

Post Distribution Monitoring Survey Report of Nepal Flood and Landslide Response 2024



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Post Distribution Monitoring Survey Report of Nepal Flood and Landslide Response 2024

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Contributors:

Mr. Sher Bahadur CHHETRI, Team Leader

Mr. Pustak Raj OJHA, Technical Advisor

Mr. Shiba Kumar PRADHAN, Livelihood Specialist

Ms. Rupa BASNET, GEDSI Specialist

Mr. Gyanendra RIJAL, Researcher Coordinator

Mr. Rokan BASNET, Researcher Coordinator

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ABBREVIATION/ ACCRONYMS

CEA	Community Engagement and Accountability
DDMC	District Disaster Management Committee
DREF	Disaster Relief Emergency Fund
FGD	Focus Group Discussion
GEDSI	Gender, Disability and Social Inclusion
HHs	Households
IFRC	International Federation of Red Cross and Red Crescent Societies
IRA	Initial Rapid Assessment
K/IIIs	Key Informant Interviews
LDMC	Local Disaster Management Committee
LEOC	Local Emergency Operation Centre
MM	Millimetre
MPC	Multi-Purpose Cash
N	Number
NFRI	Non-Food Relief Items
NPR	Nepalese Rupees
NRCS	Nepal Red Cross Society
PDM	Post Distribution Monitoring
PGI	Protection gender and Inclusion
PLW	Pregnant and Lactating Women
PWD	People with disability
Q4D	Quest for Development Initiative
RMs	Rural Municipalities
WASH	Water, Sanitation and Hygiene

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EXECUTIVE SUMMARY

Introduction

An unprecedented rainfall in September 2024 caused devastating floods and landslides across Nepal, resulting in fatalities, injuries, missing individuals, and significant infrastructural damage. To respond to the emergency situation, the International Federation of Red Cross and Red Crescent Societies (IFRC) implemented the joint intervention (named Nepal Flood and Landslide Response 2024), in partnership with the Nepal Red Cross Society (NRCS) with the funding support from IFRC In-Country member (American Red Cross, British Red Cross, Danish Red Cross and Finnish Red Cross) including Swiss Red Cross and Singapore Red Cross. The Disaster Relief Emergency Fund (DREF) was activated to support NRCS while responding to the situation created by the flood and landslide in late September 2024 via distribution of Non-Food Relief Items (NFRI) to 1594 households, Multi-Purpose Cash (MPC) grants to 2089 households, and Protection, Gender, and Inclusion (PGI) MPC grants to 326 individuals, as well as mental health and psychosocial support, health and hygiene campaigns, and the repair of 70 damaged water schemes in six highly affected districts: Kavrepalanchowk, Sindhuli, Ramechhap, Panchthar, Makwanpur and Lalitpur from September 2024 to February 2025.

This report presents the findings of a post-distribution monitoring survey of the Nepal Flood and Landslide Response. The purpose of this study was to capture the proof of support received by the affected families; to measure the recipient satisfaction; to assess the relevancy and effectiveness of the assistance, and to provide recommendations for future emergency operations in Nepal and elsewhere.

Methodology

A mixed-method approach combining quantitative and qualitative techniques was used for this study. A total of 401 households benefiting from MPC, PGI MPC, NFRI and Dignity Kit support were surveyed using a systematic random sampling method (with 95 percent confidence level, and 5 percent margin of error) in six response districts. Qualitative data were collected through 18 Focus Group Discussions (FGDs) with beneficiaries, 40 Key Informant Interviews (KIIs) with various stakeholders, and four water schemes site observations. Documents from IFRC and NRCS were also reviewed, and findings were triangulated. Data quality assurance measures such as checklist / questionnaire translation, Kobo setup, enumerator training, piloting, field supervision, data quality checks, and coordination of documentation and team reflections were applied at different stages of the assessment, including research design, field data collection, and analysis. Household survey data was cleaned and analyzed using Statistical Package for the Social Sciences (SPSS), employing descriptive statistical methods. Qualitative data from FGDs, KIIs, and observations were transcribed, coded, and analyzed thematically. The study strictly adhered to ethical considerations, including obtaining informed consent, maintaining confidentiality, and minimizing potential harm to participants.

