



# INTER-AGENCY COMMON FEEDBACK PROJECT

Nepal Earthquake 2015

Humanitarian Country Team



Communicating with Communities Working Group



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A project proposal for the Nepal Humanitarian Country Team (HCT) developed by the Office for the Coordination of Humanitarian Affairs (OCHA) and the Nepal UN Resident Coordinator's Office, with support from UNICEF, Save the Children International, SimLab, Internews, the International Committee of the Red Cross, Plan International and the CDAC Network Secretariat.



## Summary

A 7.8 magnitude earthquake struck Nepal on 25 April creating large scale damage and many casualties. The epicenter was northwest of the Nepali capital Kathmandu in Lamjung District. The earthquake has caused a number of landslides and avalanches. Strong aftershocks, including a 6.7 magnitude quake on 26 April, continue to threaten the lives of thousands of people and to further damage buildings and infrastructure. Many people are afraid and have slept outside for several consecutive nights, in spite of the falling rain.

The Nepal **Earthquake Flash Appeal and Action Plan** was developed by humanitarian partners and launched on the 29 April 2015. It has five strategic objectives to meet the humanitarian needs and focuses on water, sanitation, hygiene, and health services, emergency shelter, protection of vulnerable people and logistics, telecommunications and local coordination capacity.

Strategic Objective 5 called for “**an inter-agency common service that is established so that affected people have access to information and are able to provide feedback to ensure a more effective humanitarian response.**”<sup>1</sup>

The inter-agency common service project, referred to as the **Common Feedback Project**, will consist of a communications technical working group (CWG) and a comprehensive set of common or shared tools and protocols that are rolled out and contextualized in each affected district taking into account the language, gender and diversity of the communities. The common service provides support services to the **entire humanitarian country team (HCT)** including all clusters and organizations, as well as **civil society and other actors** not directly engaged in the HCT but active in the communities they work with. It includes a specific funding requirement for some of the common project components.

## Objectives<sup>2</sup>

1. Ensure coordinated and effective communications with affected people on critical life-saving and life-enhancing actions that individuals, families and communities can take through the course of the earthquake response and recovery.
2. Ensure affected people have adequate information on the nature and logistics of the response intended to support them.
3. Ensure systematic mechanisms to collect feedback from affected communities and using this to inform decision-making processes at the cluster, inter-cluster and humanitarian country team levels.

<sup>1</sup> Nepal Flash Appeal to the response to the Nepal earthquake, April to July 2015.

<sup>2</sup> Objectives directly correlate to the *priority action* under coordination within the Nepal Flash Appeal to the response to the Nepal earthquake, April to July 2015.



## Background

A 7.8 magnitude earthquake struck Nepal on 25 April creating large scale damage and many casualties. The epicenter was located 81 km northwest of the Nepali capital Kathmandu in Lamjung District at a depth of 15 km. The earthquake has caused a number of landslides and avalanches. Strong aftershocks, including a 6.7 magnitude quake on 26 April, continue to threaten the lives of thousands of people and to further damage buildings and infrastructure. Many people are afraid and have slept outside for several consecutive nights, in spite of the falling rain.

According to initial estimations and based on the latest earthquake intensity mapping, over 8 million people are affected in 39 of Nepal's 75 districts. Over 2 million people live in the 11 most critically hit districts. According to the government and as of 29 April, the earthquake caused 5,006 deaths, most of them in Bhaktapur, Kathmandu and Lalitpur. Over 10,194 people have been injured. These figures are expected to increase as more areas are reached and information becomes available.

**Engagement with and accountability to affected people** are critical. Affected people need to be kept informed about available services and aid and that gender equality and the diversity of affected communities is addressed when engaging the community. Without access to reliable timely, accurate information survivors are unable to make the choices necessary to develop their own survival strategies.

Engagement with affected communities is essential to ensure that they can be more effective organizing their own response, taking life-saving actions at household level, accessing humanitarian assistance and providing feedback on challenges and gaps.

By asking and listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging during an emergency response, enabling the local population to have a say in critical aid decisions increases its ability to be stronger and more resilient after the crisis.

This intervention, the Common Feedback Project (CFP), will be structured as an inter-agency common service built on partnerships with the mobile telecommunications providers and media established prior to the earthquake.

Together with local partners, national authorities as well as private sector, the CFP will address information and communication needs across different language groups and regions adapting its strategies to existing and diverse digital, age, gender and disability divides within affected communities.<sup>3</sup>

## Needs

All affected people need access to information and communication about available services and aid and that gender equality and the diversity of affected communities is addressed when engaging the community through these means. Without access to reliable timely, accurate information survivors are unable to make the choices necessary to develop their own survival strategies.

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<sup>3</sup> Nepal Flash Appeal to the response to the Nepal earthquake, April to July 2015.



Key communications needs are the provision of lifesaving information to those affected (such as self-treatments for illnesses/injury, home techniques for water purification, hazard warnings on returning home safely, etc), particularly those out of reach of conventional assistance, and emergency restoration of the communications infrastructure.

