



INTER-AGENCY COMMON FEEDBACK PROJECT Nepal Earthquake 2015



GROUND TRUTH
SOLUTIONS

Community Survey

NEPAL - ROUND 1

➔ 04. 08. 2015

Putting people first in humanitarian operations

The views expressed in this publication are those of the author(s) and do not necessarily reflect the views of the United Nations or DFID. This publication has been produced with financial assistance from DFID.

Contents

Summary findings and recommendations	3
Question 1 - Are your main problems being addressed?.....	5
Question 2 – Are you satisfied with what the government is doing for you after the earthquake?.....	6
Question 3 – Do you have the information you need to get relief and support?	7
Question 4 – Are you satisfied with what non-governmental agencies are doing for you after the earthquake?.....	8
Question 5 – Is support provided in a fair way?.....	9
Question 6 – Are you prepared for monsoon season?	10
Question 7 – Do you feel you have been heard?	11
Question 8 – Overall, is the post-earthquake relief effort making progress?.....	12
Question 9 – As a woman, are your particular problems being addressed?.....	13
Sample size and demographics	14
Ground Truth Score	15
Background.....	15
Purpose	15
Data Collection	16
Enumeration.....	16
Survey Development.....	16
Sampling Methodology.....	17
Challenges to relief agencies	18
Opportunity	19
Feedback.....	19
Partners and Funders.....	19

Summary findings and recommendations

This report analyses data collected from people in the districts most severely hit by the earthquakes in April and May 2015. It is the first round of what will be a monthly survey as part of the Inter-Agency Common Feedback Project in Nepal.

Respondents are asked to score each of the 9 questions on a 1 to 5 scale. The data is presented as a *Ground Truth score* based on a weighted average of responses to each question. Negative scores indicate a tendency to disagree with the statement. The distribution of responses across the 5-point scale is also given. See background section (below) for more details.

Findings and recommendations

1. Priority needs.

Responses across all locations, ethnic groups, age groups and sexes concur that their main problems are not being met. They point to long-term housing, financial support and short-term shelter, in that order, as their priority needs.

- Work with colleagues in the shelter cluster and other responders to unpack the problem and expedite recovery activities in this sector, especially in districts where scores are lowest.
- Examine provision of financial assistance and the relevance of cash-based programmes.

2. Government's role.

People are broadly critical of the government's response and point to their unmet needs for building materials and cash for work - or perhaps cash programmes more broadly.

- Encourage dialogue between humanitarian agencies, government and affected people in the most negative districts and communicate how the government plans to act on this feedback.
- Explore reasons behind positive views in Gorkha and Ramechhap with a view to applying lessons elsewhere.

3. Access to information.

Respondents across districts and demographic groups say they are under-informed. Exceptions are respondents in Dhading and Gorkha, who are relatively positive, and the Gurung ethnic group.

- Explore why people in Dhading and Gorkha seem to be better informed - or at least perceive themselves to be better informed.
- Apply good communication practices from Dhading and Gorkha in districts where people say they lack information.

- Explore some kind of rapid communication response in Rasuwa and Makwanpur, where people feel especially uninformed.
- Work with the CDAC Network members, including BBC Media Action to improve outward communication.

4. Satisfaction with NGOs.

People are marginally more satisfied with the support provided by NGOs than by the government. But scores for both providers are negative overall (-34 for the government against -23 for NGOs).

- Encourage NGOs to engage in dialogue with affected people to explain both what they plan to do and the limits on what they can provide.
- Investigate what lies behind the negative views of people in Makwanpur and Sindhupalchawk with a view to stepping up support (building materials and cash for work).
- Prioritise empowering local capacity to allow people to help themselves

5. Fairness of distribution.

There is a prevailing sense among respondents that relief is not provided in a fair way. Gurungs are the exception. (In a parallel Ground Truth Solutions survey, frontline workers are quite positive about the fairness of the distribution of relief supplies).

- Increase monitoring of who gets what, and on what basis.
- Ensure more focus on actual need in service provision - and less on party affiliation.
- Introduce some kind of vulnerability focus to displace 'first come, first served' approach.

6. Monsoon.

There is some regional variation but overall people do not feel well prepared for the monsoon.

- Look for lessons of what is being done in Dhading and Gorkha, where people are relatively positive.
- Apply best practices in other districts, if relevant.
- Act quickly. This is a time-sensitive issue.
- Probe discrepancy in Dhading and Gorkha between people saying priority needs are not being met (Q1) and their more negative sense of preparedness for the monsoon.
- Explore in follow-up discussions what communities feel they need to be better prepared.

7. Voice.

Almost half respondents say they do not feel heard at all. Scores are low across all districts with negativity greatest in Nuwakot, Rasuwa and Sindhupalchowk.

- Encourage dialogue with affected populations.
- Strengthen linkages to broadcasters and other forms of outward communication.
- Increase programming on issues of central importance/concern to affected people.
- Design programming to explain/demonstrate how feedback is analyzed and considered.
- Report back any insight on the data and underlying issues to Ground Truth Solutions on info@groundtruthsolutions.org.

8. Progress with the relief effort.

A majority of respondents do not see progress. Some 58% see no progress or very little. People in the districts of Gorkha and Dhading are most positive. Respondents in Kathmandu are the most negative.

- Communicate plans for recovery and reconstruction in a structured and systematic way,

with regular updates in the media and public pronouncements.

- Consider developing some kind of 'progress index' that media and the public can track over time.
- Create opportunities to interact face-to-face to interpret and discuss the feedback.
- Communicate how feedback is influencing decision-making.
- Focus on empowering communities.

9. Womens' issues.

When women were asked if their particular problems are being addressed, a resounding 73% said 'very little' or 'not at all'. Their needs echo those of the broader sample: permanent housing and financial support.

- Enable separate dialogue sessions on underlying issues and listen to the stories of women.
- Increase opportunities for individual and group counseling.
- Improve targeting to ensure support reaches women and their concerns are better taken into account.
- Work with other agencies and those doing community outreach to raise womens' issues and their specific needs

Age and vulnerability:

People 55 years and over are the most negative age group right across the survey, suggesting significant levels of vulnerability.

Ethnicity:

Gurungs are generally the least negative/most positive ethnic group, with a big gap on most questions between them and other ethnicities. Other Janajati groups, Newars and Tamangs are most negative.

Findings and recommendations in this report represent the analysis and views of Ground Truth Solutions in consultation with Accountability Lab and Local Interventions Group. They do not necessarily reflect the views of the United Nations or DFID.

Reading the charts and maps

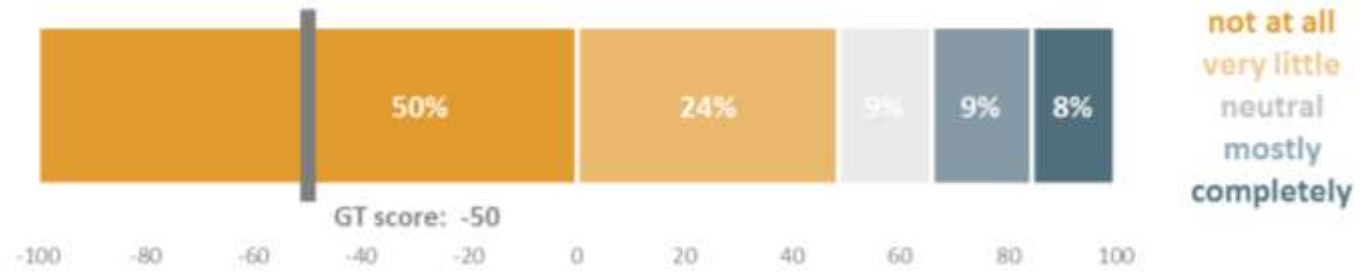
The charts in this report show the frequency (in percent) that each option was chosen to a particular question, with colors ranging from dark orange for negative to dark blue for positive answers. The dark gray line indicates the *GT score*, with a label underneath stating the value.

Maps indicate the overall GT score for each district, again with colors ranging from dark orange for negative scores to dark blue for positive ones.

For more information on how we calculate the GT score, please see the methodology note at the end of this report.



Question 1 - Are your main problems being addressed?



Findings:

The majority of respondents do not feel their most important needs are addressed. Some 50% respond 'not at all'. The GT score is -50.

