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POST DISTRIBUTION MONITORING SURVEY: KARNALI EARTHQUAKE RESPONSE IN NEPAL



Post Distribution Monitoring (PDM): Karnali Earthquake Response in Nepal

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LIST OF ABBREVIATIONS

CDO	: Chief District Officer
CSO	: Civil Society Organization
CVA	: Cash and Voucher Assistance
DDMC	: District Disaster Management Committee
DEOC	: District Emergency Operations Centre
DREF	: Disaster Response Emergency Fund
EOC	: Emergency Operations Center
FGD	: Focus Group Discussion
HHs	: Households
IFRC	: International Federation of Red Cross and Red Crescent Societies
INGO	: International Non-Government Organization
KII	: Key Informant Interview
LDMC	: Local Disaster Management Committee
LG	: Local Government
M&E	: Monitoring and Evaluation
MPC	: Multipurpose Cash (Grants)
NDRT	: National Disaster Response Team
NFI	: Non-Food Item
NGO	: Non-Government Organization
NRCS	: Nepal Red Cross Societies
PDMS	: Post Distribution Monitoring Survey
PGI	: Protection, Gender and Inclusion
PMER	: Planning, monitoring, evaluation and reporting
RM	: Rural Municipality
WASH	: Water Supply, Sanitation and Hygiene

EXECUTIVE SUMMARY

Introduction:

On November 3, 2023, a devastating 6.4 magnitude earthquake struck Jajarkot District. The epicenter was located in Ramidanda, Jajarkot district, resulting in the deaths of 154 people—101 in Jajarkot and 53 in Rukum West—and injuring 366 individuals. According to the Ministry of Home Affairs, approximately 62,000 houses were affected across 11 districts in the Karnali, Sudur Paschim, and Lumbini provinces. Many districts, including Jajarkot, Rukum, Dailekh, Salyan, and Achham, experience significant seasonal labor migration of men, leaving mostly women and children in local communities, which poses challenges in finding skilled workers for constructing temporary shelters.

The Nepal Red Cross Society (NRCS) has played a crucial role in providing swift response to the disaster-affected populations in these districts. NRCS engaged in delivering relief services, including shelter items, hygiene kits, cash grants, and other non-food items. In response to the November 2023 earthquake, NRCS deployed trained volunteers to conduct initial rapid assessments and detailed assessments in Jajarkot, Rukum West, and Salyan. They also performed search and rescue, first aid, evacuation, and immediate relief operations.

Following the completion of relief activities, the Nepal Development Research Institute (NDRI) conducted a Post Distribution Monitoring Survey to extract key lessons from the NRCS relief operations and offer recommendations for future disaster responses in Nepal and beyond. The study employed a mixed-method approach, incorporating both quantitative and qualitative data collection. A household survey was conducted with 403 beneficiaries of the relief services, complemented by Focus Group Discussions, Key Informant Interviews, and Timeline analysis for the qualitative component.

Key findings:

Two-third of the respondents (70 percent) received notification about receiving relief materials in advance out of which 27.60 percent had received on the day of distribution while 37.69 percent had received 1-2 days ahead. Majority of the respondents (49 percent) had received information through a person. Most of the respondents received enough information on relief distribution process, however 30 percent of the beneficiaries didn't receive enough information about relief distribution process.

The respondents were asked about the reason behind their selection as beneficiary to which majority (64 percent) said that their house was completely destroyed followed by house being partially destroyed (20 percent), loss of livelihood option such as loss of agricultural land, crops (3 percent) etc. Almost 95 percent of the beneficiaries reported that the criteria used for selecting beneficiaries to receive the relief items were clearly communicated and applied. Out of them, 90 percent said that the selection criteria was fair while 10 percent said that it was not fair.

Only 63.8 percent of the respondents said that they received relief materials in time while 36.2 percent didn't receive relief materials in time. Almost 46% respondents received relief materials after one month of disaster. 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, 82 percent of the respondents felt that the distribution was well organized and 54.6 percent respondents reported receiving information on ways of using relief materials. 100 percent reported that their attitude towards NRCS have positively changed post the event. However, they suggested that all the needy people's need to be addressed by NRCS. Only 17 percent 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.

In terms of timeliness, the information flow from sub-chapters to district chapters and to the headquarters is very quick. 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.

Key recommendations

- 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.

- 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.
- Different kits and other relief services customized for different type of vulnerable people such as children, elderly people, and 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.
- 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.
- 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 interaction and community 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.
- 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.

These recommendations aim to enhance the efficiency, effectiveness, and fairness of NRCS's future disaster relief operations.

CHAPTER 1: INTRODUCTION

1.1 Background

On November 3, 2023, a significant earthquake measuring 6.4 on the Richter scale struck Jajarkot District, with its epicenter located in Ramidanda. This devastating event resulted in the loss of 154 lives, with 101 casualties in Jajarkot and 53 in Rukum West. Additionally, 366 individuals sustained injuries. Subsequently, the National Earthquake Monitoring and Research Centre recorded approximately 483 aftershocks, the most powerful of which registered a magnitude of 5.8 on November 6, 2023.

The aftermath of the earthquake left a profound impact on communities, particularly in Jajarkot, Rukum West, and Salyan Districts, where approximately 62,000 houses across 11 districts of three provinces were affected. The destruction caused by the earthquake and subsequent aftershocks led to significant loss of life and property, including private residences valued at millions of Nepalese Rupees.

Having lost their homes, the affected people are enduring the harsh realities of living in open spaces. This exposure is particularly harrowing at night, with plummeting temperatures posing a significant threat to the most vulnerable groups, including children, pregnant and lactating women, and the elderly. These groups are disproportionately affected, struggling not only with the trauma and uncertainty in the quake's aftermath but also battling severe cold, elevating the urgency of the humanitarian crisis.

The humanitarian response was carried out through collaboration between esteemed organizations, namely the Nepal Red Cross Society (NRCS), British Red Cross, Swiss Red Cross, Danish Red Cross, and the International Federation of Red Cross and Red Crescent Societies (IFRC) together with multi-tiered government stakeholders. Among these partners,

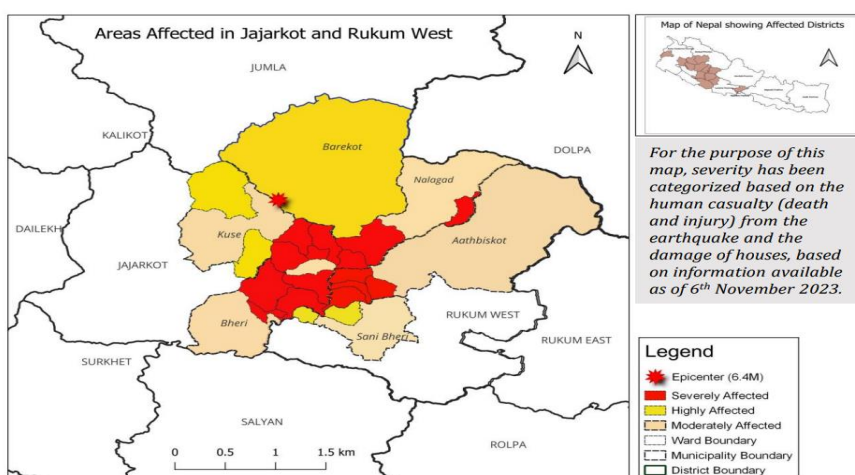


Figure 1: Map showing areas by severity of earthquake impacts (by wards in the most affected areas of Jajarkot and Rukum West)

the Nepal Red Cross Society (NRCS) took on the role of implementing the repose programme in the earthquake affected districts of Karnali Province of Nepal.

In response to this crisis, the Nepal Red Cross Society (NRCS) swiftly mobilized emergency assistance efforts. As of March 31, NRCS delivered emergency assistance (at least one item) to **5,665 families** reached to 29,905 people including 15,251 females. The emergency

assistance includes 5,665 Tarpaulin, 6,025 blankets, and 6,881 mattresses. NRCS organized Red Cross Emergency Clinic (RCEC) reaching out to 3,195 people with its health services and also health assessment for Red Cross Emergency Clinic (RCEC) has been conducted. Another 12,701 people were provided with mental health and psychosocial support (MHPSS) and PFA services through community based MHPSS interventions focused on household visits.

Similarly, NRCS has distributed 9,328 dignity kits to women of reproductive age, 4,500 Kishore kits distributed to adolescent girls, and 580 solar lamps distributed to the affected people with support from the IFRC appeal and UN agencies.

In response to the Government of Nepal's directive, NRCS embarked on a comprehensive household assessment across affected districts. NRCS played a vital role in the response efforts by deploying trained volunteers in earthquake affected districts. Trained volunteers conducted assessments in challenging terrains and remote areas, surveying over 51,000 households. Prior to this detailed assessment, an Initial Rapid Assessment was conducted with the support of dedicated teams and volunteers trained in MHPSS interventions.

1.2 Earthquake impacts in communities

The earthquake in Jajarkot and nearby districts has displaced many households, both temporarily and permanently. The displaced population is now residing in transitional shelters. In the immediate aftermath of the earthquake, there was an urgent need for shelter, water, sanitation and hygiene (WASH), livelihood support, and protection, especially with the onset of the winter season. Winter has already begun in Nepal, and in hilly districts like Jajarkot, Rukum West, and Salyan, it is particularly harsh with minimal rainfall. In these conditions, people with chronic illnesses and children were the hardest hit due to the risk of hypothermia.

In addition to damaging homes, the earthquake also destroyed agricultural lands, livestock, and crops. Shelter items were the top priority for the displaced population, followed by food and WASH needs. It was also crucial to incorporate Protection, Gender, and Inclusion (PGI) considerations to prioritize vulnerable groups for relief support, including children, pregnant women, the elderly, people with long-term illnesses, people with disabilities, and other marginalized groups.

1.3 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 earthquake preparedness and response plan which is in line with the government's plan. In the aftermath of the earthquake, NRCS immediately mobilized branch personnel and resources to each most affected district. NRCS conducted distributions of relief items and conducted an Initial Rapid Assessment (IRA) of the affected areas (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.

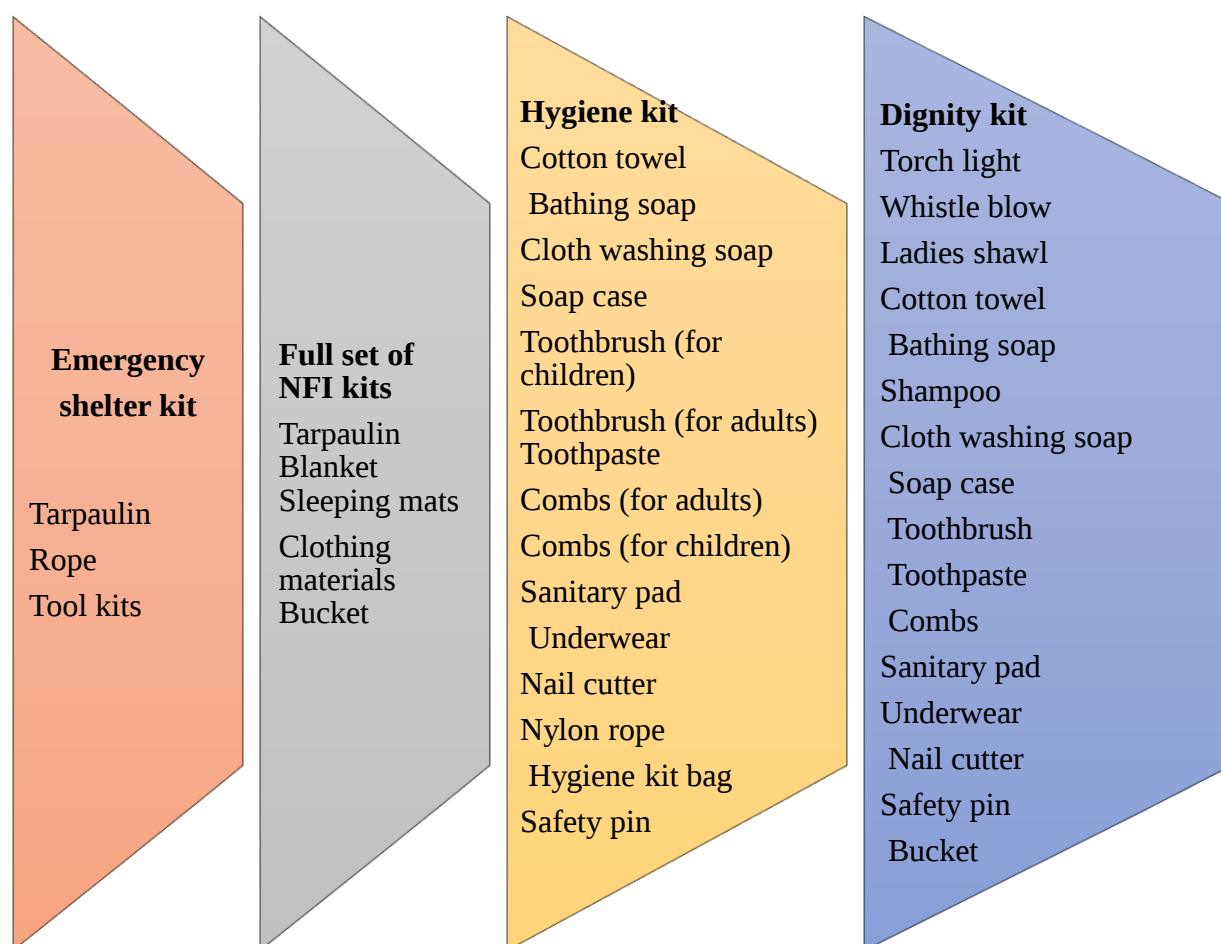


Figure 1: Different kits provided by NRCS

1.4 Objectives of the study

The primary aims of conducting the Post Distribution Monitoring (PDM) survey were as follows:

1. To document and gather evidence regarding the support provided to the affected families.
2. To gauge the level of satisfaction among the beneficiaries with the assistance received.
3. To assess the effectiveness of the distribution process.
4. To solicit feedback from the beneficiaries themselves.
5. To derive valuable recommendations that could enhance future relief operations in other similar contexts.

CHAPTER 2. SURVEY METHODOLOGY

2.1 Study Area

This PDMS was carried out in the 3 earthquake affected districts- Jajarkot, Rukum West and Salyan (Figure 2) of Karnali province, Nepal between April and May 2024. Beneficiaries who received cash support for transitional shelter, toilet construction, water storage tank and Multi-purpose Cash Support/grants (MPC), and in-kind assistance (blanket, tarpaulin, mattresses, dignity kits) under the IFRC relief assistance were the major population of the study.

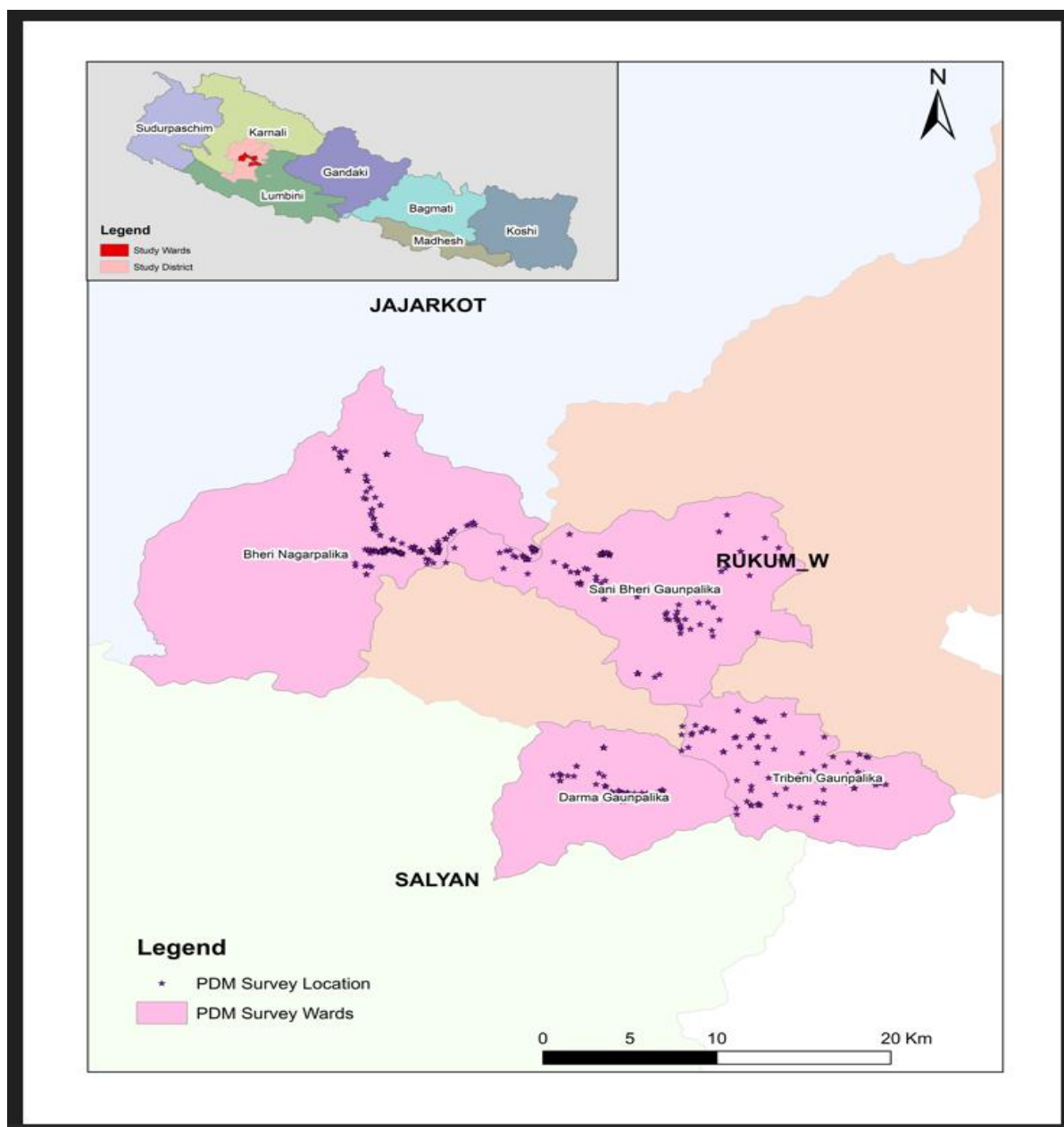


Figure 2: Study area

2.2 Sampling strategy

Selection of transitional shelter, toilet, water tank and MPC beneficiaries.

As of March 31, 2024, a total of 4,173 households have received the Transitional Shelter, Toilet, water tank and MPC across 4 Palikas in Jajarkot, Rukum West, and Salyan districts of Karnali province. Using Arkin and Colton (1963) sample size formula, we have calculated a representative sample of approximately 352 households.

Total Population (N)	4173
Proportion (p)	0.5
1-p	0.5
p(1-p)	0.25
Error Limit of 5% (d = 0.05), d ²	0.0025
Confidence level (at 95% level, Z=1.96) z ²	3.8416
A= Nz ² p(1-p)	4007.7492
B= Nd ² +z ² .p(1-p)	11.3929
Sample Size (n) = A/B	351.776036

The sample size of 352 households is further divided into intervention palikas based on their proportion as outlined below.

SN	District	Palika	MPC	Proportion	sample HHs
1	Jajarkot	Bheri Municipality	1923	0.4608	162
2	Rukum West	Triveni Rural Municipality	700	0.1677	59
		Sani Bheri Rural Municipality	992	0.2377	84
3	Salyan	Darma Rural Municipality	558	0.1337	47
	Total		4173	1	352

Selection of NFI beneficiaries/ Disability

Instead of distributing relief items as mentioned earlier, a significant quantity of Non-Food Items (NFI) were also dispersed across three districts. These NFIs full sets includes Tarpaulin -1 piece, Blankets- 2-piece, female clothing- 1 piece, male clothing- 1 piece, suiting cloth- 3.5 meters, printed cloth 7 meters, plain cloth - 4 meters, terri-cotton cloth - 4 meters, kitchen utensils - 1 set, water bucket -1 piece, Nylon rope- 10 meters, plastic packaging bag - 1 piece. However, the distribution of these NFIs was not uniform or proportionate across the 13 rural/urban municipalities of Jajarkot, Rukum West, and Salyan. The distribution pattern was influenced by the immediate needs of households following the earthquake, resulting in some households receiving only blankets, tarpaulins, mattresses, or other items individually. Hence, it was deemed impractical to establish a sample frame for each item. Consequently, households were purposively selected. From a total base of 352 samples for cash support, we opted to utilize 10% of the samples from the lists. Similarly, assistive devices were allocated to households with at least one disabled member, with 5% of such households selected for assessing device relevance, effectiveness, utilization, and quality. Given the primary emphasis on shelter, cash, and wash support, we proposed to target the same municipalities and wards to

capture households in need of NFIs and those with disabled members. An additional 53 households were sampled for NFIs and disability, as outlined in the table below.

Table 1: Household Sample size

SN.	District	Municipality	Transitional Shelter, Toilet, water tank and MPC	NFI	Disability	Total Sample
1	Jajarkot	Bheri Municipality	162	17	0	179
2	Rukum West	Triveni Rural Municipality	59	10	8	77
		Sani Bheri Rural Municipality	84	5	10	99
3	Salyan	Darma Rural Municipality	47	3	0	50
	Total		352	35	18	405

2.3 Training and Orientation

A one-day training session was organized for NRCS volunteers in Jajarkot. The training, led by core team members of NDRI, covered topics such as ethical considerations, sampling strategies, discussions on household questionnaires, and an orientation on using the Kobo Toolbox, including features like skip patterns, GPS coordinates, and open-ended questions.

Additionally, qualitative surveys such as Key Informant Interviews (KIIs), Focus Group Discussions (FGDs), and coordination workshops was conducted by the NDRI team. The NRCS district chapters coordinated with relevant stakeholders like DDMC members, respective palikas to facilitate these survey activities.

2.4 Data collection methods

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 were 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 will be used:

Household survey: For the quantitative data collection, household survey was conducted with the beneficiaries of the relief services. In total, 403 household surveys were carried out in all 3 affected districts, as outlined in sampling strategy. 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.

FGD: FGD was carried out with beneficiaries including men, women, and people from marginalized as well as vulnerable groups etc. In total, 9 FGDs was conducted. The guiding

questions for FGD was prepared which was finalized in consultation with NRCS and IFRC 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 focal person, NRCS volunteer, local government disaster Focal Person, DDMC/LDMC.

Timeline workshop: Additionally, a workshop was conducted in each district involving Disaster District Management Committee (DDMC) members, Local Disaster Management Committee (LDMC) members, and other relevant stakeholders. The workshop aimed to address on timeliness, evaluating the promptness of relief item and cash distribution, and identifying barriers to timely distribution. The lead consultant moderated this session. 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: Qualitative sample size

Qualitative Survey sample size			
Districts	FGDs	KIIs	Timeline Workshop
Jajarkot	3	5	1
Rukum West	3	5	1
Salyan	3	5	1
Total	9	15	3

2.5 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 were 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 were 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.

2.6 Limitations of the Survey

- The timeline analysis was planned to be carried out in workshop format in each district. However, 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 were 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.

CHAPTER 3. KEY FINDINGS OF THE SURVEY

The earthquake had affected to those households which were economically poor with limited economic activities, had poorly constructed stone-mud mortar houses which were built without considering any proper earthquake resistant technologies. The use of unfaceted round alluvial stones on the wall without use of reinforcement materials such as cement, has caused the failure of walls of the houses with small tremors. In addition to this, the heavy overloaded roofing with slates had also caused to failure of houses in hilly remote areas of these districts.

3.1 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 earthquake in 2024. In total, 405 respondents were approached for the survey however 2 of them didn't provide consent for the interview. Hence, 403 respondents were surveyed out of which, 49.8 percent (201) were male and 50.1 percent (202) were female (Figure 3). About 85.0 percent (344) of the respondents were the head of the household (Figure 4). Out of 59 respondents who were not the head of the household, 31 had male as household head while 28 respondents had female as household head.

