needs major improvement.

Besides, during FGD, majority of the respondents expressed that the NRCS relief materials should be complemented with food materials either by NRCS or in coordination with other agencies. The community people shared that, during such emergency, the first thing they seek for, after shelter, is food. The disaster affected communities have demand for readymade food such as beaten rice, biscuits, *satu* i.e. ready to eat mix grain powder etc. which they can eat easily during immediate post-disaster period which could sustain them for initial few days before the impact of disaster subsides to some extent.

“Food items come as a first priority to the affected people. During relief distribution, I have noticed that some of them are immediately eating the food relief at the place of distribution. The first basic need is food item and only when food is provided, they feel that relief addressed their immediate needs”. – KII, Sindhuli

“We feel that the Silawar (Aluminium) utensils should be changed. These days some people feel humiliated to eat in Silawar (Aluminium) items and they want good quality products when relief is being given”- KII

“Red Cross should improve the quality of relief materials. For example- readymade clothes should be provided rather than clothes which we distribute currently. In addition, a rice cooker can be effective, if it is added in the cutlery set, which can be more convenient to the affected families”-KII

“We are big family and we managed to prepare large portion of food by cooking again and again in same utensil. It would be better if such items were distributed according to the family size of affected people”- FGD, Myagdi

Respondent	Relief Materials	Number	Quality	Utility
R6	CUTLERY	GOOD	WORST	BAD
R4	BUCKET	GOOD	GOOD	GOOD
R6	BUCKET	GOOD	GOOD	GOOD
R3	CLOTHES	GOOD	GOOD	GOOD
R1	DIGNITY KIT	GOOD	GOOD	GOOD
R6	TARPAULIN	GOOD	GOOD	GOOD
R6	MATRESS	GOOD	GOOD	GOOD
R2	BLANKET	GOOD	GOOD	GOOD
R3	SARI	GOOD	WORST	WORST
R1	SARI	GOOD	WORST	WORST

Figure 19 Snapshot of rating done in FGD, Myagdi

The relevance, quantity as well as quality of clothing material is bit debatable as noted from FGD (Figure 19) and KII. In full set of NFI kit, cloth is provided to both male and female but in the raw form. The beneficiaries have to sew the cloth, or in case of Saree-it is usually of small length which is not of proper use. The immediate post-disaster situation is very messed up as the affected families are devoid of even basic facilities and in such situation, providing them with raw form of cloth is not relevant. In some districts, the beneficiaries requested for readymade garments

which they can readily use during such challenging situation while in some districts where cloth was provided after few days of disaster, they requested for cash to sew the cloth to make it to their appropriate size. This was also the opinion of some of the representatives of NRCS. In any case, it was noted that the cloth materials in the raw form and the given quantity are not relevant and their quality also needs to be significantly improved.

“It is high time to revise the package of NRCS now. The package should be revised in a way that meets the minimum standard of present context and should be adaptable for different families. For example: We have 1 saree in a package but if a family has 3 women members, who will wear the saree?”-KII

“During disaster when we don’t even have food to eat, what can we do with the cloth that needs to be stitched? And in today’s context, it takes more charge to stitch than the price of those clothes”-FGD

“Mosquito net is usually available as one set per family which is not enough for family with more than 5 members” – FGD, Nawalaparasi-west

In addition to the relief materials that is being distributed, the respondents strongly feel that the relief materials need to be updated. **They feel that they should also have children kit suitable for families with school going children that includes stationaries, school dress, school bag etc.** Besides, there was suggestion for addition of shoes, cooking gas/stove, filter etc. and tent instead of tarpaulin as well.

Also, it was noted that the quantity of relief packages sent from the NRCS HQ to the district chapters does not meet the quantity demanded by the district chapters. **In majority of the districts, the supply of packages were less than the demand made by the district chapters based on detailed assessment. This is a critical issue that needs to be evaluated and discussed because this has become one of the potential causes for conflict in the community as well as misunderstanding of community towards NRCS district and sub-chapters who have to work directly with the community people.** It is equally pivotal to have adequate stocks of relief materials not only in the district chapters but also in the sub-chapters because sub-chapters are the ones who are closer to the communities during disaster. **Besides, having adequate stock in provincial, district as well as sub-chapter, well in advance, would be desirable considering the unpredictability of the past events and the lessons learnt from those disasters.**

“Whatever we distributed was very good, but it is not satisfactory because we don’t have enough relief materials to provide relief to the large population. We only have limited stocks in our district branch that’s why it’s not easy to fulfill all needy affected families”-KII

“The tent should be provided instead of Tarpaulin which can be used in quick response. The relief materials should be increased as per number of family members” –FGD, Parbat

“If possible, there is additional need of shoes, cooking gas/stove, filter and food materials in the relief materials that we distribute”-KII

Cash support

Apart from relief materials, NRCS also provided unconditional cash support of NPR 13,500 to the selected disaster affected people. Besides, conditional cash support was also provided in some districts to the people for construction of temporary shelter and toilet in addition to the kits. Amidst the respondents surveyed, 85.75% (325) received cash support, either unconditional or conditional for the purpose of procuring shelter items such as tool kits or for the construction of toilet. Out of them, 41.9%

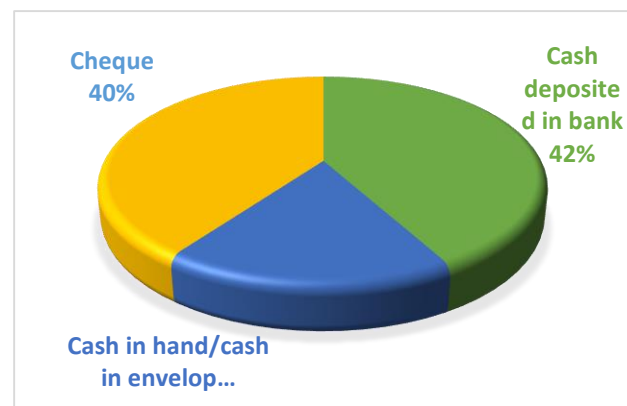


Figure 20 Distribution modality of cash for respondents

(136) had bank deposit 40%, (130) of the respondents were provided cash through cheque while 18.1% (59) of the respondents were provided cash directly in hand or envelope (Figure 20). Out of 136 respondents having cash deposited in bank, 62.8% (85) had to open new bank account for this purpose and only 4.9% (4) found bank account opening process difficult while 16% (14) found it moderately difficult. Almost 86.8% (118) of the respondents said that the banks were easily accessible from their place of stay while 13.2% (18) denied being banks easily accessible. The FGD and KII revealed that in some cases, existing bank account of the beneficiaries was used which made the bank transfer process very complicated as there were different types of banks. **Instead, it was suggested to have an understanding with the bank from the beginning so that the bank account opening process and cash transfer process is convenient and timely. Also, the account for the affected families should be opened at zero balance so that the beneficiaries are able to withdraw all the amount supported to them.**

“We thought we received NPR 12,500 only because bank kept our NPR 1000 with them as minimum deposit. That is like a loss for us as we don’t understand entire process”-FGD

Almost 85.7% (278) of the respondents receiving cash support have already spent the cash received (Figure 21). Majority (80.4%) of them spent in buying daily necessities, 47.5% spent in house repair, 35.1% spent in medicines and health checkup while 20.3% spent in their children’s education. **Around 68% of the respondents said that the cash support was enough to meet their immediate needs post disaster.** Also during FGD, people highlighted that cash is very important support for them after some time of disaster though not in immediate post-disaster period. This helps them to buy things that are necessary for them and in some instances, people have also done small scale businesses. They also feel that the cash support should be increased in future. **Some of the key informants from NRCS strongly feel that the unconditional cash support should be provided along with some skill development program so that these programs can incentivize affected people to initiate small scale livelihood activities for themselves.** Although the amount is not significant, but people can utilize such money in long term if they are provided with the skills and showed the way ahead for income generation. **However, there should be a standard mechanism of cash distribution in the affected districts as there is variation in cash distribution mechanism within the same district as well-** such as distribution of cash directly, distribution of cheque and cash deposit in the bank.

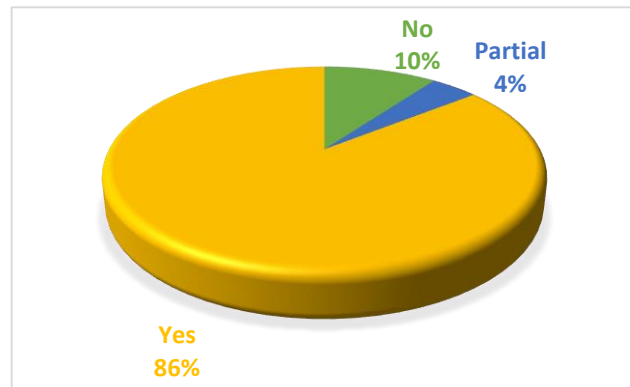


Figure 21 Respondents who have spent the cash received (N=325)

In case of conditional cash support, it was also noted that in some districts (Mahottari), cash was transferred for toilet construction from the HQ to the district chapters and then to the sub-chapters, however it was not provided directly to the beneficiaries as commitment of selected households for constructing toilets could not be received. Hence, the sub-chapter

provided material support (e.g. toilet rings) for toilet construction to the beneficiaries. In order to reduce this variation across districts, the cash distribution mechanism should be based on accessibility and preference of the affected families but it should be standardized.

“Cash relief is minimal but it was great support, amount should be increased in future”- FGD, Kalikot

“We should encourage cash distribution as the affected families can buy necessary things that we could not provide in kind”-KII

“Cash distribution can be done considering the situation of the affected areas. If there is no access to market, there is no point in giving cash. In such cases, relief materials are better but when the market is in operation and accessible, cash can be a great support for the affected” -KII

“Majority of the people in rural settings did not have bank account and have limited access to bank. So, when cash support was provided through cheque, it took them substantial charge just to visit bank and take out their money”-KII

Overall, 84.3% (320) of the respondents felt that all the relief materials received from NRCS were very useful, while 15.1% (57) felt that the materials were moderately useful. All the respondents (100%) said that they have already used the materials distributed to them. When asked about the preference, majority of the respondents i.e. 79% preferred cash, while 58.7% preferred food items, 49.5% preferred NFI kits, 39.9% preferred shelter kits and 37.2% preferred hygiene kits as relief materials (Figure 22). As observed in household survey, **majority of the respondents also preferred cash and food material at relief material during emergency.** They opined that during immediate post-disaster period, food is the first thing they require as the displaced people do not have anything. But after few days of disaster, if non-food material is being provided then it should be supplemented with cash. **Majority of the respondents in FGD also expressed satisfaction with the unconditional cash support provided by NRCS along with other relief materials. However, the cash support was limited and didn't reach all the needy ones which should be considered in future operation.**

“The relief materials were really relevant- mainly the hygiene kits”-FGD, Sindhuli

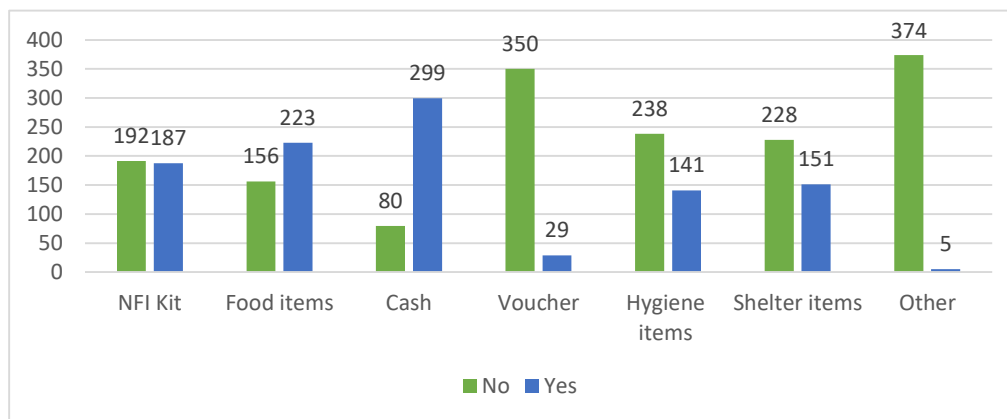


Figure 22 Relief materials preferred by the respondents

In general, 61.3% (232) of the respondents said that the relief materials distributed to them were enough while 38.7% (147) said that it was not enough for their entire family (Figure 23). It is ideally not possible to gain full satisfaction in terms of quantity of the relief materials for the affected families, nevertheless, the relief materials is not enough for families with more than 5-6 members. Hence, **it is critical to revise the relief material package and customize it for families with different sizes**. Almost 54.9% (208) respondents think that there must be additional items in the relief materials (Figure 24) with majority suggesting for food items, additional cash, mosquito nets, additional kitchen items like pressure cooker, cooking utensils, mattress and readymade clothes.