Limitations

The assessment faced limitations due to the displacement of affected families, making it difficult to locate and survey them in temporary shelters. This led to delays and adjustments in sampling replacing originally selected respondents. The absence of an updated and accurate list of affected households also created a challenge to collect data from the beneficiaries, particularly in one area where the survey had to be abandoned.

Key Findings

Context

- The majority of surveyed households have multiple income sources to sustain their daily needs. Agriculture emerged as the primary source of income, followed by livestock rearing, wage labor, and small-scale business activities. In contrast, government employment was the least common source of livelihood among respondents.
- Concerning the shelter, immediately following the flood and landslides, 24 percent of respondents spent at least their initial nights in relatives' homes, with 20 percent in neighbors' homes/own houses, 17 percent in their next houses/sheds, 9 percent in leased houses, 5 percent in tents, and 3

percent in open areas. Presently, the situation has shifted; 47 percent are in their own households, 28 percent in their own next house, 17 percent in rented accommodations, 5 percent in relatives' homes, and 3 percent are residing in partially or damaged houses. It is important to highlight that the proportion of households residing in rented houses has risen from 9 percent to 17 percent currently.

- Due to damaging road, electricity and telecommunication services, there was a delay in collecting the data both online and offline as well as in gaining physical access to the flood and landslides impacted Palikas, leading to slower operation than anticipated.

Relevance

- Only 21.2 percent of respondents indicated that relief assistance adequately addressed their immediate needs, while over two-thirds of respondents (74.8%) stated that assistance only partially fulfilled their immediate needs. For the remaining 4 percent, support reportedly did not satisfy their immediate requirements.
- Following the flood and landslides, there was a significant gap of volunteers and professionals having the knowledge of disaster risk reduction at local level. Additionally, local government staff were often overburdened, wearing multiple hats due to limited personnel. In this context, the deployment of NRCS staff and the trained volunteers helped fill this capacity gap and proved to be highly relevant.
- For flood and landslide response, NRCS served as the key humanitarian organization, who provided counselling services, NFRI / Dignity Kit support with MPC support. Additionally, NRCS contributed to the rehabilitation of damaged water schemes, which was a high priority for local governments in the flood and landslides impacted areas. With community contributions, this support was considered highly relevant.
- Following the flood and landslides, access to banks was disrupted in several areas. As a result, NRCS initially launched its operation with NFRI support and subsequently transitioned the modality from in-kind support to cash and voucher assistance (CVA). This shift was highly appropriate for the context as CVA program aimed to stabilize local market, grant beneficiaries with flexibility and choice, and improve their access to financial service providers.
- Following the urgent needs and gaps identified in the Initial Rapid Assessment (IRA), relief assistance was allocated to meet the essential requirements of flood and landslides affected households. Although the construction of transitional shelter support was identified as one of the priorities of the affected communities mentioned in the IRA report, NRCS/IFRC transferred this budget towards MPC and other additional support to minimize the resource duplication- especially after the Government of Nepal announced plans to lead transitional shelter reconstruction in the future.

Efficiency and Timeliness

Pre-distribution of information: 55.6 percent (n=223) of participants indicated that they had been provided with prior information, whereas 44.6 percent of households reported a lack of prior information regarding the relief distribution. Of those who received prior information, just 14 percent obtained it two days beforehand. Regarding the adequacy of the message, 62 percent stated that they had received adequate message, while 32 percent indicated that they had received an inadequate message and 5 percent were uncertain about the message's adequacy.

Timeliness of Support: NFRI distribution began promptly within 72 hours, MPC support was often delayed, taking over a month to reach recipients. The PDM findings indicate that 16 percent of households obtained NFRI support within 2 to 4 days, whereas over half of the respondents (53%)

received NFRI support within a week, and 31 percent of households (HHs) reported that they had received NFRI support within a month. Conversely, 55 percent of households received MPC support within a month, while 45 percent of households received MPC support more than a month after the disaster. In summary, 25.9 percent of HHs indicated that they had received relief support on time, while 71.8 percent of HHs noted that they had received it somewhat later than anticipated but not excessively late. Nevertheless, 2.2 percent of HHs stated that they had received support far too late.