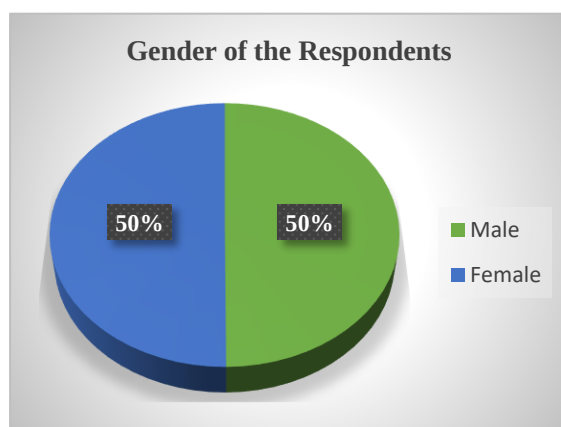


Figure 3: Gender of the Respondents

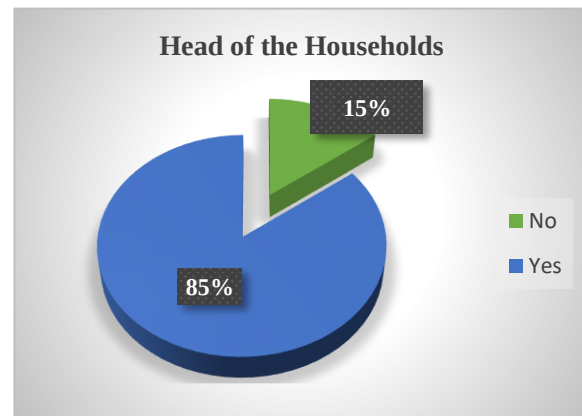


Figure 4: Respondents as a head of households

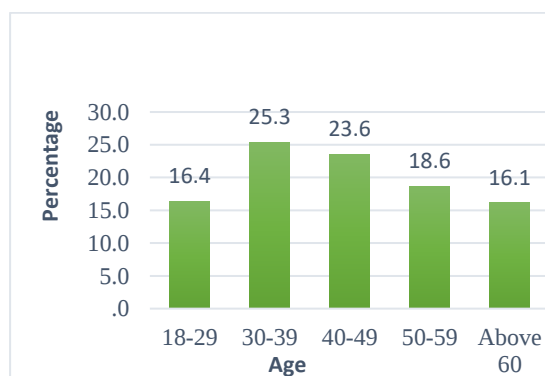


Figure 5: Age group of the respondents

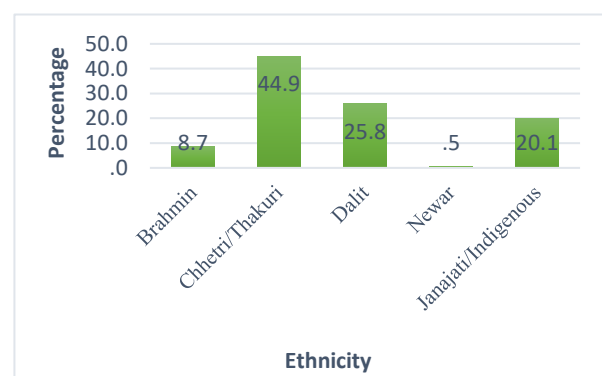


Figure 6: Ethnicity of the respondents

Out of total household survey respondents, majority of the respondents (25.3%) were from the age group 30-39 followed by the age group 40-49 i.e. 23.6% (Figure 5). Majority of the respondents were from chhetri/Thakuri groups (50%), followed by Dalit groups (25.8%), Janjati/Indigenous (20.1%), Brahmin (8.7%) and Newar (0.5%) (Figure 6). Out of 403 households, 217 i.e. 53.8% of them have more than 5 members in their households for whom single kit of relief materials would not be enough. In total, 91 households have male child and 80 households have female child below 5 years. Almost 17.6% (71) respondents have some kind of physical/visual/hearing or psychological impairment.

The earthquake of 2023 has affected the communities of these study districts to such an extent that even after months of earthquake, there are still most of the people living in the temporary shelter. Out of 403 households surveyed, 332 are still staying in temporary shelter.

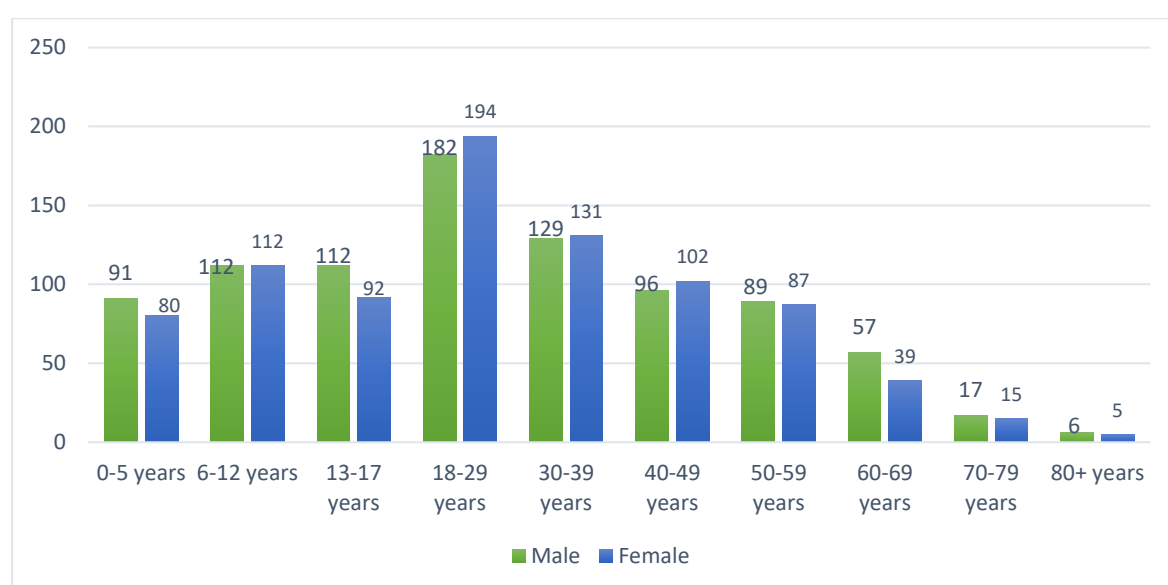


Figure 7: Age distributions of Sample HHs

The primary means of livelihood of respondents is agriculture i.e. 71.5% followed by wage labour (13.4%).

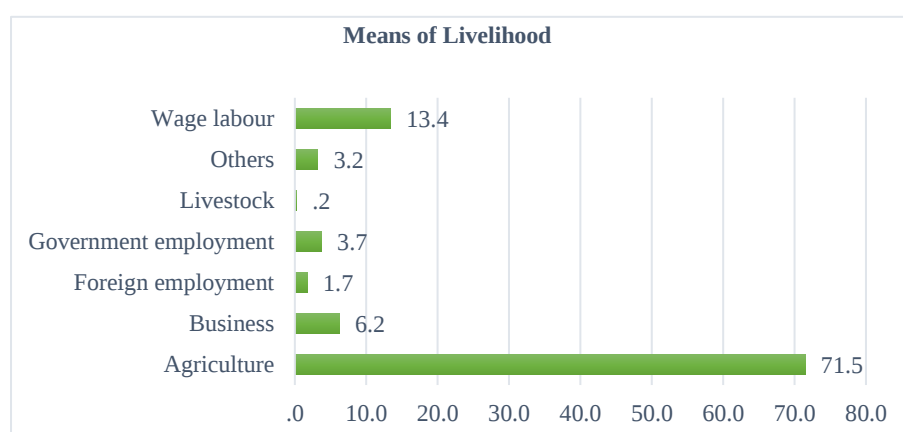


Figure 8: Means of livelihood

3.2 Immediate needs of communities

Shelter

Detailed assessment data reveals that 88 percent of families require shelter support. With the onset of winter and dropping temperatures, displaced families face increased challenges. There is an urgent need to provide safe and inclusive emergency shelters, including tarpaulins, blankets, and mattresses. In response, the NRCS distributed shelter and Non-Food Item (NFI) kits to affected households in three districts, tailored to the extent of the damage. Families with completely damaged homes received full NFI sets, while those with less severe damage received tarpaulins and basic shelter items. Additionally, NRCS, in coordination with local governments, provided emergency shelter kits (tarpaulin, ropes, and tool kits) to help build temporary shelters immediately after the earthquake. As of 31 March 2024, NRCS distributed 5,665 tarpaulins, 6,025 blankets to the affected population in Jajarkot, Rukum West and Salyan Districts. The items are being utilized to construct a temporary shelter for the individuals residing outdoors, whose houses were destroyed during the earthquake on 3 November 2023. In addition, NRCS also distributed 14 full sets of non-food relief items to the affected families in Jajarkot (four) and 10 in Salyan Districts. A total of 29,905 people were reached with the emergency shelter items.

Winterization Needs

After the Jajarkot earthquake, winter had already begun in Nepal, and in hilly districts like Jajarkot, Rukum West, and Salyan, the cold was harsh. People with chronic illnesses and children were particularly vulnerable to hypothermia. To address this, NRCS coordinated with local authorities to distribute emergency shelter items and winter kits to affected families, ensuring the construction of inclusive transitional shelters until permanent Shelter can be built.

Livelihood and Basic Needs

The earthquake has severely impacted the livelihoods of affected families, with many becoming homeless and losing their sources of income. The PDMS highlighted a significant demand for food materials in addition to non-food items as immediate relief. Accessing food is challenging even with cash assistance, creating a need for dry food items such as beaten rice, satu (ready-to-eat mixed grain powder), and biscuits that can be consumed without cooking. This is crucial given the dire situation following the earthquake.

Water, Sanitation, and Hygiene (WASH)

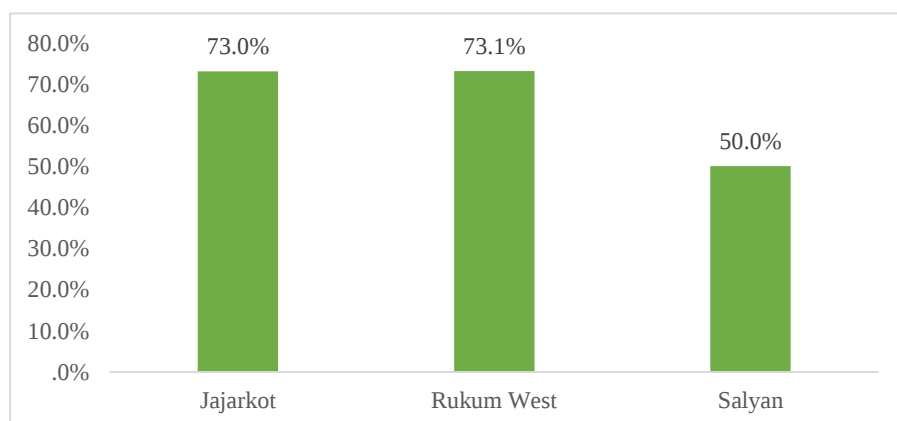
Assessment data shows that 29 percent of surveyed households reported damage to water, sanitation, and hygiene facilities due to the earthquake. The most significant losses were toilets, many of which are now unusable, followed by taps and water sources, raising the risk of waterborne diseases. To address this, NRCS provided clean drinking water and distributed hygiene kits, including water purification tablets and buckets, to affected populations. These kits, given to selected households after a detailed assessment, helped maintain safe hygiene practices. Additionally, NRCS conducted hygiene promotion activities to encourage good practices even in temporary shelters, minimizing the risk of waterborne disease outbreaks. Emergency latrine construction was also supported through cash provisions for households with damaged latrines.

Protection

In the post-earthquake period, vulnerable groups such as women, pregnant and lactating mothers, the elderly, children, people with chronic diseases, and those with disabilities are at heightened risk. According to the assessment, 52 percent of surveyed households reported complete destruction of their homes, leading them to reside in temporary shelters in close proximity. This increases the risk of sexual and gender-based violence.

3.3 Information on relief distribution process

During the household survey, the beneficiaries were asked whether they received notification about receiving relief materials earlier to which about two third 70% (283) of the respondents responded positively while 30% said that they didn't receive such notification. Out of the respondents who received the notification earlier (283), almost 27.60% 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 9: Respondents receiving notification on relief distribution in advance

When asked about the medium through which the beneficiaries received information about relief materials, 49% of the respondents reported that they received information through a person, 37.2% by phone, 3.5% through door-to-door campaigns and 9.4 % through SMS as well (Figure 10).

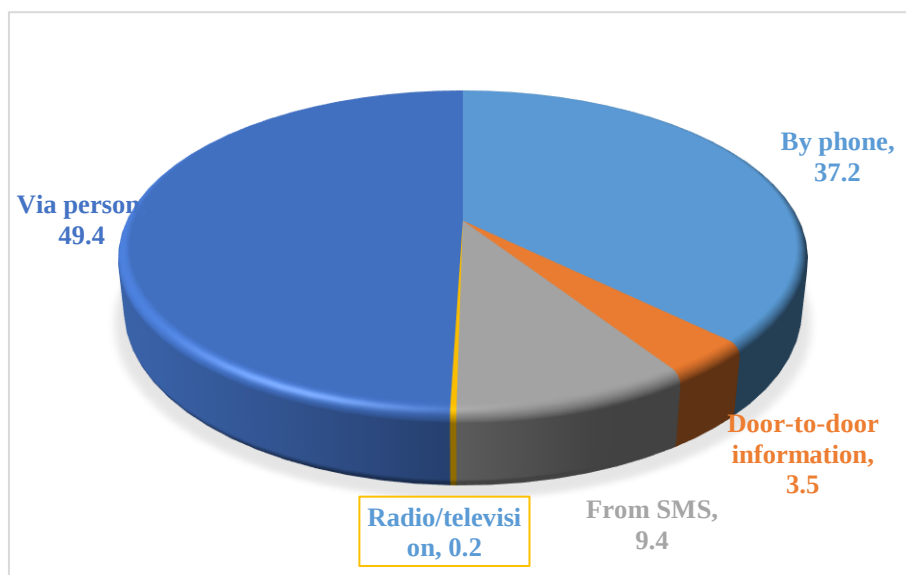


Figure 10: Medium through which respondents received information about relief materials from NRCS

The respondents received information from different people and as such, majority of them (30.8%) received information from friends/neighbor, 28.8% from local authorities, 19.4% from NRCS response/IRA team, 9.7% from NRCS volunteers, 6.7% from family/relatives and 4.2% from community representatives (Figure 11). 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, 54% beneficiaries feel that there could be other better ways of informing people to which again majority feel phone information would be better.

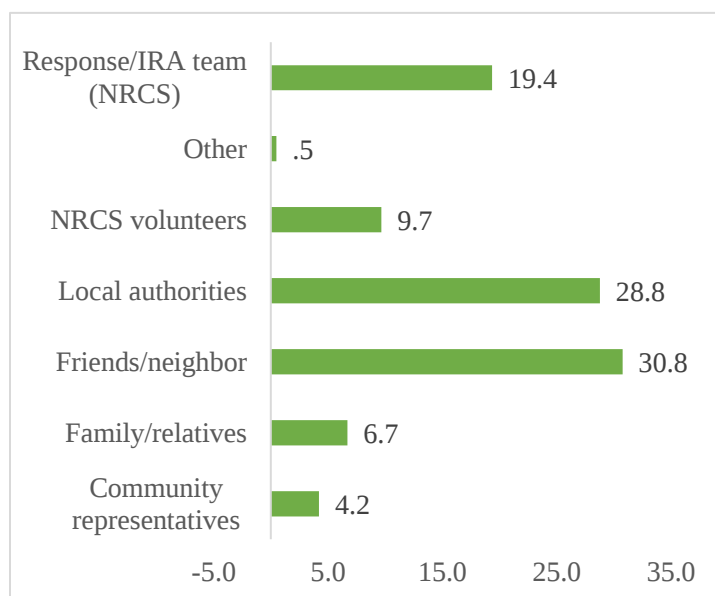


Figure 11: Respondents received information from different people about relief materials

“The relief distribution was carried out from the ward office, and we were informed one or two days in advance.” FGD- Rukum West

3.4 Beneficiary Selection Process

Humanitarian assistance is exclusively targeted towards those adversely affected by the earthquake and aftershocks. Local governments collaborated in conducting rapid assessments, but faced challenges due to a lack of skilled human resources, knowledge, and experience in such assessments. Consequently, the District Disaster Management Committee (DDMC) entrusted the Nepal Red Cross Society (NRCS) with the responsibility and authority to ensure the collection of quality information.

NRCS had to collaborate with local governments and other humanitarian agencies to support the government in conducting assessments and creating a beneficiary database. After developing a comprehensive list of affected households, the assessment teams diligently worked to stratify the beneficiaries based on the level and type of impacts, as well as their severity. This process led to the creation of a targeted list of beneficiaries eligible to receive humanitarian assistance packages. The targeting criteria were jointly determined by NRCS, district authorities, municipalities, the International Federation of Red Cross and Red Crescent Societies (IFRC), and its member agencies. The criteria are presented in the tables below.

For Cash assistance for the temporary shelter and other assistance (shelter+)¹

Criteria Priority	Criteria	Number of HHS	Remarks
1 st	Families whose houses are fully damaged by earthquake		
2 nd	Families whose houses are fully collapsed by earthquake		
	Below criteria for further screening among 2 nd priority.		
3 rd	Households headed by women and single women		
4 th	Death of an earning member of the family due to earthquake		

¹ Shelter + is symbolized for a package of assistance that includes the conditional cash assistance for transitional shelter (NPR 50,000), for toilet construction (NPR 15000), for water tank (NPR 7000) and for MPC (NPR 15,000), totaling to NPR 87,000.

5 th	Households headed by children below 18 years of age		
6 th	Households comprising of pregnant and lactating women, people with disability and Chronic illness		
7 th	Households headed by elderly above 65 years of age and houses which has senior citizens		
8 th	SGBV survivors and community people from low income/displaced families		
9 th	Marginalized (daily wages, socially excluded etc.)		
Total			

Multi-purpose cash grants for Protection, Gender and Inclusion (PGI)

Criteria priority	Criteria	Number of HHS	Remarks
1 st	Families whose houses are partially damaged by earthquake		
	Below criteria for further screening.		
2 nd	Households headed by women and single women		
3 rd	Households headed by children below 18 years of age		
4 th	Households comprising of pregnant and lactating women, people with disability and Chronic illness		
5 th	Households headed by elderly above 65 years of age and houses which has senior citizens		
6 th	SGBV survivors and community people from low income/displaced Families		
Total			

3.4.1 Beneficiary Selection

The targeting criteria is clear and straight forward. It is found that the criteria were set collectively by NRCS, Local Governments and the IFRC.

Beneficiaries were familiar with the reasons why they have been selected among others affected by the earthquake and what vulnerabilities they have that qualify them to access the relief packages. Only some beneficiaries (<5%) did not know the reasons, but they had simply generalized that they received the assistance because they were affected by the earthquake and their life ahead would be difficult if they do not receive any external supports. It is found that the community engagement and accountability (CEA) mechanism was well functional and the localized CEA mechanism was put in operation.

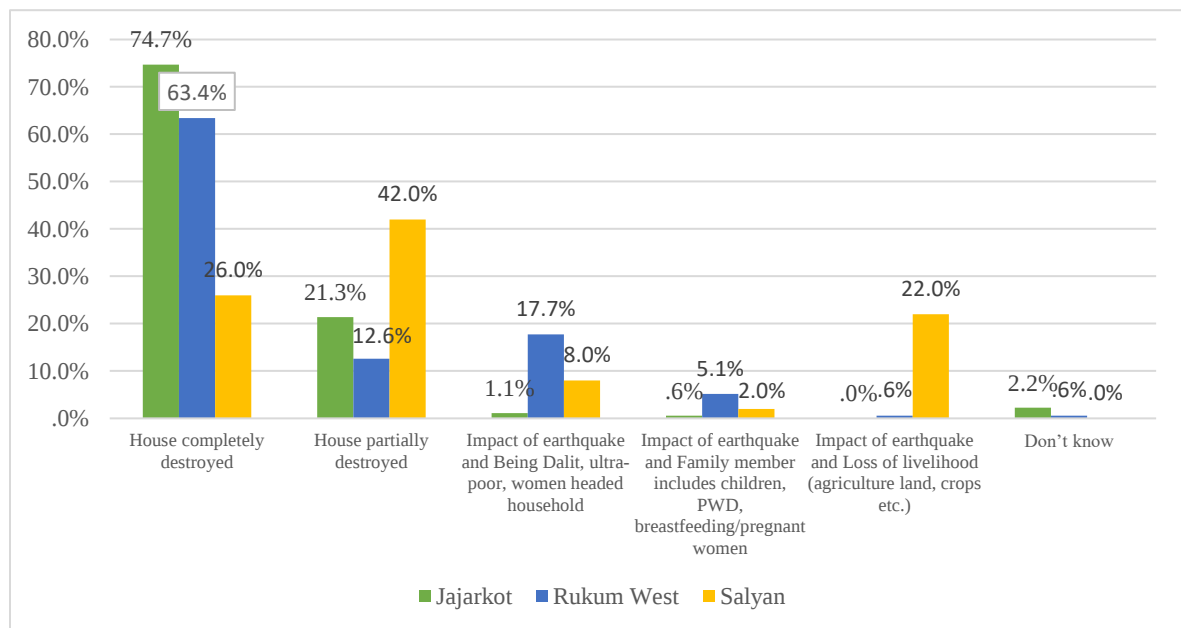


Figure 12: Beneficiary Selection criteria

“Beneficiary selection is made on the basis of 5 or 7 rule, prioritizing households based on factors such as total damage to the house, loss of family members, presence of children, elderly individuals, disabled individuals, and pregnant women. While some people may have felt they should also be included, we provided counseling to clarify the criteria and decision-making process.” KII

“NRCS uses six criteria for beneficiary selection. Firstly, individuals must have been significantly affected by the earthquake. Priority is then given to economically disadvantage single women, pregnant or recently delivered women, and those over 60 years old. However, individuals with grade A and B disabilities are not eligible for relief at this time, as the provision of assistive devices is still being finalized but not yet completed,” KII



Figure 13: Perception of respondent on fairness of beneficiary selection criteria

Almost 90 percent 89.8% of the respondents said that the selection criteria was fair while 10 % said that it was not fair (Figure 13). Most of the respondents, who said that the criteria for selecting beneficiaries was not fair, were from Rukum West. **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.** In addition, 65.5 % (264) of the beneficiaries also expressed that all the community people who needed support post earthquake have been included in beneficiary list, while 15.4% (62) 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.

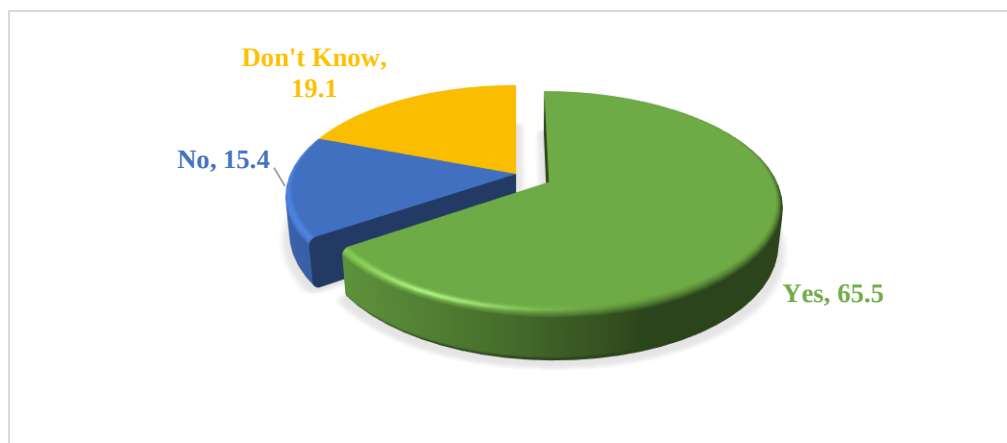
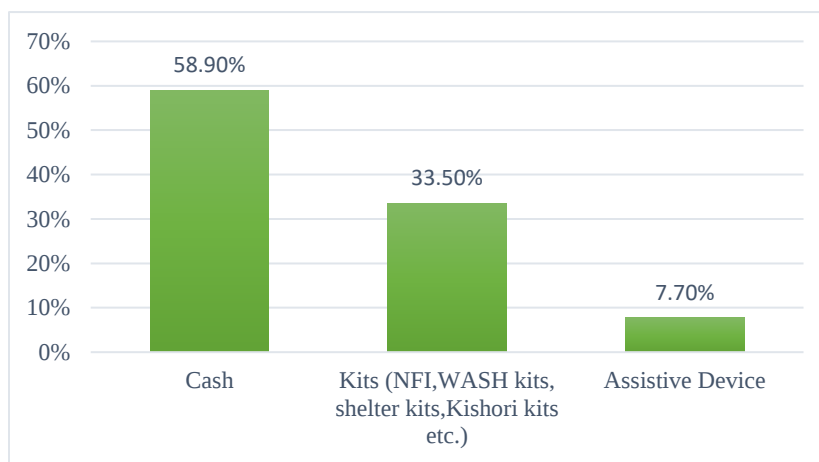


Figure 14: Post-Earthquake Support: All Affected Community Members included in Beneficiary

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

As a relief material from NRCS, 58.9% (315) of the beneficiaries had received cash as relief support while 33.5% (179) of the beneficiaries had received kit such as hygiene kit, dignity kits, shelter kit and kishori kits and 7.7%(41) of beneficiaries had received assistive device from other organizations (Figure 15). During the PDMS data collection period, assistive devices were not distributed from NRCS.

