

**Enhancing the Effectiveness of the
Emergency Peace Support Project
Through Increased
Citizen Participation**
(A CARTA project)

Sub-PROJECT COMPLETION REPORT
Project description, outputs, outcomes and results

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ACRONYMS

CAPs	Conflict Affected Persons
CARTA	Citizen Action for Right, Transparency and Accountability
CDO	Chief District Officer
CMC	Corruption Monitoring Committee
COs	Community Organizations
CRC	Citizen Report Card
CSOs	Community Support Organizations
DADO	District Agriculture Development Office
DAO	District Administration Office
DDC	District Development Committee
DEO	District Education Office
DF	District Facilitator
DPC	District Police Office
DWOC	District Women and Children Officer
EPSP	Emergency Peace Support Project
ESES	Employment/self Employment service
FNCC	Federation of Nepalese Chambers of Commerce and Industry
HUSEC	Human Rights and Social Service Centre
HWEPC	Human Welfare and Environment Protection Centre
IEC	Information, Education and Communication
INSEC	Informal Sector Service Center
JSDF	Japan Social Development Fund
LPC	Local Peace Committee
MoPR	Ministry of Peace and Reconstruction
NGO	Non Government Organization
NIC	National information Commission
NRCS	Nepal Red Cross Society
PTF	Partnership for Transparency Fund
RTI	Right to Information
SA	<i>Samuhik Abhiyan</i>
SDYAC	Social Development and Youth Awareness Centre
SPs	Service Providers
VDC	Village Development Committee

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1. Executive Summary

The World Bank has provided financial support for the implementation of an Emergency Peace Support Project (EPSP) in 73 districts of Nepal. This assistance included: rehabilitation support to conflict-affected families and individuals; cash benefits to families and widows of those killed as a result of the conflict; capacity building of institutional structures in support of the peace process; and, project management support. To determine the effectiveness of the WB-financed activities under EPSP, a sub-project was implemented by SAMIHIK ABHIYAN under the guidance of HELVETAS Nepal and the Partnership for Transparency Fund (PTF) from April 2013 to May 2014. The objective of the sub-project was to:

- ♦ Assess the extent that service providers were delivering the rehabilitation support to CAPs to which they are entitled.
- ♦ Increase the level of understanding of benefits among beneficiaries, by increasing citizens' familiarity with peace support packages.
- ♦ Revitalize the grievance mechanism at the local level.
- ♦ Promote accountability among service providers (SPs) by identifying areas for improvement.

The sub-project covered selected villages in eight districts (Siraha, Sankhuwasabha, Rasuwa, Nuwakot, Kapilvastu, Dang, Baitadi and Darchula). Districts were selected where third party monitoring and a public auditing process were not used. The sub-project was implemented in close coordination with eight local Civil Society Organizations (CSOs), one in each district, and stakeholders working on the peace process. Two Village Development Committees (VDCs) were selected in each of the eight sub-project districts.

A baseline survey was conducted with 170 Conflict Affected Persons (CAPS) from all 16 VDCs. The results of the sub-project baseline survey of CAPs indicated a low level of awareness of benefits, the grievance process, and the Emergency Peace Support Project (EPSP). Not surprisingly, there was also a low level of satisfaction. At the conclusion of the sub-project, an end-survey of 170 CAPs was carried out by an independent researcher. The findings from this survey showed a substantial improvement in all indicators.

In addition to the baseline survey, a rapid assessment was carried out to assess the status of the service providers before capacity-building activities. The rapid assessment showed that: monitoring was lacking after support had been provided, the grievance mechanism was not in place (no grievances were recorded), and there were few awareness-raising activities. The service providers also showed notable improvement by the end of the sub-project: 89% of the service providers knew their roles and delivered rehabilitation support to entitled CAPs.

The sub-project built the capacity of the service providers and Local Peace Committees (LPCs), and increased the knowledge levels of the CAPs. The sub-project capacity-building activities that contributed to this improvement included: the formation and strengthening of LPCs, establishment of grievance mechanisms, mass awareness raising campaigns through local media, display of citizen charters in all sub-project districts and VDCs, formation and strengthening of citizen action platform to promote

accountability, and training of service providers¹. At the start of the project there were no operating grievance mechanisms in any of the VDCs. By the end of the sub-project grievance mechanisms were established in each of the 16 VDCs. The knowledge of the CAPs was enhanced through various interventions, such as awareness programs, IEC materials distribution, door-to-door education program training.

Under CARTA, SAMUHIK ABHIYAN engaged local civil society organizations to work with the CAPs, LPCs and other officials to raise awareness of the EPSP project, the process for getting support, payment guidelines, and the roles and responsibilities of LPC. The CARTA project made it possible to hold public meetings, increase the frequency of monitoring visits, develop a grievance mechanism and work with officials to improve the services provided and the attitudes of the officials.

Several lessons and recommendations are noteworthy.

- ♦ Coordination and interaction with service providers at the central and local level is essential and should be established from the beginning;
- ♦ Third-party monitoring is very effective for promoting accountability and empowering citizens and should be carried out in parallel with service delivery, i.e. be part of the project from inception;
- ♦ Awareness-raising activities on benefits and services and on the service delivery process should be implemented prior to actual service delivery; and
- ♦ The Citizens Action Platform, created under the CARTA project, is a useful forum, and government should take ownership of the process and institutionalize it.

Specific recommendations are detailed in the report for each of the three governance levels—center, district and locality.

2. Background

2.1 Description of EPSP

The Nepal Community Party (Maoist) and Government of Nepal signed a comprehensive peace accord on November 21, 2006 that concluded a decade-long insurgency. To facilitate the peace process and to provide the rehabilitation support to conflict affected persons (CAPs), the Ministry of Peace and Rehabilitation (MoPR) was formed in April 2007. MoPR formed peace committees (LPCs) at the district as well as at the VDC level to carry out the peace process.

Since May 2008, the World Bank has provided financial support for the implementation of EPSP in 73 districts of Nepal to contribute to the ongoing peace process. The support included:

- ♦ Rehabilitation support to conflict-affected families and individuals,
- ♦ Cash benefits to families and widows of those killed as a result of the conflict,
- ♦ Capacity-building of key institutional structures in support of the peace process and project management support

¹ Service Providers are district level government organizations that were directly or indirectly distributing the rehabilitation support to conflict-affected people.

The total number of planned recipients of cash transfers was approximately 18,000 families and 9,000 widows of those killed in the conflict. Rehabilitation targeted various groups that suffered as a result of the conflict, such as widows, orphans, those injured and disabled, families of those killed, families of the disappeared, internally displaced persons (IDPs), and those who were abducted.

2.2 EPSP Governance and implementation challenges addressed by CARTA

A number of important governance and implementation challenges were identified in the EPSP project.

Governance

- ♦ How to improve the performance of the project from the perspective of beneficiaries,
- ♦ How to build awareness of the support-services programs among beneficiaries and communities,
- ♦ How to express the interest and needs of conflict-affected individuals to policy makers.

Implementation

- ♦ How to make sure that benefits are delivered to the intended people,
- ♦ How to make sure that the delivery of benefits complies with guidelines and procedures,
- ♦ How to make sure that training benefits are of high quality,
- ♦ How to make sure that any problems in the project are communicated to policy-makers.

2.3 CARTA Objectives

The overall objective of the sub-project was to provide information to improve the service provision under EPSP². The specific objectives were:

- ♦ To assess the extent that service providers are delivering the entitled rehabilitation support to entitled CAPs.
- ♦ To increase the level of understanding of benefits and support among beneficiaries, and to increase the familiarity of citizens with peace support packages.
- ♦ To revitalize the grievance mechanism at the local level.
- ♦ To promote accountability among service providers by identifying the key areas for improvement.

2.4 TOR with Implementing Agency

SAMUHIK ABHIYAN implemented the CARTA sub-project according to a TOR that was developed with HELVETAS, PTF and the World Bank. The TOR asked the sub-project to:

- ♦ Indicate how beneficiaries understand the benefits and supports provided by EPSP, and to monitor the number of times beneficiaries report deficiencies and poor practices in receiving such support.
- ♦ Describe how the beneficiaries are using the cash benefits and other rehabilitation support; also to identify the areas of improvement, if any.

² The sub project did not monitor all the services provided by the government. The sub-project monitored only the support provided to widows and the families of the deceased, and ESES services. EPSP also provides cash support to orphans, injured person, internally displaced people, and families of missing persons during the conflict, people who were in prison for more than 30 days, and scholarships to the children of the missing and deceased, as well as children of the persons who were identified with a 50% injury.

- ♦ Indicate how service providers recognize their roles and responsibilities in effectively delivering rehabilitation support to the conflict-affected families and individuals. Describe changes in the performance of service providers as a result of the sub-project, and also identify the areas that changed, if any.
- ♦ Describe the grievance mechanism, and describe the beneficiaries' familiarity with it.

The sub-project will only monitor the support provided to the families of the deceased and widows, and ESES services as these were the programs that the World Bank supported.

2.5 Scope of the Sub-Project

The sub-project started in April 2013 and ended in May 2014, and was implemented in eight districts. The districts were selected in close coordination with HELVETAS Nepal, based on two criteria: first, the district was not already using a public-audit process and third-party monitoring; and, second, coverage would include selections from the mountain, hill and terai regions. The selected sub-project districts were Siraha, Sankhuwasabha, Rasuwa, Nuwakot, Kapilvastu, Dang, Baitadi and Darchula. To finalize the sample of Village Development Committees (VDCs) within the districts, a district-level workshop was organized consisting of the representatives from DDC, DAO, LPC, CAPS and other civil society organizations. VDCs were selected based on the recommendations of the workshop participants, with emphasis on maximizing the number of CAPs with access to the district offices. Two village development committees from each district were selected to implement the sub-project.

The sub-project was also implemented in close coordination with one local Civil Society Organisation (CSO) in each district, and with stakeholders involved in the peace process. The target groups included CAPs³, Service Providers (SPs), Local Peace Committees and communities.

Data was collected both at the inception and at the end of the sub-project. A baseline survey using citizen report cards (CRC) was carried out to assess the level of understanding and utilization of EPSP supports among CAPs. 178 CAPs were selected using purposive sampling for the CRC base line survey. All these sample CAPs had received support from EPSP. The sample was taken from all 16 VDCs of the 8 districts. A checklist was prepared to assess the knowledge of EPSP, eligibility criteria to get the support, payment guideline, the process of getting support, grievance redressing mechanism, the types of support, the roles and responsibilities of the peace committee, the behavior and attitude of the service providers and utilization of the support.

In addition, a rapid assessment was carried out to assess the status of the service providers. A checklist was prepared to determine the challenges faced by the service providers in delivering the services, whether monitoring activities were carried out after providing the services, and the process of information dissemination.

The rapid assessment and baseline survey showed that:

- ♦ Monitoring after the support was provided was lacking
- ♦ The grievance mechanism was not in place

³ The Employment/self employment Services (ESES) guideline was developed by the MoPR, This guideline defines CAP, the eligibility for receiving ESES and incentives and other facilities, the procedure for selecting the training institutes, the monitoring process, and the process for filing grievances. The guidelines also provide information regarding the district coordination and monitoring committee to provide guidance on the implementation of the ESES.

- ♦ Awareness-raising activities were lacking

Consequently there was a low level of knowledge on EPSP and its support packages, a low level of understanding about the peace committee, a lack of understanding about the grievances mechanism, and little documentation on CAPs. Citizen Charters were not displayed in the LPC offices.

One of the objectives of the sub-project was to improve the level of knowledge of the CAPs. The sub-project therefore started capacity building activities in the 16 community-level LPCs and eight district LPCs. The district facilitator (DF) carried out awareness raising activities in each district. The DF also provided information to individual CAPS on a one-to-one basis every month. Local radio stations were also used to communicate weekly information in each district. The sub-project also prepared IEC materials and distributed these to CAPS and other community members. These materials communicated factual information about EPSP and the sub-project.

Training included:

- ♦ A three-day training for CAPS covered EPSP and payment guidelines (2068), the ESES guideline (2067), the grievance mechanism, and the role and responsibility of the peace committees. The formation of peace committees was facilitated, where lacking, and they were given cash support for the display of the citizen charter. As a result, five additional district level citizen charter posters and 17 VDC level citizen charter posters were displayed. At the end of the sub-project the citizen charter was displayed in all districts.
- ♦ A two-day training was provided to the members of each VDC peace committee on payment guideline⁴, ESES guideline, EPSP, the role and functions of the peace committee and grievance mechanism in each VDC. The sub-project supported and facilitated these monthly committee meetings. Necessary stationery for this purpose was also provided to each committee.
- ♦ A three-day training on the right-to-information and on social accountability was organized at the district level in each district for the district level LPC members and other stakeholders. The purpose of this training was to make the service providers more accountable towards the CAPs. The participants were made aware of the grievance mechanism and documentation.

A public hearing program was conducted in each district. The intention was to enhance two-way communication between the service providers and the recipients by addressing the queries of the CAPs and by providing accurate information. Representatives from the DAO, DDC, DEO, LPC, DWDO and district police office participated from the service providers. Similarly CAPS, civil society, media, political parties, and CBOs were other participants in the public hearing events.

As a result of the capacity building activities, the CAPs were empowered. A delegation of CAPS, (with facilitation by the sub-project), put pressure on the district administration office to fulfill new demands. These included: removing the age requirement for scholarships, giving priority to CAPs on various opportunities, releasing the remaining support package immediately, and forming a truth-and-reconciliation commission. After meeting the DAO, the delegates organized a press release to inform the media and the public general about their demands.