More than half of the individuals surveyed (57.2%) arrived at the NFRI distribution location in under 30 minutes, whereas 30.7 percent of those surveyed arrived at the NFRI distribution within one hour and 10.7 percent took over one hour to three hours to get to the distribution location. Likewise, 58.5 percent of respondents reported that they had waited for 30 minutes at the bank to withdraw cash, while 31.1 percent of households waited 30 minutes to one hour, 6.5 percent of households waited one to two hours, and 3.4 percent of respondents waited two to three hours. Two households in Ramechhap district waited more than three hours to withdraw funds from the bank.

Effectiveness

- Regarding the criteria for selecting beneficiaries, 82.3 percent of households were aware of the selection criteria, while 7 percent of households were unaware of the selection criteria. Concerning inclusion and exclusion practices, 7 percent of respondents felt that some eligible households were excluded, while 81 percent of respondents believed that no one was left out. Meanwhile, 12 percent were not informed whether any households were included or excluded.
- The pre-positioning of NFRI at NRCS district chapters proved to be extremely effective in saving lives. With this stock, the district chapters managed to distribute supplies within 72 hours following the flood and landslides, which was greatly appreciated by everyone. However, the availability of only 50 sets of NFRI stock at the district chapter was insufficient to meet the needs during such catastrophic situations.
- 63.5 percent of respondents believed the distribution process was well organized. In contrast, 2.5 percent of respondents indicated that the distribution process was disorganized, while over one third of respondents (33.9%) neither agreed nor disagreed on the matter. Additionally, two households reported that there were no special arrangements made for vulnerable groups.
- The quantity of NFRI received was found to be inadequate by some beneficiaries, particularly in relation to their family size. Only 18 percent respondents stated that the quantity was adequate. In contrast, 2.5 percent (n=10) strongly disagreed with the quantity of NFRI received, indicating that the quantity provided by NRCS was not adequate. Meanwhile, the majority (79.6%, n=319) reported that the quantity only partially met their needs. Regarding the quality of NFRI materials, 2 percent (5 of 215 respondents) reported they had received poor quality of NFRI/ Dignity kit. In comparison, the majority- 80 percent- indicated that the supported provided was of high quality, while 18 percent rated the items as average in quality.
- Ninety-seven percent of respondents expressed satisfaction with the initiatives undertaken during the door-to-door visits. Conversely, two percent reported dissatisfaction, and one percent opted not to provide a comment.

Delivery Mechanisms: Both bank transfers and cash-in-envelope methods were used for cash distribution. Both methods were found effective in this context. While bank transfers were favored by institutions for transparency and security, the cash-in-envelope method was found to be accessible and timely by many beneficiaries, especially vulnerable populations. Some recipients felt unsafe when withdrawing cash from banks. For example, four beneficiaries especially from Sindhuli and

Kavrepalanchowk districts, expressed feeling unsafe when returning home after withdrawing cash from banks. Though the cash-in-envelope method was reported as safe by all recipients.

Uses of Relief Support: The expenditure pattern shows that there are no misuses of cash for anti-social tasks, which has broken the stereotype that people use anti-social practices if we provide unconditional cash. The survey shows that food was the key sector where the majority of households (74.2%) spent the cash, followed by clothing (56.3%), shelter (34.2%) and health care (20.3%). A small number of households (2 out of 215) that received NFRI reported that certain items in the dignity kit found the less useful or completely useless. As a result, one beneficiary redistributed the items to others, while another chose to store the items at home without utilizing them.

Beneficiary Satisfaction: Overall satisfaction with NRCS relief support was high across various dimensions, including the behavior of staff and volunteers. However, there were disparities in satisfaction levels across municipalities, particularly regarding communication and distribution equity.