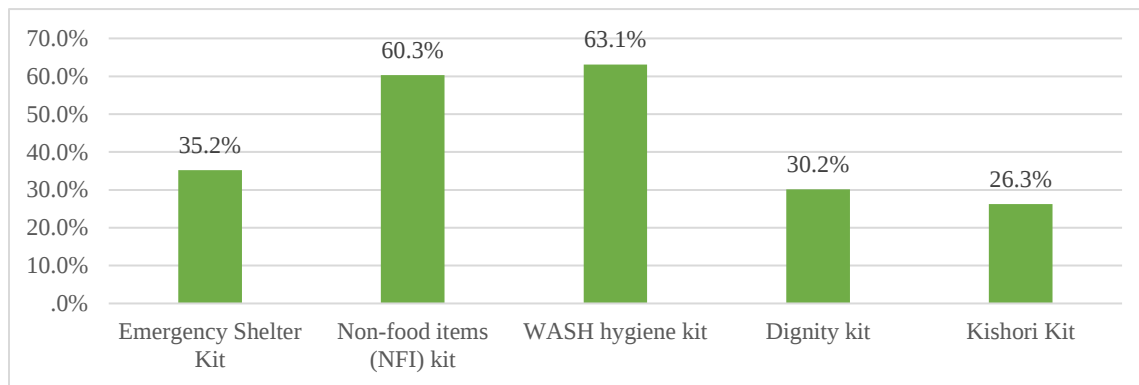


Majority of the respondents had received more than one kind of support. Out of the beneficiaries who received kit (179), 60.3% received Non-food items (NFI) kit, 63.1% received hygiene kit, and 30.2% received dignity kit and 35.2% received emergency shelter kit (Figure 16).

Figure 15: Respondents receiving cash, kit and assistive device

Out of the respondents who received non food items said that all the items were relevant for them Likewise, 79.5 (167) of the respondents said that the items provided was enough for them and for their family while 19.5% (43) said it was not enough . However, in terms of quality, 70.4% (148) of the respondents said that the items provided was of good quality while 30% said that some items didn't meet the quality expectation. The quality of the materials 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 tarpaulin.

Tarpaulin was not of good quality as in some cases the tarpaulin got torn readily. So, the quality of tarpaulin should be improved.



Figure

16: Respondents receiving different types of Kit items

3.6 Relevance of Conditional Cash Grants for Transitional Shelter

The Nepal Red Cross Society, in collaboration with Local Governments and other active humanitarian agencies, responded promptly to provide humanitarian assistance in the earthquake-affected districts. Initially, the Nepal Red Cross Society, along with DDMC and Local Governments, distributed essential supplies like tarpaulins, blankets, and WASH items.

Transitional shelter assistance was provided to households severely impacted by the earthquake, either by losing their homes entirely or experiencing significant damage that rendered their houses unsuitable without repair or retrofitting. In the early aftermath, these affected individuals sought refuge in temporary shelters made from tarpaulin sheets.

The beneficiaries of transitional shelter are now at the stage of expecting assistance for the permanent houses. The HHs with limited and small piece of land need to dismantle the existing transitional shelter, clear the land for preparation for the permanent construction because they mentioned that they do not have land other than the one where they have erected transitional shelters.

The beneficiaries with shelter assistance have also received assistance for toilet construction, water storage tank and multi-purpose cash grant. The total assistance is NRS 87,000 (50000+15,000+7000+15,000) which was provided in two installments, the first with NRS 54000 and the second with NRS 32000.

3.7 Use of Humanitarian Cash Assistance

The cash assistance was provided to affected households alongside in-kind support. The in-kind package included tarpaulin sheets, warm blankets, buckets, mugs, dignity kits, and hygiene kits. The cash was intended to address immediate needs, including shelter and settlement, protection, gender and inclusion issues, winterization support, and other specific needs not covered by the in-kind assistance.

The time taken to collect the cash from the bank is relatively higher as 48% had to travel around 2 hours while 19% had to travel two-three hours. This is because of the remoteness of the communities, and the banks are generally operated at the municipality/rural municipality office locations. Other reason is that the rural communities of Karnali province are poorly or not connected to the service roads and there is a big problem of access to transportation. The affected HHs are scattered except some communities which are close to the epicenters of the earthquakes.

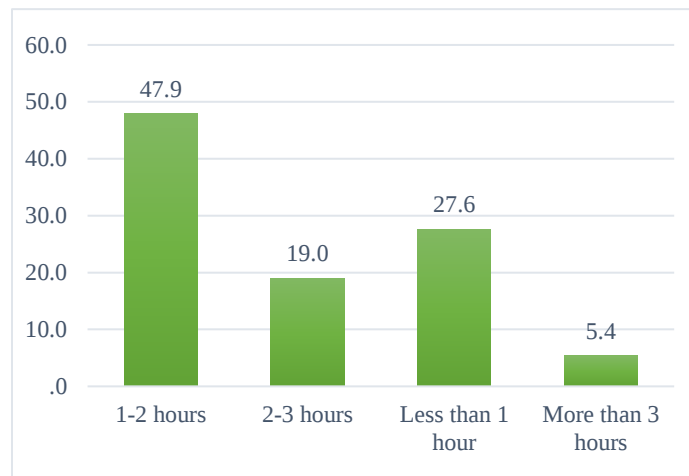


Figure 17: Time Taken to collect cash from Bank (N=315)

Relevance of MPC Grants for Various Intended Purposes

The Multi-Purpose Cash Grants (MPCs) have proven indispensable for earthquake-affected households, addressing a wide range of evolving needs from the initial emergency phase through to later recovery stages. These grants, each worth NRS 15,000, were allocated either for winterization purposes or to meet specific needs related to protection, gender, and inclusion (PGI).

The primary goal of this assistance was to support the most vulnerable individuals within earthquake-affected households, including children, elderly people, lactating and pregnant women, and people with disabilities (PDWs), single women, and those reliant on medications for chronic illnesses, as part of the PGI support. Additionally, a distinct winterization assistance package was provided to help households prepare for the winter season.

Regardless of the initial aim of the project intervention, beneficiaries effectively utilized the NPR



15,000 cash assistance to meet various immediate household needs, such as purchasing food, clothing, and medicines. This flexible approach enabled households to address their most urgent requirements and adapt to the changing circumstances following the disaster.

Figure 18: Reasons of using MPC support

Among the respondents surveyed, 53.8% (217) received multipurpose cash support, which they used for purchasing food items, household goods, paying off loans, procuring shelter items like tool kits, or constructing transitional shelters and toilets. Notably, the majority, 76%, used the MPC for purchasing household items.

3.8 Timeliness

Apart from quality, quantity and relevance, the respondents were also asked about timeliness of relief materials received to which 63.8% (257) said that they received relief materials in time while 36.2% (146) said that they didn't receive relief materials in time (Figure 19). Almost 46% 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.

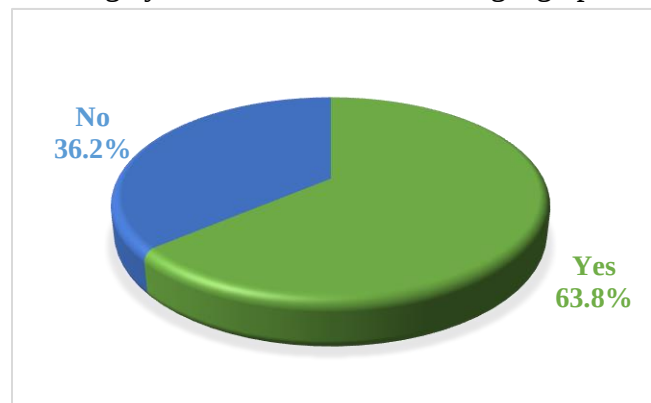


Figure 19: Respondents receiving relief materials in time

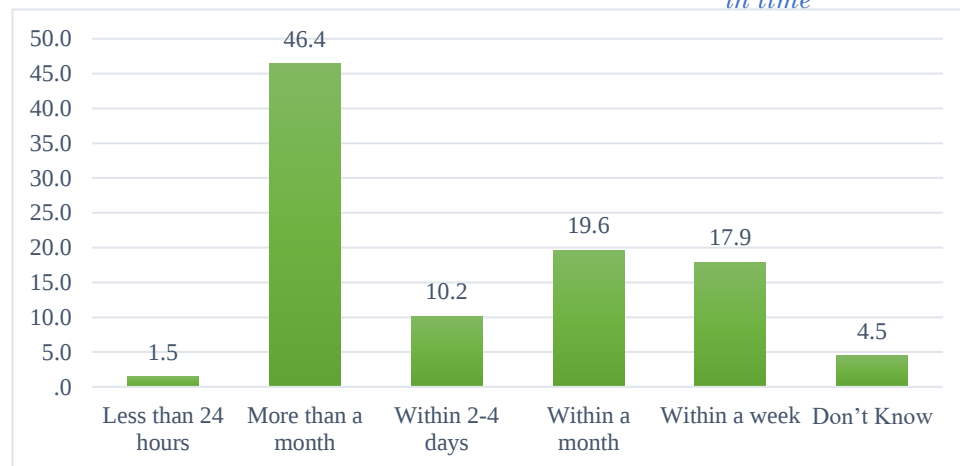


Figure 20: Time taken to receive relief materials/cash assistance from NRCS

"I believe the timing was appropriate for distribution. The Nepal Red Cross Society had necessary materials in stock, allowing us to initiate immediate distribution. However, reaching the affected locations presented significant geographical challenges. Despite these obstacles, our commitment to delivering relief was unwavering. We coordinated closely with local authorities and utilized all available resources, including community volunteers and alternative transportation methods, to

ensure that aid reached those in need as quickly as possible. Our priority was to provide timely support to alleviate the suffering of the affected population.” KII-Salyan

“The role of NRCS was good, however the relief materials didn’t arrive in time. After one month, we finally received the relief materials (blanket, tarpaulin) after discussions and arguments with the ward authorities.”-FGD, Salyan

“Our immediate need at that time was tarpaulins for shelter, and we received them promptly. Therefore, I believe the relief distribution was carried out in a timely manner. Despite the geographical challenges, the Nepal Red Cross Society effectively coordinated the distribution, ensuring that essential supplies reached the affected areas quickly.”FGD-Rukum West

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.

3.9 Location and Accessibility of distribution center

For earthquake 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. Out of total respondents, 210 had received relief materials.

When inquired about relief material distribution centre, 68.1% said that they received relief materials in ward office while 24.7% reported receiving in distribution centre in their community, 5.7% received in other locations such as community centres, and almost 1.4% received at their homes (Figure 22). Out of 210 respondents who had received relief materials and had to go to distribution centre, 63.8% respondents took less than 1 hour to reach distribution centre while 32.3% took 1-2 hours and 3.8% took 2-3 hours (Figure 23).

Almost 94.7% of the respondents reported that the distribution centres was easily accessible while it was not accessible for 5.2% 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.

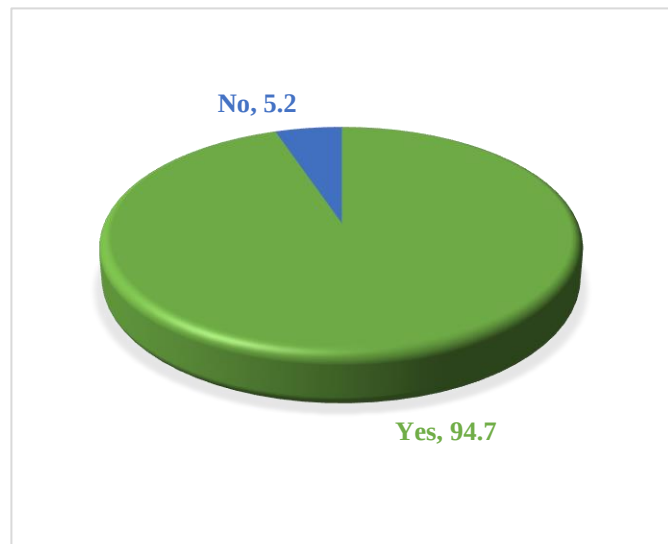


Figure 21: Accessibility of distribution site (N=210)

“Distribution of relief material was conducted primarily from the ward office, although some were done from respective tole as well. Most people were called to the ward office. For some, the location was convenient and nearby, but for others, it was far and difficult to reach. The distribution time was set according to the ward's convenience,” said the Disaster Focal Person, Rukum West.

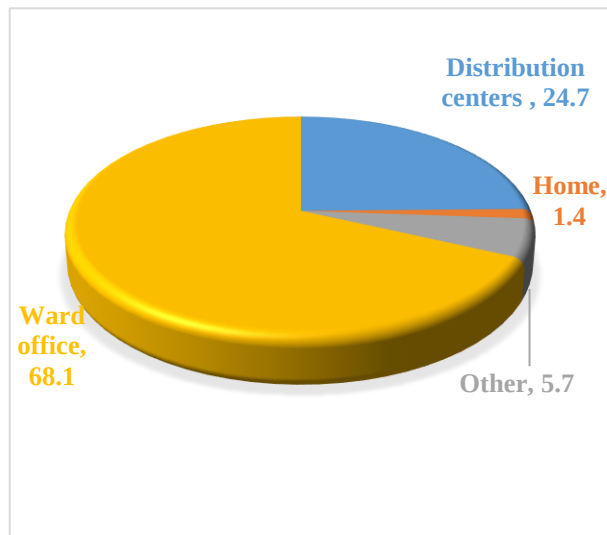


Figure 22: Location of distribution centre (N=210)

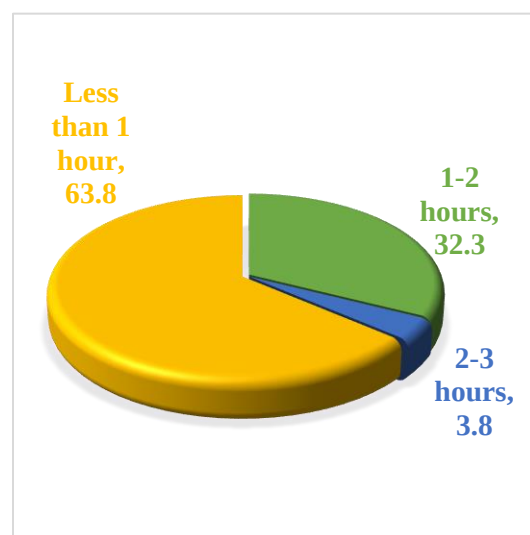


Figure 23: Time taken to reach distribution Centre (N=210)

“For those of us living near the ward office, it is convenient and appropriate. However, it is not accessible for everyone. People from the mountainous areas face significant difficulties, as they

have to walk nearly three hours to reach the ward office. The long distance and challenging terrain make it especially hard for them to access the services provided.” FGD, Jajarkot

“NRCS distributed relief materials directly to the community by visiting the neighborhoods (tole) and using their own vehicles to deliver the supplies to community members.” KII-Jajarkot

The household survey revealed that 98.5% (207) respondents had found distribution site safe. In addition, 12% (25) of the respondents said that they had to incur expense for carrying the relief materials back home (Figure 24) with more than 50% of the respondents spending around less than NPR 100 while carrying back the relief materials.

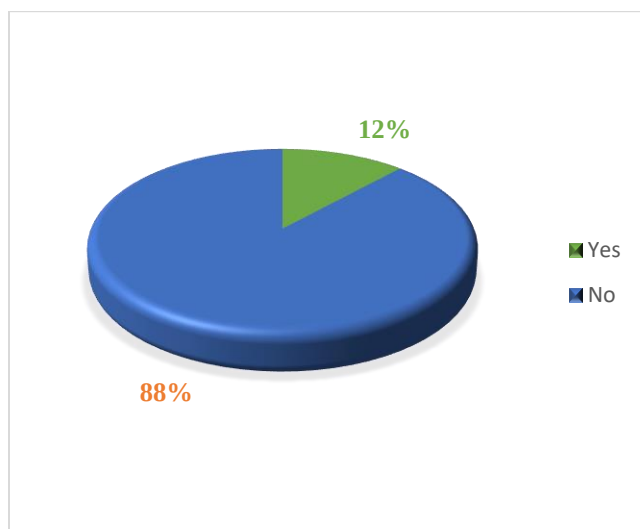


Figure 24: Respondents who incurred expense for Carrying relief materials back home

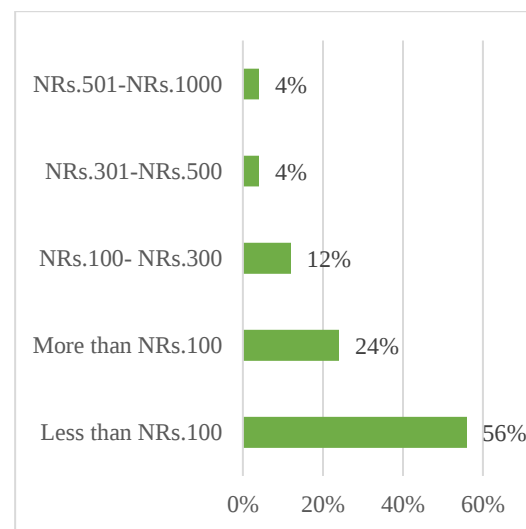


Figure 25: Amount paid for incurred expense

3.10 Beneficiary satisfaction

A detailed assessment of community needs is essential. Based on this assessment, relief materials are distributed. Complete satisfaction from earthquake-affected individuals cannot be expected, as they have lost their homes and livelihoods. Their needs post-earthquake are diverse, including shelter, food and clothing. While NRCS alone cannot fulfill all these needs, and it has been able to provide basic non-food items to households, which are crucial for those who have lost everything.

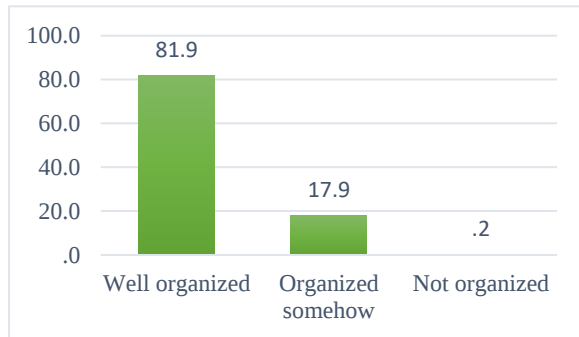


Figure 26: Distribution site and process

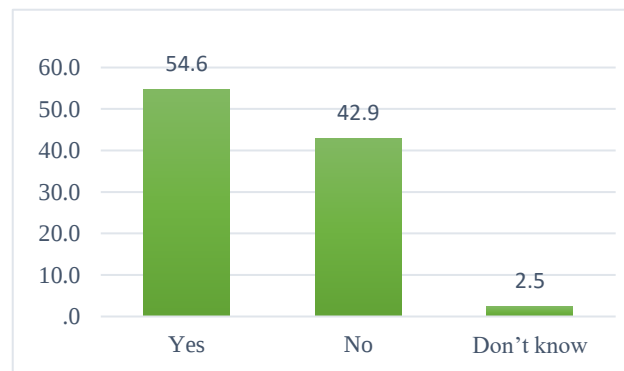


Figure 27: Respondents saying instruction on using relief materials received

The beneficiaries were asked few questions for understanding their satisfaction towards relief services provided by NRCS. When inquired about distribution method, 82% (330) of the respondents felt that the distribution was well organized while 17.9% (72) felt that it was moderately organized and 0.2% (1) felt that the distribution method was not well organized at all (Figure 26). **During FGD, majority of the respondents expressed their satisfaction on the distribution process.** About the instruction on using relief materials, 54.6% respondents reported receiving information on ways of using relief materials while 43% reported that they didn't receive any instruction on using relief materials (Figure 27). Even during FGD, mixed responses were received in terms of receiving instruction on how to use relief materials distributed.

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. 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.

3.11 Community Engagement and Accountability (CEA) Mechanism

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 only 16.9% (68) of the respondents said that they know while 83% (335) said that they don't know whom to ask for help or tell their problem during distribution (Figure 28). **This was also noted in FGD that most of the respondent are unaware of any process to put forward their suggestions or complaints.** It is evident that community people need to be informed that there are ways of expressing their suggestions or grievances to the NRCS.

Notably, in a survey question asking if recipients had to pay any service charges to NRCS staff for assistance, the response was 100% negative.

Also, only 21% (85) said that they do have contact number or access to the concerned person of NRCS for seeking advice or complaint (Figure 29), out of which 30.5% (26) said that they tried to contact representatives of NRCS. Out of 26 who contacted NRCS representatives, 77% (20) of the respondent's issues were resolved or they got some response while 23% (6) of the respondents' issues were not resolved. Similarly, the respondents were asked about grievances or complaints they have with NRCS to which only 6% (24) of the respondents said that they have grievances with the NRCS which is mostly related to quantity and quality of relief materials and lack of proper management while distribution



Figure 28: Respondents who knows from whom to ask for help in NRCS or tell their problem During relief distribution



Figure 29: Respondents who have contact number or any other access of the Concerned person of NRCS for seeking advice, help or complaint

“I had submitted my complaint, and it was addressed. My house was completely destroyed, but I wasn't on the beneficiary list and didn't receive any relief funds, unlike others who didn't even live here. So, I complained to the district authorities, and they listened. They helped me build my temporary house, which made me happy. I received the first installment, but the second one is still pending.” FGD, Jajarkot

To raise questions or issues to NRCS, only 4 of the respondents said that they prefer asking NRCS volunteer directly, 7 respondents prefer call on phone while only 1 respondent prefer going to local NRCS office directly, none of the 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.

3.12 Beneficiaries' Remarks on Overall Humanitarian Assistance

Besides, to understand the perception of beneficiaries towards relief services provided by NRCS, the respondents were asked 9 statements and their degree of agreement was asked for each statement as presented in (Figure 30). According to the analysis of respondent's perception, it is noted that more than 85% of the respondents agree with the statements “The behavior of NRCS volunteers during relief material distribution was good”. Most (85.4%) found the cash assistance helpful for obtaining household necessities. About half (49.4%) agreed that the relief items were useful, though a significant minority (16.9%) disagreed. The quality of the relief items was positively rated by 79.4%. A majority (60.3%) felt the relief materials arrived on time, and 80.9% agreed that the distribution process was well-organized. NRCS representatives were deemed informative by 63.8% of respondents. Cash was preferred over materials by a significant majority (94.8%). Additionally, 90.6% felt that NRCS prioritized women, children, and vulnerable groups in the distribution process.

The level of agreeing or disagreeing by the beneficiaries for acceptance of given structured statements was also verified by the FGDs by the PDM team conducted across all the three districts. This triangulation has matched the responses from survey as well as from the FGDs. There are still few outcomes of this analysis that suggest NRCS to rethink on the timeliness of the relief distribution. Around 40% of the respondents have not agreed fully on the statement of timely distribution of relief assistance.