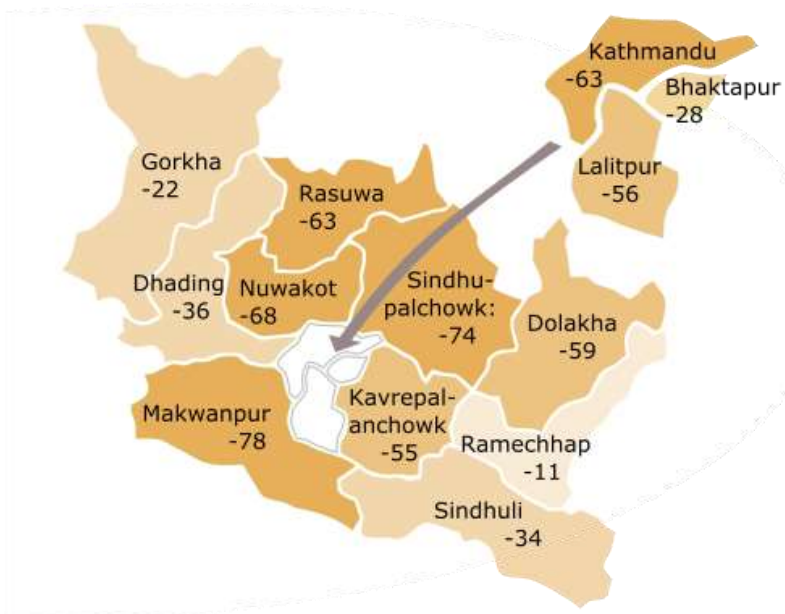
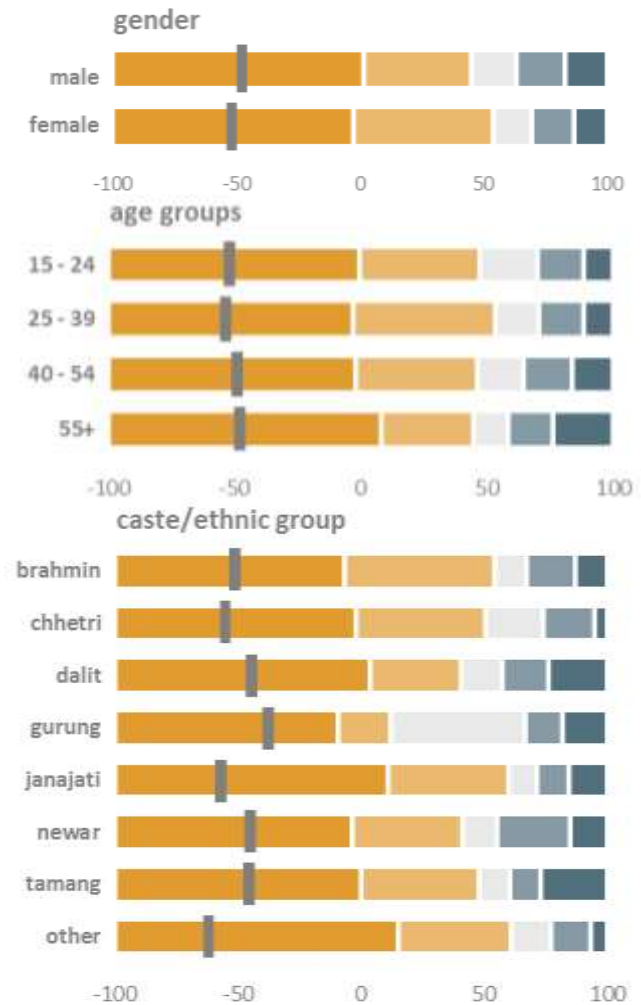
Districts with lowest scores are Makwanpur (-78), Sindhupalchowk (-74), Nuwakot (-68) and Kathmandu (-63); People in the districts of Ramechhap (-11) and Gorkha (-22) are less negative.

Those working for the government and in the NGO/business sector are less negative than the average (-26 and -35).

People from the Gurung ethnic group are slightly more positive than the rest, with a GT score of -38. People who say they do not belong to a specific caste or ethnic group are most negative (GTS -61).

Three most needed items:

1. Long-term shelter (housing)
2. Financial support
3. Short term shelter (tent/shelter box)

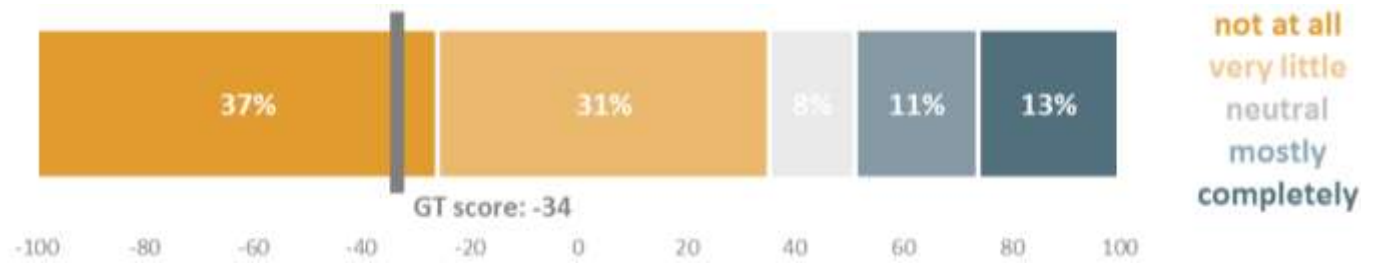


Recommendations:

- Work with colleagues in the shelter cluster and other responders to unpack the problem and expedite recovery activities, especially in districts where scores are lowest.
- Examine provision of extending financial assistance and cash-based programmes.



Question 2 – Are you satisfied with what the government is doing for you after the earthquake?



Findings:

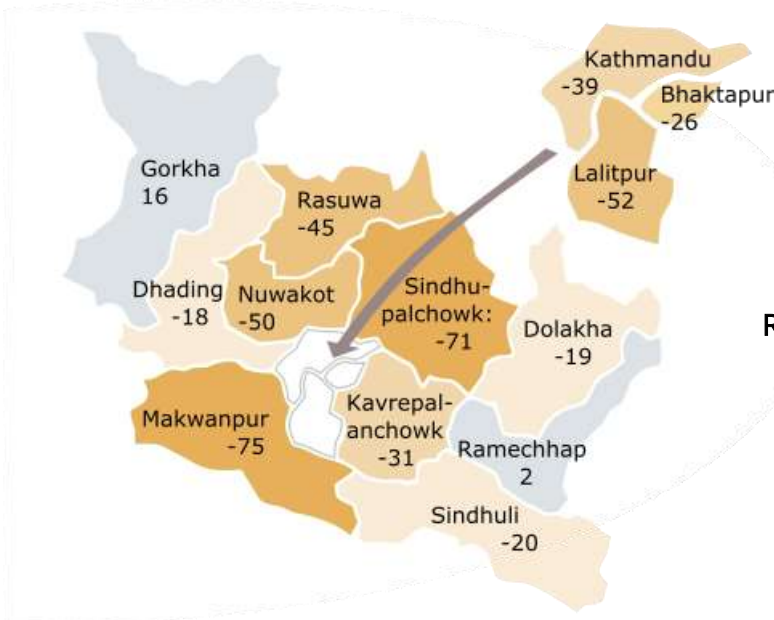
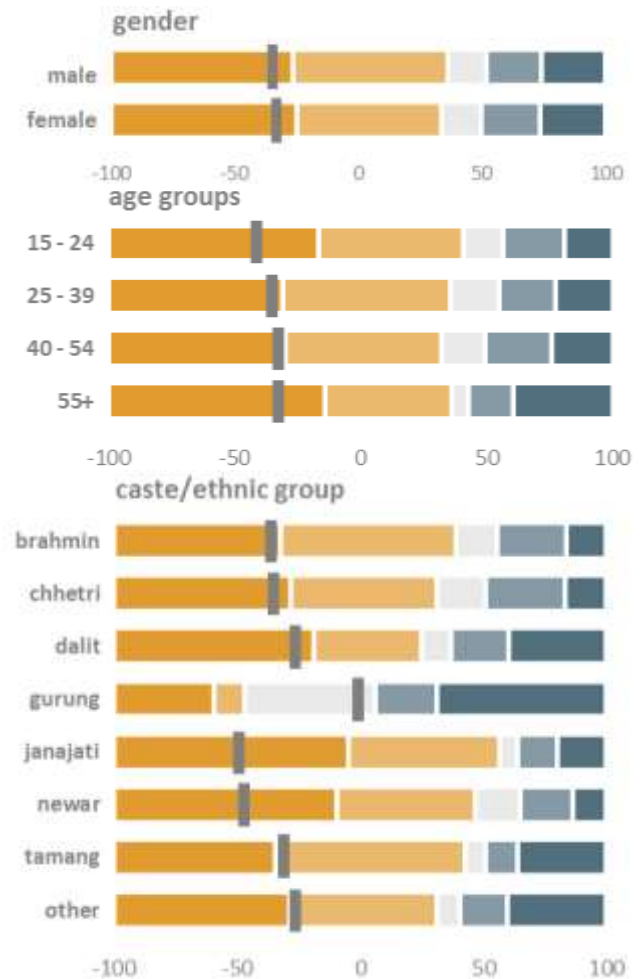
More than two thirds of respondents are negative on this question. The GT score is -34.