Community Engagement and Accountability (CEA): Despite NRCS's commendable efforts to place affected communities at the center of its humanitarian response—through early engagement, consultations, help desks, a hotline (1130), feedback boxes, post-distribution monitoring survey and lesson learnt workshops, the post distribution monitoring survey revealed a gap in community engagement and accountability to affected population at field level during the NRCS' flood and landslide response. 89 percent of total respondents mentioned they were unfamiliar with community engagement and accountability system of NRCS. Of those, 6.5 percent respondents mentioned they had ever submitted feedback through face-to-face mechanism. Face-to-face mechanism was found the most preferred feedback mechanism by respondents. In terms of orientation about how to use the relief support (NFRI/Dignity/Cash), only 37.7 percent households received such kind of orientation, creating them confusion and underutilization of distributed items especially in the case of dignity kit. With respect to the price of the relief items especially NFRI and Dignity kit, neither the respondents nor the external stakeholders from FGD/KIIs were familiar with the rate and the establishment of a help desk at each distribution was not found mandatory.

Coordination:

NRCS demonstrated strong internal coordination within the NRCS headquarter and district levels, effectively mobilizing pre-positioned relief stocks, deploying response teams, ensuring timely emergency activation. Additionally, the NRCS has timely collaborated and coordinated with IFRC by providing the information related to the disaster and contributed for IRA report writing and notes for DREF fund. However, coordination with sub-chapters at the local level was comparatively weak, affecting consistency in beneficiary identification and communication. In terms of external coordination with government, the NRCS coordinated mostly with the federal government and the local governments (palika and district). The coordination was found mixed. NRCS's role was highly appreciated by stakeholders, especially for water scheme rehabilitation, volunteer mobilization and beneficiary selection and verification. NRCS was one of the team members who visited each damaged / partially affected households with police and the representatives from the local government, while few of them highlighted the necessitates of role-sharing within NRCS's district chapter and local chapter and stronger partnerships for future emergency response.

Challenges

Major roads, secondary roads, communication networks, and electricity, along with both individual and community infrastructures, were affected by flood and landslides, which presented a considerable obstacle for coordination with the local government and access to impacted communities right after the disaster. Such circumstances directly obstructed the delivery of non-food relief items from district chapters / province / federal level to palika level and the distribution of relief supplies to the population affected by floods and landslides. In the meantime, extensive destruction led to severe losses at the individual, household, and community level, making it somewhat difficult for NRCS to meet all the needs of impacted households and their communities due to its limited capacity. There were evident examples indicating that local government had established minimal policy documents and had a low level of disaster risk reduction and management systems, along with limited trained personnel in handling such large-scale disasters post-event. In this regard, ensuring the rights of the affected population to access humanitarian assistance by addressing the capacity deficits of the local government proved to be a challenge for NRCS. Furthermore, as a duty bearer, the local government was responsible for selecting and finalizing beneficiaries fairly; however, this selection and finalization process required extra time in some districts, creating challenges for NRCS in ensuring a prompt response.

Conclusion

The NRCS's response in partnership with the IFRC and in coordination with the government effectively addressed the immediate needs of the flood and landslide-affected population through timely NFRI distribution. The provision of MPC was crucial for allowing households certain flexibility in meeting other immediate needs. However, delays in MPC disbursement and inconsistencies in relief delivery timelines across municipalities were observed. A major weakness identified was lack of effective CEA, with low awareness of feedback mechanisms and insufficient pre-distribution information. While bank transfers offer transparency, providing autonomy, dignity to the recipients and improving their accessibility to the financial service providers, but the waiting hour at the bank found excessive, should be reduced while withdrawing cash from the bank & the safety and security should be extended during the cash disbursement period. The quantity of some relief items was perceived as inadequate. Despite these challenges, overall beneficiary satisfaction with the support and the conduct of NRCS personnel was positive.

Recommendations

- Prioritize and expedite MPC disbursement to reach beneficiaries ideally within two weeks of a disaster if there are functional markets.
- Ensure maintaining strategically pre-positioned of relief item stocks at district level for swift initial response
- Strengthen communication channels to provide clear and timely information on available support, selection criteria, and distribution plans.
- Increase the visibility and accessibility of feedback mechanisms, promoting their use among affected communities and ensure regular orientation sessions before and during relief distribution.
- Provide NFRI at package in a standard form as per family size.
- Develop a brief document like two pagers document related to beneficiary selection and inclusion processes and made a consensus about the key process of the humanitarian action prior to the disaster with local governments
- Enhance a mechanism for regular coordination and discussion about the agreed relief standards, humanitarian and do no harm principles with local governments to mitigate the exclusion of crisis affected households.