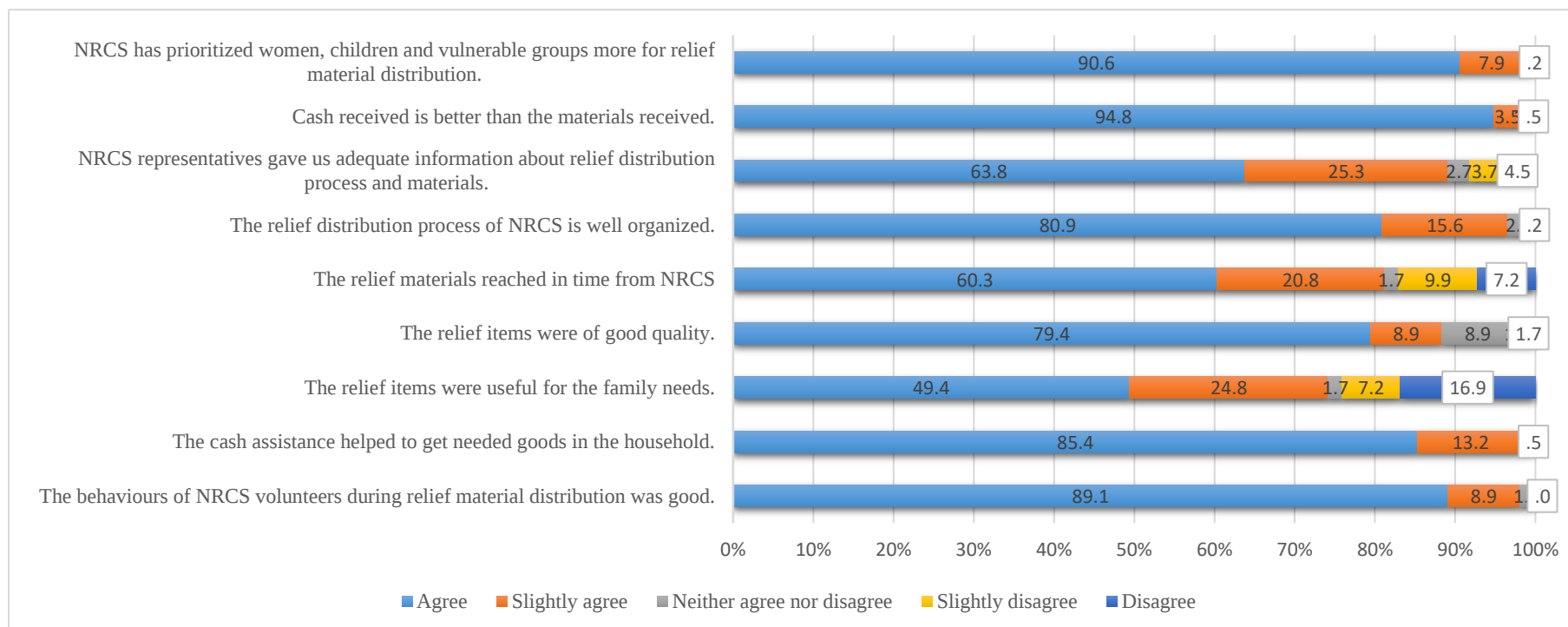


Figure 30: Level of Acceptance, beneficiaries' opinion

CHAPTER 4: RESPONSE TIMELINE ANALYSIS

4.1 NRCS' Humanitarian Response Process

The Nepal Red Cross Society (NRCS) led this grassroots humanitarian operation, coordinating efforts through its headquarters and implementing them at the municipal level via district chapters. NRCS efficiently utilized resources from national headquarters, provincial warehouses, and district centers to optimize response operations, ensuring alignment with Core Humanitarian Standards (CHS) and the IFRC's humanitarian principles and code of conduct.

NRCS adhered to its standardized humanitarian process for emergency response, employing various methodologies, technologies, guidelines, and human resources to enhance operational efficiency. The response process began with pre-deployment activities, which included response planning briefings, necessary orientation for staff and volunteers, establishing organizational capacity, developing response-related rules, guidelines, and strategies, as well as managing and refurbishing warehouses and procuring essential items and equipment.

Following pre-deployment, alert and mobilization steps were initiated. This involved creating a Community Engagement and Accountability (CEA) system and mechanism, forming response teams, and enlisting volunteers and staff from the headquarters, province centers, district chapters, and municipal sub-chapters.

NRCS conducted thorough assessments, with trained volunteers and staff evaluating the general and detailed impacts of the disaster on shelter, water, and sanitation conditions in the affected communities.

NRCS played an active role in the District Disaster Management Committee (DDMC), chaired by the Chief District Officer (CDO). The PDM report highlights that NRCS collaborated closely with the DDMC, municipal governments, and local security bodies, including the Nepal Police, Nepal Armed Police Force, and the Nepalese Army, from the onset of the emergency response. The collective efforts and collaboration among these entities significantly contributed to the effective handling of the humanitarian response.

4.2 Decisions for Emergency Response

The emergency response decision-making process involves multiple entities at various levels of government and non-government agencies. With the establishment of a new federal structure for local government with full authorities of local disaster management, there is no longer a need to await decisions from the authorities like NDRRMA, Provincial Disaster Management Committee (PDMC), and District Disaster Management Committee (DDMC).

As a result, local governments have taken the initiative in response efforts, making decisions through the Local Disaster Management Committee (LDMC) led by the mayor of the municipality or the Chairperson in the rural municipality. Concurrently, Nepal Red Cross Society district chapters (DCs), and Sub-Chapters have been coordinating with DDMC and local governments to obtain necessary support, guidance and security during the response operations.

All three district chapters of Nepal Red Cross Society, have independently launched response operations. They have collaborated closely with NRCS Headquarters, as well as with district

and local government authorities, to ensure effective coordination and cooperation. This decentralized approach has streamlined the decision-making process, enabling swift and efficient emergency responses at the local level.

4.3 Decisions at Central Level

The Nepal Red Cross Society took the decision at the national level in close coordination with IFRC. The NRCS headquarter collected the information from districts and developed emergency response programme. NRCS and IFRC team held a meeting with the Ministry of Home Affairs, its National Disaster Risk Reduction and Management Authority (NDRRMA) and its National Emergency Operating Centre (NEOC), Karnali provincial government, District Disaster Management Committee (DDMC) as well as affected municipality and ward offices for initiating emergency response in earthquake affected areas in three districts of Karnali province. NRCS structure fully contributed to the “one-door-policy” of the government. NRCS completed IRA together with police and local authorities with the detailed household assessment across most affected areas at the request of the government. IFRC/NRCS co-lead the shelter cluster. NRCS and IFRC are also active members of other key clusters as well as the cash working group and the RCCE working group.

4.4 Joint Planning for Response Operations

NRCS being a key stakeholder of the “one-door policy” set-up by authorities to ensure coordinated efforts among humanitarian actors, where NRCS is a key contributor in terms of relief items contributions. These responses are designed to complement the government efforts outlined in the response plan, including supporting the distribution and recovery of the affected communities. In addition, the Government has entrusted the NRCS with the Initial Rapid Assessment (IRA) in all affected areas, mostly completed within 72 hours and shared with all partners through the Humanitarian Country Team (HCT).

Since 21 November 2023, NRCS had been leading the detailed assessments across most affected communities in close coordination with local authorities. Furthermore, the NRCS is in discussion with the Government on ways to integrate its response with the wider plans of the Government, particularly on temporary shelter, health, WASH and the mobilization of volunteers to support of government efforts (risk communication, community engagement and accountability, etc.).

NRCS Sub-chapters together with all the earthquake affected municipality authorities in all four districts visited the affected places for loss and damage assessment deploying the local security units.

4.5 Coordination and collaboration with Government, CSOs, the Private sector

NRCS organized and coordinated with provincial and local government, movement and non-movement partners, NRCS sub national levels for the immediate response. NRCS coordinated with different levels of government authorities such as the District Administrative Office, Municipality, Rural Municipality and Ward offices. Similarly, coordination meetings were conducted with District Disaster Management Committee for the necessary process, collaboration and support. Some NGOs/INGOs and UN systems also participated in such meetings and shared their plans and levels of engagement for the humanitarian actions.

4.6 District-wise Planning and Implementation Timeline

The information collected through this PDM on Timeline Analysis has been presented in the narrative descriptions of each district.

Jajarkot District

On 3 November 2023, a 6.4 magnitude earthquake struck the Jajarkot of Karnali Province in Nepal, causing widespread damage in the middle of the night. The next day, on 4 November, the Nepal Red Cross Society (NRCS) headquarters deployed three Emergency Response Team (ERT) members to each of the most affected districts (Jajarkot and Rukum West). They also dispatched emergency items from prepositioned stocks and transferred initial cash allocations to the affected district chapters to support volunteer mobilization and other early actions.

On 5 November 2023, the International Federation of Red Cross and Red Crescent Societies (IFRC) allocated CHF 794,627 from its Disaster Response Emergency Fund (DREF). Following this, an Emergency Appeal was launched on 7 November for CHF 5 million, with a Federation-wide funding requirement of CHF 7 million. By 6 November 2023, more than 300 aftershocks had been recorded in the area, including another strong earthquake with a 5.6 magnitude. On the same day, the Surge Information Management Support (SIMS) and a surge alert for an Operations Manager were activated. An Operations Coordinator was deployed on 9 November to provide support to the Country Delegation.

By 12 November 2023, relief item distribution had reached 13,150 people. This timeline highlights the rapid response efforts and coordinated actions taken by NRCS and IFRC to address the urgent needs of the earthquake-affected population.

NRCS has distributed a significant amount of relief items throughout this district. Provided tarpaulins to approximately 3,200 households and distributed blankets and EVA mattresses (thick mats) to around 3,500 households each. Additionally, supplied 5,300 sets of hygiene and sanitation kits to the victims and provided dignity kits containing women-friendly materials. And, also distributed about 3,000 adolescent kits, which include items suitable for teenage girls (ages 13-19).

Beyond these efforts, NRCS supported hospitals with reproductive health (RH) kits through assistance from UNFPA. With help from KOICA, provided 4,630 sets of winterization kits. While the Nepal government provided funds for temporary shelters, our NRCS package

included not only the temporary shelter but also a toilet, water tank, and multipurpose cash (MPC) grant. This comprehensive package is valued at NPR 87,000.

Specifically, NRCS supported temporary shelters for 350 households and provided MPC grants, amounting to NPR 15,000 each, to 1,923 households.

Rukum West District

NRCS District Chapter in Rukum west actively engaged in observing and collecting data on earthquake impacts within the community. On November 3, 2023, information about the earthquake was promptly received through the sub-chapter and shared with the National Headquarters (NHQ) of the Nepal Red Cross Society (NRCS). The following day, a coordination meeting with stakeholders was organized in a timely manner, and search, rescue, and evacuation operations were conducted efficiently.

Within 7 days of earthquake, an Initial Rapid Assessment (IRA) team had been mobilized and submitted their report on time. Planning for relief services was also completed promptly, and although the initial transportation of relief materials was timely, the quantity was insufficient. This highlighted the need to stock relief materials for at least 200 families in the District Chapter warehouses.

On November 6, 2023, NRCS NHQ received funds in a timely manner, allowing the distribution of immediate relief items such as non-food items (NFI), tarpaulins, blankets, hygiene kits, dignity kits, and kishori kits to begin promptly. Within a month, a detailed assessment was planned and completed efficiently. NHQ managed the human resources and administrative actions necessary for the relief operation in a timely manner.

However, by December 20, 2023, the selection of beneficiaries, coordinated with the respective palikas and wards, took longer than expected. It was suggested that beneficiary selection should be expedited in future operations. There were delays in opening bank accounts for the beneficiaries, indicating that in some cases, cash support should be provided directly to expedite assistance.

Till date, awareness-raising and behavior change activities have been continuously implemented at the community level, ensuring ongoing support and education for the affected populations.

Salyan District

In the context of Salyan district, the situation differed from that of Jajarkot and Rukum West. The earthquake's impact in Darma Rural Municipality, Salyan, was relatively low, with Ward 5 being the most affected. Although not fully destroyed, many houses were unsafe due to cracks. NRCS promptly collaborated with the ward office and distributed aid within 7 hours using our stock materials. Following the depletion of our stock, we engaged with headquarters and, after a productive meeting, decisions were made to allocate additional materials in response to the losses. The municipality also provided essential items such as rice, clothing packages, temporary toilets etc.

During a meeting with the Red cross Secretary, ward chairman, and our team, we listed victims for relief distribution. A survey revealed that 1,420 houses were fully destroyed in Salyan, but the municipality inflated this number to 4,200, indicating political manipulation. After presenting the accurate data, the municipality agreed to our survey results, and we distributed relief accordingly.

NRCS coordinated closely with the ward office and municipality to distribute relief materials effectively. The IRA survey data showed some houses were fully destroyed and others partly damaged. The management committee decided to distribute goods and allocated a cash amount of NPR 25,000. In total, 558 houses, primarily those most damaged, as well as households with sick individuals and pregnant women, benefited from the NRCS relief efforts.

Good practices

The Nepal Red Cross Society (NRCS) has demonstrated commendable dedication through its services to communities during post-earthquake periods. NRCS volunteers often risk their lives to rescue and evacuate earthquake-affected individuals, reflecting their commitment and bravery. While the activities of NRCS have numerous positive aspects, there are also areas for improvement. During the survey, respondents highlighted several strengths of NRCS's efforts, including but not limited to:

- 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.
- One door system was practiced in all three district where relief materials were distributed in coordination of DDMC, local government and NRCS. This system effectively streamlined the distribution process and significantly reduced the duplication of efforts. By centralizing the coordination and distribution of relief materials through a single point of contact, the one-door system ensured that resources were efficiently managed and allocated. This approach minimized confusion and overlap, ensuring that each affected area received the necessary support without redundancy. The collaborative effort between the DDMC, local government, and NRCS under this system not only optimized resource use but also enhanced the overall effectiveness and responsiveness of the disaster relief operation.
- NRCS emphasized the importance of sustainable practices by establishing long-term disaster relief stocks in district chapters and engaging in pre-disaster planning with local businesses to ensure timely availability of relief materials.
- The trust NRCS has built within communities allowed for more effective relief distribution. The organization's efforts were recognized and appreciated by local communities, who felt more comfortable receiving aid from NRCS compared to other entities.

“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”–Rukum West

“NRCS collects detail data of the affected families of earthquake affected 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”

CHAPTER 5: LESSONS LEARNT

The respondents in the post-earthquake relief operation of NRCS highlighted several lessons learned, which have also been included in the recommendations:

- NRCS is proactive from the onset of a disaster in terms of pre-disaster preparedness, management, and response mechanisms. However, disaster-related awareness, interaction, and needs assessment programs are essential at the community level.
- As NRCS conducts detailed assessments, the quantity of relief materials should be tailored to different family sizes, with distribution adjusted accordingly.
- Since collecting relief materials post-disaster takes time, maintaining a stock of supplies for 100 to 150 households is essential for preparedness.
- Fund transfers from HQ were delayed in almost all districts. An alternative fund transfer mechanism, either through provincial chapters or district chapters, is necessary.
- A certain level of stock of relief materials should be maintained in district chapters as well as sub-chapters for prompt response during the post-disaster period.
- More NRCS volunteers with adequate skills and capacities in rescue, evacuation, and relief support activities are required at the field level in both district and sub-chapters.
- Frequent community interactions between NRCS and the community are necessary to understand their perspectives and needs.
- When providing cash support, it is essential to offer livelihood-related skills or capacity-building opportunities so that community members can utilize the cash support for income-generating activities.
- Partnering with financial institutions in each district could facilitate access to finance for communities after a disaster.

CHAPTER 6. CONCLUSION AND RECOMMENDATION

6.1 Conclusion

The emergency, rescue, and relief efforts of the Nepal Red Cross Society (NRCS) are undeniably commendable. Both community members and various governmental and non-governmental stakeholders acknowledge that NRCS is typically the first to arrive at disaster sites and assist affected communities. Despite the challenges and difficulties during disaster times, NRCS coordinates with local government, security forces, and other organizations to aid in rescue and relief efforts. The extensive network of NRCS, with its district chapters and sub-chapters, and its strong connection with communities, has significantly built and strengthened community trust. District chapters, and more specifically sub-chapters, play a vital role in immediately reaching affected communities.

The Post Distribution Monitoring (PDM) Survey revealed that NRCS effectively provided rescue, evacuation, and relief support to families affected by the earthquake during the immediate post-earthquake period. Effective coordination between NRCS and various governmental and non-governmental agencies enabled efficient delivery of aid to the target population. Households that were completely or partially damaged by the earthquake were addressed by NRCS, and the relief operation prioritized vulnerable populations to a significant extent. Beneficiaries, as well as representatives from local government, the District Administration Office (DAO), and security forces, recognized NRCS's efforts across the three districts. However, there is still room for improvement in these accomplishments and processes.

The relief materials distributed by NRCS were highly relevant to the communities, including shelter items, hygiene kits, dignity kits, and non-food item (NFI) kits. Shelter items were particularly important as affected people had to stay in temporary shelters, while hygiene and dignity kits were especially appreciated by women. Additionally, most respondents found cash to be highly relevant as it allowed them to purchase immediate household needs not covered by the relief materials, such as food and other essentials. Many respondents suggested that food items should be added to the relief materials as they are a priority during crisis periods.

In terms of quantity, most respondents felt the relief materials were sufficient, particularly for small families with up to five members. However, items such as tarpaulins, sleeping mats, and blankets were insufficient for larger families. Therefore, the relief materials need to be revised to accommodate different family sizes, and there should be adequate stocks of relief materials at all district, and sub-chapters to ensure a prompt response and reduce sole dependency on headquarters. The quality of the relief materials was generally satisfactory, but overall, the materials should be revised and updated according to the changing context.

Regarding timeliness, information flow from sub-chapters to district chapters and headquarters was very quick across all districts immediately after the disaster. The Initial Rapid Assessment

(IRA) was conducted within seven days in the three districts. Search, rescue, and evacuation were done in coordination with government representatives and security forces, although there were gaps in skilled and trained manpower, rescue equipment, and logistics. Despite these challenges, emergency relief materials reached the affected population within a few days of the disaster. Based on detailed assessments, beneficiary selection and distribution of relief materials and cash were carried out. Coordination meetings at the district chapter level were conducted promptly in all three districts, and awareness programs, though not extensively conducted, were carried out in a timely manner.

Overall, beneficiaries are satisfied with the services provided by NRCS post-earthquake, acknowledging that NRCS is typically the first organization to reach the community during earthquake emergencies. Information about relief distribution is provided to communities in advance, the distribution is generally well-organized, and the distribution centers are usually safe and accessible. However, clear communication on beneficiary selection criteria to all community members is crucial to ensure transparency and foster a positive perception of NRCS. The NRCS complaint and grievance mechanism is not well-known to the public and needs further strengthening. Unconditional cash support has been highly appreciated by communities for meeting immediate needs, but to ensure that people can use it for livelihood support, capacity building on small-scale income-generating activities should be provided. Overall, the earthquake response operation has positively influenced people's perceptions of NRCS.

6.2 Recommendations for Future Similar Interventions

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:

Community Consultation and Coordination

- Community consultation is crucial for universal coverage in disaster-affected areas. Although NRCS cannot meet all needs, its strength lies in coordination with governmental and non-governmental organizations. By leveraging its extensive network, NRCS can provide valuable information from community consultations to relevant stakeholders, complementing NRCS's relief activities. These consultations should occur not only after disasters but also in anticipation of potential disasters.

Information on Relief materials

- Clear communication about beneficiary selection criteria is essential to maintain transparency, accountability, and a positive community perception of NRCS's work.
- Proper orientation on the use of relief materials should be provided to all beneficiaries, either in groups or individually.

Review of Relief materials

- Relief material packages should be updated to reflect changing contexts, as beneficiaries prefer cash and food support immediately after a disaster.
- The quantity of relief materials should be customized based on family size, as many beneficiaries feel current provisions are insufficient.

Targeted Support for Vulnerable Groups

- While vulnerable individuals are prioritized for relief, specific needs based on their vulnerabilities are not fully addressed. Custom kits for children, elderly people, individuals with disabilities, and expectant mothers should be provided. For example, a children's kit could include stationery, school uniforms, and school bags.

Timeliness

- There have been delays in the distribution of relief materials in Salyan district. Reviewing and improving the relief distribution process from headquarters to sub-chapter levels is critical for timely distribution.
- The Disaster Relief Emergency Fund (DREF) operation should be activated in anticipation of potential disasters to ensure timely relief services.

Accessibility and Distribution Centers

- Although distribution centers are well-located in many communities, beneficiaries traveling more than two hours to reach them should either receive door-to-door distribution or compensation for their travel time.

Beneficiary Satisfaction

- The grievance handling mechanism should be strengthened. Community awareness of these mechanisms should be promoted, and post-distribution interaction programs should be conducted to understand beneficiary perceptions and needs.
- Regular meetings of NRCS sub-chapter and district chapter representatives should be held to discuss and address grievances and complaints. Prompt communication on whether issues can be resolved is essential.
- The NRCS hotline number is underutilized and should be widely promoted at the community level.

Coordination with Local Government and Other Organizations

- Coordination within NRCS chapters and with governmental agencies, security officers, media, and NGOs is commendable. However, pre-disaster coordination with organizations providing food materials would complement NRCS's efforts, ensuring that communities receive comprehensive relief packages. This is crucial as many community members demand ready-to-eat food items (e.g., beaten rice, biscuits, satu) during immediate post-disaster periods.
- NRCS can play important role in strengthening the institutional capacity of local governments in emergency response. This involves building the capacity of local authorities in various aspects such as Initial Rapid Assessment (IRA), search and rescue operations, and stockpiling Non-Food Relief Items (NFI). By doing so, local governments can respond promptly and effectively during emergencies, ensuring timely distribution of necessary relief materials to affected communities.

ANNEX

ANNEX 1: Key Informant for the PDM

Details of Key Informants for the Interviews for the PDM

S.N.	Name	Position	Organization	District
1	Rishi Raj Acharya	Chief District Officer		Jajarkot
2	Rajendra Karki	Treasurer	NRCS	Jajarkot
3	Prakash Karki	Response Coordinator	NRCS	Jajarkot
4	Thaneshwor Pokharel	PMER Officer	NRCS	Jajarkot
5	Dipak Rana	Ward Chairperson	Bheri Municipality	Jajarkot
6	Saroj Thapa	Response Coordinator	NRCS	Rukum West
7	Sailesh Shrestha	PMER Officer	NRCS	Rukum West
8	Rajesh Khadka	Disaster Focal Person	Sani Bheri Rural Municipality	Rukum West
9	Birkha Bahadur Bista	Ward Chairman	Sani Bheri Rural Municipality	Rukum West
10	Jagat Tamang	Response Coordinator	NRCS	Salyan
11	Sudip KC	Ward Chairman	Darma Rural Municipality	Salyan
12	Chandra Bahadur KC	Sub- Chapter	NRCS(Tribeni RM)	Rukum West
13	Man Bahadur Oli	Sub-Chapter	NRCS(Sani Bheri RM)	Rukum West
14	Ananta Prasad Sharma	Sub-Chapter	NRCS(Darma RM)	Salyan

ANNEX 2: HOUSEHOLD QUESTIONNAIRE FOR PDM

Instruction to the enumerators

- Ensure that the interview is being held in private and confidential location.
- Confirm that the individuals who will be responding to the interview is the one who collected the relief items at the distribution site and/or the one using the items. He/she should be informed of the relief materials distributed as the questions will be asked about the items and distribution process.
- Ensure that the respondents understand that his/her participation is voluntary, and no benefits or rewards will be offered in exchange.
- Ensure that the respondents understand that the information provided during the interview will not influence his/her eligibility to participate in other potential distributions that NRCS may implement in future.
- Ensure that the confidentiality of the respondents will be maintained.

Introduction and Consent

Namaste! My name is I work for Nepal Development Research Institute (NDRI). We are conducting Post Distribution Monitoring Survey with support from the Red Cross. I would like ask you some questions about the relief distribution conducted by Nepal Red Cross Society after a 6.4 magnitude earthquake struck Jajarkot District on 3 November 2023. Your answers will help us identify the lesson learnt and recommend strategies for making future relief and response operation even better. It would take around 45 minutes to answer the questions. **Your answers and identity will be kept highly confidential and it will not affect your eligibility for receiving relief materials in future.** You have been selected randomly from the list of beneficiaries to provide feedback on the quality of distribution process and the items received. There are no right or wrong answers to the questions I will ask; I am only interested in your experience and perceptions. We would very much appreciate your participation in the survey.

Your participation in this survey is voluntary and you can choose not to answer any individual question or all of the questions. However, we hope that you will participate in this survey since your views are important.