Scores vary across the districts. Respondents in Gorkha and Ramechhap tend to agree with the question, with GT scores of 16 and 2, while people in Makwanpur and Sindhupalchowk are extremely negative (GT scores -75 and -7, respectively).

Gurungs are significantly more positive than other groups (GT score: 17), while Newars and other Janajati groups are most negative (-47 and -49)

Top 2 things people say they need:

1. Building materials
2. Cash for work

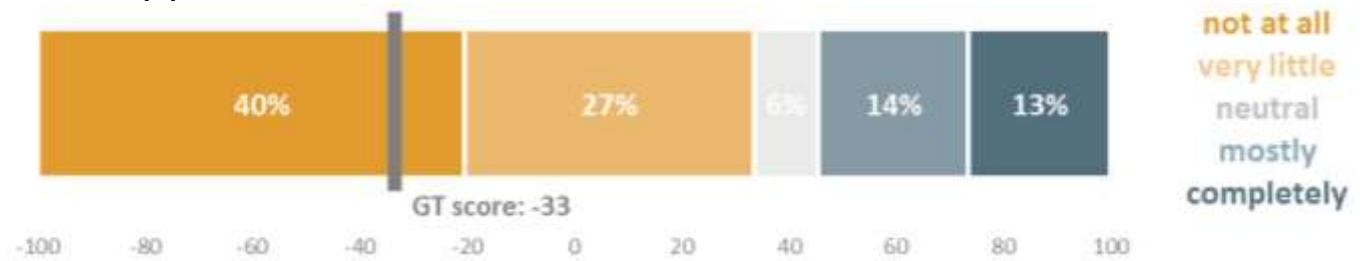


Recommendations:

- Encourage dialogue between humanitarian agencies, government and affected people in districts where people are most negative.
- Government should communicate to affected people how it plans to act on this feedback.
- Explore reasons behind positive views in Gorkha and Ramechhap with a view to replicating actions in districts where people are more negative.



Question 3 – Do you have the information you need to get relief and support?



Findings:

Some 67% of respondents say they don't have enough information. The GT score is -33.

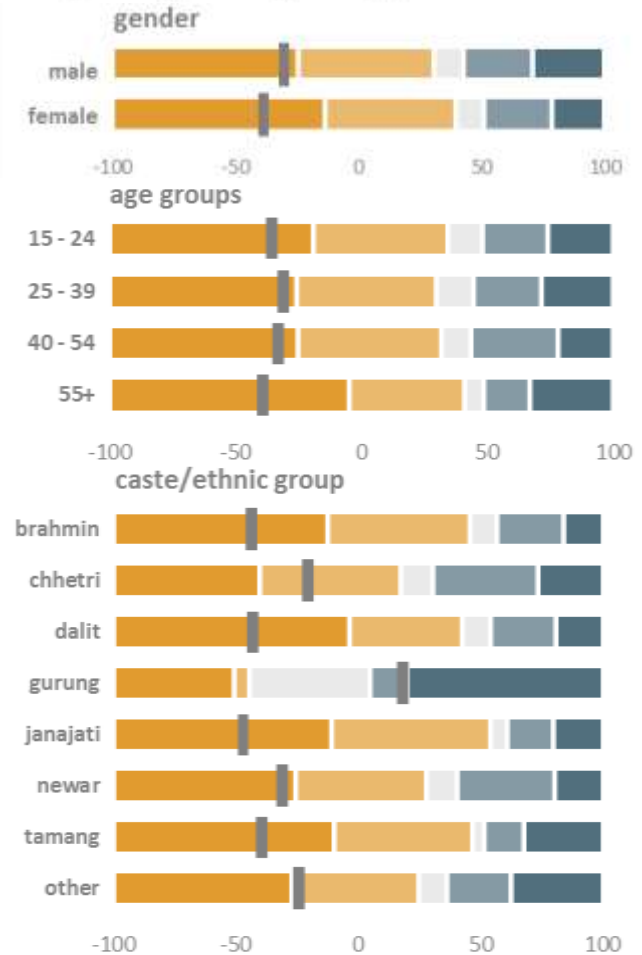
Women feel less informed than men: some 43% say they do not have enough information at all. The equivalent figure for men is 38%. Those aged 55 and above are more negative than younger respondents, with 48% of this age group very negative.

Respondents in Rasuwa are extremely negative with a GT score of -82. Scores are also negative in Makwanpur (-64). People seem to be better informed in Dhading and Gorkha, where the GT score is 19 and 8, respectively.

Again, people in government service and those working in the NGO/business sector are more positive than the rest, but their scores are still negative (-3 and -9, respectively). Gurungs are relatively positive (GT score 18), with 50% saying they have all the information they need.

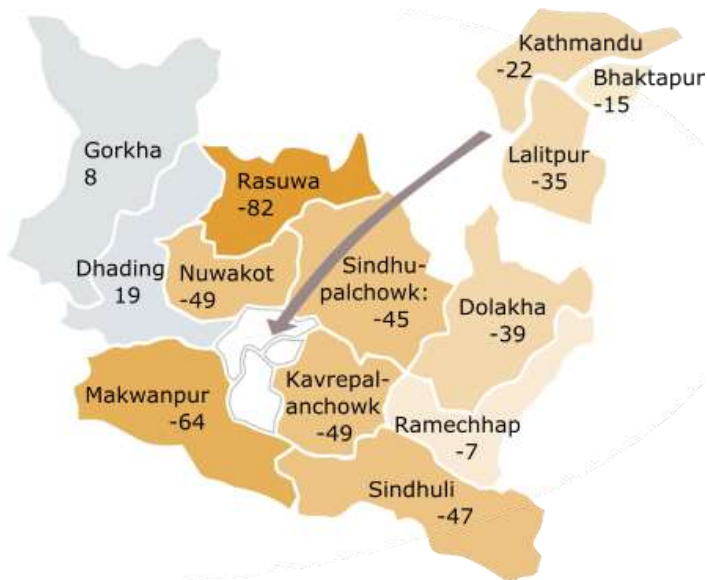
Respondents mainly ask for

1. News about government decisions
2. Information on how to get shelter materials



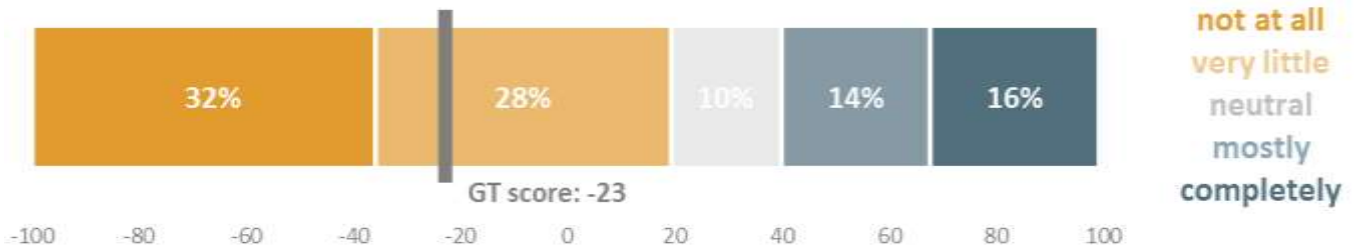
Recommendations:

- Explore why people in Dhading and Gorkha seem to be better informed – or at least perceive themselves to be better informed.
- Apply good practices from Dhading and Gorkha in negative districts like Rasuwa and Makwanpur.
- Explore some kind of rapid response in Rasuwa and Makwanpur, where people feel especially uninformed.
- Work with the CDAC Network members, including BBC Media Action to improve outward communication.





Question 4 – Are you satisfied with what non-governmental agencies are doing for you after the earthquake?



Findings:

Some 60% of respondents express negative views on the work of NGOs and the GT score is -23. This is better than perceptions of the government (-34) but scores for both are negative.