- Continue using cash transfer through bank account, but improve accessibility and reduce waiting times at the bank via coordination with financial service providers before, during and after at local level
- Use cash-in-envelope for vulnerable populations and remote locations where banks are not accessible or very far
- Assess the situation of Financial Service Providers at municipal and district level especially the mostly disaster affected districts as per district profile prior to the disaster & do service contract at national level for robust cash distribution mechanism
- Support local governments in developing Local Disaster and Climate Resilience Plans and strengthening the capacity of Emergency Operation Centers to increase the local response capacity.
- Support local governments in developing Local Disaster and Climate Resilience Plans and strengthening the capacity of Emergency Operation Centers to increase the local response capacity.
- Ensure at least two feedback collection channels, developed based on community preferences, and train staff and volunteers to engage with communities to collect feedback, also to document, analyze and act upon the feedback, while also closing the loop by communicating back within a standard time frame
- Enhance preparedness through community-based risk assessments, drills, and household-level disaster preparedness education and early warning information dissemination.
- NRCS should realign its governance structure with Nepal's federal system both at provincial and municipal levels to improve coordination, clarify roles, reduce overlaps and enhance accountability
- There is higher expectation received during the field survey on livelihood support & water schemes maintenance so focus on livelihood recovery and water schemes maintenance programme along with disaster preparedness messaging about flood and landslides in the recovery phase

1. INTRODUCTION

1.1 Background

Nepal is acknowledged as one of the most disaster-prone countries globally. The Nepal Disaster Report 2017 classifies Nepal as the fourth most vulnerable nation to climate change, the eleventh most susceptible country to earthquakes and thirtieth prone countries to flash flooding worldwide, while over 80 percent of Nepalese individuals are primarily at risk from natural disasters such as floods, landslides, windstorms, earthquakes, fires, and glacial lake outburst floods. Recently, alterations in weather patterns have been distinctly evident due to climate change. These variations are predominantly observed in temperature and rainfall patterns, with the days becoming comparatively hotter and the rainfall patterns becoming more unpredictable and intense.

Between September 26 and 28, 2024, Nepal experienced unprecedented rainfall, leading to devastating floods and landslides across the nation. The Kathmandu Valley received between 240 millimetre (mm) and 322.2 mm of rain over a 24-hour period, marking the heaviest downpour since the establishment of modern hydrological monitoring in 1970. This extreme precipitation resulted in at least 236 fatalities, with 173 injuries and 19 individuals still missing. The disaster also caused significant infrastructural damage, including the destruction of 25 bridges, 37 highways, and 11 hydropower stations, leading to

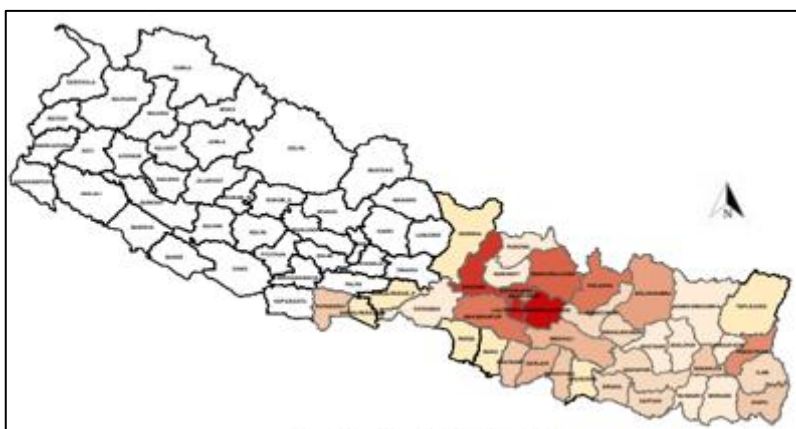


Figure 1: Map Showing Affected Districts

widespread disruptions in transportation and electricity supply. Contributing factors to the disaster's severity included unplanned construction on floodplains and inadequate drainage infrastructure, which amplified the impact of the floods. At least 209 fatalities and substantial damage to physical infrastructure and properties, including private residences, were reported across at least 50 districts¹, with particularly severe impacts in Kavrepalanchowk, Sindhuli, Makwanpur, Ramechaap, Patchthar and Lalitpur districts.