Shall we begin the interview with your permission?

Respondent agrees for the interview.....Continue the interview

Respondent doesn't agree for the interview.....Stop the interview and thank the respondent

.....

Signature of the interviewer

नमस्ते मेरो नाम हो । म नेपाल विकास अनुसन्धान प्रतिष्ठानको काममा आएको हुँ । हामी अहिले नेपाल रेडक्रस सोसाइटिले वितरण गरेको राहत सम्बन्धमा घरधुरी सर्भेक्षण गरिरहेको छौं । गएको भूकम्पपछि नेपाल रेडक्रस सोसाइटिले प्रभावित क्षेत्रका वासिन्दाहरूलाई प्रदान गर्दै आइरहेको राहत सम्बन्धमा म केहि प्रश्नहरू गर्नेछु । यहाँले दिनु भएको जवाफले हामीले आगामी दिनहरूमा राहत तथा प्रतिकार्य गर्नेको निम्ति थप मद्दत तथा नयाँ राहत रणनीति बनाउन सहयोग मिल्ने विश्वास गरिएको छ । यो प्रश्नावली पुरा गर्ने लगभग ३० मिनेट लाग्ने छ । यस अन्तरवार्ताले भविष्यमा हुने कुनै पनि राहत कार्यक्रममा सहभागी हुन वा नहुन को निम्ति कुनै प्रकारको असर गर्ने छैन र यहाँले दिएका सूचनाहरू एकदम गोप्य राखिने पनि आश्वासन गराउन चाहन्छौ । तपाईं लाभग्राहीको सूचिबाट बित्तगमा वितरण गरेको राहत सामग्री तथा सामग्रीहरूको गुणस्तर वितरण प्रणालीको बारेमा पृष्ठ पोषन दिनु हुन नमूनाबाट छनौटमा पर्नु भएको हो । यस सर्भेक्षणका क्रममा सोधिने प्रश्नहरूको सहि वा गलत जवाफ भन्ने छैन र यो विशुद्ध यहाँको ब्याक्तिगत अवधारणा तथा अनुभवमा आधारित हुने छ । यहाँको सहभागिताको उच्च सराहना गर्दछु ।

तपाईंको सहभागिता स्वैक्षिक हुने छ र कुनै प्रश्नहरूको जवाफ तपाईंले दिन वा नदिन सक्नु हुन्छ । यद्यपि तपाईंको सहभागिताको उच्च सराहना गरिने छ ।

के म प्रश्न गर्न सक्छु ?

उत्तरदाता अन्तरवारताको निम्ति तयार हुनु भयोअन्तरवारता जारी

उत्तरदाता अन्तरवारताको निम्ति तयार हुनु भएन.....अन्तरवारता रोकियोस् र उत्तरदाता लाई धन्यवाद दिनुहोस्

हस्ताक्षर

अन्तरवाता मिति

Q.1	Date of interview अन्तरवार्ताको मिति		
Q.2	Name of interviewer प्रश्नकर्ताको नाम		
Q.3	GPS		
Q.4	Location Details ठेगाना		Province 1. Karnali प्रदेश १. कर्णाली District 1. Jajarkot 2. Rukum West 3. Salyan जिल्ला १. जाजरकोट २. रुकुम पश्चिम ३. सल्यान 1. Bheri Municipality 2. Sani Bheri Rural

			Municipality 3. Triveni Rural Municipality 4. Darma Rural Municipality पालिका १. भेरी पालिका २. सानी भेरी गाउँपालिका ३. त्रिवेणी गाउँपालिका ४. दार्मा गाउँपालिका Ward no..... वार्ड नं.
Q.5	Are you the head of household? के तपाईं घरमूली हो?	If yes, go to module A	1. Yes 2. No १. हो २. होइन
Q.6	If no, what is the gender of the head of the household? यदि होइन भने, यस घरको घरमूलीको लिंग के हो?		1. Male 2. Female 3. Others १. पुरुष २. महिला ३. अन्य
Q.7	If no, your relationship with the head of the household. यदि होइन भने, तपाईंको घरमूली सँगको नाता के हो?		

Module A Demography and Socio-economic profile भाग क जनासंख्यिकीय तथा सामाजिक-आर्थिक विवरण			
S.N. क्र. सं.	Questions प्रश्नहरू	Skip	Options विकल्प
A1	Beneficiary ID <i>(Give an ID as provided in training)</i> लाभग्राहीको क्र. सं.		

A2	Gender of the Respondent लिंग		- Male - Female - Others - पुरुष - महिला - अन्य
A3	Age of the Respondent उत्तरदाताको उमेर		Years
A4	Ethnicity of the Respondent उत्तरदाताको जातीयता		- Brahmin - Chhetri/Thakuri - Dalit - Newar - Muslim - Janajati/Indigenous - Madhesi - Others, please specify.... - ब्राह्मण - क्षेत्री/ठकुरी - दलित - नेवार - मुस्लिम - जनजाती/आदिवासी - मधेसी - अन्य.....
A5	How many members are there in your household? (size of family living together for the last 3 months) तपाईंको घरधुरीमा कति जना सदस्य छन्? (विगत ३ महिना देखि संगै बस्ने खाने व्यक्तिलाई लिनुहोस्)		
A6	Age group of family members परिवार सदस्यको उमेर समूह	Multiple response	- Male (0-5 years) - Female (0-5 years) - Male (6-12 years) - Female (6-12years) - Male (13-17 years) - Female (13-17years) - Male (18-29 years) - Female (18-29 years) - Male (30-39 years)

			10. Female(30-39 years) 11. Male (40-49 years) 12. Female (40-49years) 13. Male (50-59 years) 14. Female(50-59 years) 15. Male (60-69 years) 16. Female(60-69 years) 17. Male (70-79 years) 18. Female (70-79 years) 19. Male (80+ years) 20. Female(80+years) १. पुरुष (०-५ वर्ष) २. महिला (०-५ वर्ष) ३. पुरुष (६-१२ वर्ष) ४. महिला (६-१२ वर्ष) ५. पुरुष (१३-१७ वर्ष) ६. महिला (१३-१७ वर्ष) ७. पुरुष (१८-२९ वर्ष) ८. महिला (१८-२९ वर्ष) ९. पुरुष (३०-३९ वर्ष) १०. महिला (३०-३९वर्ष) ११. पुरुष (४०-४९वर्ष) १२. महिला (४०-४९ वर्ष) १३. पुरुष (५०-५९ वर्ष) १४. महिला (५०-५९ वर्ष) १५. पुरुष (६०-६९ वर्ष) १६. महिला (६०-६९वर्ष) १७. पुरुष (७०-७९ वर्ष) १८. महिला (७०-७९ वर्ष) १९. पुरुष (८० वर्ष माथि) २०. महिला (८० वर्ष माथि)
A7	Do you or your family members have any physical/visual/ hearing/ psychological impairment? के तपाईं अथवा परिवारको सदस्यलाई कुनै किसिमको शारीरिक, हेर्नेसुन्नेसँग, सम्बन्धित अथवा कुनै मानसिक समस्या छ ?	If no, go to A8	1. Yes 2. No १. छ २. छैन

A7.1	If Yes, how many members have disabilities? यदि छ भने, कति जना सदस्यहरूलाई अपाङ्गताको समस्या छन् ?		
A7.2	If Yes, please write the type of disability. यदि छ भने, कृपया अपाङ्गताको प्रकार भन्नुहोस ।		
A8	What is your household's primary means of livelihood? तपाईंको परिवारको जीविकोपार्जनको मुख्य के हो?		1. Agriculture 2. Livestock 3. Wage labour 4. Seasonal migration 5. Foreign employment 6. Government employment 7. Business 8. Others..... १. कृषि २. पशुपालन ३. ज्याला मजदुरी ४. मौसमी माइग्रेसन ५. वैदेशिक रोजगारी ६. सरकारी रोजगार ७. व्यापार ८. अन्य
A9	Where were you staying before this earthquake of 2080 BS? [recent earthquake] तपाईं वि. सु . २०८० सालको भूकम्प अगाडी कहाँ बस्नुहुन्थ्यो?		1. Own household 2. Neighbour's home 3. Relative's home 4. School/community center 5. Temporary shelter (open space with tent) 6. Other, please specify..... १. आफ्नै घरमा २. छिमेकीको घरमा ३. नातेदारको घरमा ४. विद्यालय/सामुदायिक केन्द्र ५. अस्थायी बसोबास (टेन्ट सहितको खुला ठाउँ) ६. अन्य.....
A10	Was your house affected/destroyed because of the earthquake? के भूकम्पले तपाईंको घरलाई असर गरेको छ?		1. Yes 2. No १. छ २. छैन

A11	Where are you staying now? अहिले तपाईं कहाँ बसुहुन्छ?		- Own house - Neighbour's home - Relative's home - School/community center - Temporary shelter (open space with tent) - Other, please specify..... - आफ्नै घरमा - छिमेकीको घरमा - नातेदारको घरमा - विद्यालय/सामुदायिक केन्द्र - अस्थायी बसोबास (टेन्ट सहितको खुला ठाउँ) - अन्य.....
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Module B Information on Beneficiary Selection and Distribution Process भाग ख लाभग्राही र वितरण प्रक्रियाको बारेमा जानकारी			
B1	Why were you selected as beneficiary of relief materials/cash assistance from NRCS? तपाईं नेपाल रेड क्रसको लाभग्राहीको रूपमा छनौट हुनुको कारण के थियो?		- House completely destroyed - House partially destroyed - Impact of earthquake and Loss of livelihood (agriculture land, crops etc.) - Impact of earthquake and Family member includes children, PWD, breastfeeding/pregnant women - Impact of earthquake and Being Dalit, ultra-poor, women headed household - Don't know - Other, please specify..... - घर पूर्ण क्षति भएकोले - घर आंशिकरूपमा क्षति भएकोले - भूकम्पको प्रभाव र जीविकोपार्जनमा हानी (कृषियोग्य जमिन, बाली) भएकोले

			४. भूकम्पको प्रभाव र परिवारका सदस्यहरूमा बालबालिका, अपाङ्गता भएको व्यक्ति, स्तनपान/गर्भवती महिलाहरू भएकोले ५. भूकम्पको प्रभाव र दलित, अति विपन्न परिवार, घरमूली महिला महिला भएकोले ६. थाहा छैन ७. अन्य, कृपया खुलाउनुहोस्.....
B2	Did you know what kind of assistance you would be receiving before distribution? के तपाईंलाई थाहा थियो कि वितरण गर्नु अघि तपाईंले कस्तो प्रकारको सहायता प्राप्त गर्नुहुनेछ?		1. Yes 2. No 3. Somewhat १. थिए २. थिएन ३. अलि अलि थियो
B3	Is it fair that you have been selected for this assistance? के तपाईं लाभग्राहीको रूपमा छनौट भएको मा निष्पक्ष थियो जस्तो लाग्छ?		1. Yes 2. No 3. Don't know १. थिए २. थिएन ३. थाहा छैन
B4	Do you think all the community people who needed support post disaster have been included in beneficiary list? तपाईंको विचारमा समुदायमा भएका सबै व्यक्ति जसलाई विपद पछाडी सहयोग चाहिएको थियो, के ती सबै रेड क्रसको लाभग्राहीको सुचीमा समावेश थिए?	If 1, go to B6	1. Yes 2. No 3. Don't know १. थिए २. थिएन ३. थाहा छैन
B5	Can you mention which group/community/cluster people have not been included as beneficiary but you think that they need assistance?		

	के तपाईं त्यस्ता समूह/समुदाय/क्षेत्रको बारे भन्न सक्नुहुन्छ जसलाई सहयोग चाहिएको थियो तर वहाँहरु लाभग्राहीको सुचीमा परेका थिएनन्?		
B6	Were you notified in advance about receiving relief distribution? के तपाईंलाई राहत वितरणको बारेमा अगाडिनै सुचना दिईएको थियो?	If no , go to B8	1. Yes 2. No १. थियो २. थिएन
B7	If yes, when did you receive the notice? यदि थियो भने, तपाईंले कहिले सूचना प्राप्त गर्नु भयो?		1. On the day of distribution 2. 1-2 days ahead 3. 3-6 days ahead 4. 1 week ahead 5. 2 weeks ahead 6. More than 2 weeks ahead १. वितरणकै दिनमा २. १-२ दिन अगाडी ३. ३-६ दिन अगाडी ४. १ हप्ता अगाडी ५. २ हप्ता अगाडी ६. २ हप्ता भन्दा पनि पहिले
B8	How did you receive the information? तपाईंले सूचना कसरी प्राप्त गर्नुभयो?		1. By phone 2. From SMS 3. Pamphlets/leaflet 4. Radio/television 5. Newspaper/social media 6. Via person 7. Door-to-door information 8. Other, please specify..... १. फोन बाट २. sms बाट ३. पर्चा/पम्पलेट ४. रेडियो/टिभी ५. पत्रिका/सामाजिक संजाल ६. व्यक्ति बाट ७. घरदैलो कार्यक्रम ८. अन्य, कृपया खुलाउनुहोस्.....

B9	From whom did you receive the information about relief distribution? तपाईंले कसबाट राहत वितरणको बारेमा सूचना पाउनु भयो?		1. Friends/neighbor 2. Family/relatives 3. Local authorities 4. NRCS volunteers 5. Community representatives (community leaders, teachers) 6. Response/IRA team (NRCS) 7. Other, please specify..... १. साथी/छिमेकी २. परिवार/नातेदार ३. स्थानीय निकायहरू ४. नेपाल रेड क्रसको स्वयंसेवक ५. सामुदायिक प्रतिनिधिहरू (सामुदायिक नेताहरू/शिक्षक) ६. नेपाल रेड क्रसको response/IRA टोली ७. अन्य.....
B10	Do you think there could other better ways of informing the people? के तपाईंलाई व्यक्तिहरूलाई राहत वितरणको बारे सुचित गर्ने अन्य कुनै राम्रो तरिका हुन्छ जस्तो लाग्छ?	If 2 or 3, go to Module C	1. Yes 2. No 3. Don't know १. लाग्छ २. लाग्दैन ३. थाहा छैन
B11	If yes, what are the other better ways of informing the people? यदि लाग्छ भने, व्यक्तिहरूलाई राहत वितरणको बारे सुचित गर्ने अन्य कुन तरिका राम्रो हुन्छ होला?		1. By phone 2. From SMS 3. Through response/IRA team (NRCS) 4. NRCS volunteer 5. Pamphlets/leaflet 6. Radio/television 7. Newspaper/social media 8. Via person 9. Door-to-door information 10. Other, please specify..... १. फोन बाट २. sms बाट ३. नेपाल रेड क्रसको response/IRA टोली ४. नेपाल रेड क्रसको स्वयंसेवक

			५. पर्चा/पम्पलेट ६. रेडियो/टिभी ७. पत्रिका/सामाजिक संजाल ८. व्यक्ति बाट ९. घरदैलो कार्यक्रम १०. अन्य, कृपया खुलाउनुहोस्.....
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Module C Relief material information भाग ग राहत सामग्री बारे जानकारी			
C1	Did you receive kits or cash as relief material support from NRCS after earthquake? <i>(mark all that applies)</i> के तपाईंले भूकम्प पछि NRCS बाट राहत सामग्रीको रूपमा किट (प्याकेज) वा नगद प्राप्त गर्नुभएको थियो ?	If 1, go to C2 If 2, go to C19 If 3, go to C25	1. Cash 2. Kits (NFI, WASH kits, shelter kits, Kishori kits etc.) 3. Assistive Device for people with disability 4. MHPSS 5. Other..... १. नगद २. किटहरू (NFI, WASH किटहरू, आश्रय kits, किशोरी किटहरू आदि) ३. असक्षमता भएका व्यक्तिहरूको लागि सहायक उपकरण ४. MHPSS ५. अन्य.....
C2	Did you receive cash assistance through Bank Account? के तपाईंले बैंक खाता मार्फत नगद सहायता प्राप्त गर्नुभएको थियो?	If yes, go to C4	1. Yes 2. No १. हो २. होइन
C3	If not, how did you receive? यदि होइन भने, कसरी प्राप्त गर्नुभएको थियो?		1. I received hard cash 2. I received it from Remittance Company 3. I received it from my relative's Account 4. Other [please specify]

			१. मैले नगद प्राप्त गरेँ २. मैले रेमिटेन्स कम्पनीबाट प्राप्त गरेँ ३. मैले मेरो आफन्तको खाताबाट प्राप्त गरेँ ४. अन्य.....
C4	Did you have your bank account or you had to open a new for receiving cash assistance? के तपाईंसँग आफ्नो बैंक खाता छ वा तपाईंले नगद सहायता प्राप्त गर्नको लागि नयाँ खोल्नु परेको थियो?	If yes, go to C6	1. Yes, I had 2. No, I had to open a new bank account १. थियो, मसँग २. थिएन, मैले नयाँ बैंक खाता खोल्नु परेको थियो
C5	If no, who assisted you to open a new bank account? यदि थिएन भने, तपाईंलाई नयाँ बैंक खाता खोल्न कसले सहयोग गरेको थियो ?		1. Myself, 2. My family member 3. NRCS 4. Municipal Office 5. Others (if any) [..] १. म आफैं, २. मेरो परिवारको सदस्य ३. NRCS ४. नगरपालिका कार्यालय ५. अन्य.....
C6	In how many instalments you received the cash? कति ओटा किस्तामा नगद प्राप्त गर्नुभएको थियो ?	If 1, go to C7	1. One 2. Two १. एक २. दुई
C7	How much money did you receive in first instalment? पहिलो किस्तामा कति नगद पाउनुभयो ?		NPR
C8	How much money did you receive in second instalment? दोस्रो किस्तामा कति नगद पाउनुभयो ?		NPR
C9	Were you notified of conditions to apply for receiving the second instalment?		1. Yes 2. No १. थियो २. थिएन

	के तपाईंलाई दोस्रो किस्ता प्राप्त गर्नका लागि आवेदन दिनका लागि सर्तहरू बारे सूचित गरिएको थियो?		
C10	If yes, how were you notified? यदि थियो भने, तपाईंलाई कसरी सूचित गरिएको थियो ?		1. By phone call, 2. By SMS 3. By NRCS staff/volunteers 4. By Government/Municipality १. फोन कल द्वारा, २. SMS द्वारा ३. NRCS कर्मचारी/स्वयम्सेवकहरू द्वारा ४. सरकार/नगरपालिका द्वारा
C11	Do you know for what purpose cash was granted? के तपाईंलाई थाहा थियो नगद के को लागि प्रदान गरिएको थियो?	If 1, go to C12 If 2, go to C14 If 3, go to C16	1. For constructing a shelter/house 2. For constructing latrine 3. Water Tank storage 4. For household basic needs 5. Others १. आश्रय/घर निर्माणको लागि २. शौचालय निर्माणको लागि ३. पानी ट्याङ्की भण्डारणको लागि ४. घरायसी आधारभूत आवश्यकताहरूको लागि ५. अन्य
C12	Was the support for transitional shelter enough for your family? के तपाईंको परिवारको लागि संक्रमणकालीन आश्रयको लागि समर्थन पर्याप्त थियो?		1. Yes 2. No १. थियो २. थिएन
C13	If no, how did you complete the shelter construction? यदि थिएन भने, तपाईंले आश्रय निर्माण कसरी सम्पन्न गर्नुभयो?		1. Borrow loan 2. Get support from relatives 3. Left incomplete १. ऋण लिएर २. आफन्तहरूको सहयोगबाट ३. अझै अपूर्ण छ
C14	How much cash did you receive for constructing toilet?		

	शौचालय निर्माण गर्नको लागि कति नगद प्राप्त गर्नुभएको थियो ?		
C15	Was the amount sufficient for the toilet constructions? के शौचालय निर्माणको लागि नगद पर्याप्त थियो?		1. Yes 2. No 1. थियो 2. थिएन
C16	How much cash did you receive for buying water storage tank? तपाईंले पानी भण्डारण ट्याङ्की किन्नको लागि कति नगद प्राप्त गर्नुभयो?		
C17	Was the amount sufficient for buying water storage tank? के पानी भण्डारण ट्याङ्की किन्नको लागि नगद पर्याप्त थियो?		1. Yes 2. No १. थियो २. थिएन
C18	What is the capacity of water tank you purchased? तपाईंले खरिद गर्नुभएको पानी ट्याङ्कीको क्षमता कति छ?		
C19	What kind of kits did you receive from NRCS after disaster? <i>(mark all that applies)</i> यदि किट पाउनु भएको थियो भने, तपाईंले नेपाल रेड क्रसबाट कस्तो खालको किट पाउनुभएको थियो?	If 1, go to C20 If 2, go to C22 If 3, go to C23 If 4, go to C24	1. Emergency Shelter Kit 2. Non-food items (NFI) kit 3. WASH hygiene kit 4. Dignity kit १. इमर्जेन्सी शेल्टर किट २. नन-फुड (गैर-खाद्य सामग्री) किट (NFI) किट ३. WASHहाइजिन किट ४. डिग्रिटी किट

C20	<i>(If received emergency shelter kit)</i> What did you receive in emergency shelter kit? <i>(mark all that applies)</i> यदि इमर्जेन्सी शेल्टर किट पाउनुभएकोमा, इमर्जेन्सी शेल्टर किटमा तपाईंले के-के पाउनुभयो?		1. Tarpaulin 2. Rope 3. Tool kits 4. Other, १. त्रिपाल २. डोरी ३. toolकिटहरू ४. अन्य, कृपया खुलाउनुहोस्.....
C21	If you received shelter kit, were you provided support by NRCS volunteers for establishing emergency shelters? यदि तपाईंले शेल्टर किट पाउनुभएको छ भने, के तपाईंले नेपाल रेड क्रसका स्वयंसेवकहरू बाट इमर्जेन्सी शेल्टर बनाउनको लागि सहयोग प्राप्त गर्नुभयो?		1. Yes 2. No १. सहयोग पाए २. सहयोग पाइन
C22	<i>(If received NFI kit)</i> What did you receive in Non-food item kit? <i>(mark all that applies)</i> <i>(यदि गैर-खाद्य सामग्री पाउनुभएको भए)</i> तपाईंले गैर-खाद्य सामग्री किटमा के-के सामग्री पाउनुभयो?		1. Bucket with lid 2. Nylon ropes 3. Packaging bags 4. Utensils 5. Winter clothes 6. Winter blanket 7. Tarpaulin 8. Others, १. ढक्कन सहितको बाल्टिन २. नाइलन डोरी ३. प्याकेज गर्ने झोला ४. भाँडाहरू ५. जाडोको कपडा ६. जाडोको बल्यान्केट ७. त्रिपाल ८. अन्य, कृपया खुलाउनुहोस्.....