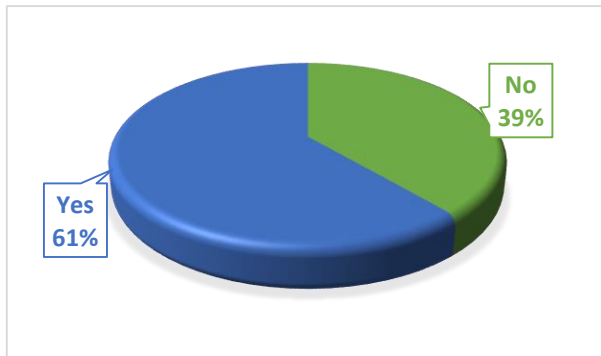


Figure 23 Respondents who said relief materials were enough

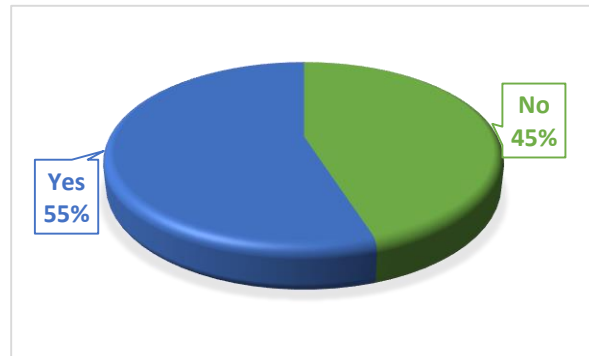


Figure 24 Respondents saying need of additional items in the relief materials provided

“In Darchula, majority of the respondents were not satisfied with the relevance, quality, and quantity of the relief materials. Since the materials were distributed without considering the number of household members, the materials were not enough for large family. There was also dissatisfaction in terms of the type of materials distributed as the community members opined that the relief materials should be based on the culture, religion and living style of specific location/geography of the nation”

Timeliness

Apart from quality, quantity and relevance, the respondents were also asked about timeliness of relief materials received to which 74.3% (281) said that they received relief materials in time while 25.7% (98) said that they didn't receive relief materials in time (Figure 25). Almost 21% respondents received relief materials after one month of disaster. As noted in KII and timeline analysis, **the delay in distributing relief materials is largely attributed to the difficult geographical terrain and remote location of the area, interruption in road and transport due to disaster in the affected areas and sometimes due to shortage of relief materials or delay in sending relief materials to the district chapters from headquarter**. Sometimes, it is also delayed due to conflict in finalizing beneficiary list as there is need for approval from local government and verification with the police report. When asked with the respondents, majority of the respondents (40%) also said that the reason behind not receiving relief materials in time could be due to remote location of the area while 20% said that it could be due to lack of road to transport relief materials while 28.9% thought that it could due to conflict in finalizing beneficiary lists (Figure 26).

“Considering the severity of the event, in some cases, we have reached within few hours in the spot for rescue and we prioritize accordingly. Sometimes, it may take few days to prepare local government’s recommendation letter, other preparatory or verification work etc., so in some cases relief distribution may be delayed”-KII

“The role of NRCS was good, however the relief materials didn’t arrive in time. Additionally, the affected people were not fully satisfied with the relief materials, they felt that something is lacking in those materials”-FGD, Myagdi

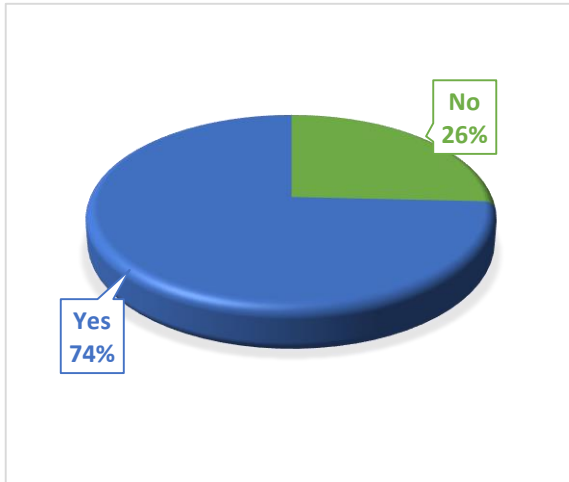


Figure 25 Respondents receiving relief materials in time

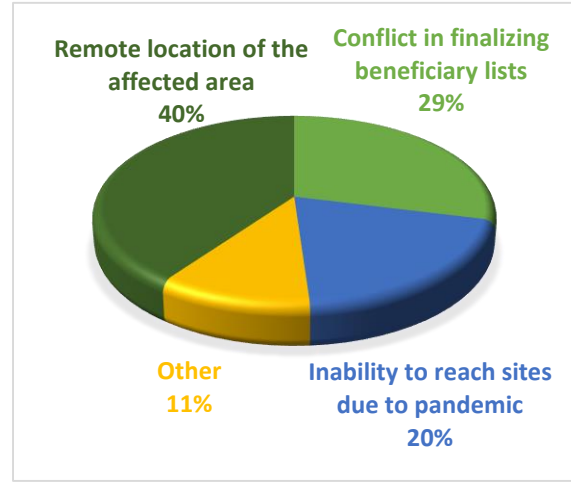


Figure 26 Respondents’ perception on reason behind not receiving relief materials in time (N=98)

During KII and FGD, majority of the respondents suggested that there must be enough stock in the district, provincial as well as sub-chapters so the sole dependency on headquarter is reduced. Also, after detailed assessment is done, it is essential that the beneficiary list sent by the district chapters is acknowledged in the same way. When less relief material is sent instead of the quantity demanded as per detailed assessment, the beneficiary list have to be refined further which again delays the distribution process. Further, the community people also highlighted that relief materials should arrive within the time period that actually feels like relief to the affected people. When relief materials are distributed very late, the essence of relief becomes less relevant for the affected people, despite the fact that any relief is always better.

“Essential relief materials need to be kept in stock. I suggest, considering our rural area, keeping a stock of approximately 50 to 100 relief materials could make the responding process easier and quicker. In order to make it more effective, they should coordinate pre-disaster planning meetings with all concerned stakeholders”-KII

“Relief materials had not arrived in proper time. We did not feel the utility of such materials, because they were late”-FGD

“The relief materials were distributed across different time period in different geographic locations based on the accessibility and availability. In current situation, I am satisfied with the relief material distribution time however it could have been faster”-KII

In Kalikot and Darchula, cash transfer to the disaster affected people got delayed. The process includes decision from NRCS HQ, opening and management of electronic system of beneficiaries’ bank account, collection of data and approval from DDMC, data collection from sub-chapter, verify from district chapter, local government recommendation, Police report- all of this is a long process”

“Yes, the NRCS did everything possible, but things could have been done in better way. It was a hard time and we were not able to make officials documents, governmental agencies should have worked on this by themselves through visiting the incident site”-FGD, Parbat

“They had come approximately after one month. Our grievance is that, relief had come untimely, however we are receiving the relief. The relief would be even more effective, if they had arrived just after the disaster”-FGD, Myagdi

“The relief materials should arrive in time after disaster. There is no point of arriving after one and half months of disaster. Food, money should be added in relief materials in a balanced way”

Accessibility of distribution center

For disaster affected people, accessibility of relief distribution center is equally important. NRCS usually distributes relief material in the locations that are in proximity for the affected people to collect the materials such as in ward office, NRCS sub-chapters, set-up distribution centers or community areas. In some cases, NRCS has also done distribution to the individual’s household as well.

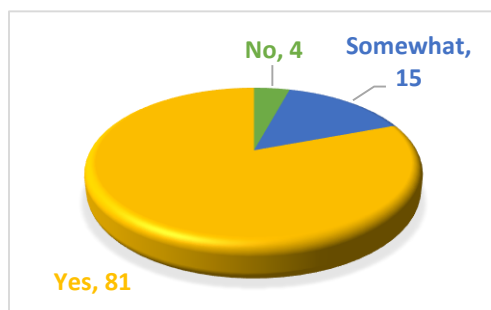


Figure 27 Convenience of distribution location, time and date

Almost 81% (306) of the beneficiaries felt that the relief material distribution date, time and location was convenient for them while 15% (57) had mixed response and only 4% (16) of the beneficiaries felt that it was not convenient (Figure 27). Out of them, majority reported that the location was not convenient for them. Even during FGD (such as in Parbat and Ilam), some respondents said that distribution centres were far away from their location.

“The one thing that should be improved is that the materials should be handed to the person where they are living or nearby at least... instead of the affected people coming to NRCS office”-FGD, Parbat

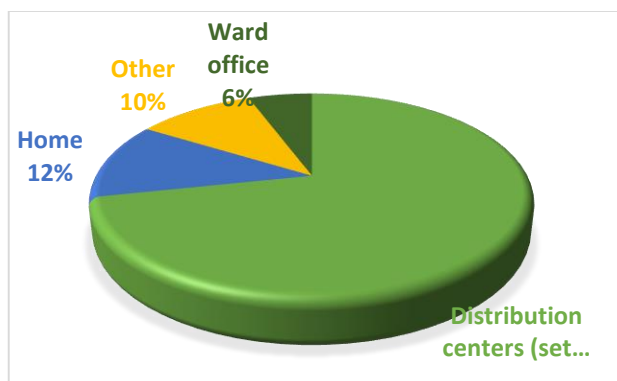


Figure 28 Location of distribution centre (N=379)

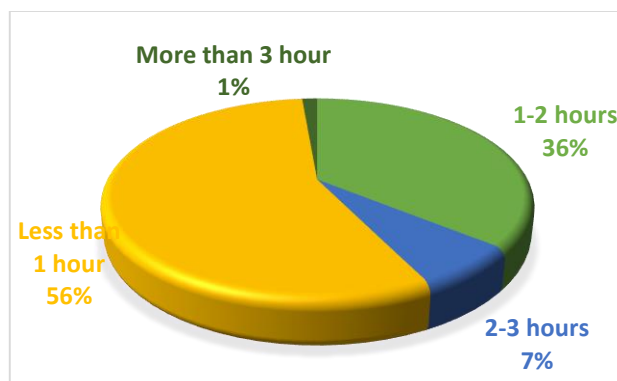


Figure 29 Time taken to reach distribution centre (N=333)

When inquired about relief material distribution centre, 71.7% said that they received relief materials in distribution centre while 5.7% reported receiving in ward office in their community, 10.5% received in other locations such as community centres, NRCS office and almost 12.1% received at their homes (Figure 28). Out of 333 respondents who had to go to distribution centre, 56% respondents took less than 1 hour to reach distribution centre while 35.8% took 1-2 hours and 6.9% took 2-3 hours (Figure 29). Almost 93.6% of the respondents reported that the distribution centres was easily accessible while it was not accessible for 6.4% of them. This was further validated in FGD where majority of community people said that the distribution centres were accessible for them except in few remote locations where they had to travel a lot to receive relief materials. **In such places, there were suggestions from the community for relief distribution in individual household or in more accessible locations for the affected people.** For example, in some remote areas of Kaski from where people could not come for receiving relief support, relief materials were distributed to the household of the affected people.

“The location was bit far for us as we had to travel to NRCS Office”- FGD, Ilam

The household survey revealed that 46.3% (154) respondents had to take support from their family members/friends to carry the relief materials back to their place of stay (Figure 30). The daily wage rate of more than 50% respondent’s area is NPR 300-NPR 1000 which indicates that if a beneficiary takes another person as support with him and it takes him more than 2-3 hours to collect relief materials, NPR 600-2000 (double the wage rate) is minimum cost he shall be bearing to get relief materials. Hence, choosing distribution centre within proximity of affected communities is very critical, both physically and financially. In addition, 24.7% (82) of the respondents said that they had to incur expense for carrying the relief materials back home (Figure 31) with more than 50% of the respondents spending around NPR 101-NPR 300 while carrying back the relief materials. In terms of safety, almost all the respondents (99%) found the distribution centre safe.