⁴ Payment guideline was developed by MoPR for providing the cash support to the closest relative of the deceased. This guideline provides a definition and criteria for inclusion in the program. Other process and procedures payments are also defined in this guideline.

3. Data Collection Methodologies and TPM Tools

3.1 Baseline Data Collection

Baseline data was collected using a CRC survey. The collection process included structured interviews with 178 CAPs⁵ (80 female; 98 male). Only CAPs who had received the rehabilitation support were selected. The sample was taken from all 16 sub-project VDCs in the 8 districts.

Sample Distribution: According to the report of task force at MoPR, there are a total of 240 eligible CAPs in the 16 sub-project VDCs; they represented the total population for sampling. From this total, 178 households were sampled, which is 74.2% out of 240 CAPs. The sample size per district was distributed proportionately (22 to 25 per district on the basis of the number of CAPs)

Identification of Respondents for Structured Interview: The sample respondents of CRC survey were identified using a random sampling method; respondents were identified through a lottery system from the list of total number of CAPs in the VDC. Determination of the sample size for every VDC and identification of the respondents was finalized before proceeding to survey.

In-depth Interview with the Identified Respondents: An individual interview was conducted with the sample CAPs⁶ of the sample VDCs. A set of structured questions was developed for the interview. The individual interviews were conducted from June 13 to 26, 2013.

District-level Debriefing Workshop: After completion of the in-depth individual interviews with the sample CAPs, a one-day debriefing workshop was organized for the district-level stakeholders and the representatives of the interviewed CAPs. Such workshops were organized in all districts except Darchula, Khalanga, Bazar. (The district headquarter of Darchula was badly damaged due to the rain of June 15-16, so it was not possible to organize the workshop, even though the interviews with sample CAPs from the sample VDCs of that district were completed.) Preliminary findings from the interviews with the sample CAPs of the sample VDCs were shared with the district level stakeholders and suggestions from the participants were collected. The suggestions and views of the participants are included in the report.

Debriefing Meeting at Central Level: After completion of the first draft of the CRC survey report, a half-day debriefing meeting was organized at MoPR, Singhadarbar, and Kathmandu on August 5th 2013. The purpose of the meeting was to share the methodology, process, key findings and recommendations of the CRC survey report with the EPSP staff at MoPR and CARTA/ HELVETAS. The lead researcher of the CRC survey presented details of the methodology, process, and key findings. Recommendations and comments/suggestions from the participants were collected. The comments/suggestions and views of the participants are included in the report.

Ethical Values of the Survey: The study was conducted by considering the sensitivity of CAPs to the issues involved. The survey design was developed in close coordination and consultation with the staff of HELVETAS Nepal and the social research specialists of SAMUHIK ABHIYAN. The structured questionnaire for the individual survey was developed and finalized in consultation with the

⁵ The sample size was determined by using standard research formulae where level of confidence was 95% and confidence interval was 3%.

⁶ All interviews for individual CAP were conducted with informed consent from the participants and by maintaining privacy and confidentiality.

stakeholders. A one-day training was organized for the survey team on June 3, 2013 to ensure that survey activities were independent, impartial and accurate. Further, a one-day special meeting was organized to take inputs from social survey specialists and data processing specialists at SAMUHIK ABHIYAN.

The research team carried out a pre-test survey on June 12, 2013, with 5 individuals (CAPs) from a rural area that was not involved in the sample VDCs. The test enabled the team to demonstrate the respondents' positive reception to the exercise and provided the survey team with an opportunity to correct deficiencies found in the questionnaire. The survey instrument was modified based on the basis of experiences from the pre-test and inputs from the social survey experts of SAMUHIK ABHIYAN.

The data input and processing were done using SPSS statistical software. Tabulation and analysis plans were prepared following the adopted variables and the set indicators. The qualitative information that was collected during the CRC survey was also analysed and presented in the report along with the findings from the interview and secondary sources.

3.2 Endline survey

At the conclusion of the sub-project, an independent researcher conducted an end-survey that included 170 CAPs from the 16 sub-project Village Development Committees (VDCs). The data collection took place from July 12 to 25, 2014. Every effort was made to follow the same procedures used in the baseline survey. In addition, semi-structured interviewed with the service providers was conducted with the service providers at the VDC and district levels. Altogether 37 service providers were interviewed.

The research team carried out a pre-test survey on July 10, 2014, with 5 individuals (CAPs) from a rural area of Sarlahi district that was not involved in the sample VDCs. The data input and processing were done using SPSS statistical software. The qualitative information collected during the second CRC survey was also analyzed and presented in the report with the findings from the interview and secondary sources.

3.3 The CRC Survey Process which was used during base line and endline included:

- ♦ Desktop review: Relevant documents, policies and procedures of the rehabilitation support distribution and taskforce report were reviewed during the desktop review.
- ♦ Checklist/questionnaire development: After desktop review of policies and procedures, a checklist/ questionnaire was developed. Before finalization, the checklist/questionnaire was shared with MoPRs and HELVETAS for their inputs.
- ♦ Data collection: Data collection was carried out in the 16 VDCs of eight districts, where the sub-project was being implemented. The collection process included structured interviews.
- ♦ Debriefing workshops: After conducting structured interviews with the CAPs, debriefing workshops were conducted with the representatives of district level service providers and the representatives of CAPs. Preliminary findings from the interviews were shared with the participants.
- ♦ Data analysis and findings sharing: After analysing field level data the final report of the CRC survey was prepared. The findings of the study were shared at a workshop held with the district and centre level stakeholders.

- ♦ Dissemination of results
Sub-project results, achievements, outputs and outcomes have been shared with local level peace committees, stakeholders and communities to verify achievements and encourage them to continue their work beyond the end of the sub-project.

3.4 Use of Media

Media mobilization was one of the major activities of the sub-project. The objective for media was to raise the level of awareness of CAPs and to make service providers accountable toward citizens. FM radio was used as a platform to disseminate information to service providers and to broadcast interviews with conflict affected people. One local FM radio in each sub-project district was assigned to cover and broadcast major activities carried out in the district. The FM radio stations also broadcast information of CAPs experiences such as when they received cash benefits, and training, and the views of various stakeholders. FM radio stations broadcast the good practices of the sub-project, public hearings and the issues faced by CAPs so that these practices could be replicated in other villages. The radio program also collected queries and grievances from community people by mail and telephone calls so that officials in the districts could respond. Overall, the radio program increased the transparency and accountability of the service providers and the peace package distribution process by communicating the roles and responsibilities of the service providers. Community people felt empowered because they had received more information through the use of FM radio.

Due to the media mobilization, local people and conflict-affected people became aware of the guidelines of the EPSP project, including the roles and responsibilities of the local peace committee, eligibility criteria for support and ESES training, and ongoing activities of the sub-project and LPC.

3.5 Joint Monitoring

Joint monitoring was carried out in districts where ESES was implemented. SAMUHIK ABHIYAN conducted regular interactions jointly with the monitoring and coordination committees, local peace committee and other stakeholders (service providers). The ESES training was conducted in Darchula, Baitadi, Dang, Kapilvastu and Siraha districts. SAMUHIK ABHIYAN monitored the training events jointly with the monitoring and coordination committees to ensure the quality of training events. It was recommended that the Chief District Officer chair the monitoring and coordination committee to improve the monitoring process. The joint monitoring system increased the regularity of training, governance, transparency and accountability among the training providers.

4. Outcomes and Results

The end survey for the CARTA sub-project showed substantial progress against the sub-project objectives in all areas. The following outputs are those listed in the logical framework.

Output A: To assess the extent that service providers are delivering the entitled rehabilitation support to CAPs.

Result : *The end line survey showed that 80% of entitled CAPs received rehabilitation support services support, compared to 21% in the baseline.*

The base-line survey found that information was not disseminated by local peace committees, district administration offices and other key stakeholders. In particular:

- ♦ 90% of 178 survey respondents reported they were not aware of EPSP.
- ♦ 90% of the respondents said they did not know about the process of getting support from EPSP, even though they had already received the rehabilitation support.
- ♦ 98% of respondents did not have any information about the coordination and monitoring committee.
- ♦ 94% of respondents said that they had not witnessed a monitoring visit from the service providers to discuss support and grievances.
- ♦ 75% of respondents reported they did not know about the LPC and its role.
- ♦ 85 % of the respondents did not have any information about a grievance mechanism
- ♦ 90% of the CAPS expressed willingness to report their grievances but had no information about where or how to do this.
- ♦ The survey found that 64% of respondents rated their level of satisfaction with the EPSP process as either “poor” or “fair”.

The sub-project addressed the above mentioned gaps in information dissemination through various trainings, beginning with a three-day “Right to Information and Social Accountability” instruction for district level service providers, local peace committee members and VDC-level LPC members in all eight districts⁷. Regular coordination meetings with the service providers were also held to make them more accountable. Local Peace Committees and service providers were trained to organize interaction programs with CAPs and to monitor the ESES training.

Moreover, eight district levels public hearings were organized which gave CAPs a forum to interact directly with the service providers. 75% of the 35 service providers participated in these public hearing events. These public hearings enhanced the capacity and confidence of CAPs to raise their voices and make service providers aware of the gaps in delivering rehabilitation support. Service providers now update the Citizen Charters and keep them in a proper place in their offices. A grievance mechanism was established with each of the LPCs to resolve outstanding issues.

Finally, information related to CAPs issues and the views of stakeholders was broadcast thorough local FM radio to continually make the community aware of the peace package distribution process.

Output B: To indicate the level of understanding on benefits and supports among beneficiaries, and to increase the familiarity of citizens on peace-support packages

Result: The end survey showed that 96% of the beneficiaries knew about EPSP compared to 56 % in the base line survey.

Metric	Baseline survey	Endline survey
Awareness of process of getting support	56%	96%
Awareness of payment guidelines	8%	88%
Know the roles and responsibilities of the LPCs	25%	93%
Experienced a monitoring visit	5%	46%
Attended a public meeting	18%	75%

⁷ There were a total of 184 participants in all 8 events.

Aware of the grievance mechanism	16%	93%
Found attitude and behavior of service providing officials either fair or poor	64%	42%

Focused trainings were used to build knowledge levels. First, CAPs were orientated to the payment guidelines and procedures. The guidelines included: “Payment guideline 2068”, “ESES Guideline 2067”, and relief-distribution guidelines for the families whose relatives were deceased. Door-to-door visits were made in order to educate the CAPs on the process of obtaining rehabilitation support. These door-to-door visits were carried out in all 16 VDCs by the district facilitators. CAPs participated in public interaction programs organized by the sub-project to make them aware of the rehabilitation package distribution process. Information related to the peace process and CAPs grievances was also broadcasted by local radio. The Voices of People at the VDCs and news related to activities of local peace committees were aired on FM radio to enhance two-way communications between the service providers and the target beneficiaries. District level service providers had a direct communication with beneficiaries through live radio programs.

Furthermore, the sub-project also developed and distributed IEC materials to make CAPs aware of the rehabilitation package distribution process. Community people conducted an awareness-raising campaign after participating in the guideline orientation training organized by the sub-project.

Output C: To revitalize the grievance redressing mechanism at local level. (Goal: 16 grievance mechanisms, one in each VDC of the sub-project working area compared with no operating grievance mechanisms in the VDCs of the subproject working area in the baseline survey)

Result: 16 VDC level grievance mechanisms were established

The base line survey revealed that there were no operating grievance mechanisms in the VDC and district level LPCs. There were no grievances recorded prior to the sub-project intervention. CAPs were confused about where and when they could register their grievances, and who was responsible for responding to their grievances.

Because of the sub-project, LPCs developed a grievance mechanism guideline. According to the grievance guideline any grievance registered by CAPs should receive a response within 15 days. A focal person is appointed to assist the CAPs in filing their grievances. CAPs can raise their grievances orally and by writing. The focal person then raises registered grievances at the grievance committee meeting, and the LPCs forward these grievances to the concerned service providers.

Acceptance and use of the grievance mechanism by citizens increased from 0% in the baseline survey (since there was no grievance mechanisms established) to 50% in the end of project survey. By the end of the sub-project, 115 grievances had been registered in LPCs, and 41 more grievances were recorded through a toll-free number. Out of 115 grievances filed, 85 were accepted and resolved for a resolution ratio of 74%.