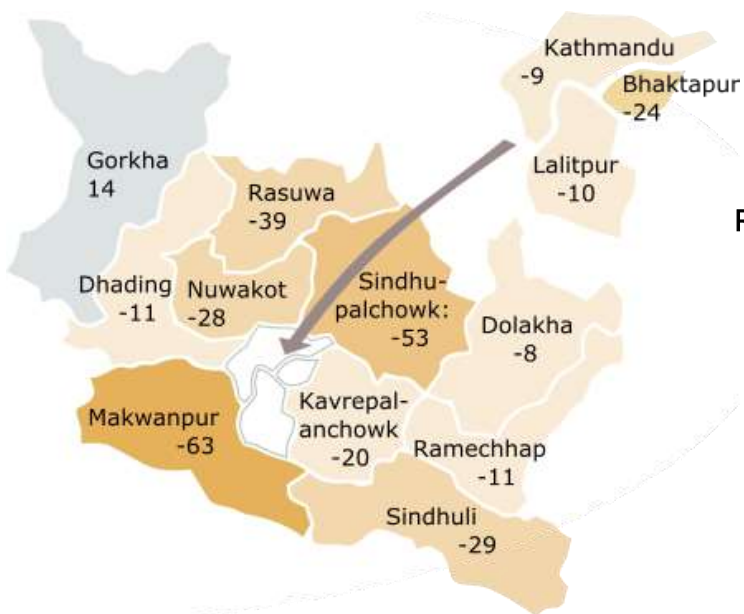
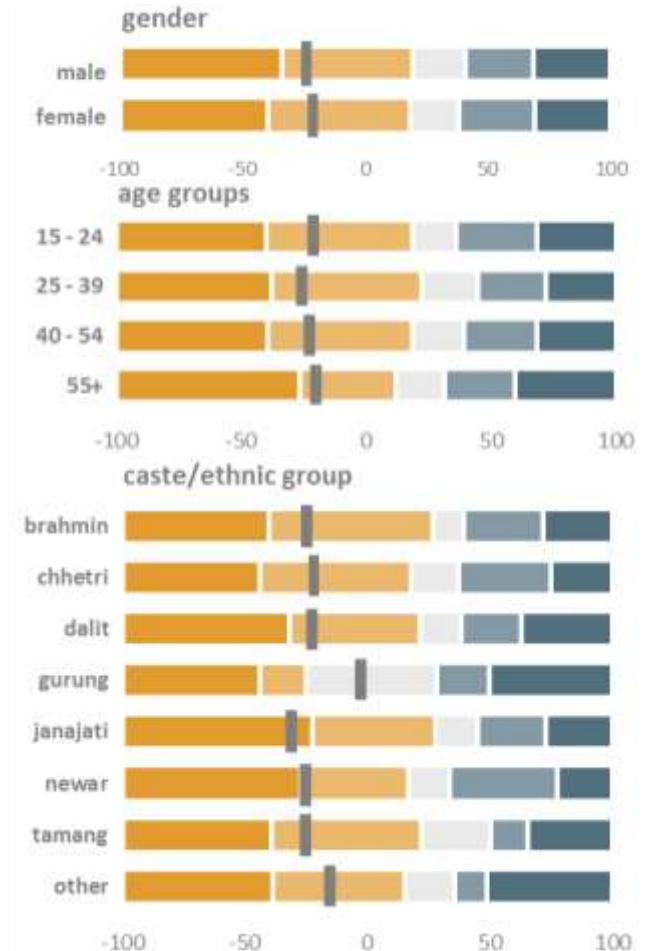
While respondents in Gorkha are fairly satisfied (GT score of 14), those in Makwanpur (-63), Sindupalchowk (-53) are very negative.

Skilled workers (e.g. carpenters), employees in the NGO/business sector and in government service are more positive than people in other occupations, but GT scores for these categories remain 'below the line' - with GT scores of -3, -3 and -9, respectively.

Gurung are once again more positive than other groups, with a GT score of -2.

The top 2 things people say they need:

1. Building materials
2. Cash for work

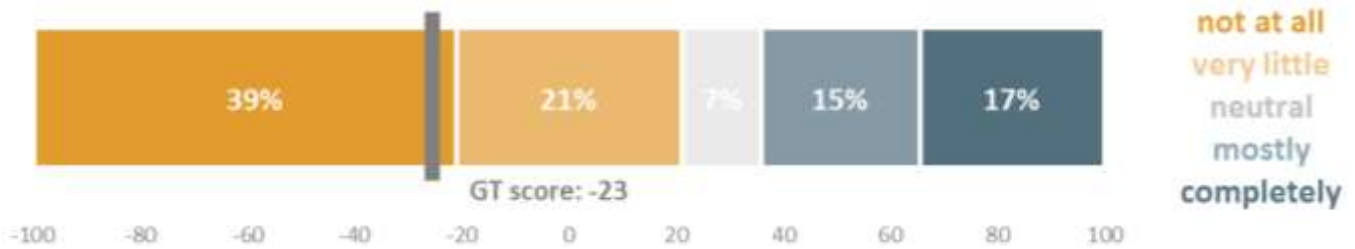


Recommendations:

- Encourage NGOs to engage in dialogue with affected people to explain both what they plan to do and the limits on what they can provide.
- Investigate what lies behind the very negative views of people in Makwanpur and Sindhupalchowk with a view to stepping up support (building materials and cash for work).
- Prioritise empowering local capacity to allow people to help themselves.



Question 5 – Is support provided in a fair way?



Findings:

More than half respondents express negative views on the fairness question. GT score is -23. (Frontline workers' views are more positive (GT score: 32).¹

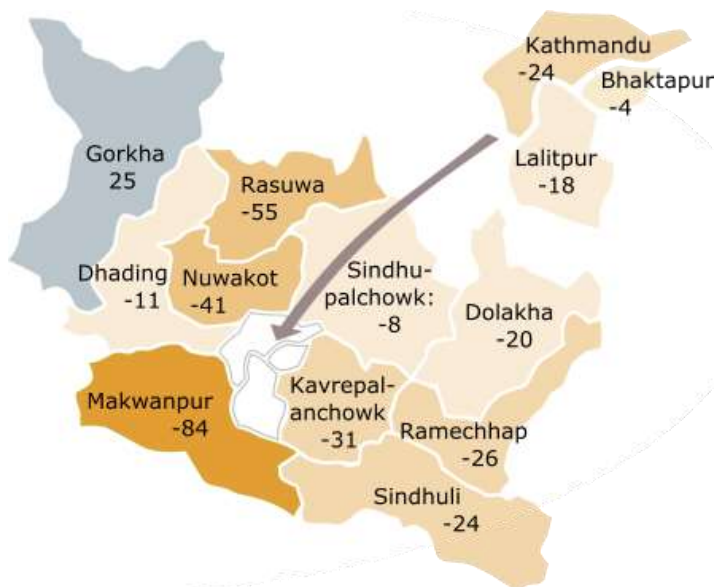
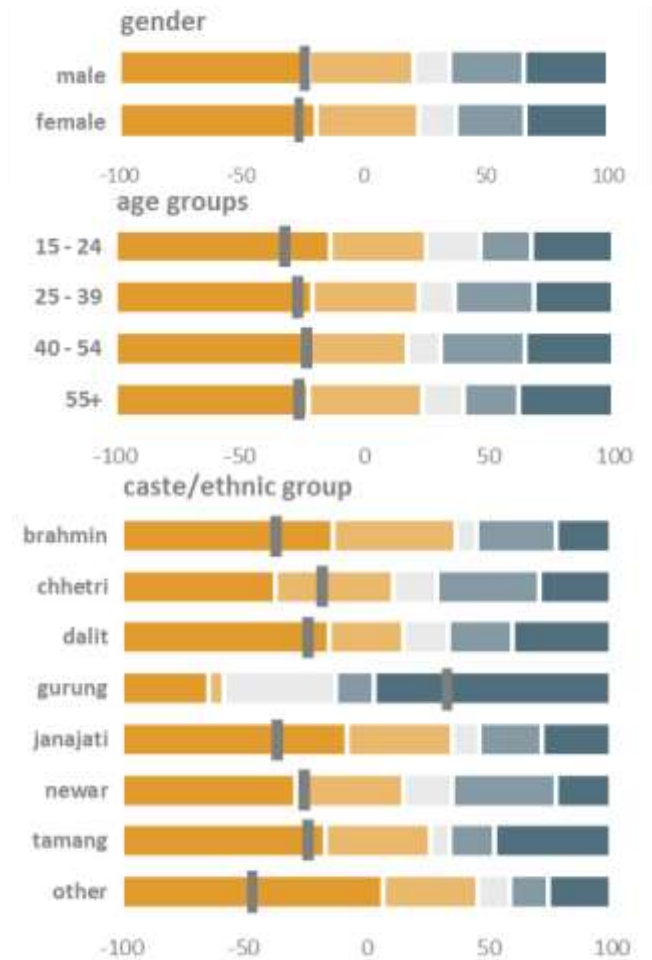
Respondents in Gorkha are positive, with a GT score of 25. Views are extremely negative in Makwanpur, where 75% of the respondents see distribution as 'not fair at all'.