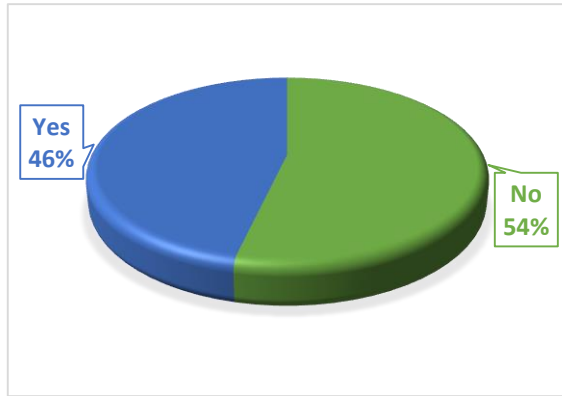


Figure 30 Respondents taking support to carry back relief materials

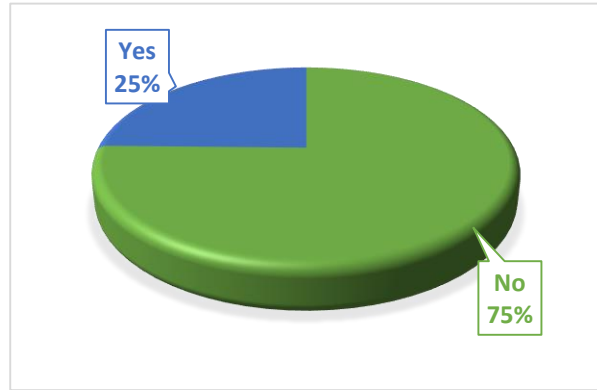


Figure 31 Respondents who incurred expense for carrying relief materials back home

Beneficiary satisfaction

Detail assessment of the community need is essential to be done. Based on the need assessment, the relief materials are distributed. It is evident that complete satisfaction from disaster affected people cannot be expected as they are struck by disaster and they lose their house and livelihood in the event. They have diverse needs post-disaster such as food, cloth, utensil, bedding and other domestic needs, and in some cases, house, and livelihood options as well. All of these needs cannot be fulfilled by NRCS alone, however NRCS has been able to provide basic non-food items to the households that are very relevant for the affected people when they have nothing.

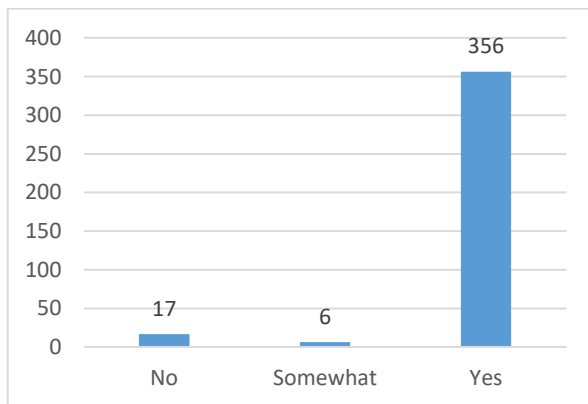


Figure 32 Respondent saying distribution method was well organized

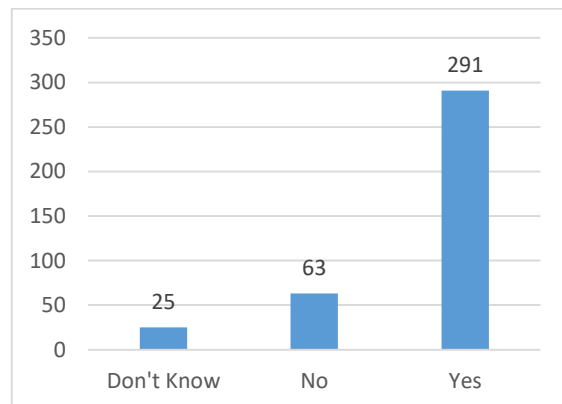


Figure 33 Respondents saying instruction on using relief materials received

The respondents or the beneficiaries were asked few questions for understanding their satisfaction towards relief services provided by NRCS. When inquired about distribution method, 94% (356) of the respondents felt that the distribution was well organized while 1.6% (6) felt that it was moderately organized and 4.4% (17) felt that the distribution method was not well organized at all (Figure 32). Almost 40% of the respondents said that they had to wait for more than 2 hours to receive distribution materials from the start of

distribution. **During FGD, majority of the respondents expressed their satisfaction on the distribution process.** About the instruction on using relief materials, 76.8% respondents reported receiving information on ways of using relief materials while 16.67% reported that they didn't receive any instruction on using relief materials (Figure 33). **Even during FGD, mixed responses were received in terms of receiving instruction on how to use relief materials distributed.**

In terms of satisfaction, 88.4% (335) of the respondents reported to be satisfied and 11.4% (43) moderately satisfied with the overall relief materials distributed by NRCS and almost 97.1% (371) reported that their attitude towards NRCS have positively changed post the event. **However, some people expressed that all the needy people needs to be addressed by NRCS and cash support should be increased.** The respondents in FGD had also expressed their satisfaction with NRCS as they opine that NRCS is the one that reaches the community first during disaster. But in some communities such as in Nawalparasi-west, Mahottari etc, the **community people strongly feel that the relief materials have not reached all the needy people and beneficiary selection process must be revisited as to provide equal benefits to all the affected families.** The NRCS representatives feel that they do the fair selection but when they receive limited resources from the HQ, they have to manage accordingly which creates conflict in the community and hence, this issue needs to be urgently addressed by NRCS. However, the selected beneficiaries receiving the relief materials are mostly satisfied with NRCS relief service.

"We have done the distribution fairly on our part. Whatever limited sources we had, we distributed based on the criteria. We had actually estimated for 500 households but we received cash support for 200 households so we had to manage accordingly."-KII

"Needy people have received the relief materials from NRCS, they are happy with us" –NRCS, Kaski

"We lacked to satisfy affected families who didn't receive cash support, because of limitation, people were complaining about the lack of financial support, as some were getting benefits while some were not. But some beneficiaries were satisfied with relief materials when disaster occurred, during that time they have nothing and small help or support from anyone, at that hard time, means a lot to them as it supported their livelihood" - NRCS, Parbat

"Community cannot be satisfied with our selection criteria because our policy and real scenario might vary. According to the policy of the Red Cross, complete damage refers to the entire collapse of a building, however there may be such cases where landslides have surrounded the house without damaging but people get displaced. In such cases it would be difficult to interpret the damage according to the Red Cross, which results in dissatisfaction in the community"

"There was no possibility to visit disaster site due to landslides in various places. We took 4-5 days to visit that area but we informed affected families to take relief materials from the nearest area where we can provide. In some situation, it is very challenging to provide service in time"

“In Myagdi, 125 affected people received relief material support but only 40 households received cash, so the non-beneficiaries are not satisfied”

Those who received the relief material timely were more satisfied than those who didn't receive the relief materials. At the time of disaster, people had nothing to eat or to live in, so the relief material like food, items and amount during the emergency was very satisfactory. Also, beneficiaries would like to receive appropriate products in terms of quality, quantity and types. Nevertheless, it was significantly noted from the respondents that to gain beneficiary satisfaction, the relief distribution material should be largely based on the people need and should be customized as per different geographical location, culture, family size and immediate need.

“In Kalikot and Darchula, beneficiary satisfaction is comparatively lower because of delay in receiving relief materials and also because the materials such as cloth were not suitable for them however cash relief was good for them as it fulfilled their emergency requirements as per their need”-KII

“Not all real disaster affected families get relief materials, there is political, social and cultural barriers to it.”- FGD

It was also noted that level of satisfaction varied with the family and in different districts. The community people are satisfied that they received at least something as a relief during such difficult period. However, the quantity of relief materials is not enough for most of the families with members exceeding 5-6. Also, some believe that not all needy have been addressed and sometimes, connection with people is required to get relief materials. For example, affected families of disaster in Asoj/Kartik received the cash support while affected families of disaster in Bhadra didn't receive anything, therefore there has been conflict with the non-beneficiaries who were also the affected families.

Complaints and grievances

NRCS has some mechanisms for submitting suggestions, grievances or complaints such as NRCS hotline number, suggestion box in sub-chapters etc. Through these mechanisms, community people can express their opinion. However, many people don't know if such mechanism exist. The household survey asked respondents if they are aware of whom to ask for help or tell their problem if they have any issue during relief distribution process to which almost 56.4% (214) of the respondents said that they know while 43.6% (165) said that they don't know whom to ask for help or tell their problem during distribution (Figure 34). This was also noted in FGD that **most of the respondent are unaware of any process to put forward their suggestions or complaints**. Usually, many respondent express their opinion to the volunteers that they come across. It is evident that community people need to be informed that there are ways of expressing their suggestions or grievances to the NRCS.

“I had put forward my complaint many times but it has not been addressed. My house was not affected by the flood but all my agricultural land and crops was destroyed. I don’t have anything as a means of livelihood now”- FGD, Kanchanpur

“Ward provides recommendation based on the affidavit/report prepared by the police. But in some cases when there was complete damage, it was mentioned as partial damage in the affidavit. Due to such error, conflict happens and people complain of not receiving relief for complete damage”

Also, only 50% (190) said that they do have contact number or access to the concerned person of NRCS for seeking advice or complaint (Figure 35) out of which 78.1% (148) said that they tried to contact representatives of NRCS. Out of 148 who contacted NRCS representatives, 93.7% (139) of the respondent’s issues were resolved or they got some response while 6.3% (9) of the respondents’ issues were not resolved. Similarly, the respondents were asked about grievances or complaints they have with NRCS to which only 9.5% (36) of the respondents said that they have grievances with the NRCS which is mostly related to quantity of relief materials and lack of proper management while distributing.

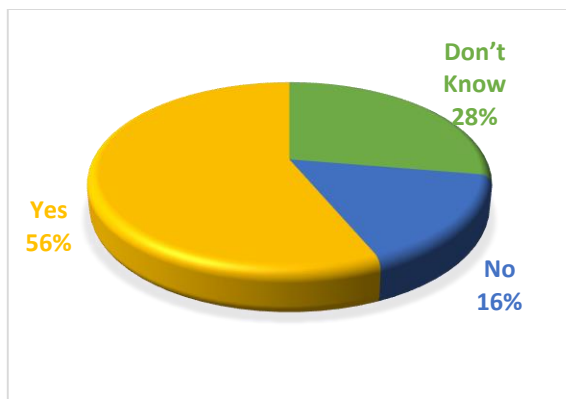


Figure 34 Respondents who knows from whom to ask for help in NRCS or tell their problem during relief distribution?

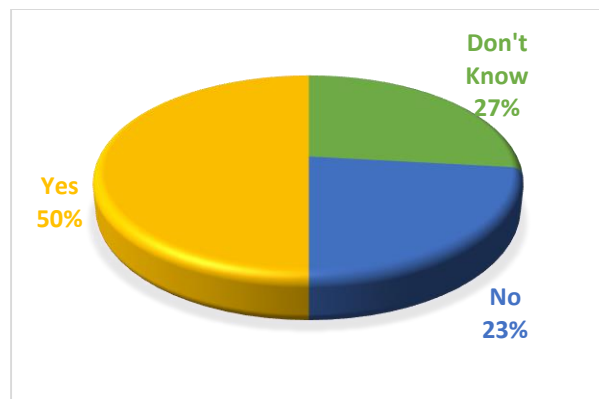


Figure 35 Respondents who have contact number or any other access of the concerned person of NRCS for seeking advice, help or complaint

To raise questions or issues to NRCS, 44.9% of the respondents said that they prefer asking NRCS volunteer directly, 15% respondents prefer going to local NRCS office directly, **while less than 1% respondents are either aware or they prefer calling hotline number.** It was largely noted that many people are not aware of the complaint mechanism of NRCS. There is a suggestion box in sub-chapters of NRCS, however it is not effective. Most of the community people are not aware of such suggestion or complaint mechanism.

The survey further revealed that due to relief material distribution, 3.7% (14) respondents reported of conflict in their homes while 2.4% (9) respondents reported of conflict in their community mainly in terms of jealousy and inequitable distribution of relief.