Grievance Process

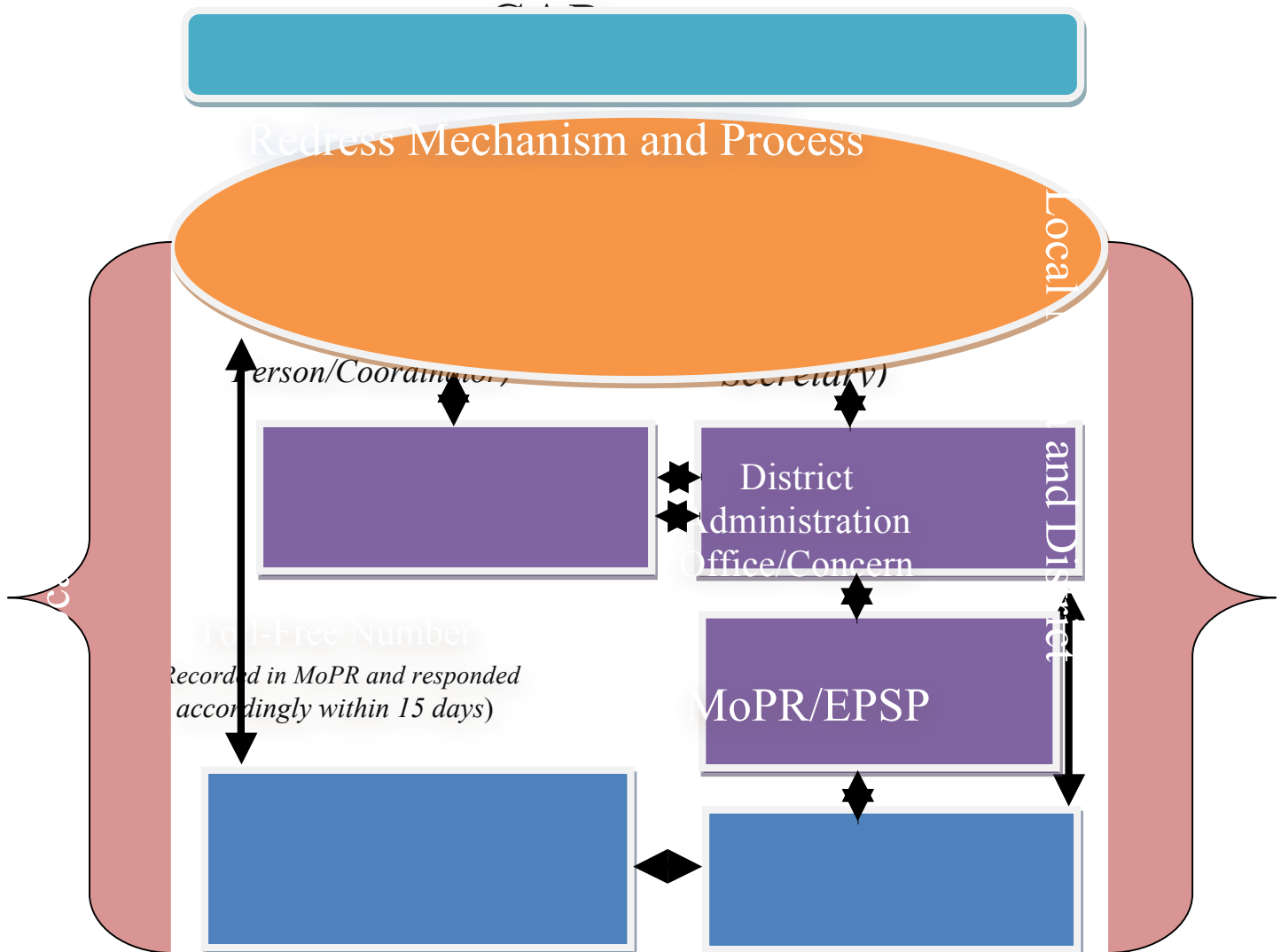
Samuhik Abhiyan orientated CAPs on the grievance mechanism. Such orientation was provided at the VDC as well as at the district level. By the conclusion of the sub-project all CAPs were able to file their grievances in their respective VDC level LPCs. They can also file their grievance at the district

Administrative Offices (DAO), or use the toll-free number provided by the Ministry of Peace and Reconstruction (MoPR), Emergency Peace Support Project (EPSP) for registering their grievances.

A transparent grievance process has now been established. VDC level LPC calls a meeting of the grievance handling committee to address the filed grievances. CAPs are also invited to such meeting wherever possible. The LPC settles grievances within their capacity locally and inform the CAPS. The others are forwarded to the district level LPC. The CAPs are informed about the reason for forwarding the grievances to the district level. The district level also calls a meeting of the grievances committee to discuss the grievances forwarded by the VDC level LPC and grievances filed by the individual CAPs. The district level LPC also tries to settle the grievances within their capacity locally and informs the CAPS. Grievances not settled at the district level are forwarded to the district Administration office of the MoPR, depending on the nature of the grievance. The grievances received directly from CAPs are communicated to the CAP directly while others received through the VDC are conveyed to the VDC LPC. The District Administration Office settles grievances within their capacity and informs the district level LPC. The others are forwarded to the MoPR/EPSP. MoPR/EPSP plays a vital role to address grievances that are filed through the toll-free number, through DAO and district level LPC. The grievances received through the toll-free number are communicated directly and others are conveyed to DAO and district level LPC, accordingly.

Local Media/FM radio plays a role in follow-up process. They disburse grievance information through FM radio weekly in each respective district.

Flow Chart of Grievance Redress



Outcome D: To promote accountability among service providers by identifying the key areas for interventions and improvements

Results: The responsiveness of SPs and their quality of service increased from 0% in the base line survey to 60% by the end of project.

Service provider responsiveness improved because CAPs became more aware of EPSP systems. For example, CAPs were encouraged to use the toll-free number for the Emergency Peace Support Project at the MoPR to register their grievances. Suggestion boxes were located at the offices of district level LPCs and SPs. Citizen Charters were also updated to include information about the peace rehabilitation package distribution. Increasing the availability of information helped make stakeholders more accountable and empowered the CAPs with knowledge. Sub-project focal persons and field staff assisted CAPs to register grievances with the concerned stakeholders.

The baseline survey indicated that before the capacity-building training activities were implemented as part of the sub-project, there was a communications gap between service providers and conflict-affected people that led to inaction. There was no process to monitor the peace rehabilitation distribution process. Service providers were not aware of the problems faced by CAPs. And, CAPs had limited knowledge about the process of registering grievances. As a result the service providers were not responsive.

The sub-project built the capacity of the service providers and LPCs. The service providers now receive feedback through the grievance mechanism. In addition, there are also proactive efforts to provide better quality service before problems develop to the point of filing a grievance. Now, district LPCs monitor the village LPCs. They participate in the VDC-LPC meetings to address issues. At these meetings, the village LPC invites CAPs in the citizen action platform (public hearing) to discuss the issues that they have raised. The district LPC has also developed grievance guidelines, and they have formed grievance committees to assist the CAPs. There is now an information desk in each LPC office for the sub-project districts covered, with a focal person to provide information and services to the service receiver.

The sub project also supported a public hearing program related to the peace rehabilitation distribution process. The CAPs have the opportunity to participate in the public hearings and to raise their grievances publicly. These public hearings were broadcast live by local FM radio. The broadcasts reported on the progress status of commitments made by service providers. Out of 65 grievances raised in the public hearing program, 60 were settled during the sub-project period. All the above outputs show that responsiveness of the service providers and quality of service has increased.

Overall, 65 CAPs reported “high quality, effective” services under EPSP by the end of the project, compared to 0 in the baseline survey. The sub-project assisted CAPS in organizing delegations and press conferences to create pressure on service providers for quality and effective services delivery. During the project period CAPs visited key stakeholders eight times and called press conference that dealt with the issues of rehabilitation support, such as the age limit for receiving scholarship, CAP’s identity card, need to activate taskforce committee, update of taskforce report, post support for ESES trainee, and re-classification of disabilities. For example, when the ESES training was not provided in the Rasuwa, Nuwakot and Sankhuwasabha districts, the CAPs of these districts publicly demanded ESES training. The result was that service providers delivered the services for these CAPs.

5. Project Management

The Japan Social Development Fund (JSDF) provided funding through the World Bank to the Partnership for Transparency Fund (PTF) to manage CARTA, and PTF designated HELVETAS to manage CARTA in Nepal. SAMUHIK ABHIYAN (SA) was selected to implement the sub-project of EPSP in 8 districts in Nepal. SA implemented the sub project in coordination with local partners in each district.

The sub-project recruited eight district facilitators (DF) in coordination with district-based, local-partner CSOs to manage overall project activities in each of the eight districts. The DFs monitored the rehabilitation package distribution process and usefulness of ESES. Awareness raising activities were carried out by conducting door-to-door visits. Various orientations and workshops were conducted with the CAPs, community leaders and stakeholders. The monitoring coordinator provided backstopping

support to DF and provided overall sub-project management at the local level and coordinated with central level. The finance officer facilitated the process of funds flow from centre to the field for the smooth operation of the sub-project. The project manager coordinated the sub-project with MoPR, donors and PTF. SA formed and mobilized a Project Steering Committee to monitor the sub project activities and to provide guidance to the sub-project team.

5.1 Problems and Challenges Encountered

The sub-project faced several challenges during implementation: most cash support was already distributed; the VDCs in neighboring communities became aware of the sub-project and demanded similar capacity building and awareness raising activities, which was outside the scope of the sub-project; and, it was difficult to build capacity of LPCs since there was turnover in LPC committee members. Other issues included:

- ♦ LPC members were representatives of political parties. It was difficult to hold regular meetings of district level LPCs because the representatives from various political parties and LPC members were not paid by EPSP.
- ♦ It was difficult to build the capacity of LPCs since LPC committee members changed frequently.
- ♦ Even though a grievance process was instituted, there was often no satisfactory response. For example, MoPR failed to respond to grievances from displaced CAPs, who were not in the task-force report. 41 grievances were registered at MoPR via a toll-free number, and none were responded to. These grievances were mostly for property damage by displaced CAPs.) When the MoPR was consulted; they stated that cash support for this category was stopped due to several fake claims.

5.2 Sub-project Sustainability

The sub-project was implemented in eight districts in close coordination with local civil society organizations that had been involved in the peace process in their districts. Even after the sub-project phases out, the expectation is that these local civil society organizations will continue to implement the activities initiated by the sub-project. One of the major achievements of the sub-project is that local peace committees have served as the basis for citizen action platforms. These LPCs have become a forum where anyone can express their concerns regarding the peace rehabilitation distribution support and the process with the expectation that the citizen action platform will come up with solutions.

One important activity that should be sustainable is the grievance process. The sub-project supported the key stakeholders at district level in developing grievance mechanisms in their respective district offices. The sub project has built joint monitoring practices at the district level, which should help to support the grievance mechanisms. The monitoring is very effective and stakeholders are ready to continue the monitoring practice even after the completion of the sub-project. Furthermore, the MoPR is providing financial support to LPCs for their institutional development. This financial support will help to ensure sustainability of the LPCs. With the enhanced capacity of the LPCs and well-informed CAPs, along with a monitoring process, the grievance process, and the monitoring activities can continue.

6. Lessons Learned and Recommendations

6.1 Lessons Learned

The lessons learned include:

- ♦ Third party monitoring is very effective. Samuhik Abhiyan utilized third party monitoring delivered by local CSOs in each of the districts in which the sub project was implemented. Based on the comparison of baseline survey data with 178 conflict affected persons and end survey data with 170 conflict affected persons, third party monitoring had a strong positive impact. Prior to the sub project there was no process to monitor the peace rehabilitation distribution process—service providers were not aware of the problems faced by conflict affected persons; conflict affected persons had limited knowledge about the process of registering grievances. Local peace committees and service providers performed more effectively than they had before the sub project, apparently because of the scrutiny that they were under from third party monitoring by local CSOs. An additional benefit of having local CSOs in place and involved with the sub project was that they were able to conduct awareness-raising activities so that conflict affected persons were informed of the benefits to which they were entitled, were able to implement a grievance process that had not been in place before the sub project was started, and were able to provide conflict-affected persons with the opportunity to meet with service providers and local peace committees through public hearing meetings that enhanced two-way communications between service providers and recipients.
- ♦ Third party monitoring can be more effective if it is part of the project from inception. For example, cash support to the CAPs was provided prior to the start of the sub-project, which led to some difficulties due to a lack of information for the CAPs. If the sub-project had been implemented from the beginning, the CAPs would have been assisted, and the capacity of the LPC would have been enhanced, which would have enabled them to facilitate the peace process more efficiently.
- ♦ Similarly, coordination and interaction with service providers responsible for delivering benefits including training at the central level and those service providers at the local level should have been established from the beginning. It would have helped to implement the project plan and to achieve project objectives as desired.
- ♦ The use of social accountability tools—such as public hearing, citizen report card, listing of services, citizen charter and suggestion box—empower citizens to demand better service delivery. They serve to make the CAPS aware of the service delivery process and give them the tools to demand quality services
- ♦ The use of local CSOs to meet with conflict affected persons one-on-one, and with local peace committees and service providers one-on-one, if economically feasible, is the best means for capacity building with this group. District facilitators made door-to-door visits to provide information to CAPs on benefits and also worked with local peace committees and service providers to build capacity.
- ♦ Local LPCs are necessary to support the CAPs. Many issues/grievances can be resolved at the local level if local-level LPCs continue to be active. The regular meetings of the LPCs would

facilitate the service delivery process efficiently; the problems and issues related to the services would be discussed and resolved in the meetings. Since the members of the VDC LPCs are local they would interact with the CAPs informally. It is essential to create awareness among CAPS of benefits and services and the process to obtain benefits and services in advance. Only by CAPS understanding the benefits to which they are entitled, are they able to utilize their knowledge to obtain such benefits.

- ♦ Samuhik Abhiyan identified local CSOs in each of the eight districts in which the sub project operated to implement the sub project at the local level. Partnering with local CSOs and mobilizing local staff can make it simpler to implement a project against a tight schedule. The local CSOs are aware of the local situations and are supportive to resolve the issues related to CAPs.
- ♦ Media has an important role to play in building awareness among citizens and in providing a forum for resolution of issues. The media has helped to generate awareness in the CAPs through interaction programs and information dissemination. CAPs listened to the local radio for information related to the peace process, the role and responsibility of the LPCs and other service providers and other information that was useful to them. The media can play a watchdog role as well.

6.2 Recommendations

Recommendations are made at three levels.