Affected communities need information to be more effective organizing their own response, taking life-saving actions at household level, accessing humanitarian assistance and providing feedback on challenges and gaps.

A systematic common feedback loop, with an ability to independently verify assistance requests and complaints is essential for humanitarian partners to be accountable in their aid delivery while meeting the information and communication needs of the affected population.

By asking and listening to people's needs, opinions, suggestions and complaints, the humanitarian community can adapt its response to their specific circumstances and concerns. Although challenging during an emergency response, enabling the local population to have a say in critical aid decisions increases its ability to be stronger and more resilient after the crisis.

Failure to meet the information needs of the affected communities is likely to lead to frustration and anger among affected communities, a backlash against national and international responders leading to confusion and misunderstandings about the nature of aid, escalation of rumors, inequity (especially if those who feel they have been missed out are not able to inquire if they are eligible for assistance).

Communications is also a key psychosocial service, helping to reassure people that help is available and that they have not been forgotten. The communications needs of those in affected areas is an overarching priority, as these survivors are not only harder to reach and in danger of marginalization, but also are in need of self-help information, such as home treatment for medical issues for those who cannot travel to a clinic, and advice on safe treatment for water.

It is also essential that communications is a two way process, including the capacity to listen, respond and engage in dialogue (for example, interviews, focus group discussions, town hall meetings, radio call-in programmes, and humanitarian information hotlines) rather than just seen as one way and top-down message delivery.

Furthermore, communication platforms need to be accessible and prioritized for the most vulnerable groups, include those on the basis of socio-economic, language, religious, caste/ethnic, and geographic factors. Discrimination and inequalities are evident across groups but also within them, making sub-groups such as women, girls, minorities and persons with disabilities particularly vulnerable and out of reach of many forms of information exchange.

Only 57.4% of Nepalese are literate and the rate is even lower in rural areas so verbal communication means, such as community dialogue, radio call-in programmes, and humanitarian information hotlines are essential. Communication will need to be accessible in Nepali and Newari and local language communication is critical in the foothills of Kathmandu, Bhaktapur and Gorkha areas.

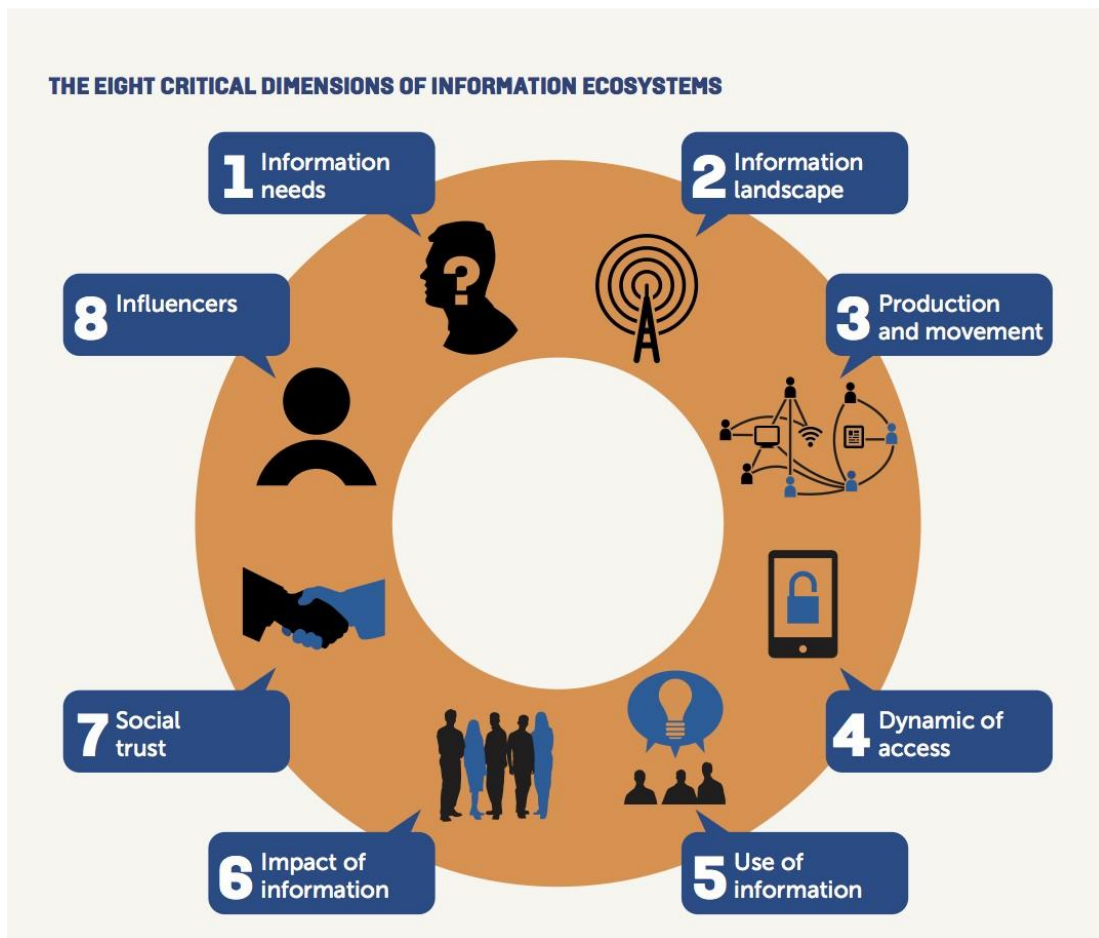
Ensuring and communicating equity of access and functional participation of most vulnerable populations in a respectful and dignified manner is critical for humanitarian response activities and fair distribution of project benefits.