“There are some disaster affected people in the community who have not received relief yet although the nature of their loss is similar to the ones getting relief. Such discrepancy give rise to conflict”-FGD, Panchthar

Besides, to understand the perception of beneficiaries towards relief services provided by NRCS, the respondents were asked 10 statements and their degree of agreement was asked for each statement as presented in (Figure 36). According to the analysis of respondent’s perception, it is noted that more than 90% of the respondents completely or slightly agree with the statements “The behavior of NRCS volunteers during relief material distribution was good”; “The cash distribution helped to provide needed goods in household”; “The relief items were of good quality”; “The relief distribution process of NRCS is well organized”; “NRCS representatives gave us adequate information about relief distribution process and materials”.

However, less than 80% of the respondents agree/slightly agree with the statements “The relief items were sufficient for the family needs” and “We don’t need any additional relief materials to the kit we have received”. **This response was also received during FGD and KII as respondents strongly feel that there is a need to revise quantity of relief materials and need to add additional relief materials to the kit.**

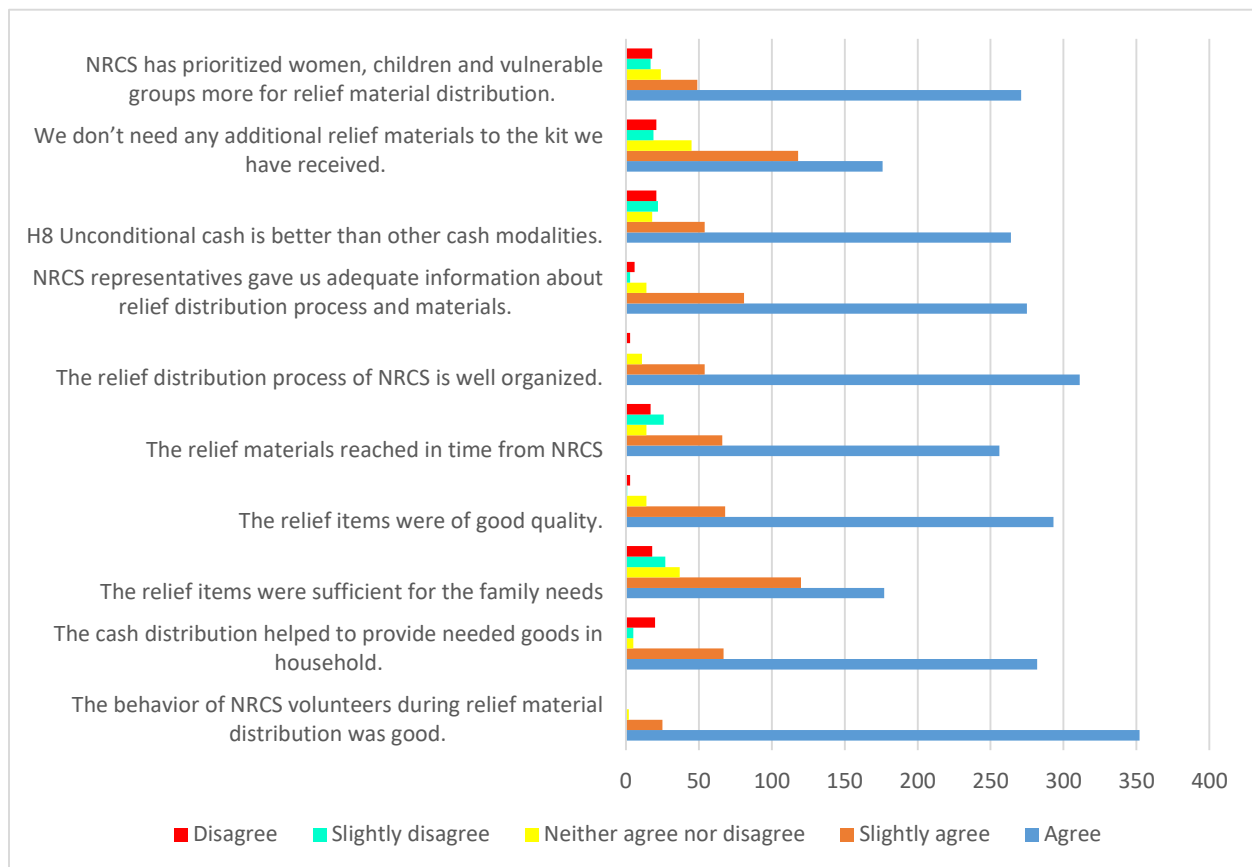


Figure 36 Perception of beneficiaries

Health and COVID-19 related considerations

Apart from material distribution, about 26.1% (99) of the respondents said that they had received other services from NRCS such as first aid, ambulance, rescue and evacuation, and awareness programs.

Almost 38.3% (145) respondent said that they have received health and hygiene related awareness programs organized by NRCS in the past six months while 29.6% (112) said that they didn't receive and almost 32.2% (122) said that they don't know if such awareness programs were organized (Figure 37). Out of 145 who received health and hygiene related awareness programs, majority were related to COVID infection prevention and control (87.59%), hygiene behavior (77.24%), water borne diseases and sanitation (56.55%), use of bed nets (53.79%), self-care and wellbeing practice (53.79%), vaccination (47.59%), prevention from mosquito bites and snake bites (46.21%) etc. (Figure 39).

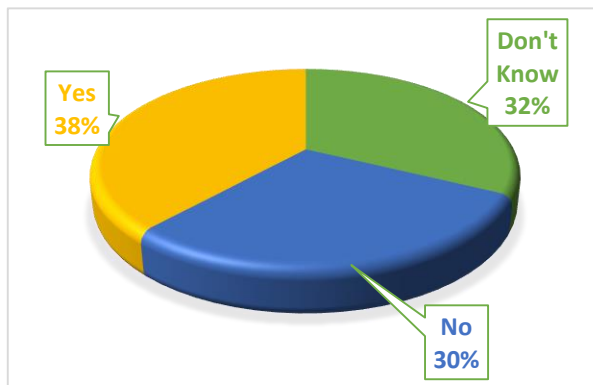


Figure 37 Respondents who have received health and hygiene related awareness programs organized by NRCS (N=379)

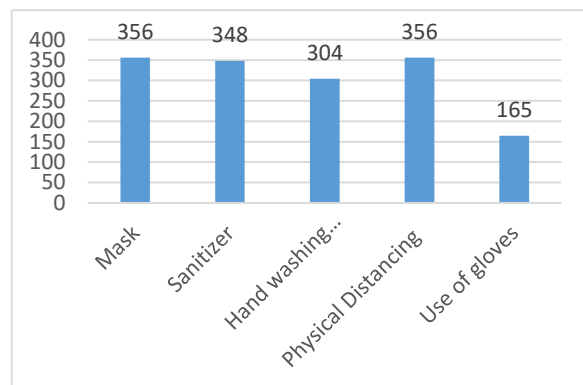


Figure 38 Respondent saying COVID-19 related precautionary measures taken during relief material distribution (N=356)

Around 94.2% (356) of the respondents also mentioned that COVID-19 related precautionary measures were taken during relief materials distribution which were in terms of use of mask (100%), use of sanitizer (97.75%), provision of hand washing facility (85.39%), maintaining physical distance (100%) and use of gloves (46.35%) (Figure 38).

Out of 248 respondents, 33.9% (84) reported receiving support in accessing clean drinking water from NRCS volunteers which was provided through cleaning of water points, distribution of water purification tablets and distribution of clean water. Amidst 168 respondents, only 10.1% (17) reported receiving support from NRCS volunteers in building emergency latrines in terms of cash, kind and in construction.

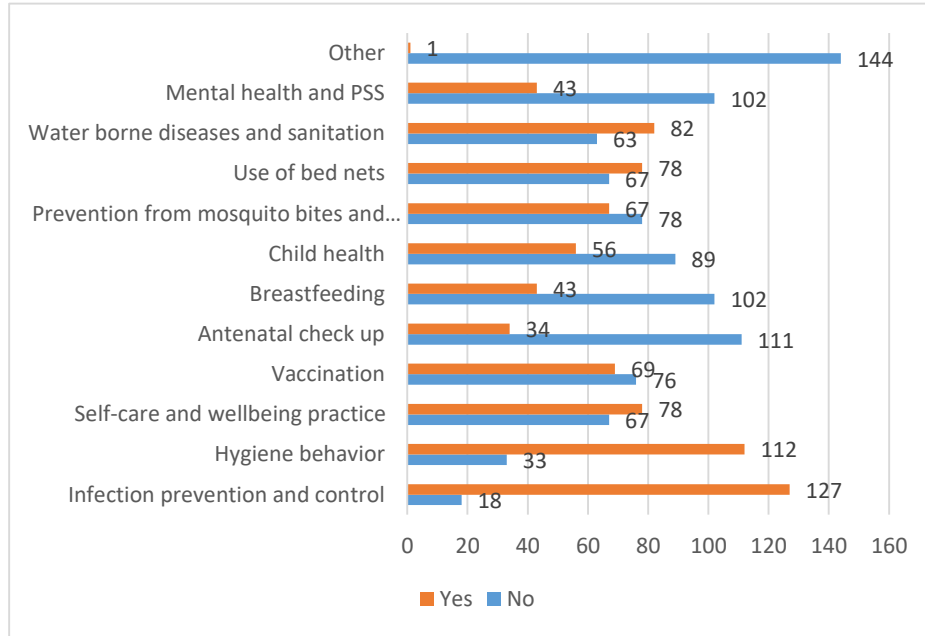


Figure 39 Type of NRCS' health and hygiene related awareness program received by respondents (N=145)

During FGD, majority of the respondents said that they have received awareness on clean drinking water and sanitation, and COVID-19 related precautionary measures. Apart from that, they didn't mention of any other awareness generation, training or capacity building activities carried out. However, along with provision of relief materials to the affected people, it is important that community people are made aware of different health and hygiene related issues so that other possibility of outbreaks relating to vectors or water-borne diseases are reduced. **In addition, most of the respondents are supported with unconditional cash, hence to ensure that people can use it for supporting their livelihood, capacity building on small scale income generating activities could be imparted to the interested people.**

Timeline analysis

Darchula

In Darchula, flood happened on 12th Bhadra, 2078 (August 28, 2022) which damaged several households in different municipalities. Information was immediately shared by the sub-chapters to district chapters and to the HQs. The coordination was also done in timely manner with district level stakeholders such as with District Administration Office (DAO), security forces etc. IRA could not be done by Darchula DC within 24 hours in Duhun RM because of interruption in road and communication network but it was carried out in 24 hours in Mahakali municipality. Preliminary information on damage caused by flood was noted through coordination with security forces who were involved in rescue and evacuation. **There was limited resources and limited budget while the affected households were more than the resources available.** Therefore, it was challenging to

select beneficiaries for relief distribution. The search, rescue and evacuation were done in coordination with security forces but there was huge gap in terms of adequate manpower, skilled and trained manpower, rescue equipment and logistic issues. Transportation of relief materials was initiated in timely manner however it was challenging due to unfavorable weather and bad road condition. Opening bank account of beneficiaries were delayed because of long process of requirement of police report and ward recommendation. Also, cash disbursement from NRCS HQ delayed the cash distribution process. **The beneficiaries were provided the committed cash support through DC's internal fund for the unconditional cash support as well as for the latrine construction, however the amount has not been yet reimbursed.**

Kalikot

The relentless rainfall in Kalikot for 3 days from 30 Asoj, 2078 (October 16, 2021) affected different municipalities- Panchaljarana RM, Khadachakra municipality, Shubhakalika RM, Mahawai RM, Raskot Municipality and Narhani Nath RM affecting 119 households with more than 50 households displaced. The rescue and evacuation was carried out the basis of Disaster Preparedness Response Plan (DPRP) in coordination of NRCS Kalikot DC with DDMC. The information was circulated to the sub-chapters, district chapter and to the HQ immediately. The disaster had affected the transportation and communication system in the district. **IRA of disaster is done after 2 to 5 days due to road issues during disaster.** The coordination meeting with DC level stakeholders was done in 2 days' time with members of DDMC. However, all stakeholders were not present. The distribution of relief materials was slightly delayed and they were also not adequate enough for all the affected families. The rescue and evacuation was carried out in timely manner, and the affected people were evacuated to nearby schools, but it was very challenging due to difficult geographical terrain. It was largely noted that **Local Disaster Management Committee (LDMC) is not active** however, presence and activeness of LDMC is very critical during such disaster period. Also, **it is very important to have stock of relief materials in sub-chapters** for timely relief distribution. The beneficiary selection process was very challenging and was delayed (almost 1-1.5 months) as several households were recommended for relief but the resources were limited. Hence, beneficiary selection done based on approval of DDMC. Opening or confirming existing beneficiary bank account was very challenging and was completed in about 2-2.5 months' time. During collection of existing bank account number, some of the beneficiaries provided wrong number which resulted in doing double work. Unconditional cash was distributed after 4 months which created a lot of inquiries from the beneficiaries. Awareness generation on WASH and PGI was conducted within 2 months period for the beneficiaries. Setting up of HR and administrative actions in DCs in relief operation was done in timely manner with involvement of executive members, volunteers and DDMC members, however it was noted that there is lack of adequate skilled manpower for overall relief, rescue and evacuation operation. **Fund transfer was delayed from HQ which caused delay of cash support provision.**

Kanchanpur

Flood happened on August 26, 2021 in Kanchanpur affecting more than 250 households of the district across different municipalities such as Dodhara Chandani, Shuklaphanta,

Bhimdutta etc. The flood caused severe loss of property including houses, livestock, agricultural land and crops. The rescue and evacuation operation was carried out immediately by different organizations including NRCS, Nepal Police etc. Majority of the affected people were evacuated to the nearby schools. The information was circulated to the concerned organizations on the same day. IRA was done within 24 hours through networking with volunteers and other involved stakeholders. The emergency relief materials such as tarpaulin and NFRI set was immediately distributed to the disaster affected people. Some additional relief materials were distributed by local government. Drinking safe water was arranged by NRCS for the people in temporary shelter. Detail assessment was done within 17 September i.e. within 20 days of the disaster. In September 2021 i.e. within one month, the relief materials were distributed to the affected communities. The bank account was also opened within 1-2 months period however, fund transfer from the HQ was delayed hence the affected people received unconditional support only after 3 months. The payment for toilet construction was also delayed.