Centre Level

- ♦ The sub project demonstrated the value of third party monitoring and the Ministry of Peace and Reconciliation appeared to recognize the value of third party monitoring. Based on the sub project results it would be helpful for future projects to include a mechanism for third party monitoring within the government system. It is important for the third party monitoring bodies to work constructively with the related ministries and to have the support of the related ministries. To the extent that there can be a linkage from the center to the local VDC level, it strengthens the ability of the third party monitors to provide feedback that is taken seriously by the service providers.
- ♦ Third party monitoring should be incorporated in a project from the beginning of the project. If the TPM is part the design, it can provide timely qualitative data that cannot be captured by internal project M&E.
- ♦ The sub project focused on the cash and benefits delivered under the World Bank funded component. While the World Bank had no control over services funded by other development organizations and while the sub project had no ability to monitor such service deliveries, the positive results achieved through third party monitoring suggest that it would be useful if third party monitoring could be expanded in scope to include additional components of EPSP and not limited to the World Bank funded component.

The services provided by the EPSP cover all categories of the CAP, such as the support for the families of the deceased, scholarships for the children of the deceased, the disappeared, people with damaged property, etc. The sub-project monitored only the support provided to the family of the deceased and widows, and ESES services, but given the findings, all categories would have

benefited from TPM. The community people demand information on all categories, not just those funded by the World Bank.

- The report of CAPs by the task force should be updated. Some of the names in the task force report do not exist in the district. Such incorrect information should be eliminated.
- ♦ Awareness raising on the service delivery process should be carried out before delivering the peace support package. It would help the CAPs to get the cash support and other services more easily if they knew the process and the kind of support they are entitled to.
- ♦ MoPR support to the VDC-level LPC should continue to ensure their institutional sustainability. The support for stationary and snacks should encourage them to hold regular meeting and other activities.
- ♦ The local grievance management system should be linked to a central level reporting system that tracks grievances recorded and grievance resolutions. Data from the central level grievance reporting system should be made available to government officials.

District Level

- ♦ A staff member should be assigned to look after the EPSP in the DAO, DEO, WDO and DDC offices. The district level monitoring committee should be more active and perform regular monitoring. The findings of the monitoring should be disseminated through media in order to inform the concerned.
- ♦ District level LPC members should receive a nominal level of compensation for their time to motivate them to perform their responsibilities.
- ♦ The LPC should have control over their budget. For example, currently the LPC members have to get approval of the DAO to make monitoring visits. This is one of the reasons that there are fewer field visits, and why attendance by district LPC members at the village LPC meetings and other important events organized by the village LPC is not regular.
- ♦ Public hearings on EPSP should be organized every three months by a DAO in order to inform the citizens.
- ♦ Documentation about EPSP should be maintained at the district level. There is different information available in different places.
- ♦ Grievance data (reported and resolved) should be captured at the district level and reviewed by district level officials.

Community Level

- ♦ The government should create and take ownership of the Citizen Action Platform at the VDC level. This institutionalized activity will serve to bridge the gap between the service providers and the service recipients.
- ♦ There should be a LPC desk at the VDC office. The VDC secretary usually looks after 3 to 4 VDCs and has no time to deal with the citizen regarding conflicts. Therefore, a full time staff member should be appointed to deal with citizens. Necessary stationary, tea and snacks should also be provided.
- ♦ The VDC level LPC has to perform many activities, such as monitoring the rehabilitation support, verifying the actual CAPs, promoting peace reconciliation, providing information to the district

level LPC and follow up on the progress, etc. The capacity of the VDC level LPCs should be enhanced, and there should also some budget provision in order to carry on these activities.

7. ANNEXES

7.1 Sub-project Terms of Reference

**Citizen Action for Results, Transparency and Accountability (CARTA) Programme
Emergency Peace Support Project (EPSP)
Sub-project Terms of Reference for Concept Notes**

HELVETAS Swiss Inter cooperation Nepal (HELVETAS Nepal) is inviting qualified Civil Society Organizations (CSOs) to submit Concept Notes proposing how they would carry out the sub-project described below, which is intended to strengthen the implementation of the World Bank-financed Emergency Peace Support Project (EPSP). This sub-project will be financed by the CARTA programme being managed in Nepal by HELVETAS Nepal in partnership with the Partnership for Transparency Fund (PTF). The CARTA programme is described on HELVETAS Nepal website, www.helvetasnepal.org.np, which also indicates the CSO eligibility criteria and provides concept note template along with instructions for submitting the notes. The deadline for HELVETAS Nepal to receive Concept Notes for this sub-project is October 10, 2012.

Based on its evaluation of the Full proposals submitted, HELVETAS Nepal will select one or more CSOs to submit full proposals (although it reserves the right not to select any). The PTF will assign a Project Adviser who will provide advice to PTF, HELVETAS Nepal and the CSO(s) selected to submit a full proposal(s).

THE WORLD BANK-FINANCED PROJECT TO BE SUPPORTED BY THE SUB-PROJECT	
1. Project information and components.	<p>Name: Emergency Peace Support Project</p> <p>Start/End date: May 2008 – June 2014</p> <p>Sector: Peace Building</p> <p>Activities: Rehabilitation support to conflict affect families and individuals Cash benefits to families and widows of those killed as a result of the conflict Capacity building of key institutional structures in support of the peace process and project management support</p> <p>Physical Area: 73 districts</p> <p>Objectives: Contribute to the Peace process by providing interim cash transfers and services (training in skills for rehabilitation) to eligible conflict-affected groups and by increasing transparency and accountability in the delivery of these benefits.</p> <p>Progressing Stage: Interim cash benefits have been provided to 14,104 families of the deceased and 4,444 widows. Employment and self-employment services have been delivered so far to about 3,030 conflicts-affected people. MoPR has conducted a third party monitoring exercise which shows that 87% beneficiary were satisfied with the cash benefits delivery procedures; 82% expressed that the government officials were friendly while processing their applications; about 74% of the recipient of the cash benefits are spouses and children of the deceased and 75% reported they had information about the benefit amount prior to receiving.</p> <p>The project has recently been restructured in June 2012. The restructuring is done to: 1)</p>

	<p>extend the project closing date by two years from June 30, 2012 to June 30, 2014; 2) reallocate funds among the disbursement categories; and 3) revise the Results Framework. As per the preliminary findings from tracer studies, the new estimates of eligible CAP are 14,800 families of the deceased (previous estimate 18,000) and 4,700 widows (previously 9,000). Additionally, the GON increased the cash relief amount to the families of the deceased from NRs. 100,000 to NRs. 300,000 per family. GON's financial resources were used to fund the additional NRs. 200,000. However, this left a financial gap to cover about 2900 families with the increased relief amount. The reallocation of grant resources allows to expand the delivery of ESES services from originally planned 20,000 to 25,000 beneficiaries and to increase the amount of the benefit to 2900 families.</p>
2. For further information about the project & related guidelines	<p>www.epsp.gov.np www.worldbank.org.np (http://web.worldbank.org) (Home>Countries>South Asia>Nepal>Projects & Programs)</p>
3. Project implementation arrangements.	<p>The EPSP is implemented by the MoPR. EPSP activities are coordinated with activities supported by the Nepal Peace Trust Fund and the UN Peace Trust Fund. There is no role for CSOs in implementation.</p>
4. Monitoring measures already included (or will be included) in the project	<p>An MIS at MOPR Beneficiary assessments – sample of beneficiaries Social Audits – in selected districts Third party monitoring – of whole project World Bank financial management reviews and audits</p> <p>MoPR has already undertaken third party monitoring through a consultant firm Scott Wilson Nepal in thirteen and social audits in five of its working districts. The consultant firm is employed by Nepal Peace Trust Fund and social audit is funded by the project.</p>
THE SUB-PROJECT IDEA	
1. Governance gaps in the project's implementation arrangement to be addressed by the sub-project.	<p>Governance issues Improved performance of the project from perspective of beneficiaries Awareness among beneficiaries and communities of the services programs Interest and needs of conflict affected target populations communicated to policy makers Governance gaps Making sure that benefits are delivered to the intended people Making sure that delivery of benefits are done in compliance with the guidelines and agreed procedures Making sure that benefits (cash and training) are of high quality Making sure that any problems in the project are communicated to policy makers (Outreach strategy has been developed and started implementation, hotline and grievance mechanism established)</p>
2. Sampling of districts to be included in the sub-project.	<p>Select eight to twelve districts to be covered in the sub-project, in accordance with the following criteria: Districts where the Peace Trust funded third party monitoring and the World Bank funded social audits already took place are to be excluded. (i.e. Dadeldhura, Doti, Kailali, Bardiya, Banke, Rolpa, Jumla, Myagdi, Parbat, Nawalparasi, Chitwan, Gorkha, Sindhupalchok, Mahottari, Sindhuli, Udayapur, Morang and Ilam) A balance among mountain, hill and Terai districts is preferred.</p>
3. Sub-project duration	<p>October 2012 - June 2014</p>

4. CSO activities intended to address identified gaps	<p>The CSO is to undertake the following activities within the scope of the sub-project:</p> <ul style="list-style-type: none"> ♦ Interviewing beneficiaries and reporting on findings ♦ Interviewing service providers and reporting on findings ♦ Interviewing beneficiaries, identifying problems and reporting on findings ♦ Setting up and monitoring the performance of a grievance mechanism
5. Information and analyses to demonstrate and measure impacts of the sub-project on the project.	<ul style="list-style-type: none"> ♦ Indicate how beneficiaries understand the benefits and supports provided by the project. Monitor the number of times beneficiaries report deficiencies and malpractices in receiving such supports. ♦ Describe how meaningfully the beneficiaries are using the cash benefits and other rehabilitation support, also identifying the areas of improvements, if any. ♦ Indicate how service providers recognize their roles and responsibilities in effectively delivering rehabilitation support to the conflict affected families and individuals. Describe improvements in the performance of service providers as a result of the sub-project, also identifying the areas of improvements, if any. ♦ Describe the grievance mechanism established and its operation and describe beneficiaries' familiarity with it.
6. Desirable characteristics of CSOs applying for sub-project	<p>An ideal CSO would</p> <ul style="list-style-type: none"> ♦ have experience of working with conflict affected people, ♦ be politically very independent and be seen to be so, ♦ have experience of working with government and political parties, ♦ have experience of setting up grievance mechanisms, and ♦ have the capacity to manage a geographically dispersed sub-project.

7.2 Sub-Project Logical Framework

	Intervention logic	Objectively verifiable indicators (OVI)	Baseline Data	End of the project	Progress the end of May 2014
Goal	To assess the effectiveness of EPSP and enhance Rights, Transparency and Accountability through Citizens participation by 2014.	Increased availability and accessibility of desirable benefits and supports to CAPs	-	-	-
Objectives (Purpose)	1.1 To assess the extent that service providers are delivering the rehabilitation support to CAPs to which they are entitled.	80 percent of service providers who are delivering the rehabilitation support to CAPs to which they are entitled	21%	80%	94%
	1.2. To indicate the level of understanding on benefits and supports among beneficiaries, and to increase the familiarity of Citizens on peace support packages	60% increase level of understanding on EPSP among beneficiaries Wrt base data	56%	60%	96%

		40% increase in meaningful utilization of support Wrt base data	No conduct of ESES training.	40%	62%
			88.4%	40%	90.6
	1.3. To revitalize the grievance redressing mechanism at local level	16 grievance redressing mechanism established	No grievance redressing mechanism established	16	16
		50% increase wrt base data in acceptance and use of the grievance redressing mechanism of citizen on peace support packages	No any grievance address	50%	115
	1.4 To promote Accountability among service providers identifying the key areas of interventions/improvements	Responsiveness of SPs increased from to 60%	No any responsiveness	60%	74%
		40 CAPs increase Wrt base data in citizens' action in claiming quality and effective services under EPSP increased	No any record of claiming quality and effective services	40	74%
Expected results (Outputs)	1.1 Identified the level of internalization of their roles and responsibilities of key stakeholders in each district.	80% stakeholders internalized their role and responsibility	0% out of 8 district LPC had monitoring and follow-up plan	80%	100%
			No grievance redressing committee	80%	100% (All 16 VDC)
			85% SPs displayed citizen charter at district	80%	93%
			No any event of public hearing conducted at district level	80%	100% (All of district conduct public hearing)
			No citizen charter at VDC level	80%	100% (All of 16 VDC)

	Identified and assessed at least 30 key stakeholders of 8 districts.	80% out of 35 stakeholders from 8 districts familiarized with the EPSP	35 stakeholders know their office role in EPSP but not know overall program of EPSP.	30 stakeholder know overall role of EPSP	30 stakeholder known overall role of EPSP
	At least 40 stakeholders from 8 districts familiarized on service delivery mechanism of EPSP.	Existing situation of service delivery in 16 VDCs of 8 districts identified and analysed	No existing situation identified	Identified and analysed existing situation at 16 VDC of 8 district	16 VDC of 8 district
	2.1. Identified and analysed the existing situation (perception, gaps and prospect) of benefits and supports delivery and its utilization among beneficiaries.	50 % CAPs from 8 district are aware of the Payment and ESES guideline	8% Aware of payment and ESES guideline	50%	81%
	2.2 Increased the aware of the payment guideline and ESES guideline	60% CAPs are familiarity of peace support package at sample VDC of 8 districts	54%	60%	94%
	2.2 increased familiarity of citizens on peace support package.	Capacity of members representing the peace committee and grievance redressing mechanism enhanced	No any capacity develop activities provide to VDC level LPC	VDC level LPC and district level participant on capacity development activities 16 grievance redressing committee established	184 Participants in capacity development activities. 16 grievance redressing established .
		50 percent increase wrt base data in the acceptance and uses of the grievance redressing mechanism of citizens on peace support packages	No any grievance record.	50% increased	74% acceptance (85 grievance acceptance out of 115)