## **Common Feedback Project**

The Common Feedback Project (CFP), through the Communicating with Communities Technical Working Group (CwC WG), will facilitate the use of a range of relevant channels, platforms and



protocols that will be rolled out and contextualized for each affected district based on the understanding of its specific **information ecosystem**<sup>4</sup>, including the different languages, gender and diversity of its people. It will emphasize partnerships based on local, existing feedback mechanism while providing technical and financial support to ensure they meet internationally recognized standards.



The CFP will address the specific local information ecosystems in the different affected districts to improve people's access to timely, accurate and trusted information and communication and support the delivery of humanitarian services from all clusters and aid organizations and Government.

While specific interventions will be determined on location, community communication preferences and responders' capacity to implement, the CFP will provide support to, gather and aggregate data

<sup>4</sup> The information ecosystems framework conceives information needs, information creation, and information distribution as multi-dimensional, dynamic, and fluid systems that adapt and regenerate according to the specific context of a given situation and community. The information ecosystem model offers a powerful way to understand information flows in a community. "Embracing Change: The Critical Role of Information" (Internews with the Rockefeller Foundation, 2015) [www.internews.org/research-publications/information-ecosystems-resilience](http://www.internews.org/research-publications/information-ecosystems-resilience)



through a common project (analysis) team on a range of interventions. In the first three months, these are likely to include:

1. **Conduct rapid assessments** of local information ecosystem in each of the affected districts (including secondary data), and a **comprehensive multi-stakeholder information and communications needs assessments**.
2. Develop a common **Community Engagement Response Plan** (with associated budget) based on the current information available and the rapid assessments conducted in affected districts. Where appropriate, involve affected communities in this process.
3. Support responding partners to utilize trusted and available **platforms and channels** to share information with and listen to affected communities. The project team will collate and filter inbound feedback and outbound information and share through open sources to the humanitarian community and affected communities. Building on pre-existing platforms and current capacity, these are likely to include:
  - 3.1 Interpersonal communication
  - 3.2 Help desks and suggestion boxes
  - 3.3 SMS, mobile feedback and voice calls<sup>5</sup>
  - 3.4 Community noticeboards and flyers
  - 3.5 Radio programming
  - 3.6 Social media (online mapping)
4. Liaison and Coordination with the **UN, I/NGOs, Red Cross, CSO and community groups**.
5. Partner and support local **media outlets and/or independent journalists/citizen journalists** to ensure the sharing of reliable, timely and useful information.
6. Provide a **common (digital) mechanism for collecting, filtering and aggregating** community feedback. This will triangulate and route incoming information through online platform with the capability to filter and map the data and then disseminate to responders and communities themselves.
7. **Conduct a real-time review** and evaluation of the CFP with a focus on evaluating i) the humanitarian community's performance in responding to feedback and ii) adjusting the humanitarian response strategic and operational direction accordingly.

## Project components

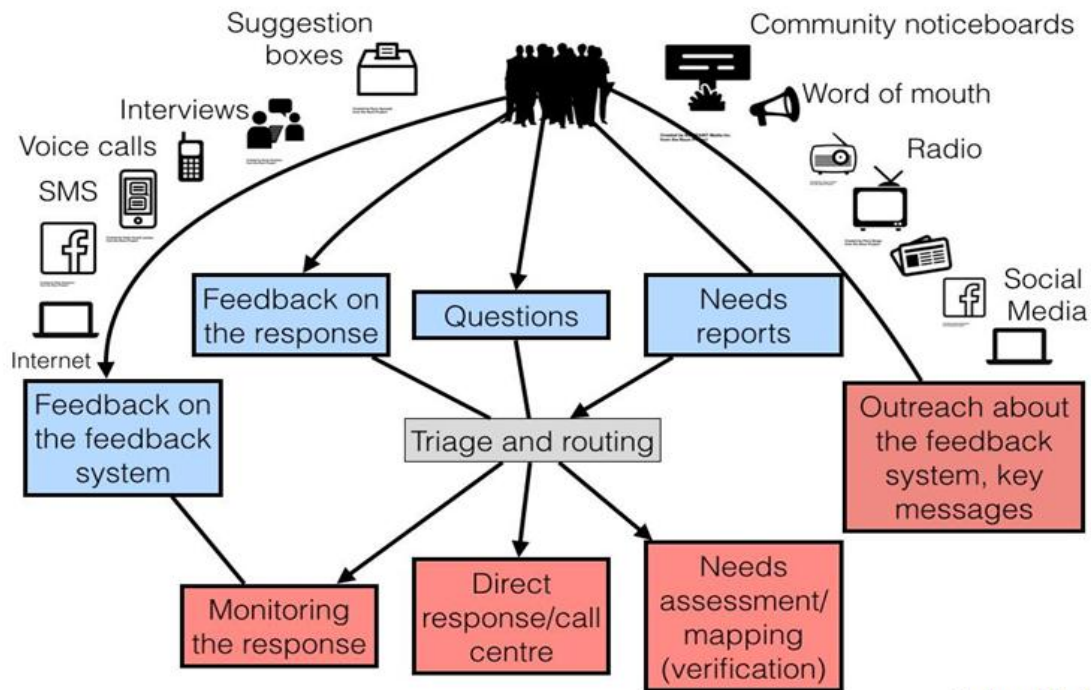
The illustration provides a visual representation of the CFP potential workflow.