Rupandehi

Flood happened on 10 Bhadra, 2078 (August 26, 2021) affecting the households of Siddharthangar, Rohini, Gaidahawa, Siyari among other municipalities. This kind of flood had happened after 60-70 years. People sheltered themselves in the top floor of their houses and some sheltered in nearby open spaces and community buildings. Immediate rescue and evacuation operation was carried out by NRCS in coordination with local government and security forces. Flood continued for 4 days, however the emergency relief materials were immediately distributed to the affected communities. Debris and mud entered in people's houses making it unable to live for few days. IRA was carried out immediately and detailed assessment was also done timely. Before formation of local government, DAO had main role in rescue and response operation but now all the responsibilities are transferred to the local government. NRCS sub-chapters are coordinating with local government and hence, they are in the same page while responding to relief operation. The relief operation of NRCS was further supported by ward as the ward distributed food and shelter to flood affected people. Overall, the relief materials were distributed to community people in timely manner however due to transportation issue in Rohini RM, relief distribution was delayed.

Nawalparasi-east

In Nawalparasi-east, the intense rainfall caused the landslides sweeping away houses in many municipalities- Hupseko, Binaya triveni, Madhyabindu etc. The information was shared immediately to the district chapter and the HQ. The disaster had affected road network very badly which created challenge for going to the disaster affected areas. Coordination meeting with DC level stakeholders was done within a week. The IRA could not be done, however preliminary assessment was done. Lack of adequate and trained volunteer was felt in this area. Detailed assessment was done within few weeks of disaster. The stock already present in the district chapter was immediately distributed to the disaster affected families within 10 days and the rescue, search and evacuation was carried out promptly. The affected families were evacuated to the nearby open space. The relief materials such as hygiene kit, dignity kit were distributed within 1-1.5 months of disaster however temporary shelter was established within few days of disaster. Beneficiary selection was done within a

month and cash was distributed in 1.5 months of disaster. Support for toilet construction was significantly delayed as it was done only after 3 months. This was mainly due to fund transfer issue from the HQ. The long-term relief and early recovery activities for beneficiaries is slated to be carried out soon while awareness raising programs are undergoing. The main challenge in this district is the need for IRA training.

Nawalparasi-west

Nawalparasi-west was affected by flood from 8 to 10 Bhadra, 2078 (24-26 August, 2021). The flood temporarily displaced community people for few days and hence, they took shelter in nearby community centres, schools and open spaces. The information was disseminated from sub-chapters to district chapter within 6 hours and to HQ in 12 hours. IRA was conducted within 24 hours by taking information from sub-chapters virtually as field inspection was not possible during that time. However, there is immense need of IRA training for adequate number of volunteers. Within 2 days of disaster, coordination meeting was carried out DC level stakeholders. The emergency relief materials were distributed to the affected people immediately post disaster however additional relief materials were distributed only after a month. The relief distribution from NRCS was not enough but coordination with UNICEF helped in distributing adequate relief materials to the target beneficiaries. The detailed assessment was done within a month period while rapid assessment was done within a week. The amount of relief materials sent from NRCS was very less compared to what had been requested. This further delayed the beneficiary selection process which was done in 1.5 month time. The cash support for toilet construction started on 26 Kartik, 2078 i.e. after 2.5 months of disaster. Distribution of unconditional cash support was also delayed due to delayed transfer of funds from HQ. Recovery and awareness programs have not been done yet.

Myagdi

The flood and landslide in Myagdi district on June 14, 2021 had affected houses severely and in some cases, the houses were swept away. The flood in Myagdi River displaced the whole community of Beni municipality -04 while landslides displaced the public from Malika RM-4 and 6. As soon as the disaster happened, NRCS volunteers were mobilized in the area for rescue and evacuation. But, it was challenging because small landslides had occurred at several locations making it difficult to travel to affected areas. However, the affected families were located to the safer areas such as in community centres, schools and some stayed at their neighbor's or relative's home. But there is a significant need of skilled and trained manpower for search, rescue and evacuation. The information was shared across different sub-chapters to DC to HQ, but due to interruption in road and communication network, it was difficult to do it immediately. IRA was completed within 24 hours though it was difficult to provide estimated loss and damage through field inspection. The coordination meeting of DDMC with concerned agencies were done immediately and responsibilities were divided which assisted in providing integrated services to the community in terms of rescue, evacuation and relief. For the relief distribution, NRCS collected data which was verified with the disaster report from DAO and Nepal Police, considered as the supporting document to select beneficiaries. The relief materials were immediately distributed to the affected communities staying at temporary shelter and arrangement for drinking water was done

with support from local administration and youth club. NRCS also provided food materials to the affected people with support of other organizations. But, NRCS prioritizes the distribution of non-food relief items to the disaster affected people. The relief materials could be transported to nearby areas within few hours however, except for emergency support, the relief material distribution after beneficiary selection could not be done timely in the remote areas – due to geographical remoteness of the area and also because of delayed disbursement of materials from HQ. After DREF came into implementation, then cash support was provided. Detail assessment was done from September 17-October 13 2021 while beneficiary selection and endorsement by Palika for cash was done in between October 18-28, 2021. There were several affected families but cash support arrived only for limited families which made it difficult in the communities as some of the needy ones were also excluded from the cash support. Beneficiary account was opened within October 28, 2021 while distribution of unconditional cash support and support for toilet construction was done on November 19, 2021. Awareness raising could not be carried out as it was difficult to gather people from different locations and also due to COVID situation.

Kaski

The Kaski DC of NRCS have relief materials stock enough for 100 households and its sub-chapters have stock enough for 10 households. They also have preparedness for first aid treatment, health materials and rescue equipment (stretcher, ambulance, fire-truck). The flood happened on 16 Bhadra, 2078 (August 01, 2021) in Kaski district due to incessant rainfall in the area affecting several houses, agricultural lands and crops, road, transport and schools. The sub-chapters immediately informed the district chapter which then informed NRCS HQ within next day. The coordination meeting among members of DDMC was carried out the next day in DC of Kaski. The team was immediately mobilized for rescue and evacuation along with security forces however lack of adequate skilled manpower was realized in this disaster. NRCS also mobilized ambulance and first aid service for the disaster affected families, and they were evacuated to safe locations. The roads were opened with the help of dozer to carry out rescue operation. IRA was carried out within 24 hours by the NRCS by mobilizing volunteers in the affected areas. Arrangement for temporary shelters were made in the nearby schools. After data collection, relief materials including food as well as non-food items were supplied to the affected families but the need was higher than the resources that NRCS DC had and hence, coordination with other organizations were done to suffice relief materials for the affected families. All of these activities were done in timely manner in coordination with concerned government agencies and the security forces. However, the beneficiary selection was challenging which created conflict in the community. The unconditional cash distribution was significantly delayed as it happened after almost 3 months of disaster. The cash was distributed through which was also challenging because of less accessibility of mentioned bank, documentation issues etc. The resources are limited for reconstruction, rehabilitation and recovery activities, hence not done. However, NRCS has been coordinating with DDMC for the needed recovery support for the communities.

Overall, the relief operation in Kaski was carried out within stipulated time except for beneficiary selection and cash distribution which got delayed significantly and fund transfer from NRCS also got delayed. Awareness generation was also noted to be limited.

Parbat

The continuous rainfall in Parbat district on 17 Bhadra 2078 (September 2, 2021) affected several households across different municipalities, mainly in Kushma Municipality. All the concerned stakeholders including NRCS, Nepal Police, DDMC representatives and municipality were actively involved in rescue and evacuation work. This was followed by provision of emergency relief materials such as tarpaulin, food items, and services such as first aid, ambulance and medicine to the affected people. Volunteers were actively involved in rescue operation and in building temporary shelter for the people who lost their house. However, there was scarcity of adequate number of volunteers. The search, rescue and evacuation operation was carried out for 3 days continuously. However, the interruption in road network, electricity and communication posed further challenge in rescue works. The information about disaster was immediately conveyed to the concerned agencies. The coordination meeting was carried out on the next day after disaster happened with DDMC and local government representatives. IRA was carried out within 1-2 days of the disaster due to challenge in travel to affected locations. Although roads were closed due to disaster, the relief materials were transported the next day of the disaster to the affected people and the temporary shelter was also built after the evacuation work was carried out. The detail assessment was carried out within 14 days of the disaster. The beneficiary selection was done within a week of disaster followed by opening of their bank account as some of the selected beneficiaries didn't have their own bank account. Effort was made to support all the affected families, however it was not possible to address all the affected due to limited resources. The cash distribution was done in 2-3 weeks' time period. Support for toilet construction got delayed and was completed within 1-1.5 months because of challenge in transporting materials due to road interruption. Some of the awareness raising activities such as on WASH and COVID-19 were conducted during 2-3 weeks after disaster. The fund transfer from NRCS HQ to district chapter was delayed.

Overall, the interventions have been executed in timely manner and the services were made accessible for the community people. But during rainy reason, the roads are blocked due to landslides, so transportation was the main challenge to reach in destination to distribute relief items. Also, support for toilet construction, transfer of cash support and fund transfer from NRCS HQ was delayed.

Ilam

The incessant and unseasonal rainfall for 3 days from 1 Kartik to 3 Kartik, 2078 (October 18-20, 2021) in Ilam district caused a lot of loss and damage including loss of lives and destruction of houses, agricultural lands and livestock. The intense rainfall also interrupted the road network and communication which affected the rescue and relief effort. The information was immediately relayed by volunteers and sub-chapters to the district chapter and then to NRCS HQ. The rescue and evacuation was immediately started with involvement of NRCS volunteers, local government, security personnel and social workers. Majority of the disaster affected people took shelter in the relative and neighbor's home. **IRA was planned the next day but it took almost one week for data collection from the affected areas.** The relief distribution was slightly delayed because of problem in road network and

transporting materials and delay in detailed assessment, however some of the materials were literally carried by rescue team to the affected families. Detailed assessment also could not be completed within timeline stipulated. The coordination meeting was also delayed. **Although emergency relief such as for shelter was immediately distributed, other relief package were distributed much later.** There was issue in management of bank accounts of the beneficiaries due to technical issue in the bank and there was also issue in cash support as well as fund transfer from HQ. **Awareness raising activities have not been done properly** and there is a critical need of adequate skilled manpower for rescue and relief activities.

