Citizen Helpdesk

November 2016

ASSESSMENT RESULTS
1. Were you affected by the earthquakes?

- yes (100%)
- no (0%)

1.a. If yes, what type of earthquake victim identification do you have?

- Green Card (5%)
- Red Card (90%)
- None (5%)

2. How were you affected by the earthquake?

- House partially/completely damaged (90%)
- Lost main source of incomes (8%)
- Lost family members (2%)

Legend:
- House partially/completely damaged
- Lost main source of incomes
- Lost family members
3. Are your main problems addressed?

- Yes (54%)
- No (46%)

4. Have you received support from the Government?

- Yes (98%)
- No (2%)

3.1. Which are your main problems?

1. Shelter/House
2. Finance support
3. Water

4.1. Which support have you received?

- 70% NRS 15,000 + 10,000
- 15% NRS 15,000 + 10,000 + cash
- 10% NRS 15,000 + 10,000 + 500,000
- 3% NRS 15,000 + 10,000 + 500,000 + cash
- 2% cremation expenses + cash compensation deceased + medical expenses + 10,000 + 15,000

Survivors used the money mainly for...
- Build temporary shelter
- Buy warm clothes
- Celebrate Dashain festival
- Buy food
5. Have you filled the grievances form?

- Kavrepalanchowk: Yes (25%), No (75%)
- Nuwakot: Yes (34%), No (66%)
- Sindhupalchowk: Yes (19%), No (81%)

6. Have you received support from humanitarian organizations?

- Yes (73%), No (27%)

Mostly received:
1. Zinc sheet
2. Tarpaulin
3. Food
4. Blankets

Where more respondents received support is Sindhupalchowk (96%) and were less respondents received support is Nuwakot (65%).

7. Do you feel you have been discriminated?

- Yes (87%)

1. Politics
2. Joint families
3. First come, first served

8. Which kind of support would you need to have access to support from NGO/INGOs or Government?

- More information
- Legal documents
- Advocacy on my behalf

- Kavre: 56%
- Nuwakot: 95%
- Sindhupalchowk: 84%
9. Do you think the earthquake reconstruction efforts are making progress in your community?

- Kavre - yes = 56%
- Sindhupalchowk - yes = 75%
- Nuwakot - no = 56%

10. Are you, in general terms, satisfied with the services provided by the Government?

- Yes (78%)  No (22%)

The general perception is positive being the most positive district Kavre (89% positive answers)
RUMORS

If we make a mud house, then we will not get rest the rest of the relief amount. We need to make a cemented house to get the Government support.

We have already filled up the grievances form, but there is people saying that we will not get the relief amounts from the government.

COMMENTS/QUESTIONS

We need more information related to reconstruction process’s new policy.

We should get the second instalment from the government as soon as possible.

We need people like you (from CHD) to get the real help and information.