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<sup>5</sup> **SMS:** UNICEF, working with Radio Nepal has already launched a SMS 'poll' feedback project, and would be expected to scale and feed into the common service approach.

**Mobile:** a number of partner are already using apps for collecting data which will be integrated into the project.

**Phone:** Feasibility currently undertaken for a humanitarian call centre which if pursued will require a additional project proposal and budget. This decision will be based on a needs and capacity of partners to implement.



Courtesy of SimLab

Achievement of the following project components will require a 3 month commitment with the initial phase focused on establishment of immediate services that will be subsequently scaled accordingly following monitoring and learning with additional, trusted and appropriate communication platforms as they become available. Additional funding will need to be sought for 12 months following a mid-term review.

### **Component 1: Information and communication assessments**

The CFP will conduct a rapid assessment of the existing (remaining) information and communication ecosystem (including secondary data), and a comprehensive multi-stakeholder information and communications needs assessments. These are essential elements of a common service to ensure humanitarian actors are using the most trusted and available channels of communication.

#### Indicator and targets

1.1 Supported 1 x rapid assessment report of the information and communication ecosystem and 1 x multi-stakeholder information and communications needs assessments report: Number of districts in which rapid assessment is conducted: Target: at least (this may change as more information comes in).

### **Component 2: Community Engagement response plan**

Through a consultative process, develop an Inter-Agency community engagement plan an overall project goal, objectives, outputs, activities and an associated revised budget. This is in support of the entire humanitarian community and will reflect the overall priorities of the Flash Appeal and Action Plan.





### Indicator and targets

2.2 An Inter-Agency community engagement plan. Number of agencies/NGOs and clusters consulted as part of drafting of plan: Target: all clusters and 10 agencies.

### **Component 3: Common information sharing channels**

Support responding partners to utilize trusted and available platforms and channels to share information with and listen to affected communities. The project team will collate and filter inbound feedback and outbound information through open sources to the humanitarian community and affected communities contextualized for the audiences. In using trusted and available common information sharing platforms, the CFP will aggregate data from a number of analogue and technology based forms of communication.

These include interviews and focus group discussions, help desks and suggestion boxes, community noticeboards and flyers for example and are all critical in ensuring that people who **do not have access to the internet or mobile capabilities** can still provide feedback and receive important information. Ongoing information and communication needs assessments should inform development as the response evolves.

International, national and local organizations receive analogue feedback throughout their own programming and quality and accountability frameworks. Harmonization of data will be sought to integrate into the common service approach. Common forms/templates will be shared in order to make data processing and analysis more streamlined.

Many of these channels can be used for sharing agreed messaging, and can incorporate information about how to provide feedback, and encourage people to do so. The feedback mechanism will provide critical guidance on key issues, thematic trends, acceptance and take-up of information provided, and ongoing experiences as shared through inbound content.

#### **3.1 Interpersonal communication**

Interpersonal communication will play a significant role in many agencies' community engagement strategies. Many agencies are building their response of existing programmes and have forged previous partnerships with local partners, civil society organizations and community networks. These networks are now being activated as part of the response and are a vital information sharing resource. The project will also consider peer-to-peer communication where a great deal of information would be passed along in this context as well as local leaders, eg CDOs, VECs, VDC-level officials; or existing for as such as self-help groups.

This includes initial rapid assessments, mobilization activities related to health, hygiene, protection, education and livelihoods outcomes and project monitoring and evaluation. The CFP needs to support field facing teams with standard tools and guidance to support information sharing during community consultations, focus group discussions, interviews, informal ad-hoc discussions and other mobilization activities (i.e. song, dance, theatre and sport).

Currently field-facing assessment teams are collecting data using mobile phones and online platforms (for example Kobo Toolbox) which allows them to upload information in real time (network permitting). The CFP therefore needs to have both online and offline options to facilitate face-to-face communication with communities. This platform is especially critical for reaching illiterate people amongst the affected.



Indicator and targets

3.1.1 Number of focus groups supported (and data collected/analyzed) in each district, which comprise a diversity of men, women, youth, elderly. Target: at least 1 in each district comprising each of different target groups.