Panchthar

The continuous rainfall in Panchthar district for 4 consecutive days from 30 Asoj 2078 to 03 Kartik, 2078 (October 16-19, 2021) affected several houses and also caused loss of 31 human lives with 3 people still missing. The information on the impact of disaster was provided by NRCS volunteers, local government, security forces, and local people and mostly by information desk of DDMC within the same day of disaster. Although it was challenging due to continuous rainfall and landslides, the rescue and evacuation was carried out immediately by Nepal Police, local people, NRCS volunteers, local government representatives (municipality and ward) and DAO as well. The coordination with DC level stakeholders was done virtually. The affected families were evacuated to the nearby schools and open spaces while some took shelter in their relative's and neighbor's home. NRCS had immediately provided emergency shelter items such as tarpaulin, blanket, and mattress to the affected families in Fagunanda and Phidim municipalities however it took some time relief to reach Miklajung RM due to road interruption. There was additional support of food and other materials for affected families which was collected and distributed with collaborative support from local government, local organizations and security forces. Both IRA and detailed assessment could not be done within stipulated timeframe because of difficulty in collecting information in disaster situation. The establishment of temporary shelter was completed within 10 days of disaster. The relief materials as well as cash distribution was

Sindhuli

The flood happened in August 27, 2022 in Sindhuli district that affected several households across several municipalities. The communication from sub-chapters to district chapters, and then to headquarter was done immediately after disaster. The emergency relief material was distributed within a week after beneficiary selection and verification with data of local government and Nepal Police. **There is a need of ward recommendation as well, and hence the relief distribution got delayed a bit. IRA was done within 4-5 days which was done by sub-chapters in coordination with Nepal Police.** This was due to interruption in road network. The cash distribution was delayed further because the cash was not transferred by the NRCS HQ in time and also due to disturbance in transport network. Also, DREF focal person was not allocated at that time and disaster was spread throughout different municipalities and communities making it further difficult to carry out relief distribution. Relief material distribution was completed within two weeks after the disaster.

Mahottari

The flood happened in August 27, 2022 in Mahottari district severely affecting Balwa Municipality along with other municipalities. The rescue and relief operation was started immediately post disaster. Several households were affected by the flood however only 80 households got the relief as the support was not enough for all the affected. NRCS Mahottari DC already had some stock (100) of relief materials before disaster which was distributed to the selected affected families in coordination with local government. There was grievance that the utensils distributed were old as flood had affected NRCS DC store room as well. Local government also complemented the support of NRCS with provision of dry food materials. **The relief support were distributed to the selected households within a week.** It took a week because the flood remained for 7 days in the area causing difficulty in mobilization of the volunteers. However, the relief support was provided in two phases-40 households in the beginning and remaining 40 later. **IRA could not be done within 24 hours given the difficulty in mobilization and communication.** It was carried out only after situation normalized and finished within 10 days. Also, DREF program came into operation after few days of disaster and accordingly, implementation was done. Rescue and evacuation was done in timely manner in coordination with security forces, government and other relevant organizations. The awareness programs on WASH, COVID-19 etc. were done in timely manner after evacuation.

Good practices

The work of NRCS is commendable given the services it provides to community in the disaster period. The NRCS volunteers risk their lives in the course of rescuing and evacuating the disaster affected people. There are positive aspects of the activities of NRCS while there are some room for improvements as well. During the survey, the respondents have highlighted some of the good aspects of NRCS activities, not limited to these, as mentioned below:

- NRCS coordinates with local government, DAO, security forces and other organizations for rescue, evacuation and relief support provision to the communities. The coordination of NRCS with different agencies is one of the core strength of the organization which is very impactful and visible at community level.
- Early warning system has been installed in some of the flood plain areas such as in Marin and Kamala rivers (Sindhuli). The SMS alert before flood has enabled community people to save lives and materials as well. This is also utilized by NRCS DC and should be implemented elsewhere.
- Along with non-food relief materials provided by NRCS in Sindhuli, Chamber of Commerce has provided food materials such as rice (15 kg), pulse (4 kg), salt (2 packets), oil (2 packets), beaten rice and instant noodles to the beneficiaries identified by NRCS. Because of this practice, the affected families are able to receive an integrated relief package of both food and non-food items.

- One door system was practiced in Panchthar district where relief materials were distributed in coordination of DDMC, local government, Chamber of Commerce and NRCS which reduced duplication of efforts.
- In Nawalparasi-west, the relief materials were not enough for the identified beneficiaries but the coordination with UNICEF assisted in providing additional materials to the beneficiaries. This coordination and collaboration helped in reaching many affected people.
- Sindhuli-sub-chapters are strong in themselves. They are able to distribute some amount of relief materials without support from DC as well. Some of them are also well trained on light search and rescue activities.
- Disaster Fund is established in DC in Kaski. The interest from that fund is utilized for relief material during disaster period.
- Procurement of relief items is very complicated for the local government and it's very hard to distribute relief material in community but NRCS are distributing relief materials very efficiently without any hurdles so the local government in Rupandehi planning to deposit their disaster budget in NRCS district chapters' bank account. It was experienced that if local government distribute the relief, it is very hard to convince the community but NRCS is more acknowledged and welcomed by the community people.

“ Even if we are busy, NRCS has been pushing us for carrying out different activities for disaster management such as for awareness raising, livelihood support provision, facilitation for preparing disaster related guidelines or planning document etc.” – Pokhara Metropolitan City representative

“NRCS held a meeting with local government and other agencies to know what kind of support can be provided by each organization. Every organization played their role in relief support program, hence it was highly relevant as those organizations helped to make the relief program smooth by providing additional materials that we lacked”–Parbat

“NRCS collects detail data of the affected families of disaster and take information from local government and other organizations to provide materials through one door system to check there is no repetition of the same materials from all the providers”-Parbat

“With cash support, some beneficiaries have opened tea shop. This has improved their livelihood to some extent. This is one of the best examples of good use of cash support provided”- Mahottari

“Even we are in local government, we should confess that ward and palika are not working as properly and efficiently as NRCS who is serving very efficiently and transparently in our district”.-Ward chair, Gaidahawa, Rupandehi

Lessons learnt

Some of the lessons learnt as put forward by the respondents in the post-disaster relief operation of NRCS. Some of these points have also been highlighted in recommendation.

- IRA could not be carried out timely in some districts due to difficult geographic terrain and interruption of road, travel and communication network. However, some districts lacked skilled/trained personnel in IRA, hence, IRA training is needed for adequate number of personnel in the district as well as sub-chapter level.
- NRCS is proactive from the beginning of disaster for pre-disaster preparedness, management and response mechanism. However, disaster related awareness, interaction and need assessment programs is essential at community level.
- As NRCS carries out the detail assessment, quantity of relief materials should be customized for different family size and distribution should be done accordingly.
- In most of the NRCS district chapters, availability of rescue equipment are not adequate. Hence, all the district chapters as well as sub-chapters need adequate rescue equipment such as stretcher, plastic boat and life jackets.
- Fund transfer from HQ was delayed in almost all districts. Alternative fund transfer mechanism is required either through provincial chapters or through district chapters.
- At least some level of stock of relief materials is required in district chapter as well as the sub-chapters for prompt response during post-disaster period.
- More NRCS volunteers, who are adequately skilled and capacitated in rescue, evacuation and relief support activities, is required at field level in both district and sub-chapter.
- Frequent community interaction is required between NRCS and community people to understand their perspective and needs.
- Livelihood related skill or capacity building is essential when cash support is provided so that the interested community people can utilize the cash support for some income generating activities.
- Partnering with financial institutions by NRCS in each district could be beneficial to facilitate accessibility of finance by communities after disaster occurs.
- During relief operation, it is essential that volunteers are adequately reimbursed for their cost incurred for communication, food and transportation. This is for incentivizing and acknowledging their effort during relief operation.

Some suggestions from NCRS representatives

- *The district chapter should distribute materials through one-door system i.e. through coordination with local government in order to avoid duplication of efforts and to complement relief material support with different support from other organizations. For example: NCRS non-food items complemented with food items.*
- *Recovery and livelihood support program should be launched with capacity/skill building and capital investment support. For example: animal farming, small scale business, dairy etc. These sort of programs can be done in collaboration with other governmental and non-governmental organizations and local cooperatives. These programs can be more promising for the affected and/or displaced families.*
- *Internal funds should be strengthened not only in headquarters but also in district chapters and the sub-chapters in order to ensure their smooth operation and sustainability.*
- *Disaster preparedness, awareness generation and behavior changing software activities need to be strengthened.*
- *Red Cross abides by its values and principles. Hence, any problem in headquarter should be immediately resolved as it is affecting the core work of NCRS to district and sub-chapter level. The issue has delayed all activities, in general, and hence needs to be resolved quickly.*
- *DREF program was implemented few days after disaster happened. Rather than implementing program after disaster has happened, it would be more systematic to develop program well ahead of anticipated disaster so that the program could be immediately executed as the disaster occurs. The effectiveness and impact of relief distribution is well observed and highly acknowledged as well as appreciated by the community when the relief materials are distributed in the integrated package form. Phase-by-phase distribution of relief materials such as distribution of emergency shelter items followed by hygiene kit/dignity kit after few days and again distribution of cash after additional few days decreases the essence of the relief for the communities.*
- *Additional materials such as pressure cooker, cooking utensils, shoes/slippers, umbrella/raincoat, tent (instead of tarpaulin) etc. could be added to the relief.*
- *In some districts, the reimbursement of cash support hasn't been done yet which is affecting the activities of NCRS chapters.*
- *The process of verification through local government's recommendation letter and police report has caused further delays in providing cash support, hence it needs to be simplified.*
- *The relief materials or cash support should be immediately transferred to the district and sub-chapters by the NCRS HQ after they receive report about need of such support. Relief materials are for addressing immediate needs of the affected population, hence should be timely. The Red Cross should manage the relief items immediately and can carry out reimbursement procedures later on.*

SECTION D. Study limitations and challenges faced

Study limitations

- i. The survey was designed in a way which required doing key informant interview with representatives of local government in each study districts however due to the local election approaching soon, it was difficult to get their time for interview in some districts. Hence, the KII checklist had to be shortened to manage interview in short period of time provided by the respondents.
- ii. The timeline analysis was planned to be carried out in workshop format in each district. However, in some of the districts, due to lack of adequate time of targeted participants, it was carried out with few participants in group discussion or interview format. Also, some of the activities outlined for timeline analysis was not much relevant for all the targeted participants for timeline analysis such as for representatives of local government and CDO. Hence, timeline analysis could not be carried out in the format of planned template in some districts.
- iii. When asked questions about relief materials, the respondents were confused while providing answer in terms of emergency relief provided or the relief provided as per DREF operation. However, it was resolved as the survey/interview continued further. It was also noted that in some instances, people mixed up relief from NRCS with relief from other organizations.

Challenges faced during the survey

- This assignment had not allocated budget for timeline analysis which was on NRCS part as agreed earlier, however, there was confusion in arranging logistics for timeline analysis in some of the districts and hence, it could not arranged.
- FGD was ideally planned to be carried out with 8-10 beneficiaries in the selected district. However, in Mahottari district, more than 80 respondents arrived which made it challenging to carry out FGD.
- There was language issue in some of the districts such as Nawalparasi-west and Rupandehi while carrying out FGD but it was managed with the help of NRCS volunteers and representatives of District chapters and sub-chapters.

SECTION E. Conclusion and recommendation

Conclusion

It is undeniable that the emergency, rescue and relief provision of NRCS is laudable. It is acknowledged by every community members as well as different governmental and non-governmental stakeholders that NRCS is the first one to reach the disaster site and the affected communities. Despite of challenges and difficult situation during disaster times, NRCS works in coordination with the local government, security forces and other movement organizations, and works for the rescue and relief of the disaster affected communities. The widespread coverage of NRCS through its network of district chapters and sub-chapters, and the close connection and interaction with communities, have enabled the NRCS to build and strengthen the community trust to a large extent. In the disaster relief process, district chapters and more specifically, sub-chapters have vital role in reaching the communities immediately.

The PDM Survey revealed that NRCS has delivered rescue and evacuation, and relief support provision activities to the disaster affected families very effectively during immediate post-disaster emergency period. The coordination of NRCS with different government as well as non-government agencies have made it possible to reach the target population efficiently. The people whose households have been completed or partially damaged by the floods or landslides have been addressed by the NRCS. The relief operation has also reached the vulnerable population and relief material distribution has prioritized such population to larger extent. The beneficiaries as well as representatives from local government, DAO and security forces have recognized the efforts of NRCS in all districts. However, there are still room for improvement in all of these accomplishments and the process.