Among the different professions, farmers and laborers are most negative (-31). People working for the government are least negative (-4).

The most positive ethnic groups are the Gurung with a GT score of 33. Most negative are those who say they don't identify with any of the castes/ethnic groups (-46).

Top 2 reasons why people think support is not provided in a fair way:

1. Based on political party affiliation
2. First come, first served



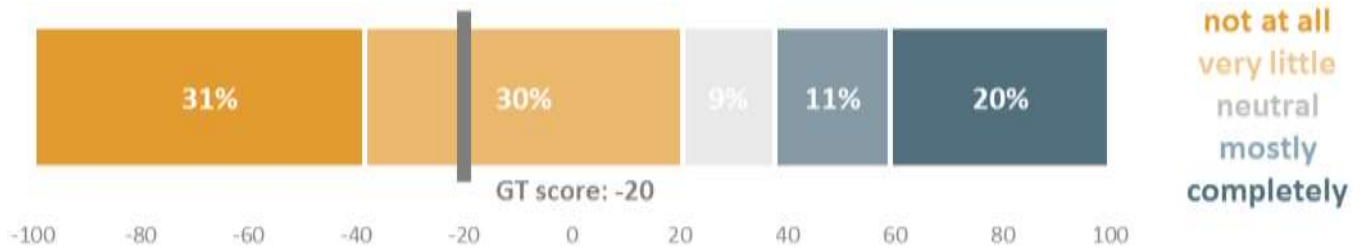
Recommendations:

- Increase monitoring of who gets what and on what basis.
- Ensure more focus on actual need in service provision - and less on party affiliation.
- Introduce some kind of vulnerability focus to displace 'first come, first served' approach.
- Find out why frontline workers' views are so different from communities on this question.

¹ Frontline Worker Survey Nepal round 1, page 5.



Question 6 – Are you prepared for monsoon season?



Findings:

The overall GT score is -20. While some 31% say they do not feel prepared at all, 20% say they are well prepared.

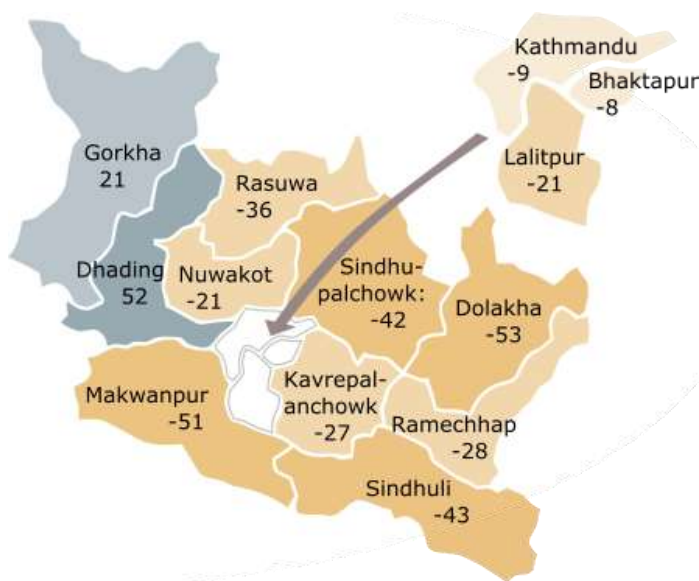
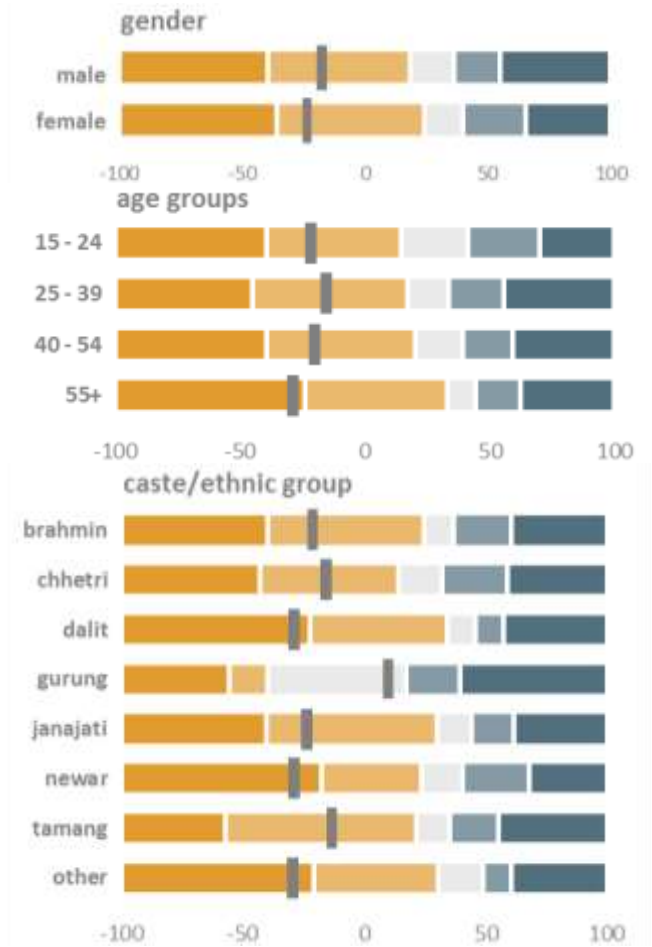
People of 55 years and above feel least prepared, with a GT score of -29 - and 38% of them are very negative.

Respondents in Dhading are very positive with a GT score of 52. People in Gorkha are also quite positive score (21). This is at odds with responses to the 1st question when people in these 2 districts were quite negative on needs being met.

Districts where concerns are greatest are Makwanpur (-51) and Dolakha (-53).

People working for the government are less negative than others (-1).

Among the different castes/ethnic groups, Gurungs are most positive (10).

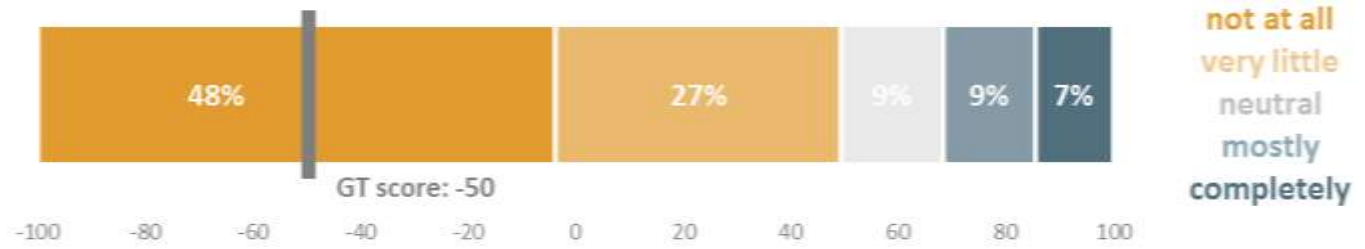


Recommendations:

- Act fast. This is a time-sensitive issue.
- Look for lessons of what is being done in Dhading and Gorkha.
- Apply best practices in other districts, if relevant.
- Probe why people in Dhading and Gorkha are positive on this question and negative on their needs being met (Q1).
- Explore in follow-up discussions what communities need to be better prepared for the monsoon.



Question 7 – Do you feel you have been heard?