3.1.2 Number of interviews supported (and data collected/analyzed) with local NGOs, media and local authorities in each district. Target: at least 1, representative of each, in every district.

### 3.2 Help Desks and suggestion boxes

It is standard practice for INGO partners and others to have help desks and post-distribution monitoring teams at distribution sites for community members to ask questions or raise concerns.

A number of INGO partners may also set up suggestion boxes in areas where their programmes are focused. Feedback coming through these mechanisms can feed into the common service project and be analyzed alongside other data to give a broader picture of needs in different areas.

Indicator and targets

3.2.1 Number of help desks or suggestion boxes supported (and data collected/analyzed) in each district. Target: At least 1 in each district (or equivalent based on geographical needs).

### 3.3 SMS, mobile feedback and voice calls

Building on existing programming by partners and proven experience from previous responses, data will be aggregated from a range of platforms including SMS, mobile apps and voice calls where there is added value. Such platforms are in the pipeline or already being implemented by partners with little or no coordination, capacity to scale, and ability to aggregate to directly influence the international response at the strategic level. The CFP will work to harmonize the technology platforms in order to pull together the data. A feasibility of a toll-free humanitarian call centre (HCC)<sup>6</sup> is being undertaken as a potential 'annex' project which would require additional funding.

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<sup>6</sup> It would be established to enable affected communities **who have already received aid from international responders and their implementing partners** to seek information about these services and provide feedback to the humanitarian agencies on their and outreach activities. The HCC would provide accurate responses to queries from disaster-affected individuals and/or connects them with the appropriate organization or government department. If implemented, it would seek to augment various Government platforms with open source data, and steer enquiries, feedback and discussion of international aid services to the aid providers themselves, lessening the burden on the government resources.



Indicator and targets

3.3.1 Coordinate with and harmonize at least 3 widely used technology platforms in order to aggregate the data to influence strategic decision making.

3.3.2 Aggregate and share at least 10,000 text messages with 'poll' feedback.

### 3.4 Community noticeboards and flyers

Community noticeboards and flyers are a common information sharing channel adopted by agencies in many contexts. They are a good channel for agencies to raise awareness concerning other engagement opportunities (for example through the dissemination of a telephone/SMS numbers on flyers through distributions).

If effectively used, noticeboards can be used to promote information sharing between and within communities as individuals are encouraged to contribute their own content and inputs; in previous responses notice boards have been used to support labor exchanges, offers of assistance and better identification of specific needs. Notice boards and flyers are effective in areas with extremely limited infrastructure and connectivity.

Indicator and targets

3.4.1 Number of community/camp noticeboard supported: Target: 20

3.4.2 Frequency of information being updated on noticed board: Target: weekly

### 3.5 Radio programming

Radio remains the most trusted and dominant medium in Nepal rural or urban areas. All districts of Nepal have at least one or several radio station- community or commercial. There are altogether 250 community radio stations and over 200 commercial radio stations.

Based on initial assessment and phone calls by the Association of Community Radio Broadcasters in Nepal (ACORAB) approx. 20 radio stations are currently offline and will need support with fuel for generators and spare parts for damaged equipment.

Through local groups and media development agencies, The CFP will support key local and community media organizations in the production and dissemination not just of key 'messages' through Public Service Announcements (PSA) and campaigns, but most importantly, in the production and dissemination of community-focused, humanitarian interactive programming (e.g. call-in show, Q&A segments, panel discussions, magazine-style programming).

This component will learn and build from the current operation set up by **BBC Media Action in partnership with BBC Nepali** and the weekly radio program the **Nepal Red Cross Society (NRCS)** will start re-broadcasting its weekly humanitarian radio program over the coming days with support from the Red Cross.

In 2007 local media organization Antenna Foundation Network (AFN) chose Barpak for its first pilot of Doko Radio. Doko Radio was a suitcase radio that produced local radio programs and transmitted them locally across remote areas in 40 districts in Nepal. The team was stationed for approximately a week in each location in order to provide ample time for the technology to be



absorbed by local communities. The Doko tour enabled local community members to talk about issues that larger, mainstream radio and TV stations wouldn't cover.

*Indicator and targets*

*3.5.1 Number of radio stations supported (and data collected/analyzed) which broadcasted weekly information updates: Target: 30*

*3.5.2 Number of radio stations supported (and data collected/analyzed) which hosted interactive Q&A programme: Target: 10*

### 3.6 Social media

Social media monitoring is ongoing through a number of mapping and analysis projects, listed below (see section on existing systems for the Nepal response). Tweets, Facebook posts, Whatsapp channels, Instagram photos and other platforms used widely in Nepal could provide useful information on route status and other trends. Facebook in particular is currently being used by communities in remote areas to communicate needs and request support. It is also being used by local groups to coordinate fundraising efforts and relief missions to remote areas (e.g. <http://on.fb.me/1OJcEzj>).