1.2 IRFC Responses

IFRC allocated funds from its' Disaster Relief Emergency Fund (DREF) to support Nepal Red Cross Society (NRCS) for implementation of the Nepal Flood and Landslides Response operation-2024. In addition to DREF funding, IFRC in-country members including Singapore Red Cross and Swiss Red Cross have also provided funding

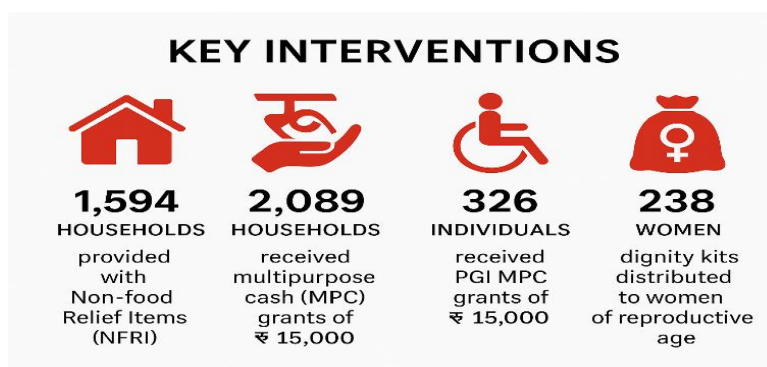


Figure 2: IFRC Key Interventions

support to NRCS for the operation. This collaborative response efforts were carried out across six districts: Kavrepalanchowk, Sinduli, Makwanpur, Remachhap, Panchthar, and Lalitpur. Non – Food Relief Items (NFRIs) were distributed in 39 Municipalities /Rural Municipalities (RMs) of all six districts, while

¹ <http://drrportal.gov.np>

Multi- Purpose Cash (MPC) support was provided in 12 municipalities /RMs within five of these districts. Protection Gender and Inclusion (PGI) MPC was extended to six municipalities /rural Municipalities of three districts (**Annex 1**).

Additional support activities included mental health and psychosocial orientation to 3,202 community members, conducting health and hygiene promotions campaign; and repairing water schemes damaged by the floods and landslides.

1.3 Objectives of Post Distribution Monitoring

The IFRC commissioned a post distribution monitoring (PDM) survey of the Nepal Flood and Landslides Response 2024. This survey was carried out by Quest for Development Initiatives Pvt Ltd. The general purpose of the PDM was to collect information related to the relief support received by the affected families, assess level of satisfaction of the recipients, relevancy of relief items, effectiveness of the distribution during the operation, and draw the recommendations for future emergency operations in Nepal and elsewhere.

The specific objectives of the PDM were:

- To collect and analyze data on the relevancy, timeliness, and adequacy of relief support—including both in-kind and cash transfers—provided to flood and landslide-affected families.
- To determine recipients' level of satisfaction regarding the quality, quantity, and relevance of the distributed assistance and services.
- To assess the efficiency, safety, and accessibility of the delivery mechanisms used, particularly for cash transfers (via cash transfer through bank account and cash-in-envelope).
- To evaluate the integration and effectiveness of community engagement and accountability (CEA) and Protection Gender and Inclusion (PGI) component and the challenges faced during the response
- To analyze the coordination approach incorporated by NRCS in response planning and implementation
- To provide actionable recommendations for enhancing future emergency operations in Nepal and similar contexts.
- To synthesize quantitative and qualitative findings into a detailed PDM report that informs policy and operational improvements for future disaster responses.