3.1. Institutionalized the grievance redressing mechanism in each district.	60 percent frequency increased	No any grievance redressing mechanism at district	60%	88% (7 district level institutionalized grievance-redressing mechanism out of 8)
3.2. Increased the acceptance and use of the grievance redressing mechanism of citizens on peace support packages.	40 percent increase in claiming quality and effective services under EPSP	No any record of claiming quality and effective services.	40	65
3.3. Compiled cases of reporting on deficiencies and malpractices in receiving benefits and supports	40 case study collection	No any case study	40 case study collection	70 case study collection and complied
3.4. Increased frequency of reporting by Citizens on deficiencies and malpractices in receiving supports	50% increase Wrt base data in the acceptance and use of the grievance redressing mechanism of citizen on peace support packages	No any grievance record.	50% increased	85 grievance acceptance out of 115
3.5. Increased citizens action in claiming quality and effective services under EPSP	50% increase Wrt base data in the acceptance and use of the grievance redressing mechanism of citizen on peace support packages	No any record of citizens action in claiming quality and effective services	50%	65
4.1. Increased responsiveness of SPs	60% frequency responses	No any record of responsiveness of SPs	60%	60 responses out 65
4.2. Improved quality of service delivery	40% increase in claiming quality and effective services under EPSP	No any record of citizens action in claiming quality and effective services	40%	65

7.3 Status of Grievances in Different Districts

S. No.	Districts		Registered grievances	Addressed	Not addressed
1	Sankhuwasabha	VDC LPCs	14	6	8
		District	8	1	7
		MoPR	6	0	6
2	Siraha	VDC LPCs	7	7	0
		District	20	15	5
		MoPR	2	0	2
3	Nuwakot	VDC LPCs	7	7	0
		District	14	13	1
		MoPR	9	0	9
4	Rasuwa	VDC LPCs	4	4	0
		District	0	0	0
		MoPR	0	0	0
5	Kapilvastu	VDC LPCs	16	14	2
		District	9	8	1
		MoPR	18	0	18
6	Dang	VDC LPCs	6	3	3
		District	3	2	1
		MoPR	5	0	5
7	Baitadi	VDC LPCs	4	3	1
		District	1	0	1
		MoPR	1	0	1
8	Darchula	VDC LPCs	2	2	0
		District	0	0	0
		MoPR	0	0	0

7.4 Methodology of baseline survey

Document Survey

A wider range of documents including the TOR of CARTA, provided by HELVETAS Nepal, EPSP Project document, log frame of EPSP, payment guideline, monitoring framework of EPSP, and other documents related to study objectives were surveyed in this study. Along with those districts level relevant literatures, i.e. district profile of the eight districts, reports of a task force at MoPR were reviewed. More importantly the local level service provider for CAP were reviewed by the relevant documents produced by MoPR/EPSP were reviewed and prepared the concept and ideas for CRC study, its different activities as well as procedure for the effective implementation of the survey.

Data Sources

The data required for conducting this study were obtained both from secondary and primary sources. The secondary sources include review of relevant documents, progress report and other published and unpublished documents that existed in the project on aspects related to CAP and policy document of GoN regarding EPSP. The primary information was gathered through individual interview in eight districts mentioned above.

Sampling Design

Determination of Sample Size

The sample size was determined by using standard research formulae where level of confidence was 95% and confidence interval was 3%. The sample size was 178 CAP.

VDC Sampling

Purposive sampling: Sixteen VDCs (Four from each district) are selected purposively for the CRC survey under following criteria:

Maximum number CAP in the VDC who are defined by the taskforce

Availability of the entitlement holders who are included as beneficiaries by EPSP.

Easy to implement support activities after conducting CRC survey

According to the report of task force at MoPR, there are 3211 CAPs in the eight districts up to May 2013.

Considering this fact, the sample VDCs were selected as per the population distribution of CAPs in the VDCs. The sample VDCs are not only selected for CRC survey bit also selected for the sub-project implementation. Therefore, the sample VDCs for CRC survey were all of the sub-project VDCs in the eight districts.

Sample Distribution:

According to the report of task force at MoPR, there are altogether 240 CAPs in the 16 sub-project VDCs of eight districts who have received any types of support through EPSP. We determined the total population of those CAPs for sampling. The sample size is 178 households, which is 74.2% out of 240 CAPs. Sample size per district is distributed proportionately (22 to 25 on the basis of number of CAP)

Identification of Respondents for Structured Interview

The sample respondents of CRC survey were identified through random sampling method where the respondents were identified through lottery system from the list of total number of CAP in the VDC. Determination of sample size for every VDC and identification of the respondents was finalized before proceeding to survey.

In-depth Interview with the Identified Respondents

Individual interview was conducted with the sample CAPs of the sample VDCs. A set of structured questionnaire was developed for the interview. The individual interview was conducted from June 13 to 26 2013 in all 16 VDCs of the eight districts.

District Level Debriefing Workshop

After completion of the in-depth individual interviews with the sample CAPs, one day debriefing workshop was organized for the district level stakeholders and the representatives of the interviewed

CAPs. Such workshops were organized in all districts except Darchula. Khalanga Bazar. The district headquarter of Darchula was badly damaged due to the rain of June 15-16 and the workshop was not possible to organize during the natural disaster. Although the interview with sample CAPs from the sample VDCs of that district was completed. Preliminary findings from the interview with the sample CAPs of the sample VDCs was shared with the district level stakeholders and suggestions from the participants were collected. The suggestions and views of the participants are included in the report.

Debriefing Meeting at Central Level

After completion of first draft of CRC survey report, a half-day debriefing meeting was organized at MoPR, Singhadarbar, and Kathmandu on August 5th 2013. The meeting was organized to share the methodology, process, key findings and recommendations of the CRC survey report to the concerned staff or EPSP at MoPR and CARTA/ HELVETAS. Lead researcher of CRC survey presented details of methodology, process, key findings and recommendations and comments/suggestions from the participants were collected. The comments/suggestions and views of the participants are included in the report.

Ethical Values of the Survey

The study was conducted by considering the sensitivity of CAPs. The survey design was developed in close coordination and consultation with the concerned staff of HELVETAS Nepal and the social research specialists of SAMUHIK ABHIYAN. The structured questionnaire for individual survey was developed and finalized in consultation with the stakeholders.

Considering the sensitivity of the CAP related issues and to ensure that survey activities are independent, impartial and accurate, one day training was organized for the survey team on June 3 2013. Mr. Bed Prasad Sapkota, the lead researcher/expert from SAMUHIK ABHIYAN was involved in the training as resource person. The training was focused on the knowledge and skills of CRC survey, sensitivity of CAPs and conflict cases, ethical consideration, rapport building and questioning techniques, ensuring informed consent of the respondents and maintaining confidentiality of the respondents' information. Further, one day special meeting was organized to take inputs from social survey specialists and data processing specialists at SAMUHIK ABHIYAN.

All interviews for individual CAP were conducted with the informed consent from the participants and by maintaining privacy and confidentiality. Though it was informed consent process, all respondents were made aware of their rights, in order to protect the confidentiality of the participants we have used pseudonyms throughout the report and have removed personally identifying information.

The survey team was formed consisting of a lead researcher, four researchers (One for 2 districts) and eight research assistants (One for each district), in order to carry out data collection, processing and analysing the collected data. The experts of the survey team were appointed, taking their experience in social research, skills in data collection and input, and especially their total availability for the survey. The researchers and research assistants were placed by considering the language, culture, local customs, religious beliefs and practices of the sample districts.

In order to ensure the feasibility of such a survey, the research team carried out a pre-testing survey for the purpose of testing the whole process. This pre-testing survey took place on June 12, 2013, and covered 5 individuals (CAPs) from a rural area that was not involved in the sample VDCs. The test

enabled the team to demonstrate the respondents' positive reception of the exercise and provided us with an opportunity, to correct deficiencies found in the questionnaire. Necessary modifications were made on the basis of experiences from the pre-testing and inputs from experts from the social survey experts of SAMUHIK ABHIYAN.

Efforts were made to minimize the non-sampling errors while delivering the survey. Research experts were placed in each district for conducting the survey and the research assistants helped the experts to reach the respondents and conducting interview.

The data collection took place from June 13 to June 26 2013. The data input and processing were done using SPSS statistical software. And finally, tabulation and analysis plans were prepared following the adopted variables and the set indicators. The qualitative information, which was collected during the CRC survey, are also analysed and presented in the report with the findings from the interview and secondary sources.

7.5 Questions for baseline survey

Enhancing EPSP through Increased Citizens' Participation- Sub-Project

CITIZEN REPORT CARD SURVEY QUESTIONNAIRE

June 2013

Consent form the respondent

Namaste! I'm and we are conducting a survey for SAMUHIK ABHIYAN, Kathmandu (SA). SA conducts surveys of opinion amongst the citizen of Nepal. We would like to ask you questions about Emergency Peace Support Project (EPSP) services such as cash support, rehabilitation, training, psychosocial counseling, employment services, etc. which are provided by the Ministry of Peace and Re-construction through EPSP. To obtain reliable, scientific information we request that you answer the questions that follow as honestly as possible. Your opinion is important in this survey. The VDC in which you live is selected on the basis of set criteria and you have been selected randomly as CAP for the purpose of this survey. The fact that you have been chosen is thus quite coincidental. The information you give to us will be kept strictly confidential. Your personal details – such as your name and your address will not be given to anyone else.

Signature of the respondents

Name of Respondent.....	
Address: District..... VDC..... Ward number village.....	
Time of Interview from..... to	
Name of Interviewer.....	Signature

Part I General Introduction of the Respondent

1. Sex of respondent

Male	Female
01	02

2. Age of respondent

--	--	--

3. Caste/ethnicity of respondent

Dalit	Janajati	Brahmin/ Chhetri	Madhesi	Other
01	02	03	04	05

4. Language of respondent

Languages	4.1 Mother tongue	4.2. Mostly spoken at home
Nepali	01	01
Magar	02	02
Tamang	03	03

Gurung	04	04
Rai	05	05
Limbu	06	06
Maithili	07	07
Tharu	08	08
Dotali/Baitada/	09	09
Abadhi	10	10
Others....	11	11

5. Respondent's Level of Education

Illiterate	01
No schooling literate	02
Up to grade 5	03
Grade 6 to 10	04
SLC passed	05
Intermediate or Plus 2 passed	06
Bachelor and above	07

6. Types of beneficiaries

People disabled due to armed conflict	01
Orphan (Children)	02
Internal displaced family	03
Conflict affected widow	04
Family of disappeared persons	05
Close relatives of the deceased (killed) person	06

Part II Types and Nature of the Support from EPSP

7. What types of support/service you received from EPSP

Cash Support	01
Training and Employment	02
Psychosocial Counseling	03
Scholarship	04
Rehabilitation Support	05
Other, specify..... (DADO, DWCO, Other...)	06

8. How many times you or your family members have got such support?

One time only	01
Two times	02
Annually and two times	03
Annually and more than two times	04
Other, specify.....	05

9. Were you aware on the amount/service that you are entitled to get under EPSP?

Yes I was fully aware	01
Partially aware not clear	02
Did not know	03

10. How much did you get?

Please ask this question and write the answer here

Rs. How many installments.....
.....

Others (Specify in case of kind)
.....

11. How did you get the amount

Direct cash	01
Bank cheque (Bearer cheque)	02
A/C payee cheque	03

12. How long did it take to get the support from the time you applied?

Less than a month	01
Up to three months	02
Up to six months	03
More than six months	04

13. How did you utilize the cash support

Spent on day to day expenditure	01
Purchased property (Land, house, gold, animal other....)	02
Started small business	03
Fix deposited in bank	04

Education	05
Invested as loan	06
Re-paid loans	07
Other.....(Specify)	08

14. If any training received how long that was training (Days/months of training) Please indicate only the training under ESES. (Ask only for those who have attended training under ESES)

Up to 1 week	01
1 week - 1 month	02
1-2 months	03
2-6 months	04
More than 6 months	05

Part III

Awareness on Emergency Peace Support Project (EPSP) and Process to Get Support

15. Had you heard about Emergency Peace Support Project (EPSP) ?

Yes	01
No	02
Do not know	03

16. How did you get information about eligibility for your entitlement for the support? (Cash support, rehabilitation and ESES)

Local FM or Radio	01
Television	02
Any leaflet or poster	03
From political leader	04
From social worker	05
LPC Members	06
District Administration Office	07
Early Awareness Camp	08
Other, specify.....	09

17. Do you know about the process how you get services from EPSP ?

Yes	01
No	02

18. Do you know about the payment guideline for the families of deceased and widow ?

Yes	01
No	02
Do not know	03

19. Do you know about the Local Peace Committee and its role (VDC)

Yes	01
No	02
Do not know	03

20. Have you seen any disclosure board established mentioning the summary payment information to the families of deceased and widows

Yes	01
No	02
I do not Know	03

21. How did you or your family member get the cash support or training or rehabilitation services?

Directly approaching to the support provider	01
With the help of relative	02
With the help of close friends	03
With the help of LPC Member	04
With the help of political leader	05
Other, specify.....	06

22. How easy was it to submit application and to get the support?

It was easy to get	01
It was difficult but I get without help form other	02
It needed help from other because it is very difficult	03

Part IV

Awareness on Grievances and Redress Mechanisms

23. Did you or your family member have to pay money or any other things for the help to the helpers?

Yes	01	
No	02	Go to 25

24. If yes, what did you pay and how much?

Please ask and write the answer here

.....