BBC Nepali is asking audiences to share information about needs and relief efforts on their Facebook page so they can map where gaps are. An existing component of the current system operated by the technical partner [Kathmandu Living Labs](#) maps incoming reports is an online map. This platform also provides the back-end for tagging and recording incoming reports.

Any mapping element of the project will need to bear in mind protection concerns and avoid putting vulnerable people at risk, e.g. by revealing the location of minors. Mapping may need to be restricted to feedback, rather than needs information, and might thereby become a useful kind of 'FixMyStreet' for humanitarian response. It is also worth bearing in mind that access to such an online map may well be restricted to wealthier urban people, and those outside Nepal.

*Indicator and targets*

*3.6.1 Number of tweets & fb posted analyzed and mapped: Target: 50,000*

## **Component 4: Liaison and Coordination with the UN, I/NGOs, Red Cross, CSO and community groups**

An inter-agency support team including members from the CWG will be responsible for engaging with humanitarian actors to gather information on humanitarian aid, develop and monitor a mechanism for daily updates, and ensure that relevant agencies respond to communications from affected communities.

The team will develop reports based on the feedback received and submit them to clusters and will work with the clusters to develop their key messages.

The team will also ensure that clusters provide up-to-date data, ensure that frequently asked questions are prepared for all clusters in a consistent and coordinated format, and will support and



provide information to the Resident Coordination Office (RCO) who are responsible for identifying and highlighting trends.

*Indicator and targets*

*4.1 Liaison and Coordination with the UN, I/NGOs, Red Cross, CSO and community groups: Information gathered on humanitarian aid, monitored and daily updates provided. Key messages developed with clusters.*

## **Component 5: Support to local media, independent journalists and citizen journalists**

Nepal is considered a pioneer in the local FM radio movement, with the first FM station established in 1996. Since then, small radio stations have come up in the most remote villages, operating on interesting sustainability and community engagement models. Such a network affords tremendous opportunity in understanding and addressing humanitarian needs in even the most rural areas.

Radio is the dominant communications channel in rural areas and will be a critical source of information for many. In addition to carrying humanitarian messaging, radio stations can act as intermediary between survivors and relief distribution as well as broadcast the numbers for the humanitarian call centre.

Representatives of humanitarian organizations and government officials in the district level can appear on Q&A programs to allow people to put their concerns directly, and radio DJs can read out SMS on the air. Through answering regional FAQs from the humanitarian call centre and linking up the affected community with the humanitarian response, local radio can greatly contribute to the efficiency and accountability of relief operations.

While the production and broadcast of humanitarian content and programming is essential so it supporting local media organisations to get back on their feet. In every community, it is critical to work with locals who know the community well, understand how it works, and have been sensitive to community concerns long before the crisis. Very often the local media are among the best-placed to work with since they speak the local language, know the local context and are normally trusted by the local communities since they are part of the community themselves.

However these local media are often not equipped to report usable news to assist people in a crisis, and may be unfamiliar with accessing and engaging the international community. In adequately supported, local media can become the bridge between the two sides, communities and humanitarians.

*Indicators and targets*

*5.1 Support to local media, independent journalists and citizen journalists: Capacity building and technical support to radio broadcasters on developing and programming life-saving and life-enhancing information including how to involve affected people in interactive radio programming on humanitarian issues. Number of radio networks supported: Target: 30.*



## **Component 6: Common digital mechanism**

This project component requires a **digital (online) mechanism** for collecting, filtering and aggregating community feedback in which the response leadership and staff can analyze and act upon. This mechanism will triangulate and route incoming data to the appropriate agency or channel where required. It should include the capability to (visually) map the data or export it in a format compatible with existing humanitarian mapping platforms.

This is a critical component for unifying data from multiple analogue and digital channels, across the response, including input from individual agencies.

### Indicators and targets

*6.1 Common digital mechanism: 1 x digital mechanism that collects and filters community feedback, triangulates and routes data from multiple analogue and digital channels to the appropriate agency or channel and mapping or exporting it in a format compatible with existing humanitarian mapping platforms.*

## **Component 7: Real-time review**

A **monitoring and learning component** is factored into all project activities to ensure that the CFP can be improved and refined throughout the implementation period and serve as a model of best practices for future humanitarian crises.

As discussed in more detail below, monitoring and learning activities will be part of all project components and a separate inter-agency mid-term evaluation will be made to ensure that appropriate lessons are drawn from the project.

### Indicator and targets

*7.1 Real-time review: Information projects developed evidencing monitoring and learning. A separate inter-agency mid-term evaluation will be developed.*

## **Existing and proven capacity**

The CFP will build on existing capacity of agencies and the existing coordination structures and well as build on programming that has proven to be effective in previous responses. Essential for this is building on local and multi sector partnerships.

Below is brief outline of some of the partners who have already taken a lead in ensuring the humanitarian response is engaging and accountable to the affected communities, however there are many more partnerships to be explored on confirmation of funding:

**UNICEF** chairs the Communicating with Communities Working Group (CwC WG) providing overall leadership to the various multi-sector stakeholders. They are implementing a range of Communication for Development (C4D) programmes in support of their multi-sector needs.