2. METHODOLOGY

2.1 Study Design and Methods

This study employs a mixed-method approach, combining both quantitative and qualitative techniques to involve a wide range of stakeholders and beneficiaries. Documents received from IFRC and NRCS were also reviewed and the findings from the field study were triangulated for accuracy and consistency. A total of 407 household adjusting 5 percent in the total sample² (Table 1) households (Sample distribution

2

$$\text{Finite population: } n' = \frac{n}{1 + \frac{z^2 \times \hat{p}(1-\hat{p})}{\epsilon^2 N}}$$

Where

z is the z score – confidence level = 1.96

ε is the margin of error = 5% = 0.05

N is the population size

p̂ is the population proportion = 50% = 0.5

across districts is in **annex 2**), benefiting from shelter NFRI, MPC, PGI MPC, and Dignity Kit support, were surveyed. A systematic random sampling method was used to ensure a representative sample of the population. For qualitative data, 18 Focus Group Discussions (FGDs) with benefited households (covering those who received MPC, PGI MPC, NFRI and Dignity Kit support), 40 Key Informant interviews (KIIs) with various stakeholders, and four site observations, particularly at location of repaired water scheme, were conducted across all six response districts. Altogether, the study interacted with 219 (Male 142 and 77 Female) individuals of six response districts.

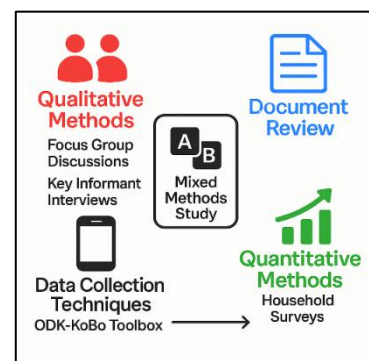


Figure 3: Methodological overview

Table 1: Sample distribution by support types

SN	Supports	Population	Population %	Sample Size	With 10%
1	NFRI	1,594	36.7%	129	142
2	MPC	2,066	49.7%	175	193
3	PGI MPC	326	7.8%	28	31
4	Dignity Kits	238	5.7%	20	22
Total		4,154	100.0%	352	388
	5% addition to cover incomplete /non-responses			19	407

However, for the purpose of analysis only 401 households are included after discarding incomplete and or survey with high data discrepancies.

2.2 Method of Data Analysis

Table 2: Method of data analysis

Data Collection Techniques	Method of compilation, aggregation, analysis and validation
FGD/ IIs/ Observation	The data collected through FGDs, KIIs, and direct observations were carefully transcribed to ensure accuracy. Once transcribed, the data were systematically coded —grouping similar responses and identifying recurring patterns. This coding process allowed for the development of key themes and content categories that reflected the lived experiences, perceptions, and priorities of the respondents. Thematic analysis was then conducted to interpret these patterns within context, supporting a nuanced understanding of the flood and landslide impacts as well as response effectiveness.
Household Survey	The household survey data were initially cleaned to ensure consistency, accuracy, and completeness. This process involved checking for missing values, duplicate entries, and outliers. Once cleaned, the dataset was transformed and uploaded into SPSS for further analysis. Descriptive statistical methods—including frequency distributions, percentages, and cross-tabulations—were used to summarize key demographic and thematic variables.

The study developed specific research questions and mapped them to corresponding data sources in a matrix (**Annex 3**) to ensure that each question was adequately addressed through triangulation of information gathered from various tools and methods.

2.3 Data Quality Assurance

The following measures were applied to ensure data quality at different stages of assessment (see table 3).