25. How much did you have to spend to get the support?

Please ask and write the answer here

.....

26. Have you or member of your family made any complain if any difficulties

Yes	01	
No	02	Go to 29
I do not Know	03	Go to 29

27. If yes, to whom did you or a member of your family make the complaints?

To the support provider (<i>DAO, DEO, LDO, DADO or the training service provider</i>)	01
To the relative	02
To close friends	03
To LPC Member	04
To political leader	05
Other, specify.....	06

28. What was the result of the complaints?

Action taken immediately	01
Action taken in a few days	02
Action taken in several weeks	03
No action taken	04
Complain not accepted	05

29. Do you know where to put your grievances?

Yes	01
No	02
I do not Know	03

30. Do you know there is toll free hotline telephone number for handling grievances?

Yes	01
No	02
I do not Know	03

31. Do you want to put grievances, if you know the right place to put it ?

Yes	01	Go to 33
No	02	
I do not Know	03	Go to 33

32. If not why?

Due to fear of threats	01
Due to lack of confidence	02
No trust with the support providers	03

Part V Monitoring Follow up and Social Accountability

33. Have you or your family member ever attended a public meeting where the EPSP services issues have been discussed?

Yes	01	
No	02	Go to 36
I do not Know	03	Go to 36

34. If yes, who organized such meeting?

.....

35. Did the public meeting lead to any improvement in this service?

Yes	01
No	02
I do not Know	03

If yes, please write example.

36. Have any of the support providers (DAO, LDO, DEO, DADO) visited you after providing the support?

Yes	01
No	02
I do not Know	03

37. Do you know about coordination and monitoring committee at district level to monitor the activities under EPSP?

Yes	01
No	02

Part IV Others

38. How satisfied do you think you or your family member is with the service provider/s in terms of:

		Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	I could not say
38.1	Friendliness of the officials	01	02	03	04	05
38.2	Helpfulness of the officials	01	02	03	04	05
38.3	Easiness of identifying the relevant unit or person to contact?	01	02	03	04	05
38.4	The time spent to get hold of the relevant unit / person?	01	02	03	04	05
38.5	The ability of the officials to respond to complaints	01	02	03	04	05
38.6	The effectiveness of information provided by the service providers	01	02	03	04	05

Please ask the reason for ranking and write the answer here

39. Attitudes and behaviors of the staff at the service providers (Cash payment or rehabilitation services)

Very Good	Good	Fair	Poor	Very Poor	I could not say
01	02	03	04	05	06

Please ask the reason for ranking and write the answer here (Please ask and write if any case was happened/faced by the respondents or family member of the respondent.)

How would you prefer we inform you about the outcomes of this study?

Radio	01
Newspaper	02
Leaflet	03
Television	04
Community meeting	05
Other, specify.....	06

7.6 Endline Methodology and Framework

Document Survey

A wider range of documents including the sub-project proposal and log frame, EPSP Project document, project reports, and other documents related to study objectives were surveyed in this study. Along with those districts level relevant literatures, i.e. district profile of the eight districts, report of field level staff and LPCs were also reviewed.

Data Sources

The data required for conducting this study were obtained both from secondary and primary sources. The secondary sources includes review of relevant documents, progress report and other published and unpublished documents that existed in the sub-project and policy document of GoN regarding EPSP. The primary information was gathered through individual interview with the sample CAPs and key informants in eight districts mentioned above.

Sampling Design

Determination of Sample Size

The sample size for the survey was the same (170) as it was taken in baseline survey. However 8 persons were migrated from the project VDCs. Therefore the sample for the end line survey was 170 CAP.

VDC Sampling

Purposive sampling: Sixteen VDCs (Two from each district) were selected purposively for the end line survey. The VDCs were the same where the sub-project conducted activities to promote accountability, creating mass awareness on right to information and the payment guidelines and other guidelines of the EPSP, supporting to strengthen grievances readresal mechanism and capacity building of service providers. Therefore, the sample VDCs for CRC survey was all of the sub-project VDCs in the eight districts.

Cording to the report of sub-project at SA there were altogether 240 CAPs in the 16 sub-project VDCs of eight districts who have received any types of support through EPSP. We determined the total population of those CAPs for sampling. The sample size was 170 CAPs, which was 74.2% out of 240 CAPs. Sample size per district is distributed proportionately (22 to 25 on the basis of number of CAP).

Identification of Respondents for Structured Interview

The sample respondents of CRC survey were identified through random sampling method where the respondents were identified through lottery system from the list of total number of CAP in the VDC. Determination of sample size for every VDC and identification of the respondents was finalized before proceeding to survey.

In-depth Interview with the Identified Respondents

Individual interview was conducted with the sample CAPs of the sample VDCs. A set of structured questionnaire was developed for the interview. The individual interview was conducted from June 13 to 26 2013 in all 16 VDCs of the eight districts.

Semi-structured interviewed with the service providers

Along with the in-depth individual interviews with the sample CAPs, semi-structured interview was conducted with the service providers at VDC and district level. Altogether 37 persons were interviewed.

Ethical Values of the Survey

The study was conducted by considering the sensitivity of CAPs. The survey design was developed in close coordination and consultation with the concerned staff of Helvetas Nepal and the social research specialists of SAMUHIK ABHIYAN. The structured questionnaire for individual survey was developed and finalized in consultation with the stakeholders.

Considering the sensitivity of the CAP related issues and to ensure that survey activities are independent, impartial and accurate, one day training was organized for the survey team on July 2014. Mr. Bed Prasad Sapkota, the lead researcher/expert from SAMUHIK ABHIYAN was involved in the training as resource person. The training was focused on the knowledge and skills of CRC survey, sensitivity of CAPs and conflict cases, ethical consideration, rapport building and questioning techniques, ensuring informed consent of the respondents and maintaining confidentiality of the respondents' information. Further, one day special meeting was organized to take inputs from social survey specialists and data processing specialists at SAMUHIK ABHIYAN.

All interviews for individual CAP were conducted with the informed consent from the participants and by maintaining privacy and confidentiality. Though it was informed consent process, all respondents were made aware of their rights, in order to protect the confidentiality of the participants we have used pseudonyms throughout the report and have removed personally identifying information.

The survey team was formed consisting of a lead researcher, four researchers (One for 2 districts) and eight research assistants (One for each district), in order to carry out data collection, processing and analyzing the collected data. The experts of the survey team were appointed, taking their experience in social research, skills in data collection and input, and especially their total availability for the survey. The researchers and research assistants were placed by considering the language, culture, local customs, religious beliefs and practices of the sample districts.

In order to ensure the feasibility of such a survey, the research team carried out a pre-testing survey for the purpose of testing the whole process. This pre-testing survey took place on July 10 2014 , and covered 5 individuals (CAPs) from a rural area of Sarlahi district that was not involved in the sample VDCs. The test enabled the team to demonstrate the respondents' positive reception of the exercise and provided us with an opportunity, to correct deficiencies found in the questionnaire. Necessary modifications were made on the basis of experiences from the pre-testing and inputs from experts from the social survey experts of SAMUHIK ABHIYAN.

Efforts were made to minimize the non-sampling errors while delivering the survey. Research experts were placed in each district for conducting the survey and the research assistants helped the experts to reach the respondents and conducting interview.

The data collection took place from July 12 to 25 2014. The data input and processing were done using SPSS statistical software. And finally, tabulation and analysis plans were prepared following the adopted variables and the set indicators. The qualitative information collected during the CRC survey is also analyzed and presented in the report with the findings from the interview and secondary sources.

7.7 Questions for End-line Survey

SAMUHIK ABHIYAN
Enhancing EPSP through Increased Citizens' Participation-
Sub-Project

CITIZEN REPORT CARD SURVEY QUESTIONNAIRE
July 2014

Name of Respondent.....

Address: District..... VDC..... Ward number village.....

Time of Interview from..... to

Name of Interviewer..... Signature

Part I General Introduction of the Respondent

1. Sex of respondent

Male	Female	Third Gender
01	02	03

2. Age of respondent

--	--	--

3. Caste/ethnicity of respondent

Dalit	Janajati	Brahmin/ Chhetri	Madhesi	Other
01	02	03	04	05

4. Language of respondent

Languages	4.1 Mother tongue	4.2. Mostly spoken at home
Nepali	01	01
Magar	02	02
Tamang	03	03
Gurung	04	04
Rai	05	05
Limbu	06	06
Maithili	07	07
Tharu	08	08

Dotali/Baitada/	09	09
Abadhi	10	10
Others....	11	11

5. Respondent's Level of Education

Illiterate	01
No schooling literate	02
Up to grade 5	03
Grade 6 to 10	04
SLC passed	05
Intermediate or Plus 2 passed	06
Bachelor and above	07

6. Types of beneficiaries

People disabled due to armed conflict	01
Orphan (Children)	02
Internal displaced family	03
Conflict affected widow	04
Family of disappeared persons	05
Close relatives of the deceased (killed) person	06

Part II Types and Nature of the Support from EPSP

7. What types of support/service you received from EPSP

Cash Support	01
Training and Employment	02
Psychosocial Counseling	03
Scholarship	04
Rehabilitation Support	05
Other, specify..... (DADO, DWCO, Other...)	06

8. Are you aware on the amount/service that you are entitled to get under EPSP?

Yes I was fully aware	01
Partially aware not clear	02
Did not know	

9. From where you came to know about the amount/service that you are entitled to get under EPSP?

Local Peace Committee	01
Staff of SAMUHIK ABHIYAN	02
Training	03

Local Political Leader	04
Media	05

10. Have you heard any information from local FM about the service for conflict affected families

Yes	01
No	02

11. If Yes, When and How many times

One time	01
Two times	02
Once a week	03
Once a month	04

12. If any training received how long that was training (Days/months of training) Please indicate only the training under ESES. (Ask only for those who have attended training under ESES)

Up to 1 week	01
1 week - 1 month	02
1-2 months	03
2-6 months	04
More than 6 months	05

13. Did you utilize your skill learn from ESES training?

Yes	01	
No	02	Go to 15

14. If yes, where you utilize your skill

Own Business	01
As employee	02

15. If no, why you did not utilize your skill?

Lack of capital	01
Due to partial knowledge	02
Lack of opportunity	03
Going to abroad for employment	04
Making plan for business	05

Part III

Awareness on Emergency Peace Support Project (EPSP) and Process to Get Support

16. Had you heard about Enhancing Effectiveness of Emergency Peace Support Project, implemented by SAMUHIK ABHIYAN?

Yes	01
No	02
Do not know	03

17. How did you get information about eligibility for your entitlement for the support? (Cash support, rehabilitation and ESES)

Local FM or Radio	01
Television	02
Any leaflet or poster	03
From political leader	04
From social worker	05
LPC Members	06
District Administration Office	07
Early Awareness Camp	08
Other, specify.....	09

18. Do you know about the process how you get services from EPSP ?

Yes	01
No	02

19. Do you know about the payment guideline for the families of deceased?

Yes	01
No	02
Do not know	03

20. Do you know about the Local Peace Committee and its role (VDC)

Yes	01
No	02
Do not know	03

21. Have you seen any disclosure board established mentioning the summary payment information to the families of deceased and widows

Yes	01
No	02
I do not Know	03

Part IV

Awareness on Grievances and Redress

22. Did you or your family member have to pay money or any other things for the help to the helpers?

Yes	01	
No	02	Go to 24

If yes, what did you pay and how much?

Please ask and write the answer here

23. Have you or member of your family made any complain if any difficulties

Yes	01	
No	02	Go to 28
I do not Know	03	Go to 28

24. If yes, to whom did you or a member of your family make the complaints?

To the support provider (DAO,DEO, LDO, DADO or the training service provider)	01
To the relative	02
To close friends	03
To LPC Member	04
To political leader	05
Staff of SAMUHIK ABHIYAN	06
Other, specify.....	07

25. What was the result of the complaints?

Action taken immediately	01
Action taken in a few days	02
Action taken in several weeks	03
No action taken	04
Complain not accepted	05

26. Do you know where to put your grievances?

Yes	01
No	02
I do not Know	03

27. Do you know there is toll free hotline telephone number for handling grievances?

Yes	01
No	02
I do not Know	03

28. Do you want to put grievances, if you know the right place to put it ?

Yes	01	Go to 31
No	02	
I do not Know	03	Go to 31

29. If not why?

Due to fear of threats		01
Due to lack of confidence		02
No trust with the support providers		03

Part V Monitoring Follow up and Social Accountability

30. Have you or your family member ever attended a public meeting where the EPSP services issues have been discussed?

Yes	01	
No	02	Go to 34
I do not Know	03	Go to 34

31. If yes, who organized such meeting?

.....

32. Did the public meeting lead to any improvement in this service?

Yes		01
No		02
I do not Know		03

33. If yes, please write example.

34. Have any of the support providers (DAO, LDO, DEO, DADO) visited you after providing the support?

Yes		01
No		02
I do not Know		03

35. Do you know about coordination and monitoring committee at district level to monitor the activities under EPSP?

Yes		01
No		02

Part IV Others

36. How satisfied do you think you or your family member is with the service provider/s in terms of:

		Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	I could not say
36.1	Friendliness of the officials	01	02	03	04	05
36.2	Helpfulness of the officials	01	02	03	04	05
36.3	Easiness of identifying the relevant unit or person to contact?	01	02	03	04	05
36.4	The time spent to get hold of the relevant unit / person?	01	02	03	04	05
36.5	The ability of the officials to respond to complaints	01	02	03	04	05
36.6	The effectiveness of information provided by the service providers	01	02	03	04	05

Please ask the reason for ranking and write the answer here

.....