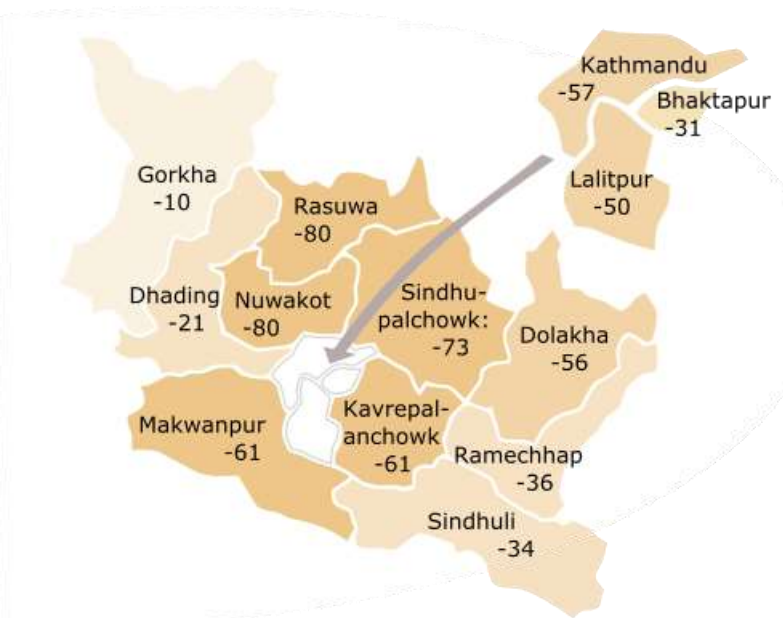
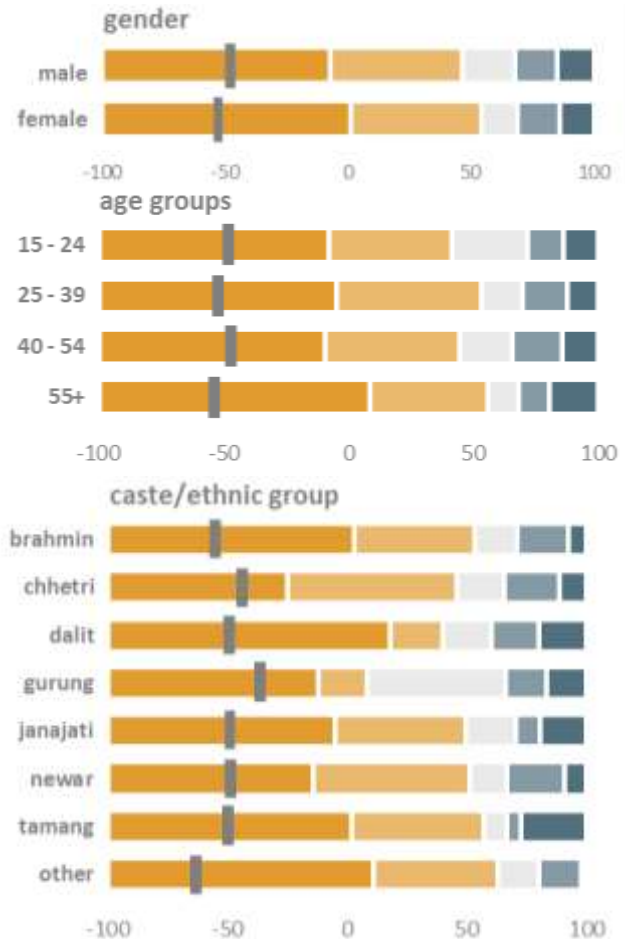
Findings:

Almost half of the respondents say they do not feel heard at all, resulting in a GT score of -50.

People feel extremely left alone in the districts of Nuwakot, Rasuwa and Sindhupalchowk (-80, -80, -73), districts where respondents are least negative are Gorkha and Dhading (-10, -21).

Those working for the government or in the NGO/business sector are less negative than other people, with GT scores of -26 and -29, respectively.

Again, Gurungs are the least negative ethnic group (-36). Most negative are those who do not identify with one of the specified groups (-63).

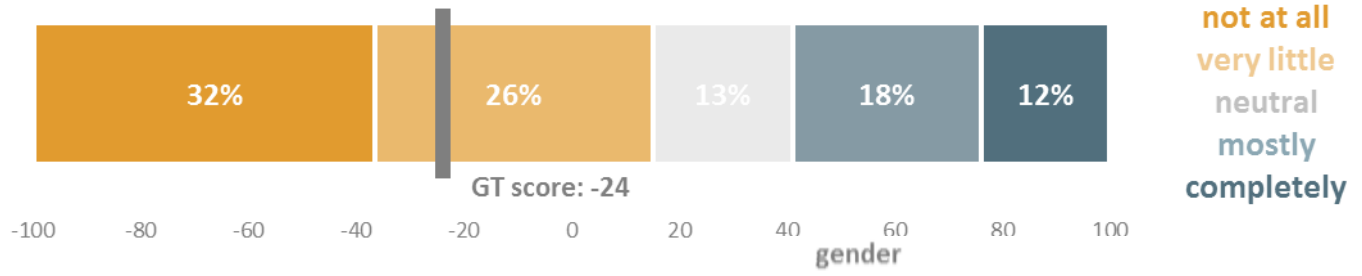


Recommendations:

- Discuss the feedback data alongside other data sources when monitoring and evaluating your programme.
- Encourage dialogue with affected populations.
- Strengthen linkages to broadcast and other forms of outward communication.
- Increase media programming on issues of central importance / concern to affected people.
- Explain and demonstrate how feedback is analyzed and considered in programme design.
- Report back any insight on the data to Ground Truth Solutions.



Question 8 – Overall, is the post-earthquake relief effort making progress?



Findings:

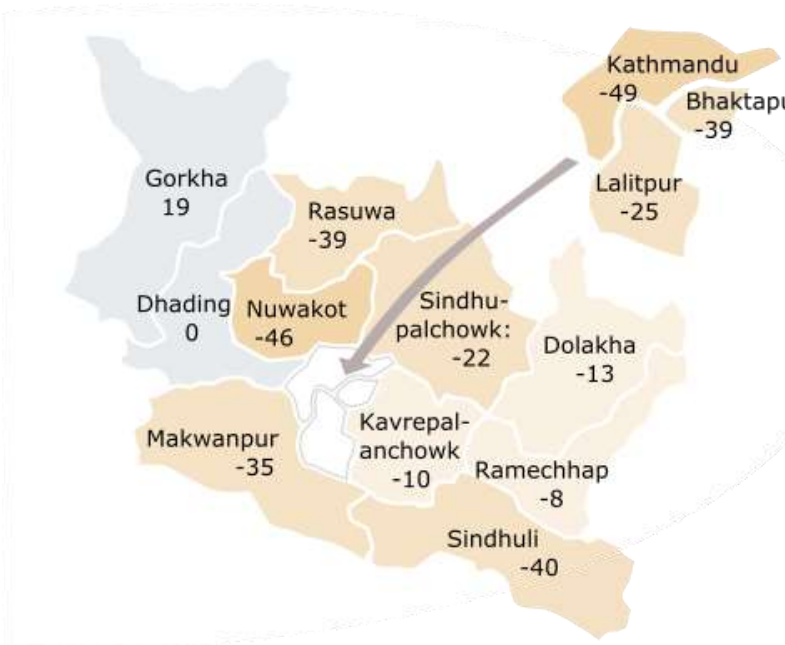
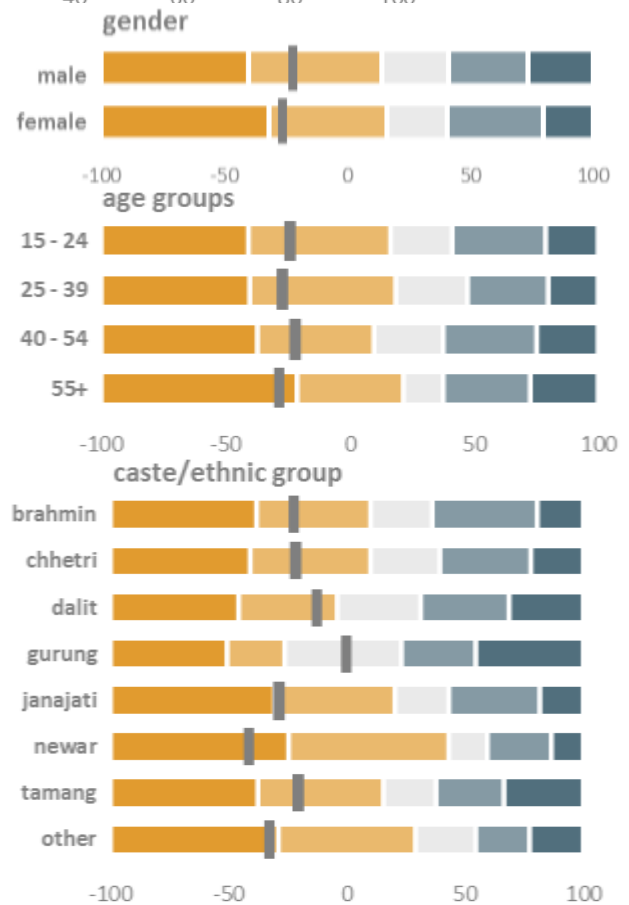
Some 58% of respondents answer 'not at all' or 'very little', with a GT score of -23.

Most positive districts are Gorkha (19) and Dhading (0). Most negative are Nuwakot (-46) and Kathmandu (-49).

People working for the government are least negative (-3).

