

# Citizen Helpdesk

November 2016

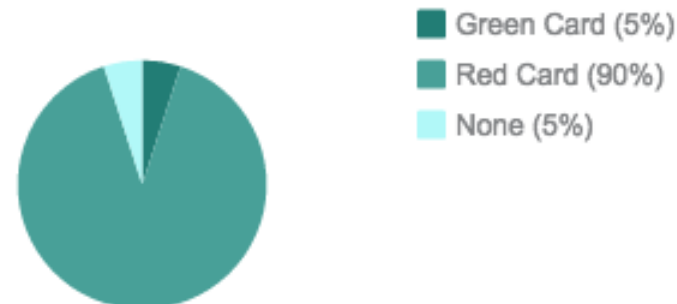
**ASSESSMENT  
RESULTS**

## 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?



### 3. Are your main problems addressed?



### 4. Have you received support from the Government?



#### Survivors used the money mainly for...

- Build temporary shelter
- Buy warm clothes
- Celebrate Dashain festival
- Buy food

### 3.1. Which are your main problems?



#1

Shelter/House

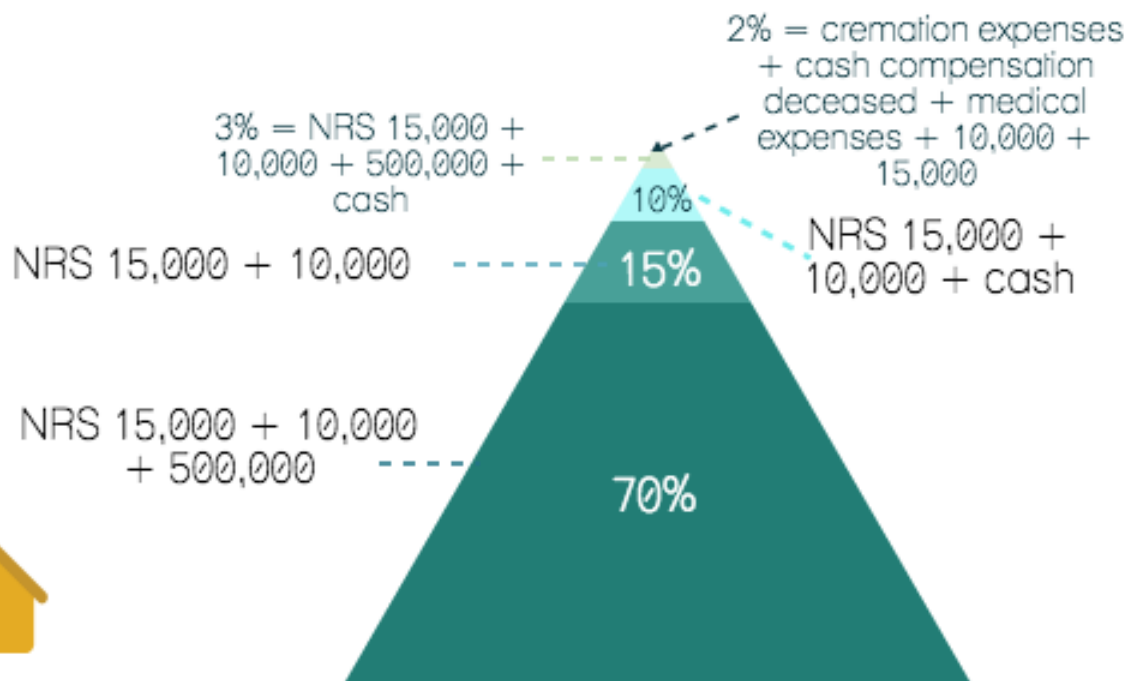
#2

Finance support

#3

Water

### 4.1. Which support have you received?



## 5. Have you filled the grievances form?

Kavrepalanchowk



Nuwakot



Sindhupalchowk



## 6. Have you received support from humanitarian organizations?

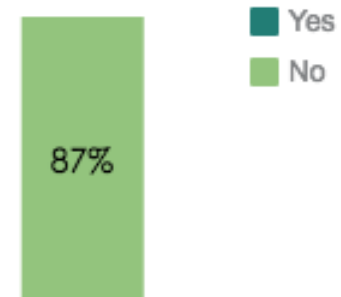


Yes (73%) No (27%)

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

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

## 7. Do you feel you have been discriminated?



Yes  
No

## Mostly received:

1. Zinc sheet
2. Tarpaulin
3. Food
4. Blankets

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

Nuwakot = 95%

Kavre = 56%

Sindhupalchowk = 84%

#1

More information

#2

Legal documents

#3

Advocacy on my behalf

9. Do you think the earthquake reconstruction efforts are making progress in your community?



■ Yes (63%) ■ No (37%)

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