They are also working with Kathmandu Living Labs on a crowd-sourced online map



([www.quakemap.com](http://www.quakemap.com)) as well as working with partners (including some 70,000 youth clubs) to launch U-Report which is a locally built, sustainable youth communication platform (via SMS). UNICEF have already rolled out [Rapid Pro](#) at SSMKA radio. This is the recommended platform and it will now be used to mobilize their child club members and potentially part of the common service project.

**UNOCHA** is supporting the **Resident Coordinator's Office (RCO)** with capacity, as well linking with the **Nepal Risk Reduction Consortium (NRRC)**, which has led the communications working group prior to UNICEF taking the lead for the response. The RCO will lead the This group's primary

**BBC Media Action** is working with BBC Nepali Service to deliver 'Lifeline' programming with humanitarian content. Content is being distributed by nearly 300 FM and shortwave partners in Nepal. A Humanitarian Liaison Officer plays a key role in gather key information from agencies and coordination meetings to inform programme content and other major local broadcast editorial teams. They are asking audiences to share information on their Facebook page about needs and relief efforts, which they are mapping and sharing with the humanitarian system.

Within 10 hours of the earthquake, BBC Media Action started broadcasting 'Lifeline' news-you-can-use programming through nearly 300 FM partners in Nepal and World Service Nepal on shortwave (SW). From 4 May BBC Media Action will be creating a 15 minute programme to be broadcast twice daily via the BBC Nepali service on SW, its network of nearly 300 FM partners, and on any other radio network which would like to take it.

The BBC is continuing to produce its weekly *Sajha Sawal* (Common Questions) discussion programme, and support 7 partner stations to continue to produce their own local discussion programmes. These programmes will undoubtedly focus for several weeks on issues related to earthquake recovery.

The **Red Cross Movement** has a dedicated Community Engagement Delegate in country currently supporting the **Nepal Red Cross Society (NRCS)** re-starting its weekly Humanitarian Radio Program as part of a larger Community Engagement strategy for the Movement that will be coordinated with and support the initiatives led by the CWG. Before the earthquake, the NRCS Radio Programme aired every Tuesday evening from 7:15 - 7:30 p.m. on 25 FM Stations across Nepal.

These weekly radio programmes included issues on promoting humanitarian values and reducing discrimination. The radio shows have been reaching around 150,000 people throughout the country. They have been useful to motivate local people for blood donation and promoting safer access for humanitarian aid workers and respect for the Red Cross emblem. The NRCS also has a mobile App for Android that allows people listen to the weekly radio program anytime.

**Ground Truth** is expected to deploy and will conduct and analyse bi-weekly micro-surveys on perceptions related to services, people's sense of agency, outcomes and the quality of relations between aid providers and the affected population. It will produce real time reports to guide programme managers' and donors' as they adapt programme activities and relief interventions to take account of the perceptions of affected people.

Ground Truth data will feed into the CFP then include management or the response, thus enhancing coordination based on a robust and shared base of perceptual information. The data and analysis will be available to all organizations participating in the response, thus enhancing shared learning



and the alignment of activities.

**Internews** is carrying out an information and communication needs assessment and will develop a programme focused on supporting two way communications between communities and the humanitarian system, dependent on need and existing capacity.

**First Response Radio (FRR)** is deploying to provide support to the **World Federation of Community Radios (AMARC)** and providing capacity support, wind-up radios and suitcase radio equipment. It is aiming to support rural areas which are cut off from information.

**Translators without Borders (TWB)** are providing rapid response translation into Nepali and Newari of key information for communities, as well as translating requests coming from communities into English.

NGO partners including **Save the Children, World Vision, Action Aid and Plan** already have assessment and distribution teams on the ground who are in constant face to face contact with affected people and are able to report on community needs

The **CDAC Network Secretariat**, besides supporting the coordination of the response from HQ, has requested, on behalf of the membership, a task activation of the [Digital Humanitarian Network \(DHN\)](#)<sup>7</sup> to monitor the following on local and social media:

- Extend to the damage to local media and telecoms infrastructure
- Tracking of rumors
- Tracking of information needs/what people want to know now

The **National Society for Earthquake Technology-Nepal (NSET)** is likely to be a critical interlocutor with local organizations across the affected area. [NSET](#) seeks to assist communities in to become earthquake-safer by developing and implementing organized approaches to managing and minimizing earthquake risks. Formal interactions will only be sought once the CFP capacity is fully understood following a funding allocation. It is essential expectations are not built without a clear understanding of what is possible in the relationship.

## Human resources

Specific humanitarian leaders will take responsibility at the highest level for (a) advocating the collective approach to community feedback & engagement, and (b) making sure that community feedback is acted upon. Ideally, a **dedicated member of the HCT will be appointed for this**, with high level support from the Humanitarian Coordinator. An arrangement such as an 'advisory board' with a head of agency from the HCT, the CFP Manger, a CwC WG leader and the RCO is recommended.

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<sup>7</sup> The DHN is a network-of-networks of different Volunteer & Technical Communities.