The relief materials distributed by NRCS was noted to be highly relevant for the communities either be it shelter items, or items from hygiene kit, dignity kit and NFI kit. Most importantly, shelter items were more relevant when affected people had to stay in temporary shelter while hygiene kit and dignity kit were appreciated by majority of women, comparatively. In addition to kits, majority of the respondents found cash to be more relevant as they could buy their immediate household needs not sufficed by the relief materials such as food and other household items. Most of the respondents shared that food items should be added to the relief materials as that is the priority during crisis period and as majority of the households have children at their homes, addition of children kit (stationaries, shoes, cloth etc.) was suggested.

In terms of quantity, majority of the respondents said that the relief materials are enough for them however the relief materials were noted to be sufficient for small families with up to 5 members. Out of 379 households surveyed, almost 25% of them have more than 6 members in their households for whom single kit of relief materials would not be enough. Mainly, the materials such as tarpaulin, clothing, utensils, sleeping mat, cotton towel, sanitary pad and blanket were not enough for big families. Hence, the relief materials need a revision for different family sizes and there is need of adequate stock of relief materials in all provincial, district and sub-chapters to ensure prompt response and reduce sole dependency on

headquarter. The quality of relief materials were also, in general, found to be satisfactory for the respondents except for suggestions in few items such as quality of clothing materials for both male and female, utensils, tarpaulin, sanitary pad and underwear needs major improvement in quality. Overall, relief materials should be revised and updated in the changing context.

In terms of timeliness, immediately after disaster, the information flow from sub-chapters to district chapters and to the headquarters is very quick in all districts. The IRA has also been carried out within 24 hours in majority of the districts, however due to interruption in road, travel and communication and difficulty of geographical terrain, IRA could not be carried out timely in some of the districts like Darchula and Kalikot. The search, rescue and evacuation were done in coordination with government representatives and security forces but there was some gap in terms of adequate skilled and trained manpower, rescue equipment and logistic issues. Yet, the emergency relief materials reached to the affected population within few days of disaster. The timeliness of detailed assessment also varied across different districts with majority doing within 15 days and more. Based on detailed assessment, the beneficiary selection, and distribution of relief materials and cash was carried out. In some districts, because of the limited resources made available the relief materials distribution such as hygiene kit and dignity was delayed. This was either due to lack of adequate relief materials available in district chapters, delayed implementation of DREF program and also due to conflict in finalizing beneficiary list. The coordination meeting at DC level was done timely in almost all districts and awareness programs, though not adequately done, were carried out in timely manner. However, cash distribution and fund transfer from HQ was noted to be significantly delayed in majority of the study districts.

Overall, the beneficiaries are satisfied with the services provided by NRCS post disaster as they opine that NRCS is the first organization to reach the community during disaster-led emergency period. The information about relief distribution is provided in advance to the communities; the relief distribution is generally well organized and the distribution centres are usually safe and accessible for the affected families. However, clear communication on beneficiary selection criteria to all the community members is critical to ensure transparency and positive perception of NRCS. The complaint and grievances mechanism of NRCS is not well informed to the public and needs additional strengthening. The unconditional cash support has been highly appreciated by the communities in fulfilling their immediate needs but ensuring that people can use it for supporting their livelihood, capacity building on small scale income generating activities could be imparted to the affected people. Above all, the DREF operation has been able to bring positive perception of people towards NRCS.

Recommendation

Based on the conversation with the NRCS beneficiaries and key informants from NRCS and local government, lessons learnt, good practice and their suggestions, some recommendations are made:

Information on relief distribution:

- Community consultation is very critical to have a universal coverage of disaster affected areas. Although NRCS alone cannot fulfill all the needs of disaster affected people, the strength of NRCS lies in coordination and network with different government as well as non-governmental organization. Through its wider reach and network, NRCS can provide information from community consultation to the concerned and relevant stakeholders that can complement the relief activities and support of NRCS. The consultation should be done not only after disaster but also well ahead in anticipation of potential disaster.
- Clear communication about beneficiary selection criteria to the communities is very essential in order to maintain transparency, accountability and positive perception of NRCS's work to the community.
- Information on relief materials and the correct way of using them should be properly oriented to all the beneficiaries, either in group or individually.

Relevance, quality and adequacy of relief materials

- The relief materials should be reviewed and the package should be updated in the changing context as it was noted that beneficiaries mostly prefer cash and food support as priority relief materials during immediate post-disaster period. Also, majority of the beneficiaries preferred additional relief materials to the kit that they have received as per the perception survey.
- The quantity of relief materials should be customized for different family sizes as majority of the beneficiaries disagreed with relief items being sufficient for the family needs.
- The quality of some materials such as cloth for both male and female (readymade cloth highly preferred), tarpaulin, underwear, sanitary pad and kitchen utensils need to be significantly improved.
- For the relief material distribution, vulnerable people have been prioritized however separate treatment based on the nature of their vulnerabilities could not be captured. Hence, different kits and other relief services customized for children, elderly people, people with disabilities, soon to be mother etc. could be made available specifically addressing their needs. For example: A children kit suitable for families with school going children that includes stationaries, school dress, school bag etc. could be considered.
- The practice of arranging disaster relief stock well ahead of disaster is evident in NRCS district chapters. However, the adequacy of stock in district chapters is debatable. Considering the past disaster events and the damage scenario, and considering the number of sub-chapters under each district, it is essential to have a

generous amount of disaster relief stock in each district chapter and also in sub-chapters. The relief materials should be equitably distributed to sub-chapters and there should be enough back-up of relief materials to refill the stock, as soon as needed.

- As the intensity of disaster is not known from the beginning, hence partnering with businessman ahead of disaster as a back-up by the district or provincial chapter could be one of the potential solutions to get relief materials in time.

Cash support

- If bank transfer is planned for unconditional cash support, it is more efficient to have an understanding with the bank from the beginning so that the bank account opening process and cash transfer process is convenient and timely. Also, the account for the affected families should be opened at zero balance so that the beneficiaries are able to withdraw all the amount supported to them. Also, the bank account should be opened for every beneficiary instead of using their existing account to avoid transaction hassle.
- In each district, incorporating the lessons learnt from previous disaster events and issues encountered in cash transfer process through different mechanism (cash, cheque or bank), the district chapters should decide on a certain mechanism for cash transfer and plan accordingly well ahead of disaster to ensure timely cash distribution.

Timeliness of relief material distribution:

- Although NRCS has been doing a laudable job of providing relief materials to disaster struck communities, there has been some lapse in timely distribution of relief materials in some districts. Also, majority of the respondents denied receiving relief materials in time as per the perception survey. Hence, revisiting and reviewing the relief distribution process from the level of headquarter to the sub-chapter level is critical to maintain timeliness of relief distribution.
- DREF operation should be implemented well ahead of disaster in anticipation of the possible destruction due to disaster. This can ensure the timeliness of the relief service which has been delayed in many districts.
- Partnering with financial institutions in each district from the beginning is essential to ensure timely distribution of cash and to minimize delay due to technical difficulty in transaction.
- Fund transfer from NRCS headquarter should be timely carried out to not delay other subsequent activities and the reimbursement of district or sub-chapters should also be done timely.

Accessibility of distribution centre:

- Distribution centres have been thoughtfully located in majority of the communities. However in cases where the beneficiaries have to travel more than 2 hours to distribution centres and there is no other option of location, either door-to-door

distribution should be done or beneficiaries should be compensated for their travel time considering wage rate of that area.

Beneficiary satisfaction

- The grievances handling mechanism should be strengthened as although the system for complaints and grievances exist, people are unaware of such mechanisms. Community awareness of such mechanism should be largely promoted and community interaction programs after relief distribution should be rapidly carried out to understand the perception and need of the beneficiaries.
- There should be frequent meeting of all the representatives of NRCS sub-chapters and district chapters to discuss on the grievances and complaints received in a period manner. The issues received should be promptly addressed as much as possible, and whether possible to resolve or not, it should be clearly and quickly communicated to the person.
- The hotline number of NRCS is highly underutilized. This should be largely promoted at community level.
- Findings suggest that health and hygiene related awareness programs have been very limited, hence such awareness programs should be encouraged and intensified in all affected districts.

Recovery

- Post relief operation, it is pivotal to implement quick recovery programs for community people who have completely lost the livelihood options even after few months of disaster. Providing them cash support with capacity/skill building training and small scale business opportunities could provide a foundation for such families to rehabilitate themselves after disaster.
- NRCS has been working actively and dedicatedly for emergency response. However, there could be pivotal role of NRCS in initiating disaster preparedness program such as initiating dialog and discussion with relevant governmental and non-governmental bodies for preparedness (embankment), long term solution and recovery activities such as skill building for income generation.

Coordination and communication

- Coordination within different chapters of NRCS and of NRCS with different government line agencies, security officers, media and other non-governmental organization is commendable. However, since NRCS distributes either non-food relief materials or cash, it is suggested that the pre-disaster coordination of NRCS with other organizations who provide food materials would complement each other and the community will be able to receive an entire package of relief materials that they would require during emergency. This is pivotal because majority of community people have demands for readymade food material (e.g. beaten rice, biscuits, *satu* i.e. ready to eat mix grain powder etc.) during immediate post-disaster emergency which

could at least sustain them for few days in absence of proper shelter, food and other daily life necessities.

- It is also critical that information from the NRCS Head Quarter is adequately communicated with the district chapters and sub-chapters as some information lag was noted during the field survey.

General recommendations based on suggestions from NRCS representatives from across study districts

- There is a need to increase roles and responsibilities of NRCS sub-chapters significantly along with adequate budget allocation for them for their smooth operation.
- In the relief package of NRCS, unconditional cash support should be complemented with NFI full set or the vice-versa because a single support alone cannot fulfill the immediate needs of the family. There is a need of both food (through cash) as well as non-food items as a relief during post-disaster period.
- In some districts, there was lack of trained personnel mainly in terms of doing IRA and other relief, rescue and response activities. Therefore, frequent capacity building of adequate number of NRCS volunteers and other pertinent person of NRCS is critical to ensure quality, effectiveness, efficiency and timeliness of relief services.
- Disaster affects diversity of people with different needs and livelihood, and in different ways with different intensities. After providing emergency relief immediately post-disaster and after doing detailed assessment, it is critical to segregate disaster affected people based on their post-disaster livelihood options, shelter status, family size, presence of vulnerable members etc. The relief materials should be then distributed equitably to the disaster affected community people based on their need. NRCS has been doing segregation to certain extent, however, it has not been effectively and adequately implemented in the relief operation.
- Disaster response preparedness plan should be prepared in coordination of NRCS **(including representatives of all chapters)** with all three tiers of government or existing policies and plans should also be reviewed and revised accordingly. The opinion of district and sub-chapter representatives is very critical.
- While reviewing the relief package, it should consider categorizing the relief materials based on geography and culture of the people in such areas.
- There should be adequate amount of stock in the provincial chapter as well and decentralizing the responsibilities from HQ to provincial chapters could reduce the dependency on the only HQ of NRCS. A proper hierarchal mechanism where HQ is responsible for overall guidance and management, followed by provincial chapters looking after district chapters and district chapter looking at sub-chapters could distribute the responsibilities. The sub-chapters should be available at each municipality so that the coordination with local government is convenient.
- The LDMC was not found to be active in the affected districts, however there role would be critical in ensuring effective coordination and coordination of NRCS and local government for disaster preparedness, management as well as response activities.

- Although NRCS volunteers work voluntarily for the society following the principles of Red Cross, it is essential to incentivize them after relief operation is over to acknowledge their efforts and also to retain the volunteers sustainably.
- Internal funds should be strengthened not only in headquarters but also in district chapters and the sub-chapters in order to ensure their smooth operation and sustainability.