C23	What items did you receive in WASH hygiene kit? <i>(mark all that applies)</i> तपाईंले WASH हाइजिन किटमा के-के सामग्रीहरू पाउनु भयो?		1. Cotton towel 2. Bathing soap 3. Cloth washing soap 4. Soap case 5. Tooth brush/Toothpaste 6. Combs 7. Sanitary pad 8. Nail cutter 9. Hygiene kit bag 10. Others, please specify..... १. कटन तौलिया २. नुहाउने साबुन ३. लुगा धुने साबुन ४. साबुन राख्ने बट्टा ५. दाँत माइने ब्रस / दन्तमंजन ६. काइयो ७. महिनावारीमा लगाउने प्याड ८. नङ्ग काट्ने ९. हाइजिन किट खोला १०. अन्य.....,
C24	What items did you receive in dignity kit? <i>(mark all that applies)</i> तपाईंले डिग्रिटी किटमा के के सामग्रीहरू- प्राप्त गर्नुभयो मिल्ने) सबै छनौट गर्नुहोस्(		1. Torch light 2. Whistle blow 3. Ladies shawl 4. Cotton towel 5. Bathing soap 6. Shampoo 7. Cloth washing soap 8. Soap case 9. Toothbrush /Tooth paste 10. Combs 11. Sanitary pad 12. Nail cutter 13. Safety pin 14. Bucket 15. Others, please specify..... १. टर्च लाइट २. बजाउने सिट्टी ३. महिलाको लागि शल ४. कटन तौलिया ५. नुहाउने साबुन

			६. श्याम्पु ७. लुगा धुने साबुन ८. साबुन राख्ने बट्टा ९. दाँत माइने ब्रस / दन्तमंजन १०. काइयो ११. महिनावारीमा लगाउने प्याड १२. नङ्ग काट्ने १३. सेफ्टी पिन १४. बाल्टिन १५. अन्य, कृपया खुलाउनुहोस्
C25	<i>(For Assistive Device)</i> Have you received identification card of the government? (Red, Yellow, Green, Blue) के तपाईंले सरकारबाट परिचय पत्र प्राप्त गर्नुभएको थियो ? (रातो, पहेँलो, हरियो, निलो)	If yes, go to C27	1. Yes 2. No १. थियो २. थिएन
C26	If No, did you receive any referral pathways/information on how to obtain the identity card? यदि थिएन भने, के तपाईंले परिचय पत्र कसरी प्राप्त गर्ने भन्ने बारे कुनै रेफरल मार्ग/जानकारी प्राप्त गर्नुभएको थियो ?		1. Yes 2. No १. थियो २. थिएन
C27	Did you receive any assistive device from NRCS? के तपाईंले NRCS बाट कुनै सहायक उपकरण प्राप्त गर्नुभएको थियो ?	If no, go to C29	1. Yes 2. No १. थियो २. थिएन
C28	If yes, was the assistive device you received as per your need?		1. Yes 2. No १. थियो

	यदि थियो भने, तपाईंले आफ्नो आवश्यकता अनुसार सहायक उपकरण प्राप्त गर्नुभएको थियो?		२. थिएन
C29	Was there consultation or any assessment regarding the need of the assistive device you required? के तपाईंलाई आवश्यक सहायक उपकरणको आवश्यकता बारे परामर्श गरिएको थियो?		1. Yes 2. No १. थियो २. थिएन
C30	Are you still using the assistive device you received? के तपाईंले अझै पनि प्राप्त गर्नुभएको सहायक उपकरण प्रयोग गर्दै हुनुहुन्छ?		1. Yes 2. No १. छु २. छैन
C31	Was the relief distribution sites accessible to ? के तपाईंको लागि राहत वितरण स्थलहरू पहुँचयोग्य थियो?		1. Yes 2. No १. थियो २. थिएन
C32	Was the distribution process dignified? के वितरण प्रक्रिया मर्यादित थियो?		1. Yes 2. No १. थियो २. थिएन
C33	If No, what situation did you faced in the sites? यदि थिएन भने, तपाईंले वितरण स्थलमा कस्तो परिस्थितिको सामना गर्नुभएको थियो ?		1. Unfriendly volunteers and staffs 2. No clear information regarding process 3. No clear guidance on the documents to be presented

			१. असहयोगी स्वयंसेवक र कर्मचारीहरू २. प्रक्रिया बारे कुनै स्पष्ट जानकारी नभएको ३. पेश गर्नुपर्ने कागजातहरूमा कुनै स्पष्ट निर्देशन नभएको
C34	What was the quality of relief items you received? तपाईंले प्राप्त गर्नुभएको राहत सामग्रीको गुणस्तर कस्तो थियो?		1. Very Good 2. Good 3. Average 4. Poor quality १. धेरै राम्रो २. राम्रो ३. औसत ४. खराब गुणस्तर
C35	Were all the relief items provided is enough for you and your family? के तपाईं र तपाईंको परिवारका लागि उपलब्ध गराइएका सबै राहत सामग्रीहरू पर्याप्त थियो ?		1. Yes 2. No १. थियो २. थिएन
C36	Have you used the relief items that you received from NRCS? के तपाईंले NRCS बाट प्राप्त गरेको राहत सामग्रीहरू प्रयोग गर्नुभयो?		1. Regularly used 2. Occasionally used 3. Rarely used 4. Not used at all १. नियमित रूपमा प्रयोग गरियो २. कहिलेकाहीँ प्रयोग गरियो ३. विरलै प्रयोग गरिन्छ ४. प्रयोग गरिएन
C37	Among the relief assistance you received, which was the most relevant for you? तपाईंले प्राप्त गर्नुभएको राहत सहायता मध्ये तपाईंको लागि सबैभन्दा सान्दर्भिक कुन थियो?		1. Cash 2. Tarpaulin 3. Mattress 4. Bucket 5. Mug 6. Dignity kit 7. Blankets 8. Others..... १. नगद २. त्रिपाल ३. सुत्ने म्याट्रेस

			४. बाल्टिन ५. मग ६. डिग्रीटी किट ७. बल्यान्केट ८. अन्य, कृपया खुलाउनुहोस्.....
C38	Among the relief assistance that you received, which was the least relevant for you? तपाईंले प्राप्त गर्नुभएको राहत सहायता मध्ये तपाईंको लागि कुन चाही सान्दर्भिक थिएन ?		1. Cash 2. Tarpaulin 3. Mattress 4. Bucket 5. Mug 6. Dignity kit 7. Blankets 8. Others..... १. नगद २. त्रिपाल ३. सुत्ने म्याट्रेस ४. बाल्टिन ५. मग ६. डिग्रीटी किट ७. बल्यान्केट ८. अन्य, कृपया खुलाउनुहोस्.....
C39	What have you done with the least useful/relevant relief item? तपाईंले सबैभन्दा कम उपयोगी/सान्दर्भिक राहत वस्तुको के गर्नुभयो?		1. Sold 2. Still in the home, unused 3. Gave to others 4. Don't know 5. Others, please specify..... १. बिक्री २. घरमै छ प्रयोग गरेको छैन ३. अरुलाई दिइयो ४. थाहा छैन ५. अन्य

Module D
Location of distribution and accessibility

भाग घ
 (वितरणको स्थान र पहुँच)

D1	Where did you receive the relief material provided by NRCS? तपाईंले नेपाल रेडक्रसले दिएका राहत सामग्रीहरु कहाँ पाउनु भयो?		- Home - Ward office (have to go to pick up) - Distribution centers (set up) - Other, please specify..... - घर - वडा कार्यलयमा आफै लिन जानु पर्ने थियो) - बितरण केन्द्र - अन्य
D2	How long did it take you to reach the location of distribution centers from the place of your stay? तपाईं बसेको ठाउँबाट राहत बितरण गर्ने स्थान पुग्न तपाईंलाई कति समय लागेको थियो ?		- Less than 1 hour 1-2 hours 2-3 hours - More than 3 hours 1 घण्टा भन्दा कम 1-2 घण्टा 2-3 घण्टा 3 घण्टा भन्दा बढि
D3	Was the place of distribution centers easily accessible? राहत बितरण गर्ने केन्द्र सजिलै पुग्न सकिने थियो?		- Yes - No - थियो - थिएन
D4	Did you find the place of distribution centers safe? राहत बितरण गर्ने केन्द्र सुरक्षित थियो?		- Yes - No - थियो - थिएन
D5	Did you incur any expense for carrying the relief materials back to your place of stay? तपाईंलाई राहत प्राप्त गरेर घर लैजाने क्रममा कुनै किसिमको खर्च लागेको थियो ?	If no, (go to D7)	- Yes - No - थियो - थिएन
D6	If yes, how much did you pay for that? यदि खर्च लागेको भए कति लागेको थियो?		- Less than NRs.100 - NRs.100- NRs.300 - NRs.301-NRs.500 - NRs.501-NRs.1000 - More than NRs.1001 - रु. 100 भन्दा कम

			२. रु.100 - 300 ३. रु. 301 - 500 ४. रु. 501 - 1000 ५. रु.1001 भन्दा बढि
D7	What was the mode of transportation you took to carry back the relief materials? राहत सामग्रीहरुको लागि ढुवानी गर्ने माध्यम के थियो?		1. On foot 2. Bicycle 3. Bike 4. Tractor 5. Truck 6. Taxi, Car 7. Others, please specify..... १. पैदल २. साइकल ३. मोटर बाइल ४. ट्र-याक्टर ५. ट्रक ६. टेक्सी कार ७. अन्य
D8	How long does it take to you to reach the bank from where you collected cash? तपाईं बसेको ठाउँबाट नगद लिनको लागि बैंक पुग्न तपाईंलाई कति समय लागेको थियो ?		1. Less than 1 hour 2. 1-2 hours 3. 2-3 hours 4. More than 3 hours १. 1 घण्टा भन्दा कम २. 1-2 घण्टा ३. 2-3 घण्टा ४. 3 घण्टा भन्दा बढि
D9	Did you request any other person to collect your cash? के तपाईंले आफ्नो नगद सङ्कलन गर्नको लागि अरु कसैलाई अनुरोध गर्नुभएको थियो ?	If no go to Module E	1. Yes 2. No १. थियो २. थिएन
D10	If Yes, who helped you? यदि थियो भने , कसले तपाईंलाई सहयोग गरेको थियो ?		
D11	Did you pay for that help? के तपाईंले त्यो सहयोगको लागि भुक्तानी गर्नुभएको थियो ?	If no go to Module E	1. Yes 2. No १. थियो २. थिएन
D12	If Yes, how much you paid? यदि थियो भने , कति भुक्तानी दिनुभएको		

	थियो ?		
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Module E Timeliness of the Relief Materials and Cash Assistance राहत सामग्रीको समयबद्धता			
E1	Did you receive the relief materials in the right time? के तपाईंले प्राप्त गरेको राहत समयमा नै प्राप्त गर्नु भएको थियो ?		1. Yes 2. No १. थियो २. थिएन
E2	After the earthquake, approximately in what time did you receive the relief materials/cash from NRCS? भुकम्प पश्चात ,नेपाल रेडक्रसबाट कति दिन पछि राहत प्राप्त गर्नु भयो?		1. Less than 24 hours 2. Within 2-4 days 3. Within a week 4. Within a month 5. More than a month 6. I don't Know १. 24 घण्टा भन्दा कम २. 2-4 दिन भित्र ३. एक हप्ता भित्र ४. एक महिना भित्र ५. एक महिना भन्दा बढी ६. मलाई थाहा छैन
E3	Was it too okay for you to fulfil your urgency needs? के यो तपाईंको लागि आफ्नो अत्यावश्यक आवश्यकताहरू पूरा गर्न को लागी ठीक थियो?		1. Assistance was too early 2. It was in the right time 3. It was too late १. सहायता छिटो भएको थियो २. सहायता ठीक समयमा भएको थियो ३. सहायता धेरै ढिलो भएको थियो

Module F Beneficiary satisfaction and Community Engagement and Accountability लाभग्राहीको सन्तुष्टि र सामुदायिक संलग्नता र जवाफदेहिता			
F1	How was the distribution site and process? वितरण गर्ने स्थल र प्रक्रिया कस्तो थियो ?		1. Well organized 2. Organized somehow 3. Not organized १. राम्रो संग व्यवस्थित २. अलि अलि व्यवस्थित ३. व्यवस्थित थिएन
F2	Did you receive instructions on how to use the relief materials distributed? वितरण गरिएका राहत सामग्रीहरू कसरी प्रयोग गर्ने भन्ने निर्देशनहरू पाउनु भएको थियो		1. Yes 2. No 3. Don't know

	?		१. थियो २. थएन ३. थाहा छैन
F3	Has your attitude towards NRCS changed after relief distribution? राहत वितरण पछि नेपाल रेडक्रसप्रति तपाईंको दृष्टिकोणमा परिवर्तन आएको छ ?	If 1, go to F5	1. Positively changed 2. No change 3. Negatively changed १. सकारात्मक परिवर्तन २. परिवर्तन छैन ३. नकारात्मक परिवर्तन
F4	If not changed or negatively changed, what do you think should be improved? यदि कुनै परिवर्तन छैन वा नकारात्मक परिवर्तन छ भने कसरी सुधार ल्याउन सकिन्छ?		
F5	Do you have any grievances/complaints with the distributors? के तपाईंसँग वितरक प्रति कुनै गुनासो छ?	If no, go to F7	1. Yes 2. No १. थियो २. थएन
F6	If yes, what is the grievances related with? (Mark all that applies) यदि छन भने ती गुनासाहरु के सँग सम्बन्धित छन ?		1. Quality of relief materials 2. Quantity of relief materials 3. Lack of proper management while distributing 4. Behaviour of distributors 5. Lack of access to information on distribution process and materials 6. Not distributed relief materials on time 7. Other, please specify..... १. राहत सामाग्रीहरुको गुणस्तर २. राहत सामाग्रीहरुको परिमाण ३. उचित वितरण ब्यावस्थापनको को कमि ४. बितरकहरुको ब्यावहार ५. बितरण प्रकृया र सामाग्रीहरुको जानकारीको पहुँचमा कमि

			६. समयमा राहत सामग्री वितरण नभएको ७. अन्य
F7	Do you know whom to ask for help in NRCS or tell your problem during relief distribution? नेपाल रेडक्समा राहत माग्ने वा राहत वितरणको क्रममा आफ्नो समस्या बताउन कसलाई सोध्ने भन्ने कुरा बारे तपाईंलाई थाहा छ ?		1. Yes 2. No 3. Don't know १. थियो २. थएन ३. थाहा छैन
F8	Do you have contact number or any other access of the concerned person of NRCS for seeking advice, help or complaint? सहायता , मद्दत तथा गुनासोको लागि नेपाल रेडक्सका कुनै कर्मचारीको सम्पर्क नम्बर छ ?	If 2 or 3, go to F11	1. Yes 2. No 3. Don't know १. थियो २. थएन ३. थाहा छैन
F9	If yes, did you ever contact them? यदि छ भने तपाईंले उहाँहरुलाई कहिल्यै सम्पर्क गर्नु भएको छ?	If 2, go to F14	1. Yes 2. No १. थियो २. थएन
F10	If you contacted them, did you get any response or was your problem addressed? यदि सम्पर्क गर्नु भएको भए उहाँहरुको प्रतिक्रिया कस्तो थियो वा तपाईंको समस्याको सम्बोधन भएको थियो ?		1. Yes 2. No 3. Don't know १. थियो २. थएन ३. थाहा छैन
F11	Do you know any means to reach to NRCS in case you have query, suggestions, complain etc.? तपाईंसँग कुनै जिज्ञासा , गुनासो वा सुझाव आदिको लागि नेपाल रेडक्स सँग पुग्नको लागि कुनै माध्यम छ?	If no, go to F13	1. Yes 2. No १. थियो २. थएन
F12	If yes, which way do you prefer to raise your questions to NRCS? यदि छ भने यी मध्ये तपाईंले कुन माध्यमलाई प्रार्थमिकता दिनु हुन्छ?		1. Asking NRCS volunteer directly 2. Going to local NRCS office 3. Call on phone 4. Writing in suggestion box 5. Sending email or SMS 6. Other, please specify.....

			१. नेपाल रेडक्रसका स्यमसेवकलाई सिधै सोध्ने २. स्थानीय नेपाल रेडक्रसको कार्यलयमा जाने ३. फोन गरेर सोध्ने ४. सुझाव पेटिका मा सुझाव लेख्ने ५. ईमेल र एस.एम.एस पठाउने ६. अन्य
F13	Did any conflict arise due to relief assistance received in your home? तपाईंको घरमा राहत वितरण सम्बन्धि कुनै किसिमको द्वन्द्व श्रृजान भएको थियो ?		1. Yes 2. No १. थियो २. थएन
F14	Did any conflict arise due to relief assistance received in your community? तपाईंको समुदायमा राहत वितरण सम्बन्धि कुनै किसिमको द्वन्द्व श्रृजान भएको थियो?	If 2 or 3, go to module G	1. Yes 2. No 3. Don't know १. थियो २. थएन ३. थाहा छैन
F15	If yes, what were the reasons behind the conflict? यदि थियो भने उक्त द्वन्द्वको कारण के थियो?		

Module G Perception of beneficiaries (लाभग्राहिको अवधारणा)						
To what extent do you agree or disagree with the following statements? तलका भनाई प्रति तपाईं कतिको सहमत हुनुहुन्छ?						
		Agree सहमत	Slightly Agree थोरै सहमत	Neither agree nor disagree न सहमत न असहमत	Slightly Disagree थोरै असमत	Disagree असहमत
G1	The behaviours of NRCS volunteers during relief material distribution was good. राहत वितरण गर्ने वेलामा नेपाल रेडक्रसका स्वयंसेवकको व्यवहार राम्रो थियो ।					
G2	The cash assistance helped to get needed goods in the household. नगद राहत वितरणले घरमायसी सामान उपलब्ध गराउन मद्दत गर्दछ ।					

G3	The relief items were useful for the family needs. राहत सामाग्रीहरु परिवारको आवश्यकता पुरा गर्नको लागि पर्याप्त थिए ।					
G4	The relief items were of good quality. राहत सामाग्रीहरुको गुणस्तर राम्रो थिए					
G5	The relief materials reached in time from NRCS राहत सामाग्रीहरु नेपाल रेडक्रसबाट समयमा नै उपलब्ध थिए ।					
G6	The relief distribution process of NRCS is well organized. नेपाल रेडक्रसले आयोजना गरेको राहत वितरण कार्यक्रम व्यवस्थित नै थियो ।					
G7	NRCS representatives gave us adequate information about relief distribution process and materials. राहत वितरण तथा सामाग्रीहरुको बारेमा नेपाल रेडक्रसका प्रतिनिधिहरुले पर्याप्त रुपमा सूचना दिनु भएको थियो ।					
G8	Cash received is better than the materials received. राहत सामग्री भन्दा नगद प्राप्त राम्रो हो ।					
G9	NRCS has prioritized women, children and vulnerable groups more for relief material distribution. नेपाल रेडक्रस सोसाईटिले महिला, बालबालिका तथा जोखिमयुक्त समूहलाई राहत सामाग्री वितरणमा थप प्रार्थमिकता दिएको थियो ।					

ANNEX 3: Checklist for KII**PDMS- Key Informant Interview with Government representatives****(Municipality/Ward representatives/DDMC/LDMC)**

पोष्ट वितरण अनुगमन सर्वेक्षण - सरकारी प्रतिनिधिहरू

(नगरपालिका/वार्ड प्रतिनिधि/ जिल्ला विपद व्यवस्थापन समिति/स्थानिय विपद व्यवस्थापन समिति)

General information	
Province.....	Interviewer.....
District.....	Date.....
Municipality.....	Start time.....
Ward no.....	End time.....
प्रदेश.....	अन्तर्वाता लिनेको नाम
जिल्ला.....	मिति.....
नगरपालिका.....	सुरु समय.....
वडा नम्बर.....	अन्तिम समय.....
Name of the interviewee.....(optional)	
Position.....	
Organization.....	
अन्तर्वाता दिनेको नाम	
पद:.....	
संस्था:.....	

Introduction/Consent

Namaste! My name is I work for Nepal Development Research Institute (NDRI). We are conducting Post Distribution Monitoring Survey with support from IFRC. I would like ask you some questions about the relief distribution conducted by NRCS after disaster that happened after earthquake. Your answers will help us identify the lesson learnt and recommend strategies

for making future relief and response operation even better. We would very much appreciate your participation in the interview.

The interview will not take more than 1 hour to complete. **Your answers and identity will be kept highly confidential and it** will be used only for the study purpose.

Participation in this survey is voluntary and you can choose not to answer any individual question or all of the questions. However, we hope that you will participate in this session since your views are important.

At this time, do you want to ask me anything about the session?

May I begin the discussion now?

In front of you there is a consent form (also registration form), it contains all the information I just explained about today's exercise. Do you have any questions about today's exercise or about this consent form?

Facilitator: Answer any questions and provide instructions to sign the form.

Thank you for agreeing to participate, let us start this exercise by finding some information about yourself, your community and situation after disaster.

परिचय/सहमति

नमस्ते !मेरो नाम हो । म नेपाल विकास अनुसन्धान प्रतिष्ठानमा काम गर्छु। हामीले रेड क्रिसेन्ट सोसाइटीहरूको अन्तर्राष्ट्रिय महासंघको(IFRC) सहयोगमा 'पोस्ट वितरण अनुगमन' सर्वेक्षण सञ्चालन गरिरहेका छौं। म तपाईंलाई भुकम्पको समयमा भएको विपद पछि नेपाल रेडक्रस सोसाईटी द्वारा आयोजना गरीएको राहत वितरण कार्यक्रमहरूबारे केहि प्रश्नहरू सोध्न चाहन्छु। तपाईंले दिनुभएको जवाफहरूले हामीलाई सिकाईहरू पहिचान गर्न र भविष्यमा राहत तथा प्रतिक्रिया सञ्चालनलाई अझ राम्रो बनाउनको लागि रणनीतिहरू आयोजनाहरू सिफारिस गर्न थप मद्दत गर्नेछ। हामी सर्वेक्षणमा तपाईंको सहभागिताको धेरै प्रशंसा गर्नेछौं।

यो छलफल पूरा हुन एक घण्टाभन्दा बढी समय लाग्दैन। तपाईंले दिनु भएको जवाफ र पहिचानलाई पूर्ण रुपमा गोप्य राखिनेछ र तपाईंले दिनु भएको जानकारी यस अध्ययन उद्देश्यको लागि मात्र प्रयोग गरिनेछ।

तपाईंको यस सर्वेक्षणमा सहभागिता स्वैच्छिक हुनेछ र तपाईंले कुनै पनि व्यक्तिगत प्रश्न वा सबै प्रश्नहरूको जवाफ नदिन पनि सक्नुहुन्छ। त्यसो भएता पनि, तपाईंका विचारहरू हाम्रा लागि महत्वपूर्ण हुनेभएकाले यस छलफलमा तपाईं सहभागी हुनुहुनेछ भनी हामी आशा गर्दछौं ।

यस समयमा, के तपाईं हामीलाई यस छलफलको बारेमा केहि सोध्न चाहनुहुन्छ?

के अब हामी छलफल सुरु गर्न सक्छौं?

तपाईंको अगाडि एएटा सहमति फारम छ, यसमा हामीले आजको छलफलको बारेमा व्याख्या गरेको सबै जानकारी समावेश छ। के तपाईंसँग आजको छलफल वा यो सहमति फारमको बारेमा कुनै प्रश्नहरू छन्?

सहजकर्ता: कुनै पनि प्रश्नको जवाफ दिनुहोस् र फारममा हस्ताक्षर गर्न निर्देशनहरू प्रदान गर्नुहोस्।

सहभागी हुन सहमत हुनु भएकोमा धन्यवाद, आ-आफ्नो समुदाय र विपद पछिको अवस्थाबारे केही जानकारी प्राप्त गर्न यो छलफल सुरु गरौं।

Checklist

चेकलिष्ट

1. Please tell us about the situation of community people after earthquake hit the area. How was the evacuation and rescue process carried out?
 - a. Who were involved? How was the local government involved?
 - b. What was the role of NRCS? In what kind of activities NRCS was actively engaged for rescue and relief operation?
 - c. Where were the community people evacuated? What kind of arrangements were done in evacuation centers, mainly by NRCS?
१. कृपया हामीलाई तपाईंहरूको क्षेत्र भूकम्पमा परेपछि सामुदायिक मानिसहरूको अवस्थाबारे बताउनुहोस्। स्थानान्तरण र उद्धार प्रक्रिया कसरी सम्पन्न भयो ?
- क. को को संलग्न थिए ? स्थानीय सरकारको सहभागिता कस्तो रह्यो ?
- ख. नेपाल रेडक्रस सोसाईटी को भूमिका के कस्तो थियो? नेपाल रेडक्रस सोसाईटी उद्धार र राहत कार्यको लागि कुन प्रकारका गतिविधिहरूमा सक्रिय रूपमा संलग्न थियो?
- ग. सामुदायिक मानिसहरूलाई कहाँ स्थानान्तरण गरियो? मुख्यतया नेपाल रेडक्रस सोसाईटीद्वारा स्थानान्तरण केन्द्रहरूमा कस्तो प्रकारको व्यवस्था गरिएको थियो?
2. How has NRCS collaborated and coordinated with local government in providing relief support to the community people?

२. नेपाल रेडक्रस सोसाईटी ले समुदायका मानिसहरूलाई राहत सहयोग उपलब्ध गराउन स्थानीय सरकारसँग कसरी सहकार्य र समन्वय गरेको छ?
 3. Has the local government and NRCS consulted with disaster affected community people about their needs and requirement? If yes, when was it done and how was it done? Has the relief distribution been done based on the community need?

३. स्थानीय सरकार र नेपाल रेडक्रस सोसाईटी ले प्रकोप प्रभावित समुदायका मानिसहरूसँग उनीहरूको आवश्यकताहरूको बारेमा परामर्श गरेको छ? यदि छ भने, यो कहिले र कसरी गरिएको थियो? सामुदायिक आवश्यकताका आधारमा राहत वितरण भएको थियो ?