Among the castes/ethnic groups, Gurungs are most positive with a GT score of 0. Newars are most negative (-41).

Our data from frontline workers shows they have different perceptions, with the majority of respondents giving positive answers and a GT score of 33.²



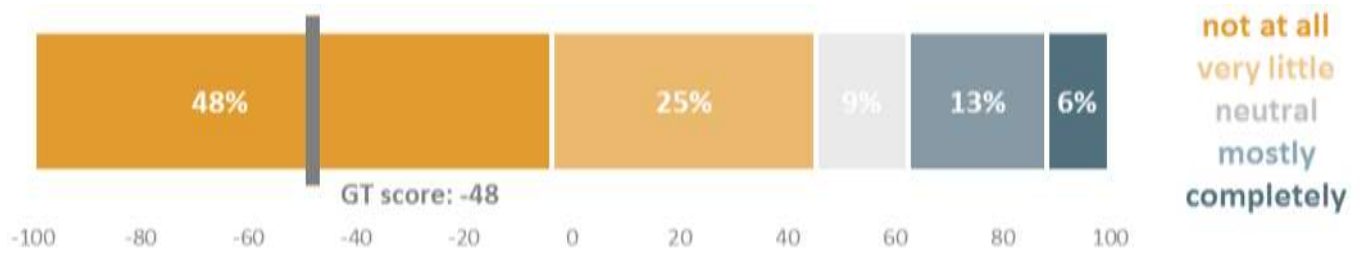
Recommendations:

- Communicate in a structured and systematic way plans for recovery and reconstruction, with regular updates in the media and in public pronouncements.
- Develop some kind of progress index, with regular updates, that the media and others can track.
- Create opportunities to interact face-to-face to interpret and discuss the feedback.
- Communicate how this information is influencing decision-making.
- Probe why frontline workers are more positive.

²Frontline Worker Survey Nepal round 1, page 5.



Question 9 – As a woman, are your particular problems being addressed?



Findings:

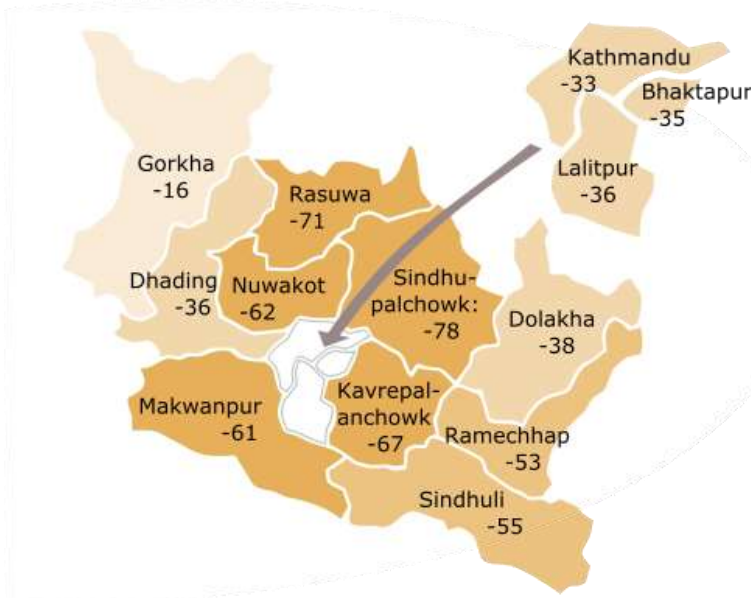
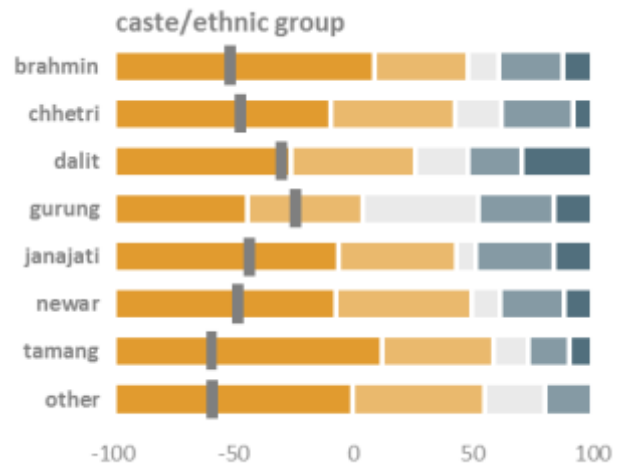
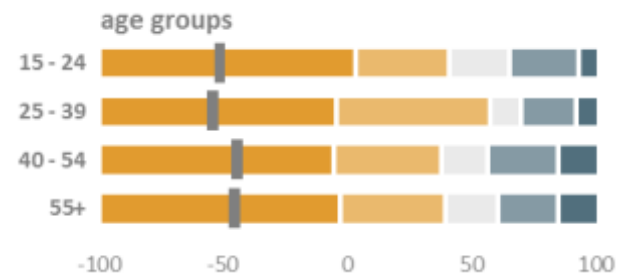
73% of women are negative or extremely negative about their particular issues being taken into account. The GT score is -48.

Districts where scores are most negative are Sindhupalchowk (-78), Kavrepalanchowk (-77), Rasuwa (-71) and Nuwakot (-62). The district with least negative scores is Gorkha (-13).

Tamangs and those not identifying themselves with one of the suggested castes or ethnic groups are most negative (-59 for both groups). Gurungs and Dalits are least negative (-24 and -30).

Two biggest problems:

1. Long-term shelter (housing)
2. Financial support



Recommendations:

- Enable separate dialogue sessions on underlying issues and listen to the stories of women.
- Increase opportunities for individual and group counseling.
- Improve targeting to ensure support reaches women and their concerns taken into account.
- Work with other agencies and those doing community outreach to raise the issue of women and their specific needs.



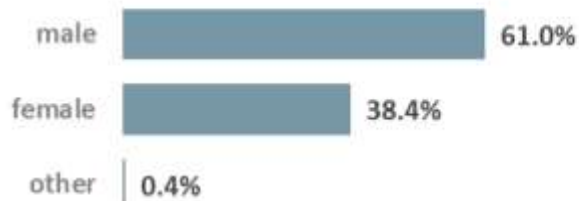
Sample size and demographics

The first round of data collection was conducted in the week beginning on July 13, 2015. Volunteers from #quakeHELPDESK collected data face-to-face. The survey aims to gather representative results on a national basis. The goal is 100 people per district, for an aggregate sample size of 1,400 people. In the 1st round, people were interviewed in 13 of the 14 districts most severely hit by the earthquake. The 14th district--Okhaldunge--will be included next round. Results at the district level are indicative but not representative due to the size of the sub-sample.

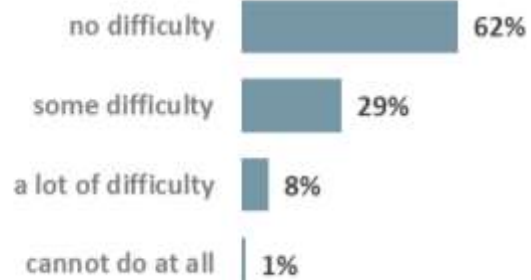


The graphs below depict the demographic breakdown of the 1304 respondents in Round 1.

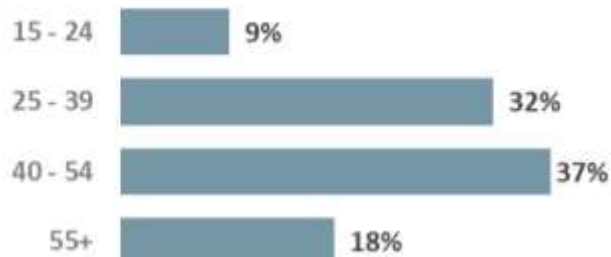
Gender



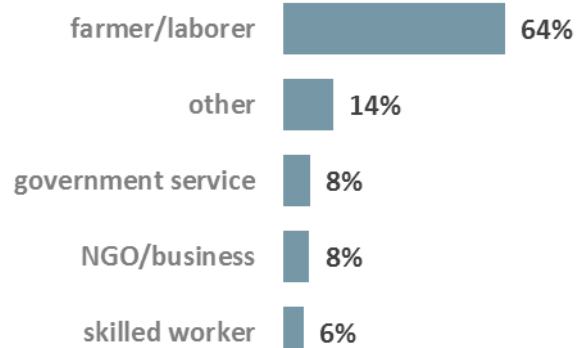
Health problems causing communication barriers



Age



Occupation



Ground Truth Score

The data is presented as a *Ground Truth score* based on a weighted average of responses. GT scores range from +100 to -100 with zero as the mid-point value. The GT score is based on the formula: the **percentage** of respondents who fully agree **plus half the percentage** of respondents who partially agree **minus half the percentage** of respondents who don't agree **minus the percentage** of respondents who don't agree at all.

$$\% \text{ strongly agree} + \frac{1}{2} (\% \text{ agree}) - \frac{1}{2} (\% \text{ disagree}) - \% \text{ strongly disagree.}$$

Negative scores indicate a tendency to disagree with the statement. The distribution of responses across the 5-point scale is also given.