SECTION F. References

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SECTION G. Annex*Annex 1 Number of households surveyed per municipalities*

District	Municipality	Sample no. of households
Mahottari	Balwa Municipality	15
Myagdi	Beni Municipality	2
Kanchanpur	Dodhara Chadani Municipality	18
Darchula	Duhun Rural Municipality	22
Panchthar	Falgunanda Rural Municipality	11
Rupandehi	Gaidahawa Rural Municipality	54
Nawalparasi-East	Hupsekot Rural Municipality	10
Ilam	Ilam Municipality	7
Sindhuli	Kamalamai municipality	18
Kalikot	Khadachakra Municipality	4
Parbat	Kushma Municipality	10
Darchula	Mahakali Municipality	7
Myagdi	Malika Rural Municipality	8
Sindhuli	Marin Rural Municipality	1
Kalikot	Pachaljharana Rural Municipality	6
Nawalparasi-west	Palhi Nandan Rural Municipality	21
Panchthar	Phidim Municipality	7
Kaski	Pokhara Metropolitan City	10
Kanchanpur	Punarbasi Municipality	15
Nawalparasi-west	Ramgram Municipality	42
Rupandehi	Rohini Rural Municipality	44
Nawalparasi-west	Sarawal Rural Municipality	20
Rupandehi	Siyari Rural Municipality	8
Kanchanpur	Shuklaphata Municipality	15
Sindhuli	Sunkoshi Rural Municipality	1
Ilam	Suryodaya Municipality	3
	Total	379

Annex 2 List of key informants for the interview

S.N.	Name	Position	Organization	District
1	Ram Hari Sharma	CDO/DDMC Chair	DAO Kalikot	Kalikot
2	Jasi Prasad Pandey	Mayor/ LDMC Chair	Khadachakra Municipality	Kalikot
3	Gopal Singh Mahara	President	NRCS Darchula DC	Darchula
4	Dirgha Raj Upadhyaya	CDO/DDMC chair	DAO Darchula	Darchula
5	Dan Singh Mahara	DREF Focal Person	NRCS Darchula DC	Darchula
6	Surya Prasad Dhakal	Executive Member	NRCS Kaski DC	Kaski
7	Khem Raj Sapkota	Assistant Director	NRCS Kaski DC	Kaski
8	Dev Narayan Poudel	DREF Focal Person	NRCS Kaski DC	Kaski
9	Kiran Koirala	Administration Officer	Pokhara Metropolitan City	Kaski
10	Moti Prasad Poudel	Ward member	Pokhara MC-ward 20	Kaski
11	Nawaraj Poudel	DREF coordinator	NRCS Myagdi DC	Myagdi
12	Lekh Bahadur Hamal	Chairperson	NRCS Myagdi	Myagdi
13	Santanath Subedi	Chairperson	Malika RM	Myagdi
14	Rudra Bahadur Rimal	President	NRCS Parbat DC	Parbat
15	Bishnu Pd Poudel	Officer	Kushma Municipality	Parbat
16	Ramesh Bom Malla	DREF Coordinator	NRCS Parbat DC	Parbat
17	Rom Acharya	DREF Focal Person	NRCS Ilam DC	Ilam
18	Ram Shah	Administration Officer/Disaster management focal person	Ilam Municipality	Ilam
19	Hom Bahadur Basnet	Ward chairperson	Ilam Municipality, ward-8	Ilam
20	Shiva Raj Gautam	President	NRCS Ilam DC	Ilam
21	Guru Timilsina	DREF Focal Person	NRCS Panchthar DC	Panchthar
22	Sukhabir Nembang	Ward chairperson	Fagundanda RM, ward-3	Panchthar
23	Santiram Ghimire	Ward secretary	Fagundanda RM, ward-3	Panchthar
24	Krishna Pd Baskota	President	NRCS Panchthar DC	Panchthar
25	Raghunath Bhatta	President	NRCS Kanchanpur DC	Kanchanpur
26	Bal Bahadur Gurung	Ward member	Dodhara Chandani Municipality, ward-10	Kanchanpur

27	Karbir Chand	DREF Focal Person	NRCS Kanchanpur DC	Kanchanpur
28	Bir Bahadur Chhetri	Ward member	Rohini RM, ward-3	Rupandehi
29	Sanoj Kr Yadav	Chairperson	Rohini RM	Rupandehi
30	Anil Kaushal	Sub-chapter-chairperson	NRCS Rupandehi Sub-chapter	Rupandehi
31	Suraksha Bhattarai	DREF Focal Person	NRCS Rupandehi DC	Rupandehi
32	Arjun Chhetri	NRCS member	NRCS Nawalparasi-west DC	Nawalparasi-west
33	Rajendra Pd Agrahari	President	NRCS Nawalparasi-west DC	Nawalparasi-west
34	Jit Bahadur Gosai	Ward chairperson	Nawalparasi-west, ward 17	Nawalparasi-west
35	Ram Ugra Yadav	President	NRCS Nawalparasi-west- Subchapter	Nawalparasi-west
36	Murari Gupta	DC Officer	NRCS Nawalparasi-west DC	Nawalparasi-west
37	Devisaraa Swoti	DREF Focal Person	NRCS Nawalparasi-east DC	Nawalparasi-east
38	Padam Bdr. Poudel	Ward chairperson	Hupsekot RM, ward-2	Nawalparasi-east
39	Sushmita Acharya	DC Officer	NRCS Nawalparasi-east DC	Nawalparasi-east
40	Khadag Bahadur Khatri	Mayor	Kamalamai Municipality, Sindhuli	Sindhuli
41	Ashok Shrestha	President	NRCS Sindhuli DC	Sindhuli
42	Pawan Pakhrin	DREF Focal Person	NRCS Sindhuli DC	
43	Ganga Karki	Member	District Coordination Committee	Sindhuli
44	Bhim Bahadur Bogati	Ward Member (acting ward chair at the time of relief distribution)	Kamalamai Municipality, Ward 8	Sindhuli
45	Deepak Kumar Mishra	President	NRCS Mahottari DC	Mahottari
46	Dilip Kumar Mishra	DREF Focal Person	NRCS Mahottari DC	Mahottari
47	Arun Yadav	President	NRCS Mahottari, Sub-chapter Balwa	Mahottari

Annex 3 Sample distribution

SN.	District	Relief type	Total Population (N)	Proportion (p)	Sample Size (n)	Sample Size boosted (n)
1	Ilam	Unconditional Cash Relief	10	0.00254	1	10
2	Kanchanpur		200	0.05080	18	18
3	Panchthar		200	0.05080	18	18
4	Kalikot		35	0.00889	3	10
5	Kanchanpur	NFI and other support (shelter, wash, etc.)	332	0.08433	30	30
6	Nawalparasi west		924	0.23470	82	82
7	Rupandehi		1195	0.30353	106	106
8	Kaski		60	0.01524	5	10
9	Darchula		329	0.08357	29	29
10	Sinidhuli		225	0.05715	20	20
11	Parbat		89	0.02261	8	10
12	Nawalparasi East		79	0.02007	7	10
13	Myagdi		91	0.02311	8	10
14	Mahottari		168	0.04267	15	15
			3937	1	350	379

Note: Sample size less than 10 is increased to 10 maximums as a boosted sample.

Annex 4 Province of the respondent

4. Province		
	Frequency	Percent
Bagmati Pradesh	20	5.3
Gandaki Pradesh	40	10.6
Karnali Pradesh	10	2.6
Lumbini Pradesh	189	49.9
Madhesh Pradesh	16	4.2
Pradesh 1	27	7.1
Sudurpaschim Pradesh	77	20.3
Total	379	100.0

Annex 5 Head of the household

Are you the head of household?		
	Percent	Frequency
No	11.1	42
YES	88.9	337
Total	100.0	379

Annex 6 Gender of the head of the household

If No, gender of the head of the household?		
	Frequency	Percent
	337	88.9
Female	8	2.1
Male	34	9.0
Total	379	100.0

Annex 7 Gender of the respondent

A2 Gender		
	Percent	Frequency
Female	42.0	159
Male	58.0	220
Total	100.0	379

Annex 8 Age of the respondent

A3 Age		
	Frequency	Percent
18-29	33	8.7
30-39	92	24.3
40-49	89	23.5
50-59	96	25.3
60 and above	69	18.2
Total	379	100.0

Annex 9 Ethnicity of the respondent

A4 Ethnicity of the respondent		
	Frequency	Percent
Brahmin	17	4.5
Chhetri/Thakuri	45	11.9
Dalit	75	19.8
Janajati/Indigenous	97	25.6
Madhesi	110	29.0
Muslim	24	6.3
Newar	4	1.1
Others	7	1.8
Total	379	100.0

Annex 10 Number of respondents with children (male) in the family

A5.6 Number of children male (less than 5 years)		
No. of Member	Frequency	Percent
0	279	73.6
1	74	19.5
2	21	5.5
3	4	1.1
4	1	.3
Total	379	100.0

Annex 11 Number of respondents with children (female) in the family

A5.7 Number of children female (less than 5 years)		
No. of Member	Frequency	Percent
0	305	80.5
1	53	14.0
2	14	3.7
3	6	1.6
5	1	.3
Total	379	100.0

Annex 12 Number of respondents with disability

4a. District * A6 Do you have any physical/visual/ hearing/ psychological impairment?			
Districts	A6 Do you have any physical/visual/ hearing/ psychological impairment?		Total
	No	YES	
Darchula	24	5	29
Ilam	9	1	10
Kalikot	9	1	10
Kanchanpur	41	7	48
Kaski	9	1	10
Mahottari	12	3	15
Myagdi	10	0	10
Nawalparasi East	6	4	10
Nawalparasi west	71	12	83
Panchthar	17	1	18
Parbat	9	1	10
Rupandehi	93	13	106
Sindhuli	18	2	20
	328	51	379

Annex 13 Respondent's current place of stay

4a. District * A8 Where are you staying?							
District	A8 Where are you staying?						Total
	Neighbor's home	Other	Own household	Relative's home	School/ community	Temporary shelter	
Darchula	3	0	12	3	0	11	29
Ilam	0	1	6	1	0	2	10
Kalikot	0	4	6	0	0	0	10
Kanchanpur	0	0	48	0	0	0	48
Kaski	0	0	10	0	0	0	10
Mahottari	1	0	14	0	0	0	15
Myagdi	1	2	2	5	0	0	10
Nawalparasi East	0	0	0	0	0	10	10
Nawalparasi west	3	0	72	0	2	6	83
Panchthar	0	0	16	2	0	0	18
Parbat	0	5	5	0	0	0	10

Rupandehi	32	4	65	3	0	2	106
Sindhuli	0	0	18	1	0	1	20
Total	40	16	274	15	2	32	379

Annex 14 Respondent whose households are affected by flood/landslide

4a. District * A9 Was your house affected/destroyed because of flood/landslide?			
District	A9 Was your house affected/destroyed because of flood/landslide?		Total
	YES	No	
Darchula	29	0	29
Ilam	10	0	10
Kalikot	10	0	10
Kanchanpur	48	0	48
Kaski	10	0	10
Mahottari	15	0	15
Myagdi	10	0	10
Nawalparasi East	10	0	10
Nawalparasi west	83	0	83
Panchthar	18	0	18
Parbat	10	0	10
Rupandehi	104	2	106
Sindhuli	20	0	20
Total	377	2	379

Annex 15 Perception of respondents

Statements	Agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Disagree	Total (N=379)
The behavior of NRCS volunteers during relief material distribution was good.	352	25	2	0	0	379
The cash distribution helped to provide needed goods in household.	282	67	5	5	20	379
The relief items were sufficient for the family needs	177	120	37	27	18	379

The relief items were of good quality.	293	68	14	1	3	379
The relief materials reached in time from NRCS	256	66	14	26	17	379
The relief distribution process of NRCS is well organized.	311	54	11	0	3	379
NRCS representatives gave us adequate information about relief distribution process and materials.	275	81	14	3	6	379
H8 Unconditional cash is better than other cash modalities.	264	54	18	22	21	379
We don't need any additional relief materials to the kit we have received.	176	118	45	19	21	379
NRCS has prioritized women, children and vulnerable groups more for relief material distribution.	271	49	24	17	18	379

Annex 16 Some pictures from the field

































	संकेत	संयोजक	व्यक्ति	समस्या
5.	२०६८११९८ "	सुदामा रिज्या		→ तत्काल राहत उपनिवेश समस्या → उद्धार (अ) अर्थात डो अभाव → सम्बन्ध गर्ने टेलीफोन डो समस्या समाधान → स्वयंसेवक पत्रिका लान → विद्युत, वारो, टेलीफोन सेवालाई सम्बन्धित निदायबाट सहयोग हुनु पर्ने
१०. ११ १२	"	"		समस्या बजेट नसके तत्काल भएकामै घर निर्माण गरिबास स्वयंसेवकको कम उपलब्धता समाधान सम्बन्धित टोलीबाट सेवा दिन पर्ने
१३ १४ १५				समस्या → सबै लाभग्राहीको कर्म खाना नगर्ने → नगद दिदां कर्मयोग हुने गरे समाधान → पायडु पर्ने कर्ममा खाना खोल्ने