4. Did NRCS provide information about the relief distribution process to the community people? If yes, when and how was it done?
४. के नेपाल रेडक्रस सोसाईटी ले समुदायका मानिसहरूलाई राहत वितरण प्रक्रियाको बारेमा जानकारी उपलब्ध गराएको थियो? यदि थियो भने, यो कहिले र कसरी गराईएका थिए ?
5. Do you think all the needy people in the community are benefitted from NRCS relief distribution?
- a. Do you think women, people from marginalized communities, children, vulnerable people such as old aged, very sick people, and people with disability were prioritized by NRCS for relief distribution? If yes, how they have done so?
५. तपाईंको विचारमा, नेपाल रेडक्रस सोसाईटी को राहत वितरणबाट समुदायका रहेका सबै आवश्यकतामा परेका मानिसहरू लाभान्वित भएका छन्?
- क. तपाईंको विचारमा, महिला, सीमान्तकृत समुदायका मानिसहरू, बालबालिका, जोखिममा परेका मानिसहरू जस्तै: वृद्धवृद्धा, धेरै बिरामी र अपाङ्गता भएका मानिसहरूलाई राहत वितरणमा नेपाल रेडक्रस सोसाईटीद्वारा प्राथमिकता दिइएको थियो? यदि थियो भने, तिनीहरूले कस्तो प्राथमिकता दिएका थिए?
6. Do you think NRCS has carried out relief material distribution in timely manner? Are you satisfied with the time within which the relief materials were distributed to the community? Do you have any suggestions on timeliness of NRCS service?
६. के तपाईंलाई नेपाल रेडक्रस सोसाईटी ले समयमै राहत सामग्री वितरण गरेको जस्तो लाग्छ? समुदायलाई राहत सामग्री वितरण गरिएको समयप्रति के तपाईं सन्तुष्ट हुनुहुन्छ ? नेपाल रेडक्रस सोसाईटीले प्रदान गरेको सेवाको समय तालिकाको बारेमा तपाईंहरूसँग कुनै सुझाव छ?
7. Do you think NRCS distribution process and activities were carried out in accessible location for the community?
- a. In your opinion, how appropriate was the location/time/date of distribution? (Probe: safety concern, accessible from place of stay etc.)
७. के तपाईंहरूलाई नेपाल रेडक्रस सोसाईटीको वितरण प्रक्रिया र गतिविधिहरू समुदायका लागि पहुँचयोग्य स्थानमा सम्पन्न भएको लाग्छ?
- क. तपाईंको विचारमा, वितरणको स्थान/समय/मिति कतिको उपयुक्त थियो? (प्रोब: सुरक्षा चिन्ता, बस्ने ठाउँबाट पहुँचयोग्य गर्न आदि)
8. Was the distribution process well organized? Was there any challenges and issues? Do you think there could have been better way of organizing the distribution process? Were all the NRCS representatives responsive and attentive to the community people?

- a. Were their behavior satisfactory? (Probe: Presence of male and female representative, readiness to answer people's question, treatment with dignity and respect, arguments, conflicts, looting)
 - b. Was information on type of materials being distributed were provided adequately?
८. वितरण प्रक्रियालाई एकदमै व्यवस्थित बनाईएको थियो? त्यहाँ कुनै चुनौती र समस्याहरू थिए? तपाईंहरूको विचारमा वितरण प्रक्रियाहरूलाई व्यवस्थित गर्ने अझ राम्रा तरिकाहरू पनि हुन सक्छन् ? सबै नेपाल रेडक्रस सोसाईटीका प्रतिनिधिहरू समुदायका मानिसहरूप्रति उत्तरदायी थिए तथा उनीहरूलाई ध्यान दिएका थिए ?
- क. के उहाँहरूको व्यवहार सन्तोषजनक थियो? (प्रोब: महिला र पुरुष प्रतिनिधिको उपस्थिति, जनताको प्रश्नको जवाफ दिने तत्परता, मर्यादा र सम्मान जनक व्यवहार, तर्क, विवाद, लुटपाट)
- ख. वितरण भइरहेको सामग्रीको प्रकारहरूका बारेमा जानकारी पर्याप्त रूपमा प्रदान गरिएको थियो?
9. Were there any mechanisms or channels that the community people could use to report a complaint or grievances, or provide feedback about the distribution process and items?
- a. Did you receive any complaints/feedback from the communities on relief distribution from NRCS?
९. त्यहाँ कुनै संयन्त्र वा च्यानलहरू छन् जुन समुदायका मानिसहरूले गुनासो वा उजुरीहरू रिपोर्ट गर्न वा वितरण प्रक्रिया र वस्तुहरूको बारेमा प्रतिक्रिया दिन प्रयोग गर्न सक्छन्?
- क. के तपाईंले नेपाल रेडक्रस सोसाईटीबाट गरिएको राहत वितरणमा समुदायहरूबाट कुनै गुनासो/प्रतिक्रिया प्राप्त गर्नुभयो?
10. Please tell us your opinion - Is there anything about the distribution process of NRCS that you think could be improved?
१०. कृपया हामीलाई तपाईंहरूको विचार बताउनुहोला - नेपाल रेडक्रस सोसाईटी को वितरण प्रक्रियाको बारेमा केहि कुराहरू छन् जुन तपाईंहरूलाई सुधार गर्न सकिन्छ जस्तो लाग्छ ?
11. Do you think there has been any tensions or conflicts in the community because of the relief material distribution? If yes, please tell us your suggestions on what can be done to not let such conflicts arise in the community?
११. के तपाईंहरूलाई राहत सामग्री वितरणका कारण समुदायमा कुनै तनाव वा द्वन्द्व भयो जस्तो लाग्छ ? यदि लाग्छ भने, कृपया हामीलाई समुदायमा यस्ता द्वन्द्वहरू उत्पन्न हुन नदिन के गर्न सकिन्छ। आफ्नो सुझावहरू बताउनुहोस्?
12. Now let's talk about the items. Overall, what is your opinion on the types, quantity, quality and usefulness of the relief materials distributed? Do you think some additional items must be included in relief package in potential future distribution? If yes, what are they?

१२. अब वस्तुहरूको बारेमा कुरा गरौं। समग्रमा, वितरण गरिएको राहत सामग्रीको प्रकार, परिमाण, गुणस्तर र उपयोगिताबारे तपाईंको धारणा के छ? सम्भावित भविष्यको वितरणमा राहत प्याकेजमा केही थप वस्तुहरू समावेश गरिनुपर्छ जस्तो लाग्छ? यदि लाग्छ भने, तिनीहरू केके हुन्?

13. Are you still receiving demands for Cash and Non Food Items from the collective center or in your area?

१३. के तपाईंले अझै पनि सामूहिक केन्द्र वा तपाईंको क्षेत्रबाट नगद र गैर-खाद्य वस्तुहरूको मागहरू प्राप्त गरिरहनुभएको छ?

14. Do you think the relief materials distributed by NRCS has brought some positive changes in the lives of disaster affected community people? What more do you think should be done for such communities post disaster in order to uplift their livelihood?

१४. नेपाल रेडक्रस सोसाईटीद्वारा वितरण गरिएको राहत सामग्रीले विपद प्रभावित समुदायका मानिसहरूको जीवनमा केही सकारात्मक परिवर्तन ल्याएको छ जस्तो लाग्छ? यस्ता समुदायका मानिसहरूको जीविकोपार्जन उकास्न विपदपछि त्यस्ता समुदायहरूका लागि थप के गर्नुपर्छ जस्तो लाग्छ ?

15. In your opinion, is there any lessons learnt from NRCS relief distribution process and recommendations for improving future relief operations in Nepal?

१५. तपाईंको विचारमा, नेपालमा भावी राहत कार्यक्रमहरूमा सुधार गर्नका लागि नेपाल रेडक्रस सोसाईटीद्वारा गरिएको राहत वितरण प्रक्रिया र सिफारिसहरूबाट तपाईंले केहि ज्ञान प्राप्त गर्नु भएको छ ?

16. This conversation has been very helpful for us and we appreciate your time. Before we end, is there anything else you want to tell us or suggest in NRCS relief distribution process? If yes, please share with us.

17. यो कुराकानी हाम्रो लागि धेरै उपयोगी भएको छ र हामी तपाईंको समयको कदर गर्दछौं। हामीले यो छलफल समाप्त गर्नु अघि, नेपाल रेडक्रस सोसाईटी को राहत वितरण प्रक्रियाको बारेमा तपाईंले हामीलाई भन्न वा सुझाव दिन चाहनु भएका अरू केहि कुराहरु छन? यदि छन भने, कृपया हामीलाई भनिदिन सक्नुहुन्छ।

PDMS- Key Informant Interview with NRCS representatives

(District chapters, sub-chapters, District Disaster Response Team, National Disaster Response Team (NDRTs))

पोष्ट वितरण अनुगमन सर्वेक्षण - नेपाल रेडक्रस सोसाईटी प्रतिनिधिहरू

(जिल्ला, उप-शाखा, जिल्ला विपद प्रतिक्रिया टोलीहरू (DDRTs), राष्ट्रिय विपद प्रतिक्रिया टोली (NDRTs), सम्पर्क व्यक्ति)

Checklist

चेकलिष्ट

1. Please tell us about the situation of community people after earthquake hit the area. How was the evacuation and rescue process carried out?
 - a. Who were involved?
 - b. In what kind of activities NRCS was actively engaged for rescue and relief operation?
 - c. What was **your role** in evacuation, rescue and relief process?
 - d. Where were the community people evacuated? What kind of arrangements were done in evacuation centers by NRCS?

१. कृपया हामीलाई तपाईंहरूको क्षेत्र भूकम्पमा परेपछि सामुदायिक मानिसहरूको अवस्थाबारे बताउनुहोस्। स्थानान्तरण र उद्धार प्रक्रिया कसरी सम्पन्न भयो ?

क. को को संलग्न थिए ?

ख. नेपाल रेडक्रस सोसाईटी उद्धार र राहत कार्यको लागि कुन प्रकारका गतिविधिहरूमा सक्रिय रूपमा संलग्न थियो?

ग. समुदायका मानिसहरू स्थानान्तरण, उद्धार र राहत वितरण प्रक्रियामा तपाईंको भूमिका के थियो

घ. सामुदायिक मानिसहरूलाई कहाँ स्थानान्तरण गरियो? मुख्यतया नेपाल रेडक्रस सोसाईटी द्वारा स्थानान्तरण केन्द्रहरूमा कस्तो प्रकारको व्यवस्था गरिएको थियो?

2. How has NRCS collaborated and coordinated with local government and other organizations in providing relief support to the community people?

- a. Who are the other organizations involved in similar assistance in targeted locations? Was there any mechanism adopted to avoid duplication of efforts?

२. नेपाल रेडक्रस सोसाईटी ले समुदायका मानिसहरूलाई राहत सहयोग उपलब्ध गराउन स्थानीय सरकार र अन्य संघ संस्थाहरूसँग कसरी सहकार्य र समन्वय गरेको छ?

क. लक्षित स्थानहरूमा समान सहयोगमा संलग्न अन्य संस्थाहरू कुनकुन हुन्? प्रयासहरू दोहोरीनबाट बच्न कुनै संयन्त्र अवलम्बन गरिएको थियो?

3. Has the NRCS consulted with earthquake affected community people about their needs and requirement?
- If yes, when was it done and how was it done?
 - Has the relief distribution been done based on the community need?
 - What was the most urgent shelter and Non-Food items need of the affected people of the community?

३. नेपाल रेडक्रस सोसाईटीले भूकम्प प्रभावित समुदायका मानिसहरूसँग उनीहरूको आवश्यकताहरूको बारेमा परामर्श गरेको छ?

क. यदि छ भने, यो कहिले र कसरी गरिएको थियो?

ख. सामुदायका आवश्यकताका आधारमा राहत वितरण भएको थियो ?

ग. समुदायका प्रभावित मानिसहरूलाई सबैभन्दा अत्यावश्यक आवास र गैर-खाद्य वस्तुहरू केके चाहिन्छ?

4. Did NRCS provide information about the relief distribution process to the community people? If yes, when and how was it done?

४. के नेपाल रेडक्रस सोसाईटीले समुदायका मानिसहरूलाई राहत वितरण प्रक्रियाको बारेमा जानकारी उपलब्ध गराएको थियो? यदि थियो भने, यो कहिले र कसरी गराईएका थिए ?

5. Do you think that the response operation was carried out fairly? (targeting criteria, queuing during distribution etc.)
- Do you think all the needy people in the community are benefitted from NRCS relief distribution?
 - Do you think urgent needs of community people were addressed through NRCS response?
 - Can you please explain us the beneficiary selection criteria? Are the community people satisfied with the criteria?
 - Are women, people from marginalized communities, children, vulnerable people such as old aged, very sick people, and people with disability were prioritized by NRCS for relief distribution? If yes, how has it been done?

५. के तपाईंलाई प्रतिक्रियात्मक अपरेशन कार्यहरू निष्पक्ष रूपमा सम्पन्न भयो भन्ने लाग्छ? (लक्षित मापदण्ड, पालो अनुसार वितरण आदि)

क. तपाईंको विचारमा, नेपाल रेडक्रस सोसाईटीको राहत वितरणबाट समुदायका रहेका सबै आवश्यकतामा परेका मानिसहरू लाभान्वित भएका छन्?

ख. के तपाईंलाई नेपाल रेडक्रस सोसाईटीको प्रतिक्रिया मार्फत समुदायका मानिसहरूको अत्यावश्यक आवश्यकताहरू सम्बोधन गरिएको छ जस्तो लाग्छ?

ग. के तपाईं हामीलाई लाभग्राही छनोट मापदण्डका बारेमा व्याख्या गर्न सक्नुहुन्छ? के समुदायका मानिसहरू मापदण्ड प्रति सन्तुष्ट छन् ?

घ) महिला, सीमान्तकृत समुदायका मानिसहरू, बालबालिका, जोखिममा परेका मानिसहरू जस्तै: वृद्धवृद्धा, धेरै बिरामी र अपाङ्गता भएका मानिसहरूलाई नेपाल रेडक्रस सोसाईटीद्वारा राहत वितरणमा प्राथमिकता दिइएको थियो? यदि थियो भने, कसरी राहत वितरणमा प्राथमिकता दिन सक्नु भयो?

6. Within how many hours/days of the earthquake, NRCS carried out relief material distribution to the affected communities? Are you satisfied with the time within which the relief materials were distributed or do you think there are lessons learnt on timeliness of NRCS service?

6. भूकम्पको कति घण्टा/दिन भित्र नेपाल रेडक्रस सोसाईटीले प्रभावित समुदायहरूलाई राहत सामग्री वितरण गर्यो? समुदायलाई राहत सामग्री वितरण गरिएको समयप्रति के तपाईं सन्तुष्ट हुनुहुन्छ ? के तपाईंलाई नेपाल रेडक्रस सोसाईटीको सेवाको समय प्रतिबद्धताबाट ज्ञान सिकेको जस्तो लाग्छ?

7. Do you think NRCS distribution process and activities were carried out in accessible location for the community?

a. In your opinion, how appropriate was the location/time/date of distribution? (Probe: safety concern, accessible from place of stay etc.)

b. Was there any key criteria/consideration for selecting the particular distribution location?

७. के तपाईंहरूलाई नेपाल रेडक्रस सोसाईटीको वितरण प्रक्रिया र गतिविधिहरू समुदायका लागि पहुँचयोग्य स्थानमा सम्पन्न भएको लाग्छ?

क. तपाईंको विचारमा, वितरणको स्थान/समय/मिति कतिको उपयुक्त थियो? (प्रोब: सुरक्षा चिन्ता, बस्ने ठाउँबाट पहुँचयोग्य गर्न आदि)

ख. के त्यहाँ विशेष वितरण स्थान चयन गर्नको लागि कुनै मुख्य मापदण्ड बनाईएको/विचार गरिएको थियो?

8. Was the distribution process well organized? Was information on type of materials being distributed were provided adequately?

a. Was there any challenges and issues?

b. Do you think there could have been better way of organizing the distribution process?

c. Were all the NRCS representatives responsive and attentive to the community people? (Probe: Presence of male and female representative, readiness to answer people's question, treatment with dignity and respect, arguments, conflicts, looting)

d. Please tell us your opinion - Is there anything about the distribution process of NRCS that you think could be improved?

८. वितरण प्रक्रियालाई एकदमै व्यवस्थित बनाईएको थियो? वितरण भइरहेको सामग्रीको प्रकारको बारेमा पर्याप्त रूपमा जानकारी प्रदान गरिएको थियो?

क. त्यहाँ कुनै चुनौती र समस्याहरू थिए?

ख. तपाईंहरूको विचारमा वितरण प्रक्रियाहरूलाई व्यवस्थित गर्ने अझ राम्रा तरिकाहरू पनि हुन सक्छन् ?

ग. सबै नेपाल रेडक्रस सोसाईटीका प्रतिनिधिहरू समुदायका मानिसहरूप्रति उत्तरदायी थिए तथा समुदायका मानिसहरूलाई ध्यान दिएका थिए ? (प्रोब: महिला र पुरुष प्रतिनिधिको उपस्थिति, जनताको प्रश्नको जवाफ दिने तत्परता, मर्यादा र सम्मान जनक व्यवहार, तर्क, विवाद, लुटपाट)

घ. कृपया हामीलाई तपाईंको विचार बताउन सक्नुहुन्छ - नेपाल रेडक्रस सोसाईटीको वितरण प्रक्रियाको बारेमा केहि कुरा छ जुन तपाईंलाई सुधार गर्न सकिन्छ जस्तो लाग्छ?

9. Are there any mechanisms or channels that the community people could use to report a complaint or grievances, or provide feedback about the distribution process and items?
- Do you think there has been any tensions or conflicts in the community because of the relief material distribution?
 - What were the main challenges faced /complaints or feedback provided during this intervention (assessment, verification, distribution)?
 - If yes, please tell us your opinion on what can be done to not let such conflicts arise in the community?

९. त्यहाँ कुनै संयन्त्र वा च्यानलहरू छन् जुन समुदायका मानिसहरूले गुनासो वा उजुरीहरू रिपोर्ट गर्न वा वितरण प्रक्रिया र वस्तुहरूको बारेमा प्रतिक्रिया दिन प्रयोग गर्न सक्छन्?

क) राहत सामग्री वितरणका कारण समुदायमा कुनै तनाव वा द्वन्द्व भयो जस्तो लाग्छ ?

ख) यदि लाग्छ भने, कृपया हामीलाई समुदायमा यस्ता द्वन्द्वहरू उत्पन्न हुन नदिन के गर्न सकिन्छ।आफ्नो सुझावहरू बताउनुहोस्?

ग)कार्यक्रम लागू हुदाँ (मूल्याङ्कन, प्रमाणीकरण, वितरण) को समयमा सामना गर्नु परेका मुख्य चुनौतिहरू/गुनासो वा प्रतिक्रियाहरू के के थिए?

10. Now let's talk about the items. Overall, what is your opinion on the types, quantity, quality and usefulness of the relief materials distributed? Do you think some additional items could be included in relief package in potential future distribution? If yes, what are they?

१०. अब वस्तुहरूको बारेमा कुरा गरौं। समग्रमा, वितरण गरिएको राहत सामग्रीको प्रकार, परिमाण, गुणस्तर र उपयोगिताबारे तपाईंको धारणा के छ? तपाईंको विचारमा सम्भावित भविष्यको वितरणमा राहत प्याकेजमा केही थप वस्तुहरू समावेश गरिनुपर्छ जस्तो लाग्छ? यदि लाग्छ भने, तिनीहरू केके हुन्?

11. Do you think the relief materials distributed by NRCS has brought some positive changes in the lives of disaster affected community people? What more do you think should be done for such communities post disaster in order to uplift their livelihood?

११. नेपाल रेडक्रस सोसाईटीद्वारा वितरण गरिएको राहत सामग्रीले विपद प्रभावित समुदायका मानिसहरूको जीवनमा केही सकारात्मक परिवर्तन ल्याएको छ जस्तो लाग्छ? यस्ता समुदायका मानिसहरूको जीविकोपार्जन उकास्न विपदपछि त्यस्ता समुदायहरूका लागि थप के गर्नुपर्छ जस्तो लाग्छ ?

12. In your opinion, is there any lessons learnt from NRCS relief distribution process and recommendations for improving future relief operations in Nepal?

१२. तपाईंको विचारमा, नेपालमा भावी राहत कार्यक्रमहरूमा सुधार गर्नका लागि नेपाल रेडक्रस सोसाईटीद्वारा गरिएको राहत वितरण प्रक्रिया र सिफारिसहरूबाट तपाईंले केहि ज्ञान प्राप्त गर्नु भएको छ ?

13. Have you carried out monitoring visit? If yes, what were the findings during monitoring visit? (For DREF Focal person, CEA focal person)

१३. के तपाईंले अनुगमन भ्रमण गर्नुभएको छ? यदि छ भने, अनुगमन भ्रमणको क्रममा के निष्कर्षहरू निकाल्नु भएको थियो ? (DREF फोकल पर्सन, CEA फोकल पर्सनको लागि)

14. This conversation has been very helpful for us and we appreciate your time. We understand that NRCS has done a wonderful job in providing relief to the disaster affected community and we really appreciate NRCS's effort. Before we end, is there anything else you want to tell us or suggest in NRCS relief distribution process? If yes, please share with us for future relief operations.

१४. यो कुराकानी हाम्रो लागि धेरै उपयोगी भएको छ र हामी तपाईंको समयको कदर गर्दछौं। हामीलाई थाहा छ कि नेपाल रेडक्रस सोसाईटीले प्रकोप प्रभावित समुदायलाई राहत प्रदान गर्न अद्भुत काम गरेको छ र हामी नेपाल रेडक्रस सोसाईटीको प्रयासको साँच्चै प्रशंसा गर्दछौं। हामीले यो छलफल समाप्त गर्नु अघि, नेपाल रेडक्रस सोसाईटी को राहत वितरण प्रक्रियाको बारेमा तपाईंले हामीलाई भन्न वा सुझाव दिन चाहनु भएका अरु केहि कुराहरु छन? यदि छन भने, कृपया हामीलाई भनिदिन सक्नुहुन्छ।

ANNEX 4: Checklist and Guidance for FGD**पोष्ट वितरण अनुगमन सर्वेक्षण समूहिक छलफल - मार्गदर्शन प्रश्नहरू**

General information सामान्य जानकारी	
Province.....	Facilitator.....
District.....	Note taker.....
Municipality.....	Date.....
Ward no.....	Start time.....
Number of participants.....(male).....(female)	End time.....
प्रदेश.....	सहजकर्ता.....
जिल्ला.....	नोट टेकर.....
नगरपालिका.....	मिति.....
वडा नम्बर.....	सुरु समय.....
सहभागी संख्या)..... पुरुष).....(महिला (	अन्तिम समय.....

Introduction/Consent

Namaste! My name is I work for Nepal Development Research Institute (NDRI). We are conducting Post Distribution Monitoring Survey with support from IFRC. I would like ask you some questions about the relief distribution conducted by NRCS after earthquake hit the area. Your answers will help us identify the lesson learnt and recommend strategies for making future relief and response operation even better. You have been selected randomly from the list of beneficiaries to provide feedback on the quality of distribution process and the items received. There are no right or wrong answers to the questions I will ask; I am only interested in your experience and perceptions. We would very much appreciate your participation in the survey.

The discussion will not take more than 1.5 hours to complete. **Your answers and identity will be kept highly confidential and it will not affect your eligibility for receiving relief materials in future.** It will be used only for the study purpose.

Participation in this survey is voluntary and you can choose not to answer any individual question or all of the questions. However, we hope that you will participate in this session since your views are important.

At this time, do you want to ask me anything about the session?

May I begin the discussion now?

In front of you there is a consent form (also registration form), it contains all the information I just explained about today's exercise. Do you have any questions about today's exercise or about this consent form?

Facilitator: Answer any questions and provide instructions to sign the form.

Thank you for agreeing to participate, let us start this exercise by finding some information about yourself, your community and situation after disaster.