37. Attitudes and behaviors of the staff at the service providers (Cash payment or rehabilitation services)

Very Good	Good	Fair	Poor	Very Poor	I could not say
01	02	03	04	05	06

Please ask the reason for ranking and write the answer here

.....

(Please ask and write if any case was happened/ faced by the respondents or family member of the respondent.)

.....

38. How would you prefer we inform you about the outcomes of this study?

Radio	01
Newspaper	02
Leaflet	03
Television	04
Community meeting	05
Other, specify.....	06

7.8 List of local level CSOs

S.No.	Name of CSOs	District	Contact
1	Sankalpa Darchula	Darchula	Sankalpa2054@gmail.com
2	Human Welfare and Environment Protection Center (HWEPC)	Dang	hwepcdang@ntc.net.np
3	Kalika Self-Reliance Social Center (KSSC Nepal)	Kapilvastu	kssc@ntc.net.np
4	Social Development and Youth Awareness Center (SDYAC)	Siraha	Sdyac2003@gmail.com
5	Makalu Trisakti Samuha, Nepal (MATS)	Sankhuwasabha	matsnepal@yahoo.com
6	Corruption Monitoring Committee (CMC)	Nuwakot	Mikarimal533@yahoo.com
7	Langtang Area Conservation Concern Society	Rasuwa	conservationforall@gmail.com
8	Human Rights and Social Service Centre (HUSSEC)	Baitadi	husec2006@yahoo.com

7.9 Participation from MoPR in Different Meeting and Workshop

S. No.	Date	Name of participants	Agenda	Remarks
1	June 4-6, 2013	Mr. Dhruva Prasad Paudyal, Senior Divisional Engineer, Focal Person for the EPSP sub-project	Orientation on the Emergency Peace Support Project (EPSP), guideline and policies related EPSP supports.	Samunnati Thalo, Sundarijal
2	July 29, 2013	Mr. Dhruva Prasad Paudyal, Senior Divisional Engineer, Focal Person for the EPSP sub-project	Discussion on Update of sub-project contents of Citizen Charters and IEC materials Steering committee meeting Finalize the CRC finding date	MoPR, Office
3	August 5, 2013	Mr. Dhruva Prasad Paudyal Sharmila Maske Hamal Keshav Bhandari Ramkaji Khanal	Sharing the finding of the CRC baseline survey	MoPR, meeting hall
4	Oct 29-30, 2013	Mr. Dhruva Prasad Paudyal	Update overviews on EPSP and sharing of sub-project progress	Samunnati Thalo, Sundarijal
5	May 5, 2014	Mr. Dhruva Prasad Paudyal	Sharing sub-project progress, outcome, lesson learn	HELVETAS, Meeting Hall

7.10 List of local Radio Program

S.No.	Name of CSOs	Frequencies	District
1	Kalapani FM	102.2	Darchula
2	Swargadwari FM	102.8	Dang
3	Radio Buddha Aawaj	89.6 M	Kapilvastu
4	Radio Salheshs	88.8	Siraha
5	Gurans FM	107.5	Sankhuwasabha
6	Nuwakot FM	106.8	Nuwakot
7	Radio Rasuwa	102.1	Rasuwa
8	Radio Saugat FM	103.6	Baitadi

7.11 Public Hearing Report

Report on Public Hearing



Submitted By:
SAMUHIK ABHIYAN

Submitted To:
HELVETAS Nepal

Background

SAMUHIK ABHIYAN (SA) is a non-profit, non-governmental Social Development Organization founded by a group of development professionals, social activists and development trainers in 1992. SA is registered under the Society Registration Act 2034 in District Administration Office, Kathmandu and affiliated with Social Welfare Council. SA holds a Special Consultative Status with the "Economic and Social Council of the United Nations" (UNECOSOC). SA has an autonomous chapter in Japan. SA has its rental office in Kamalpokhari, Kathmandu with well furnished office spaces and equipped with necessary tools and equipment.

As a member organization of CIVICUS, SA is actively involved in Promoting Participatory Governance in government agencies. SA has implemented such programs in various government agencies across five districts in the central development region of the country.

We have provided professional services across 70 out of 75 Districts in the Country in the last two decades. SA is very much assured that, have the capacity to manage a geographically dispersed sub-project.

SA has a pool of resource persons engaged in conflict resolution and peace building. We have the organizational capacity to manage participatory initiatives to promote good governance and accountability.

In this backbone, SA is implementing the Enhancing Effectiveness of EPSP through Increased Citizen Participation program in eight (Siraha, Sankhuwasabha, Rasuwa, Nuwakot, Kapilvastu, Dang, Baitadi and Darchula) districts of the Nepal and funding by HELVETAS. The overall objective of the project is to assess the effectiveness of EPSP and enhance Rights, Transparency and Accountability through Citizen Participation by 2014. For the achievement of the objective, SA organized a public hearing program to enhance two-way communication among conflict affected people (CAPs) and service providers (SP) in eight districts.

Objectives of the Event:

The overall objective of the event was to enhance two-way communication among conflict-affected people (CAPs) and service providers (SP) and the specific objectives of the training were:

- ♦ To mitigate the barrier of communication
- ♦ To redress the grievances of CAPs
- ♦ To dissemination of update information related EPSP
- ♦ To make transparent and accountable to service providers towards service receivers

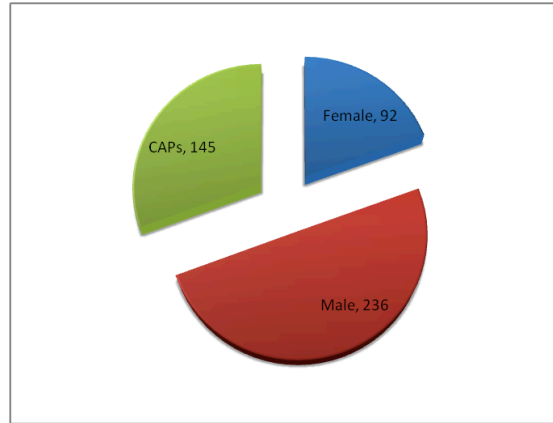
Date and Venue:

The public hearing was held on following date and venue;

Kapilvastu	January 23, 2014	KSSC hall
Dang	March 23, 2014	Federation of Nepali Journalist Dang, meeting hall
Nuwakot	December 19, 2013	Nepal Red Cross Society hall
Sankhuwasabha	January 2, 2014	Karmachari Milan Kendra hall
Siraha	January 26, 2014	Nepal Red Cross Society hall
Rasuwa	February 25, 2014	LACCoS hall
Baitadi	January 21, 2014	Bashuling VDC
Darchula	January 22, 2014	Khalanga VDC

Participants

There were 328 participants in the public hearing program. The participants were from members of local peace committee, district administrative office, district development committee, district education office, women and children office, local media person, and non-government representatives. 92 female, 236 male participants was among 328. 145 represent from conflict affected people (CAPs). The disaggregated data of participants shown in below graph:



Facilitators

The public hearing program was facilitated by neutral person. SA appointed Mr. Hem Nath khatiwada, Mr. Sher Bahadur Chand, Mr. Nawadip Shrestha, Mr. Santosh Pokhrel, Mr. Indra Saud, Mr. Santosh Chapagain, Mr. Ram Bharoshi Kamati, Mr. Manoj Kumar Shrivastav in Rasuwa, Baitadi, Nuwakot, Dang, Darchula, Sankhuwasabha, Siraaha and Kapilvastu districts respectively to facilitate the public hearing program. The logistic support was provided by the district facilitators and local COs in their respective district.

Major Activities/outputs

Public hearing program was successfully conducted in 8 districts collaborate with service providers, local partners and SA. The date and venue was fixed consultation with chief district officer and LPC chair. After the finalized the date, time and venue, local organizations distributed formal invitation letter to CAPs, media, service providers,

Facilitators make ground rules to conduct the program in normally and simply. Facilitators shortly brief the overall situation of CAPs around the district. They were requested to participants to ask their queries and complaint by indicating to related service provider. Facilitator play mediator role between participants and services providers. They refer participants' queries and complaints to related service providers for their response.

65 questions asked in these programs by the CAPs and other participants. 60 were response immediately and committed made for 5 questions to response soon. 54 questions was related on scholarship, property loss, disappear people, decease people, displace, widow and employment and self employment service. Rest of questions was related to LPC meeting, role and responsibility of LPC, information dissemination system of service providers. The public hearing program shows following positive changes:

- ◆ Start two way communication among service receivers and service givers
- ◆ Service giver made committed for transparent and accountable towards CAPs.
- ◆ Service giver made committed to dissemination information related EPSP
- ◆ CAPs were happy by getting clarification from related service givers.

The detail list of participant as below;

S. No.	District	Female	Male	CAPs	Total
1	Baitadi	9	29	13	38
2	Dang	21	44	20	65
3	Siraha	25	37	50	62
4	Sankhuwasava	8	31	14	39
5	Kapilvastu	7	24	18	31
6	Nuwakot	10	20	12	30
7	Rasuwa	5	24	8	29
8	Darchula	7	27	10	34
	Total	92	236	145	328

7.12 Report of Social Accountability and RTI Training

Report on Social Accountability and Right to Information Training



Submitted To
HELVETAS Nepal

Background

SAMUHIK ABHIYAN (SA) is a non-profit, non-governmental Social Development Organization founded by a group of development professionals, social activists and development trainers in 1992. SA is registered under the Society Registration Act 2034 in District Administration Office, Kathmandu and affiliated with Social Welfare Council. SA holds a Special Consultative Status with the "Economic and Social Council of the United Nations" (UNECOSOC). SA has an autonomous chapter in Japan. SA has its rental office in Kamalpokhari, Kathmandu with well furnished office spaces and equipped with necessary tools and equipment.

As a member organization of CIVICUS, SA is actively involved in Promoting Participatory Governance in government agencies. SA has implemented such programs in various government agencies across five districts in the central development region of the country.

We have provided professional services across 70 out of 75 Districts in the Country in the last two decades. SA is very much assured that, have the capacity to manage a geographically dispersed sub-project.

SA has a pool of resource persons engaged in conflict resolution and peace building. We boast of an organizational capacity to manage participatory initiatives to promote good governance and accountability.

In this backbone, SA is implementing the Enhancing Effectiveness of EPSP through Increased Citizen Participation program in eight (Siraha, Sankhuwasabha, Rasuwa, Nuwakot, Kapilvastu, Dang, Baitadi and Darchula) districts of the Nepal and funding by HELVETAS. The overall objective of the project is to assess the effectiveness of EPSP and enhance Rights, Transparency and Accountability through Citizen Participation by 2014. For the achievement of the objective, SA organized a three days Social Accountability and Right to Information Orientation for the district level local peace committee members and related stakeholders by collaborating with district CSOs in eight districts.

Objectives of the training:

The overall objective of the training was to develop common understanding about the good governance, right to information and social accountability and develop an appropriate district level action plan and the specific objectives of the training were:

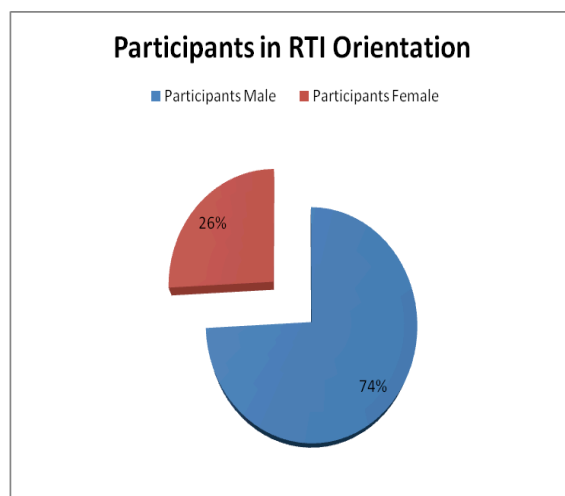
- ♦ To explain the concept and characteristics of good governance
- ♦ To develop common understanding of social accountability and its important
- ♦ To make more accountable and responsible to service providers towards the service receivers
- ♦ To explain the tools of social accountability
- ♦ To develop knowledge and skills on right to information
- ♦ To develop knowledge and skills on grievance management

Major Content:

Major Contents of the training were focused on the good governance, social accountability, right to information and grievance mechanism. Participants were reviewed and made clear on concept of good governance and social accountability and the importance and process of the right to information.

Participants

There were 184 participants in the orientation. The participants were from members of local peace committee, district administrative office, district development committee, district education office, women and children office, local media person, and non-government representatives. The disaggregated data of participants shown in below graph:



Facilitators

The training was lead by Deepak Shrestha, Bed Prasad Sapkota, Himalaya Raj Ghimire, Indra Bahadur Karki, Dibya Raj Acharya, and Tek Datt Regmi with the support of Mr. Shrey Prasad Kafle, Mr. Prakash Subedi, Mr. Tej Bahadur Thing, Mr. Kamal Adhikari and Mr. Suman Adhikari. Mr. Jyoti Ram Mishra from HELVETAS was the importance of the project and role of LPC. Chief district officers (CDO) Harka Bahadur Singh Darchula, Baitadi and Krishna Chandra Ghimire Kapilvastu were explained the role of LPC in peace building and implementation of Emergency Peace Support Project (EPSP) in the districts. Mr. Mishra was monitored the training quality and project achievement with the organization and LPC members. The logistic support was arranged by the district facilitators in their respective district.