The GT score provides a reading of perceptions at the time of the survey. Over time, GT scores allow organizations involved in the recovery programme to track how the programme is perceived – and how the perceptions change over time as they respond with programmatic course corrections. The data is presented both as an aggregate score by question and broken down by demographic group and district.

Background

Purpose

Ground Truth Solutions (GTS) collects the views of affected people on key aspects of the humanitarian response, analyzes what they say, translates the feedback into a more effective response, and communicates the resulting insight to the government and broader humanitarian community. The goal is better-informed decision-making and a more effective response. If the sequence of collecting information, learning and course correction is repeated at regular intervals, it becomes a powerful tool of both accountability and performance management.

The focus of inquiry is on perceptions around four themes that, based on evidence from GTS's work in other programmes, offer insight into effectiveness and efficiency. These four themes are:

- **Relationships:** this measures the nature of the relationship between 'benefactor' and 'beneficiary' through questions concerning trust, acceptance, competence, respect, responsiveness and so on.
- **Services:** this relates to the nuts and bolts of humanitarian action -- perceptions on the quality, timeliness and relevance of services such as protection, shelter, WASH, medical services, the distribution of food and non-food items and cash-transfer programmes.

- **Agency:** this establishes whether people feel able to help find solutions or see themselves as passive recipients of aid.
- **Results:** this covers disaster-hit people's viewpoints on the outcomes of aid programmes, by asking how they rate progress relative to improvements in their living conditions and other desired programme results.

Data Collection

The approach is rapid-cycle and asks a representative sample of the population a few questions – 8 or 9 questions per survey – on a frequent and consistent basis. By requiring respondents to score questions – in Nepal we use a 1-5 scale – answers become a measure that can be tracked over time. Each new round provides aid managers with an updated sense of what is working and what isn't. Understanding *why* comes from responses to drill-down questions in the questionnaire and from further insight provided by affected people during follow-up dialogue sessions designed to make sense of the feedback. As the data set builds up over time, the story becomes clearer and provides an increasingly robust guide to action.

Enumeration

Of the 75 districts in Nepal, 14 have been identified as the most severely impacted by the earthquake. A joint initiative of the Accountability Lab and Local Interventions Group – #quakeHELPDESK – is working in 10 of the districts (Bhaktapur, Dhading, Dolakha, Gorkha, Kathmandu, Kavrepalanchowk, Lalitpur, Nuwakot, Rasuwa, and Sindhupalchowk). Trained volunteers from #quakeHELPDESK conduct the monthly surveys. Volunteers are community members who live in the districts (and often in the VDCs) where they serve. In the 4 districts where #quakeHELPDESK does not have a presence (Makwanpur, Okhaldhunga, Ramechhap, and Sindhuli), the Nepal Scouts serve as enumerators..

Survey Development

The aim is to craft questions that bring out issues that are at once important to affected people and amenable to action by aid managers. The former want aid that is more responsive to their needs and enables them to play their part in finding solutions. The latter want feedback that informs their decision-making and helps them run better programmes; in other words, they want perceptions to which they can respond.

The nine questions in the current version of the community survey were developed over a two-month process of community-based testing and consultations with a range of stakeholders, including responders, enumerators, and affected people. In June 2015, a test survey collected feedback from 1,064 respondents across 10 districts using an initial set of perceptions questions.

Insights from this survey were combined with stakeholder feedback on the questionnaire and tested in smaller groups over the course of a month. After taking all feedback into account, two focus group discussions were conducted with affected people and the questionnaire was finalized. This process led to the current version of the micro-survey. The questionnaire can be adapted after each round to drill down into priority issues and incorporate further feedback. But many of the same questions will remain in the survey in order to track response trends over time. Questions will be retired if they are no longer relevant, and others may be added to capture people's views on emerging issues.

The pace of data collection can be adjusted to balance relief agencies' ability to digest and act on feedback with the need to adapt the line of inquiry to a changing situation. The right frequency depends on both the volatility of the situation and agencies' capacity to process feedback and act on the findings. In emergencies, changing survey questions to take account of fast-moving challenges ensures fresh insight and a more compelling narrative, which in turn helps drive interest and action. As a general rule, the pace of collection must allow enough time between rounds for aid agencies to digest the information and act on it.

Sampling Methodology

The goal is to gather perceptions of people in the 14 most affected districts. The focus of the survey is on collecting data from Village Development Committees (VDCs)³ where communities are in greatest need. Need is determined by initial reports of mortality and destruction, as well as consultations with district-level government officials, police authorities, and civil society organizations. Through partnership with the Nepali scouts, the project has also been able to target many of the hard-hit areas in the remaining 4 districts.

Below the VDC level, random sampling is used, with VDCs segmented into clusters (4-5 per district) based on geographic location. From each of these clusters, 4 to 5 wards are randomly selected. Because the selection is random, wards may be grouped together in one VDC, or spread across several. Excel is used to generate the random selection.

Within each of the selected wards, trained volunteers use a random sampling methodology to select households. Starting at a common gathering point (primary school, water source, meeting area, etc.), the volunteer spins a pen or stick on the ground to select a direction. Following the path of the pen, the volunteer visits the first household in that direction. Upon finishing the interview, the volunteer stands with his/her back to the doorway of the house and turns to the right, skipping two homes to visit the third for the next interview. This process continues until the volunteer reaches a set number of households (around 5 per ward), interviewing every third household. This sampling method is more difficult in some areas than others – particularly in mountainous regions – so there may be some flexibility in interpreting the guidelines. In order to capture a more diverse set of

³ Nepal's 75 districts are subdivided into localities known as village development committees

perceptions, volunteers interview a different demographic from one household to the next—not just the head of household.

The survey aims to gather representative results on a national basis, with the qualification that they will only be representative of some of the most affected districts and VDCs. To this end, around 100 respondents per district will be surveyed, for an aggregate overall sample size of 1,400 people. At the district level, results should be viewed as indicative rather than representative due to the size of the sub-sample.

The number of wards each volunteer visits is based on the random selection for that round of surveys, with each volunteer assigned to specific VDCs. On average, each volunteer will visit 4 wards, conducting 5 surveys per ward, for a total of 20 surveys per round. In this way, the survey will gather data from some 100 respondents per district.

Challenges to relief agencies

The micro-surveys allow relief agencies to gauge overall perceptions of the response effort and provide insight for decision-makers. However, further investigation is essential in making sense of survey findings and working out how to respond. It is important to see the surveys as part of a longer sequence of collecting information, learning and making course corrections.

There is a role here for individual agencies. First, we ask you to include the findings in your own internal discussions and to consider the feedback data alongside other sources when planning and evaluating your programmes. Second, we ask you to discuss the findings with affected populations themselves, to get a better sense of the reasons they answered as they did. This can happen as part of your own ongoing engagement and communication activities. Third, we ask you to share any thoughts or insight on the data, underlying issues identified or any other reflections that emerge in the previous two steps. You can do so by contacting Ground Truth Solutions at info@groundtruthsolutions.org.

Without these follow-up steps, the generic nature of the questions may make it difficult to identify specific programmatic interventions, although they will provide some indication of what actions might be taken or explored.

While the micro-surveys are representative at the national level, logistical barriers make it hard to collect data from people in some of the areas seriously affected by the earthquake, particularly in mountainous regions where data collection is therefore limited.

Opportunity

While the focus of both the Community and Frontline workers' surveys are on the recovery programme as a whole, the Inter-Agency Common Feedback Project is interested in conducting surveys on specific services and in particular locations. Organizations interested in extending the survey process in this way should contact Giovanni Congi at Giovanni.congi@one.un.org.

Feedback

We welcome your questions and feedback. Please contact Nick van Praag at Nick@keystoneaccountability.org or Giovanni Congi at Giovanni.congi@one.un.org.

Partners and Funders

This survey is part of the Inter-Agency Common Feedback Project and has been developed in close collaboration with our in-country partners, Accountability Lab and Local Interventions Group.



The work of Ground Truth Solutions in Nepal is financed by DFID, the IKEA Foundation, the Swiss Agency for Development and Cooperation and private donors through Global Giving.