परिचय/सहमति

नमस्ते !मेरो नाम हो । म नेपाल विकास अनुसन्धान प्रतिष्ठानमा काम गर्छु। हामीले रेड क्रिसेन्ट सोसाइटीहरूको अन्तर्राष्ट्रिय महासंघको) IFRC) सहयोगमा 'पोस्ट वितरण अनुगमन' सर्वेक्षण सञ्चालन गरिरहेका छौं। म तपाईंलाई भूकम्पको समयमा भएको विपद पछि नेपाल रेडक्रस सोसाइटी द्वारा आयोजना गरीएको राहत वितरण कार्यक्रमहरूबारे केहि प्रश्नहरू सोध्न चाहन्छु। तपाईंले दिनुभएको जवाफहरूले हामीलाई सिकाईहरू पहिचान गर्न र भविष्यमा राहत तथा प्रतिक्रिया सञ्चालनलाई अझ राम्रो बनाउनको लागि रणनीतिहरू आयोजनाहरू सिफारिस गर्न थप मद्दत गर्नेछ। वितरण प्रक्रियाको गुणस्तर र प्राप्त वस्तुहरूमा प्रतिक्रिया दिनको लागि तपाईंलाई लाभग्राहीहरूको सूचीबाट अनियमित चयन प्रक्रियाद्वारा छानिएको हो। मैले सोध्ने प्रश्नहरूको कुनै सही वा गलत जवाफ भन्ने छैन; मलाई तपाईंको अनुभव र धारणामा मात्र चासो छ। हामी सर्वेक्षणमा तपाईंको सहभागिताको धेरै प्रशंसा गर्नेछौं।

यो छलफल पूरा हुन डेढ घण्टाभन्दा बढी समय लाग्दैन। तपाईंले दिनु भएको जवाफ र पहिचानलाई पूर्ण रुपमा गोप्य राखिनेछ र यसले भविष्यमा राहत सामग्री प्राप्त गर्ने तपाईंको योग्यतालाई कुनै असर गर्ने छैन। तपाईंले दिनु भएको जानकारी यस अध्ययन उद्देश्यको लागि मात्र प्रयोग गरिनेछ।

तपाईंको यस सर्वेक्षणमा सहभागिता स्वैच्छिक हुनेछ र तपाईंले कुनै पनि व्यक्तिगत प्रश्न वा सबै प्रश्नहरूको जवाफ नदिन पनि सक्नुहुन्छ। त्यसो भएता पनि, तपाईंका विचारहरू हाम्रा लागि महत्त्वपूर्ण हुनेभएकाले यस छलफलमा तपाईं सहभागी हुनुहुनेछ भनी हामी आशा गर्दछौं ।

यस समयमा, के तपाईं हामीलाई यस छलफलको बारेमा केहि सोध्न चाहनुहुन्छ?

के अब हामी छलफल सुरु गर्न सक्छौं

तपाईंको अगाडि एएटा सहमति फारम छ, यसमा हामीले आजको छलफलको बारेमा व्याख्या गरेको सबै जानकारी समावेश छ। के तपाईंहरूसँग आजको छलफल वा यो सहमति फारमको बारेमा कुनै प्रश्नहरू छन्?

सहजकर्ता :कुनै पनि प्रश्नको जवाफ दिनुहोस् र फारममा हस्ताक्षर गर्न निर्देशनहरू प्रदान गर्नुहोस्।

सहभागी हुन सहमत हुनु भएकोमा धन्यवाद, आ-आफ्नो समुदाय र विपद पछिको अवस्थाबारे केही जानकारी प्राप्त गर्न यो छलफल सुरु गरौं।

1. Tell us a bit about yourself, did you live here from the beginning (earthquake) or have you moved here post earthquake?
 - a. Since earthquake, how difficult has it been for you to access basic materials (e.g. food, hygiene items, shelter items etc.)?
 - b. How has the limited access to basic items affected you and your family?
 - c. What are some of the coping strategies you have used when you couldn't find or afford these items?

१. हामीलाई आ-आफ्नो बारेमा केही कुरा बताई दिनु हुन्छ, के तपाईं यहाँ पहिलेदेखि नै (भूकम्प) बसीरहुनु भएको हो वा भूकम्पपछि यहाँ सर्नु भयो?

क) भूकम्पपछि, आधारभूत सामग्रीहरू (जस्तै खाना, सरसफाइका वस्तुहरू, आश्रय स्थल आदि) प्राप्त गर्न तपाईंलाई कतिको गाह्रो भएको छ?

ख) आधारभूत वस्तुहरूमा सीमित पहुँचले गर्दा तपाईंलाई र तपाईंको परिवारलाई कसरी असर गरेको छ?

ग) तपाईंले यी वस्तुहरू प्राप्त गर्न वा जुटाउन नसकेको अवस्थामा तपाईंले यी कुराहरूलाई सामना गर्न प्रयोग गर्नुभएका रणनीतिहरू के के हुन्?

2. Have you ever been consulted by NRCS or other organization about you and your family's basic needs post earthquake? If yes, can you please explain?

२. विपद पछि तपाईं र तपाईंको परिवारको आधारभूत आवश्यकताहरूको बारेमा के तपाईंहरूसँग नेपाल रेडक्रस सोसाईटी वा अन्य संस्थाबाट परामर्श भएको छ? यदि छ भने, कृपया बताउन सक्नुहुन्छ?

3. How many days before the distribution were you informed about the distribution and its location? How were you informed about the relief distribution process of NRCS?
 - a. How did you sign up to the beneficiary list?
 - b. Can you tell us what were the criteria for selecting beneficiaries and how were you selected?

- c. Do you think all the needy people in your community are benefitted from NRCS relief distribution? If not, can you tell us who have not received the items but you feel that they should have been benefitted from the assistance as well?
 - d. Do you think women, people from marginalized communities, children, vulnerable people such as old aged, very sick people, and people with disability were prioritized by NRCS for relief distribution? If yes, how they have done so?
३. वितरण र यसको स्थानबारे तपाईंलाई कति दिन अघि जानकारी दिइएको थियो? नेपाल रेडक्रस सोसाईटीको राहत वितरण प्रक्रियाको बारेमा तपाईंलाई कसरी जानकारी दिनुभयो?
- क. तपाईंलाई लाभग्राही सूचीमा कसरी समावेश गरियो?
 - ख. लाभग्राही छनोटका मापदण्डहरू के-के थिए र कसरी छनोट भयो हामीलाई बताउन सक्नुहुन्छ?
 - ग. के तपाईंको विचारमा तपाईंको समुदायका सबै आवश्यक मानिसहरू नेपाल रेडक्रस सोसाईटीको राहत वितरणबाट लाभान्वित हुनु भएको छ ? यदि छैन भने, तपाईंलाई लागेका जो सहयोगबाट लाभान्वित हुनुपर्थ्यो तर उनीहरूले सहयोग प्राप्त गर्न सकेका छैनन तपाईं हामीलाई त्यस्ता व्यक्तिहरूको बारेमा बताउन सक्नुहुन्छ ।
 - घ. तपाईंको विचारमा महिला, सीमान्तकृत समुदायका मानिसहरू, बालबालिका, जोखिममा परेका मानिसहरू जस्तै: वृद्धवृद्धा, धेरै बिरामी र अपाङ्गता भएका मानिसहरूलाई नेपाल रेडक्रस सोसाईटीद्वारा राहत वितरणमा प्राथमिकता दिइएको थियो? यदि थियो भने, उहाँहरूले कसरी राहत वितरणमा प्राथमिकता दिन सक्नु भयो?
4. When was the relief materials distributed to you? Did you receive them in time? Are you satisfied with the time within which the relief materials were distributed to you?
४. तपाईंहरूलाई राहत सामग्री कहिले वितरण गरियो? के तपाईंहरूले राहत सामग्रीहरू समयमै प्राप्त गर्नुभयो? तपाईंहरू राहत सामग्री वितरण भएको समयमा सन्तुष्ट हुनुभएको थियो ?
5. Where did you go to pick up the items?
- a. How did you reach the distribution location?
 - b. In your opinion, how appropriate was the location/time/date of distribution? (Probe: safety concern, accessible from place of stay etc.)
 - c. Did you have to wait to receive the relief materials? How long did you have to wait?
 - d. How organized was the distribution process? Did you face any challenges? Please tell us about your experience.
५. तपाईंहरू राहतका सामानहरू लिन कहाँ जानुभयो?
- क. राहत वितरण स्थानमा कसरी पुग्नुभयो ?
 - ख. तपाईंको विचारमा, राहत वितरणको स्थान/समय/मिति तपाईंहरूलाई कतिको उपयुक्त थियो? (प्रोब: सुरक्षा चिन्ता, बस्ने ठाउँबाट पहुँचयोग्य आदि)

- ग. राहत सामाग्री पाउन पखनु पच्यो ? यदि पर्यो भने कति समय पखनु पच्यो ?
- घ. राहत वितरण प्रक्रिया कतिको व्यवस्थित थियो ? के तपाईंले कुनै चुनौतीहरूको सामना गर्नुभयो? कृपया हामीलाई आफ्नो अनुभव बताउनुहोस्।
6. To receive the relief items, did you or anybody else in the family have to pay any fee, or make any favor in return, or get involved in any suspicious work?
७. राहत सामाग्री लिनको लागि तपाईंले वा परिवारका अन्य कसैले कुनै शुल्क तिर्नु परेको थियो वा बदलामा कुनै उपहार दिनु परेको थियो वा कुनै शंकास्पद/बैकल्पीक कार्यमा संलग्न हुनुभएको थियो ?
7. Who distributed the items to you?
- During the distribution, were you able to understand and follow all the processes?
 - Did the representatives provide enough information on the type of materials being distributed and use of those materials?
 - Are you satisfied with the behavior of the representatives who distributed items to you? (Probe: Presence of male and female representative, readiness to answer your question, treatment with dignity and respect, arguments, conflicts, looting)
७. तपाईंहरूलाई राहतका वस्तुहरू कसले वितरण गर्यो?
- क. वितरणको क्रममा, के तपाईंहरू सबै प्रक्रियाहरू बुझ्न र पालना गर्न सक्षम हुनुहुन्थ्यो?
- ख. के प्रतिनिधिहरूले वितरण गरीएका सामग्रीको प्रकार र ती सामग्रीहरूको प्रयोगको बारेमा पर्याप्त जानकारी प्रदान गरेका थिए?
- ग. तपाईंलाई सामान वितरण गर्ने प्रतिनिधिहरूको व्यवहारमा तपाईंहरू सन्तुष्ट हुनुहुन्छ ? (प्रोब: पुरुष र महिला प्रतिनिधिको उपस्थिति, तपाईंको प्रश्नको जवाफ दिन तत्परता, मर्यादापूर्वक तथा सम्मानको साथ व्यवहार, तर्क, विवाद, लुटपाट)
8. How did you travel back home with these items? Did you feel comfortable traveling with these items back home?
८. यी वस्तुहरू लिएर तपाईं कसरी घर फर्कनुभयो? के तपाईंहरूले यी वस्तुहरू लिएर घर फर्कनको लागि यात्रा गर्दा सहज महसुस गर्नुभयो?
9. Are you satisfied with the overall relief distribution process?
- Is there anything about the distribution process that you think could be improved? (Probe: Would you prefer to receive items in a different way?)
 - Did the representatives explain the channels you could use to report a complaint or grievances, or provide feedback about the distribution process and items?
 - Have you submitted any complaint to the Red Cross? If so, did you find an answer to your complaint/issue?
९. के तपाईंहरू समग्र राहत वितरण प्रक्रियाबाट सन्तुष्ट हुनुहुन्छ?

क. वितरण प्रक्रियामा सुधार गर्न सकिन्छ जस्तो लाग्छ ? (प्रोब: के तपाईंहरू राहतका वस्तुहरू फरक तरिकाले प्राप्त गर्न चाहनुहुन्छ?)

ख. के तपाईंहरूले गुनासो वा उजुरीहरू रिपोर्ट गर्न वा वितरण प्रक्रिया र वस्तुहरूको बारेमा प्रतिक्रिया दिन प्रयोग गर्न सक्ने माध्यमहरूको बारेमा प्रतिनिधिहरूले बताउनु भयो?

ग. के तपाईंले रेडक्रसमा कुनै गुनासो पेस गर्नुभएको छ? यदि गर्नु भएको छ भने, तपाईंहरूले आफ्नो गुनासो/समस्याको जवाफ पाउनुभयो?

10. Has there been any tensions or conflicts in the community because of the distribution? If yes, can you please explain?

१०. राहात सामग्रीहरू बाँडफाँडका कारण समुदायमा कुनै तनाव वा द्वन्द्व भएको छ? यदि छ भने, कृपया बताउन सक्नुहुन्छ?

11. Now let's talk about the items.

- Which items did you receive? (Please use the chart paper and prepare the matrix with their satisfaction in both quantity, quality and usefulness)
- Were all the items relevant? In what way they were relevant?
- How would you rate their quality?
- Was the quantity sufficient? If not, which ones were not sufficient and why?
- Which items were most useful/not useful?
- What did you do with the items you have not used, if any?
- Do you think there must be additional items that must be included in relief package in potential future distribution? If yes, what are they? (Highlight the ones that comes from majority of the respondents- Use free-listing exercise)
- Have you also received cash relief with other kits from the Nepal Red Cross? If yes, how much money have you received? For what purpose did the Red Cross provide cash relief to you? What did you spend the cash relief you received?

११. अब वस्तुहरूको बारेमा कुरा गरौं।

क. तपाईंहरूले कुनकुन वस्तुहरू प्राप्त गर्नुभयो? (कृपया चार्ट पेपर प्रयोग गरी मात्रा, गुणस्तर र उपयोगितामा उहाँहरूको सन्तुष्टिको म्याट्रिक्स तयार गर्नुहोस्)

ख. के सबै वस्तुहरू सान्दर्भिक थिए? तिनीहरू कुन हिसाबले सान्दर्भिक थिए?

ग. तपाईंहरू तिनीहरूको गुणस्तर कसरी मूल्याङ्कन गर्नुहुन्छ?

घ. के राहत सामग्रीहरूको मात्रा पर्याप्त थियो? यदि थिएन भने, कुन पर्याप्त थिएनन् र किन?

ङ. कुन कुन वस्तुहरू धेरै उपयोगी थिए र/कुनकुन वस्तुहरू उपयोगी थिएनन्?

च. यदि तपाईंहरूले प्रयोग नगरेका वस्तुहरू छन् भने, तिनीहरूलाई के गर्नुभयो?

छ. सम्भावित भविष्यको वितरणमा राहत प्याकेजमा समावेश गरिनु पर्ने अतिरिक्त वस्तुहरू पनि हुनुपर्छ भन्ने लाग्छ? यदि लाग्छ भने, तिनीहरू केके हुन्? (बहुमत उत्तरदाताहरूबाट आएकाहरूलाई हाइलाइट गर्नुहोस्- फ्री-लिस्टिङ अभ्यास प्रयोग गर्नुहोस्)

ज. के तपाईंहरूले नेपाल रेडक्रसबाट अन्य सामानहरू सहित नगद राहत पनि पाउनुभएको छ? यदि छ भने, तपाईंहरूले कति पैसा प्राप्त गर्नुभयो? रेडक्रसले तपाईंलाई के प्रयोजनका लागि नगद राहत उपलब्ध गराएको छ ? के तपाईंहरूले प्राप्त गरेको नगद राहत खर्च गर्नुभयो?

12. How did receiving these items make you feel? Has it made your life easier? Did receiving these items have any effect on you or your family's daily lives?

१२. यी वस्तुहरू प्राप्त गर्दा तपाईंहरूलाई कस्तो महसुस भयो? के यसले तपाईंहरूको जीवनलाई सजिलो बनाएको छ? के यी वस्तुहरू प्राप्त गर्दा तपाईंहरूको वा तपाईंहरूको परिवारको दैनिक जीवनमा कुनै प्रभाव परेको छ?

13. What is the best way to communicate to you about Red Cross activities in general as well as responding to your questions?

१३. रेड क्रसका गतिविधिहरूबारे सामान्य रूपमा तपाईंहरूसँग कुराकानी गर्ने र तपाईंहरूको प्रश्नहरूको जवाफ दिने उत्तम तरिकाहरू केके होलान्?

14. How much did you know about the NRCS as an organization before the distribution?

a. Have you or someone you know received assistance from the NRCS before?

b. How much do you know about the Red Cross and their work in Nepal now?

१४. राहत वितरण हुनु अघि नेपाल रेडक्रस सोसाईटी एउटा संगठनको रूपमा तपाईंलाई कति थाहा थियो?

क) के तपाईंले वा तपाईंले चिन्ने व्यक्तिले नेपाल रेडक्रस सोसाईटी बाट पहिले पनि सहायता प्राप्त गर्नुभएको थियो?

ख)अहिले नेपालमा रेडक्रस र तिनको कामबारे कतिको थाहा छ ?

15. The support was given in form of relief items. Would you have preferred to receive the support in any other form? What form would you have preferred and would you describe why?

१५. राहत सामाग्रीको रूपमा सहायता प्रदान गरिएको थियो। के तपाईंहरू कुनै अन्य रूपमा सहायता प्राप्त गर्न रुचाउनुहुन्छ? तपाईंहरू कुन तरिका रुचाउनुहुन्छ र किन वर्णन गरी दिनु हुन्छ?

16. This conversation has been very helpful for us and we appreciate your time. Before we end, can you tell us about your overall opinion on NRCS relief support? What worked best and what suggestions would you like to give to improve the service of NRCS for the next time? Please share with us.

ANNEX 5: Checklist for Coordination complexity/ Timeline workshop.

Stakeholders: District chapter, sub-chapters, volunteers and CDO.

1. What are your opinions on the Jajarkot earthquake? How do you perceive it in comparison to the 2072 earthquake in terms of loss of life, property destruction, relief materials, infrastructure damage, frequency of aftershocks, and community terror? Are communities adequately prepared to cope with disasters?
2. What preparatory plans, operations, and mechanisms for rescue and relief were in place before the disaster?
3. How long did it take to receive materials? Was an Initial Rapid Assessment (IRA) conducted immediately after the earthquake? What actions did your committee take immediately after the earthquake, and were there any coordination challenges during the emergency response? What policy challenges hindered the distribution of relief items? Do you believe the one-door policy facilitated the distribution system, and what improvements are needed in the policy?
4. Did any conflicts arise among stakeholders regarding the distribution of relief items or cash (e.g., political influences, policy pressures, pressure from local governments in their respective wards, community or individual level)? Did you face coordination challenges among stakeholders, and how were they resolved?
5. Can you elaborate on the coordination complexities you faced during the Jajarkot earthquake? How can all stakeholders be brought onto the same page? What positive and negative lessons were learned throughout the relief mechanism?
6. Were the relief materials or cash sufficient to cope with the immediate emergency for the community in terms of quality, quantity, relevancy, and timeliness?
7. Was the selection of earthquake victims fair, and was distribution done in a transparent manner? Were there any grievances or shortcomings?
8. What suggestions and recommendations do you have for the distribution of relief materials?

9. Now, we shall be asking you about different events, activities, relief distribution, software programs that happened across different time scales:

S.N.	Event	Time line				
		Date and time	Involved organizations	Planned date as per the guideline	Budget	In your opinion, how timely the activities (including budget allocation) were conducted to address the need of people affected? Or, what are the challenges/delays you faced and what could be the best solutions for future?(from distribution and beneficiaries perspective)
1	Earthquake event		NA			
2	Information shared from Affected areas/Sub-chapter to District Chapter					
3	Information shared from District Chapter to NHQs					
4	Deployment of IRA and relief team/volunteers by DC					

5	Coordination meeting with DC level stakeholders					
6	Completion of IRA					
7	Planning for relief service					
8	Search, rescue, evacuation					
9	Transportation of relief materials to affected areas					
10	Establish temporary shelter for displaced families					
11	Distribution of immediate relief items (NFI, Tarpaulin/Blanket, Hygiene kit, dignity kit,kishori kit etc.)					
12	Detail assessment					
13	Beneficiary selection and endorsed by Palika for cash and relief service					
14	Open beneficiary bank account					
15	Distribution of unconditional cash					
16	Support for toilet construction					

17	Conduct long-term relief and early recovery activities for beneficiaries					
18	Awareness raising and behaviour change software activities					
19	Set up HR and administrative actions in DCs in relief operation					
20	Transfer of fund by NHQs					

ANNEX 6: Training Program



Post Distribution Monitoring Survey: Karnali Earthquake Response in Nepal

तालिम कार्यक्रम, खलंगा जाजरकोट

मिति: २०८१ साल बैसाख २३

स्थान: खलंगा, जाजरकोट

उद्घोषण: कविता यादव

क्र.स.	कार्यक्रम	समय	जिम्मेवारी
उद्घाटन शत्र			
१.	दर्ता र चिया	९: ३० देखि ९:४०	प्रतिनिधी ने.वि.अ.प्र.
२.	परिचय	९: ४० देखि ९:५०	सम्पूर्ण सहभागीहरु
३.	स्वागत मन्तव्य, अध्ययनको पृष्ठभूमि र आवश्यकता	९: ५० देखि १०:००	सभापति, नेपाल रेडक्रस जाजरकोट
४.	नेपाल विकास अनुसन्धान प्रतिष्ठानको परिचय	१०:०० देखि १०:१५	प्रतिनिधी, ने.वि.अ.प्र.
५.	राहत वितरणको पृष्ठभूमि - जाजरकोट	१०:१५ देखि १०:२५	प्रकाश कार्की, संयोजक, जाजरकोट
६.	राहत वितरणको पृष्ठभूमि - रुकुम पश्चिम	१०:२५ देखि १०:३५	सरोज थापा, संयोजक, रुकुम पश्चिम
७.	राहत वितरणको पृष्ठभूमि - सल्यान	१०:३५ देखि १०:४५	जगत तामाङ्ग, संयोजक, सल्यान
७.	अध्ययन उद्देश्य, तथ्याङ्क संकलन विधि तथा घरधुरी सर्भेक्षण नमूना आकार	१०:४५ देखि ११:१५	राजेन्द्र खत्री, टोली नेता, ने.वि.अ.प्र.
८.	तालिममा सहभागीहरुको संयुक्त फोटो	११:१५ देखि ११:२०	सम्पूर्ण सहभागीहरु
९.	दिवा खाना	११:२० देखि १२:००	सम्पूर्ण सहभागीहरु
प्राविधिक शत्र			
१०.	घरधुरी सर्भेक्षण प्रश्नावली - अन्तरवार्ताको तयारी, सहमती (खण्ड-क)	१२:०० देखि १२:१५	निरमिता श्रेष्ठ, जि.टोलि नेता, ने.वि.अ.प्र.
११.	घरधुरी सर्भेक्षण प्रश्नावली - सामाजिक र जानसँखिक अवस्था (खण्ड-ख)	१२:१५ देखि १२:३०	कविता यादव, जि.टोलि नेता, ने.वि.अ.प्र.

12.	घरधुरी सर्भेक्षण प्रश्नावली - राहत, सान्दर्भिकता, पर्याप्तता/वितरणको स्थान र पहुँच (खण्ड ग, घ)	12:30 देखि 01:15	राजेन्द्र खत्री, टोलि नेता, ने.वि.अ.प्र.
13.	घरधुरी सर्भेक्षण प्रश्नावली - समुदायको सन्तुष्टी, संलग्नता र जवाफदेहिता र अवधारणा (खण्ड ङ, च)	01:15 देखि 01:45	कविता यादव, जि.टोलि नेता, ने.वि.अ.प्र.
14.	घरधुरी सर्भेक्षण प्रश्नावली - आवास निर्माण र प्राविधिक पक्ष (खण्ड छ)	01:45 देखि 02:00	राजेन्द्र खत्री, टोलि नेता, ने.वि.अ.प्र.
15.	चिया बिश्राम	02:00 देखि 02:15	
16.	ट्याब्लेट वितरण तथा अभ्यास (जि.पि.यस.)	02:15 देखि 03:15	निरमिता श्रेष्ठ, जि.टोलि नेता, ने.वि.अ.प्र.
17.	फिल्ड योजना र अनुगमन	03:15 देखि 03:25	राजेन्द्र खत्री, टोलि नेता, ने.वि.अ.प्र.
18.	तालिम कार्यक्रमको समापन तथा शुभकामना	03:25 देखि 03:30	मन्त्री ज्यू, नेपाल रेडक्रस, जाजरकोट

ANNEX 7: Glimpse of the survey