Process and Methodology:

The methodologies of the training were more participatory and result oriented. All participants were encouraged to explore their real circumstances, experience and learning from their respective organizations. Similarly, each participant got equal opportunity to raise questions on unclear and confused matters/issues.

For this, appropriate methods were introduced such as;

- Lectures
- Presentation/slide show
- ♦ Group exercise
- ♦ Brain-storming,
- ♦ Group work and presentation,
- ♦ Question and answer
- ♦ Audio/Video

Major outcomes of the training

In total 184 participants

- ♦ LPC members and organization representatives have oriented on the Social Accountability process
- ♦ The participants identified their the role and responsibilities
- ♦ The participants clear on right to information and grievance mechanism
- ♦ The participant developed commitment plan for effectiveness of EPSP
- ♦ Stakeholders ensure to providing information

Date and Venue:

The non-residential orientation was held on following date and venue;

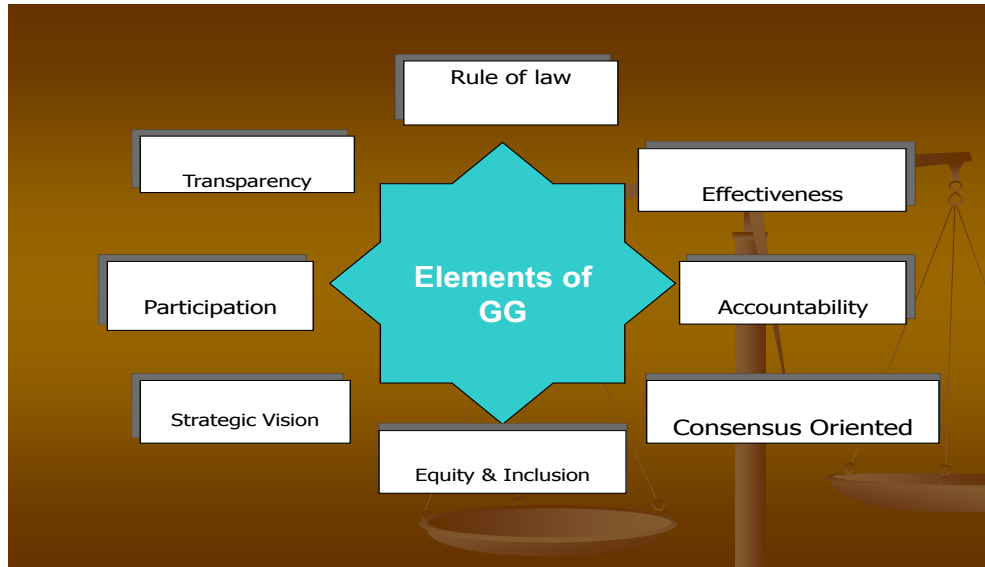
Kapilvastu	31 Dec 2013 to 2 Jan, 2014	KSSC hall
Dang	30 Dec 2013 to 1 Jan 2014	Hotel Rapti's conference hall
Nuwakot	December 20 to 22, 2013	Nepal Red Cross Society hall
Sankhuwasabh	December 11 to 13, 2013	Karmachari Milan Kendra hall
Siraha	December 26 to 28, 2013	Nepal Red Cross Society hall
Rasuwa	January 4 to 6, 2014	LACCoS hall
Baitadi	February 6 to 8, 2014	Hotel Samrai conference halls
Darchula	February 11 to 13	Darchhula Bikash Sangathan hall

1st day session:

First day of the orientation was started with welcome speech from partner organization to all the participants on Social Accountability and Right to Information training. CSOs also highlighted the important of the training. Then after a short presentation was done from the resource person about the fixing the training objective and collected the opinion of the participants, what sort of expectation they are hoping from this 3 days training. In the facilitation of resource person the participants prepared a time table and code of conduct to follow during the training course so that the output of the training will as per expectations.

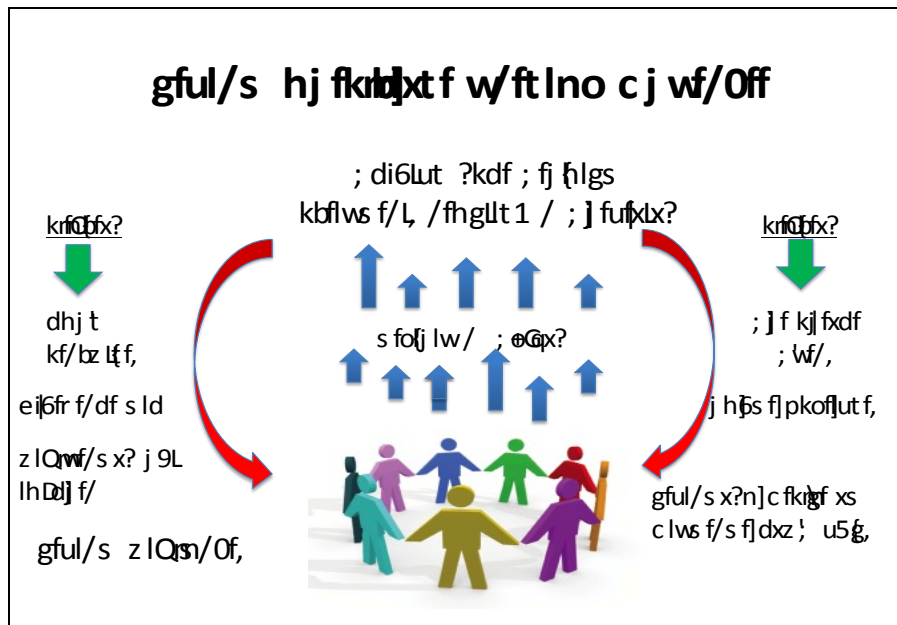
After setting the training preparation and management the resource person requested to Mr. Jyoti Ram Mishra from HELVETAS to gave the remarks on the opening session in Rasuwa. Mr. Mishra explained the importance and the nature of third party monitoring (sub-project) and he requested to all participant to play active role for support of national peace process. In same way CDOs of Kapilvastu, Baitadi and Darchula took short session and explained the role and responsibilities of LPC and members.

According to the daily schedule of the training the first session was to discuss on good governance. During this session, the resource person clarified the concept, characteristic and importance of good governance and its elements. Facilitators were also linked to the good governance in development. The elements of the good governance was well discussed, which was as follows;



After the completion of the elements of the good governance a discussion started to the indicators of the good governance.

Another session was social accountability. Facilitators was try to clarify on the concept of the social accountability, its importance, practices in Nepal and role and responsibility of LPC for creating accountable environment were the sub-content of the discussion. The discussion was also clarify on tools or process of the social accountability and coming challenges during the exercising accountable tools or process. The participants were shared the related experience on discussion.



Thereafter, discussion was made on day evaluation of the training and requested to participants for suggestion and feedback about the training content and facilitation process.

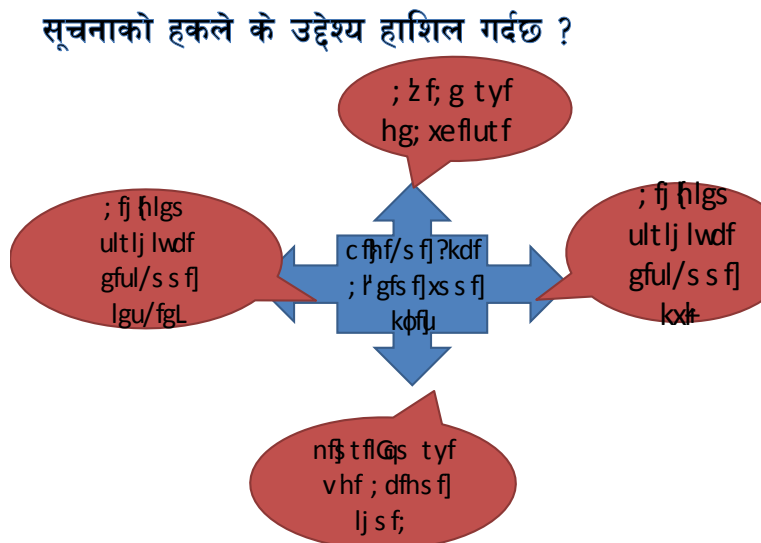
So, the first day was adjourning making a proper environment to gather the basic knowledge on good governance.

2nd day session

The second day training session was started on planned time by review of first day sessions. The second day was focused on right to information subject matter.

After this session, the remaining discussion focused on right to information. The session was mainly focused on right to information (RTI) act 2064, historical background of RTI, practices of RTI in Nepal, process of claiming information rights from concerned institutions and responsibility of service providers to provide the information to CAPs and others.

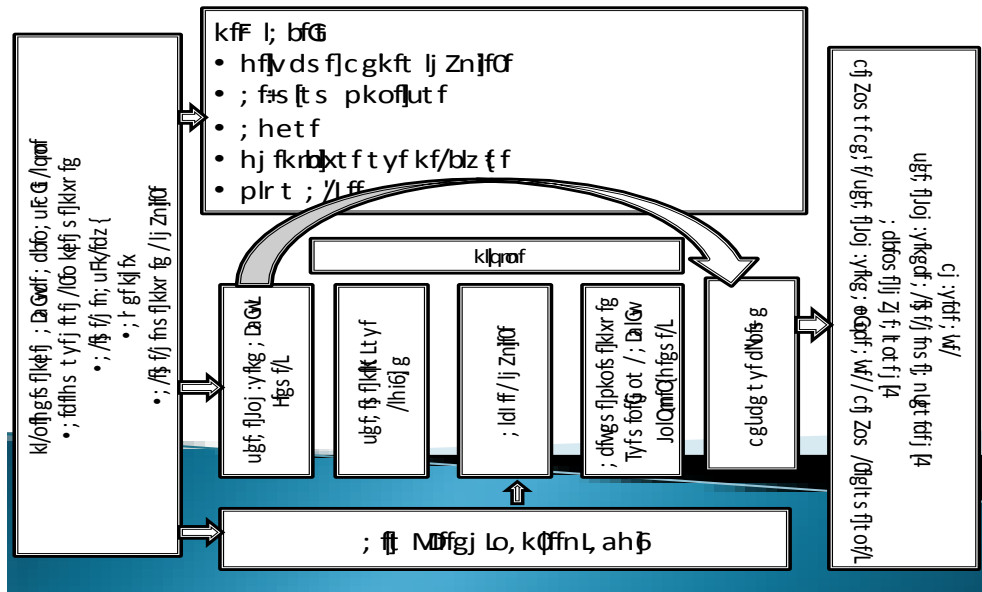
During the discussion on RTI, no any practices found in district to claimed or apply the process of RTI because the elite people can found the information easily from the concerning institutions. But most of the people are still lack of information and they are not aware about the RTI. The discussion motivated the participant about the importance of the RTI and after the training session, LPC meeting decided the information officer. It was the immediate outcome of the training in Rasuwa.



Thereafter, discussion was made on second day evaluation of the training. Participants were expressed the content and facilitation process were well. And the second day session was break by team leader with short closing remarks.

3rd day session

The third day training session was started from the morning. After the presentation of second day activities was started about the protection of information. The third day was focused on grievance mechanism and making of commitment plan, during the discussion period, the resource persons explained the concept of the grievance mechanism.



After this shared a skeleton of grievance mechanism guideline and discussed point wise about it. LPC members committed to develop the grievance redressing guideline at district level LPC in all 8 districts. After this session, Mr. Prem Prasad Paudel, focal person from LACCoS shared the progress of the project in district in Rasuwa. The participants asked few quarries on unclear matter. Focal person and SA representatives clear about it. And the discussion goes on preparation of commitment plan. A commitment plan was developed participatory. The plan is presented in below:

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All participants committed to complete the plan of action. The follow up is necessary for complete the plan. And the session was going to ending time and at last the closing session started. During the closing session, from participant gave their opinions about the training and program. The main opinions were followings:

Mr. Bam Bahadur Tamang, CAP:

"We learnt more important things, mainly we were not clear about our role but we represent in LPC. Now we are clear on our role and commit to play the active role in LPC. Hope we meet again and SA provide another opportunity for support of peace building process."

Mr. Jha, DEO representative:

"In my opinion, it was capacity building action of LPC
It is important to apply and implement the action came in training
I am committed to apply this learning and built capacity myself
It is necessary to participate all government line agencies working in CAPs and coordinate with closely in next time
We will coordinate with LPC during collection of application for scholarship"

Mr. Temba Gyaljen Tamang, LPC Staff:

"It is important training to me and it is too late
If it happened early, our work might more effective"

Mr. Bishnu Prasad Devkota, Coordinator LPC:

"In the beginning, we are confusion because of lack of our capacity but the training clear our role and responsibility
We may more learn if the training was residential
Due to our busy schedule, we lost our learning matter
I request to SA increase the support for peace process
If any obstruction or uneasy environment created by us, I apology to SA
I request to SA, again organize this type of capacity building program for us
As for your kind information, we have appointed information officer in LPC immediate

We committed to complete the commitment plan in time and thanks to all participant and SA representatives.”

The three days training was completed successfully with the support of participant and well management of LACCOS. The regular follow up and onsite coaching is necessary for the use of training skills and knowledge at local level.

The detail list of participant as below;

S. No.	District	Female	Male	Total
1	Baitadi	7	20	27
2	Dang	6	10	16
3	Siraha	4	20	24
4	Sankhuwasava	7	16	23
5	Kapilvastu	10	13	23
6	Nuwakot	7	15	22
7	Rasuwa	4	14	18
8	Darchula	8	23	31
	Total	53	131	184