## INTER-AGENCY COMMON FEEDBACK PROJECT Nepal Earthquake 2015

The CFP team is likely to consist of:

- 1 x International Project Manager (expected to handed over to national staff following the initial 3 months)
- 1 x International/national liaison officer working across HCT, I/NGOs, CSOs and media partners contributing to the common service approach.
- 4 x project team members; data analysts and operations.

Humanitarian agencies will themselves need capacity to respond effectively to feedback, however this is assumed to be mainstreaming into existing feedback mechanisms at the agency level.

### Cost estimate

The long term horizon for the CFP is expected to be at least 12 months, however this funding request is specifically for phase 1 (May – July 2015) with a 2<sup>nd</sup> phase provided to indicate estimated ongoing costs. Monitoring and needs will determine potential project extension.

	Phase 1 – 3 months	Phase 2 – 3 months
Project component	USD	USD
Personnel	60,000	60,000
Information and communication assessments	10,000	2,000
Community engagement response plan	0	0
Financial support to common information sharing channels	150,000	90,000
UN, INGOs, NGOs, CSO and community groups, including technical support, training, travel, etc	10,000	5,000
Media, independent journalists and citizen journalists: including technical support, training, travel, etc	10,000	5,000
Common digital mechanism	10,000	2,000
Outreach and promotion	8,000	5,000
Administration	15,000	5,000
Misc	6,000	4,000
Monitoring and Evaluation	15,000	10,000
Contingency	15,000	10,000
<b>TOTAL*</b>	<b>309,000</b>	<b>198,000</b>

\* The project proposal **does not include a proposed humanitarian call centre**. Additional funding will be required outside of this proposal if the need is determined through a completed feasibility study.



### Costs to take into account:

- Human resource capacity
- Software development and/or licensing
- Software and hardware and maintenance and troubleshooting
- Training and rollout
- Reserve budget for rapid scale-up in the event of subsequent shocks as well as potential implications of the monsoon.

### Technology considerations

Localization: Is the interface available in the needed languages, or can it be easily localized? Do the scripts those languages are written in run effectively in that script?

Usability: How technical do you have to be to use it (for responders and individuals)? How easy is it to analyze, filter, and extract data? How easy is it to modify?

License: What sort of license is the software released under? Open Source may be cheaper than proprietary software, but may come with reduced user support and customization capacity, particularly in the longer term.

Availability of user support: Does the platform have user support available in the right timezone? Can they support a platform of this size? Do they support rollout and set-up? Can the software be customized if necessary?

#### Verification

- How will incoming messages be verified? What weighting would be given to unverified messaging?
- A platform called Verily is currently being used to verify social media messages about the earthquake, and to determine where rumours are circulating: <https://veri.ly/about>. This could be further explored.

#### Local message management capacity

- [National Society Earthquake Technology \(NSET\)](#) made an announcement through national radio stations on 28/04 telling people to take caution but return home if they don't see any visible cracks. State owned Radio Nepal cautioned on risk of epidemics.
- [National Emergency Operation Centre](#) is establishing itself as an information hub supported by the UN Humanitarian Country Team. A daily press conference will be established to reduce mixed messaging for communities.
- A Government relief hotline **1234** has been set up but is currently running at low capacity.



Existing systems deployed in Nepal

- Local Interventions Group: <http://www.nepalquake2015.org/> (launched at request of Ministry of Home Affairs and now working with the Government '1234' short code for call in)
- Kathmandu Living Labs: <http://www.kathmandulivinglabs.org/earthquake/reports>
- Code for Nepal Casualty Crisis Map: <http://bit.ly/1pUi1f>
- DigitalGlobe Crowdsourced Damage Assessment Map: <http://goo.gl/bGyHTC>
- Disaster OpenRouteService Map for Nepal: <http://www.openrouteservice.org/disaster-nepa>
- ESRI Damage Assessment Map: <http://arcg.is/1HVNNEm>
- Harvard WorldMap Tweets of Nepal:  
<http://worldmap.harvard.edu/maps/nepalquake>
- Humanitarian OpenStreetMap Nepal: <http://www.openstreetmap.org/relation/184633>
- MicroMappers Disaster Image Map of Damage:  
<http://maps.micromappers.org/2015/nepal/images/#close>
- MicroMappers Disaster Damage Tweet Map of Needs:  
<http://maps.micromappers.org/2015/nepal/tweets>
- UAViators Crisis Map of Damage from Aerial Pics/Vids: <http://uaviators.org/map> (takes a while to load)
- Visions SDSU Tweet Crisis Map of Nepal: <http://vision.sdsu.edu/ec2/geoviewer/nepal-kathmandu#>

Existing software platforms that might be also relevant

- [FreedomFone](#) - Interactive Voice Response system
- [FrontlineCloud](#) - SMS management and automation frontend
- [RapidPro](#) - SMS management and automation frontend
- [Speed Evidence Portal](#) - crisis information management portal
- [TextIt](#) - SMS and Voice management front-end
- [Ushahidi](#) - crowdsourcing and mapping portal