Table 3: Data quality assurance at different stages of assessment

Stages	Actions
Research Design	<ul style="list-style-type: none"> ▪ Determined what information is necessary to accomplish the research goal (Research Matrix) ▪ Achieved a balance between the consistency of the tool and alignment with the research objectives ▪ Ensured effective communication and gather feedback from IFRC regarding the tools
Field Data Collection	<ul style="list-style-type: none"> ▪ Created a Google Drive/Teams to store all documents related to the PDM survey and distribute to all team members ▪ Translated the tool into the Nepali language as needed for the researchers ▪ Applied Kobo Collect logics when uploading the questionnaire into the Kobo Toolbox ▪ Trained (both virtually and physically) enumerators and team members on the purpose of the PDM and its tools, and use of Kobo Toolbox in survey work ▪ Conducted pilot tests and adjusted questionnaire based on received feedback ▪ Guided and oversights enumerators during the selection of respondents based on agreed-upon criteria ▪ Hold routine reflection meetings among team members led by the Team Leader ▪ Supervised and coordinate with enumerators who are conducting data collection via household surveys and address any issues or challenges that arise during data collection ▪ Ensured all FGD participants are given equal chances to share their feedback ▪ Compiled information immediately after the field assessment by team member ▪ Utilized audio recordings, where appropriate) to ensure that important information is not overlooked while finalizing the field interaction notes ▪ Transcribed field data by the corresponding team members ▪ Reviewed daily or at least every two days to address any issues that arise during FGD/Interview/Observation
Analysis	<ul style="list-style-type: none"> ▪ Information gathered from various sources were cross validated. ▪ Created standard tools and use them consistently throughout the process Maintained SPSS for the quantitative survey for quick reviews or modifications when necessary ▪ Organized qualitative data according to themes and research objectives ▪ Shared and validated findings with NRCS/IFRC

2.4 Process of the Study

The table below outlines the study's detailed process along with the corresponding timeline.

Table 4: Action plan of the PDM survey

Activities	Detail Work schedule (4 March- 4 May 2025)	
	Mar-25	Apr - May 2025

	4- Mar	5-11 Marc h	12-17 Marc h	18-20 Marc h	21-31 Marc h	1-12 April	13- 18 April	18-30 April	30 April - 3 May	4- Ma y
1. Contract Signing										
2. Prepare and submit inception report										
2.1 Tools (qualitative and quantitative) development with inception report										
2.2 Enumerator's selection and finalization										
3. Approval of inception report										
3.1 Translate / Update questionnaire from English to Nepali language										
3.2 Household questionnaire designing into kobo collect application										
3.3 Inception report finalization and team orientation by IFRC										
3.4 Virtual tools orientation to enumerators and questionnaire testing										
4. Field Visit										
4.1 Internal Team Orientation										
4.2 Preparation to field work (Print FGD, KII and observation questionnaires, vehicle and other logistic items)										
4.3 Primary data collection (FGD, KII, Observation, Household Survey)										
5. Data Analysis										
5.1 Internal debriefing after field work										
5.2 Transcribe qualitative data										
5.3 Quantitative and qualitative data analysis and synthesis for drafting report										
6. Prepare draft report and submit to the IFRC										
7. Feedback Collection from NRCS/ IFRC										
8. Present the PDM final presentation at lesson learnt workshop, Kalimati, Kathmandu										
9. Finalize report incorporating feedback received from IFRC / NRCS										
10. Submission of final PDM survey report										

2.5 Ethical Consideration

The PDM team strictly adhered to strict research ethics and key principles of "Do No Harm"; obtained informed consent from all participants, providing details about the study's purpose, while allowing participants the option to withdraw at any time. Confidentiality was maintained by ensuring personal data was stored securely, making it accessible to authorized personnel only. All efforts were made to minimize any potential harm to participants, whether physical, psychological, social, or economic, with a focus on voluntary participation and minimizing stress. The team ensured fairness and equity, treating all participants equally. The study was conducted in a respectful environment. Additionally, Protection, Gender and Inclusion and Community Engagement and Accountability was taken as the cross-cutting theme throughout the study.

2.6 Limitations

The survey faced significant challenges in meeting relief-supported families due to their displacement caused by floods and landslides, as many households were scattered across temporary shelters, making them difficult to locate. This led to the replacement of several originally selected respondents, resulting in delays and adjustments to the sampling plan. The situation was further hindered by the absence of an updated and accurate list of affected households. Local authorities and the Red Cross sub-chapter could not verify the list of beneficiaries, highlighting gaps in data accuracy.

3. FINDINGS & DISCUSSION

3.1 Socio-Demographic Features of the Surveyed Households

A total of 401 individuals participated in the quantitative survey. The details of respondents involved in the qualitative component have been provided in the “Methodology” section. The demographic profile of the surveyed population is presented in Table 5. Among 401 household respondents, 32.2% (percent) were female and 67.8 percent were male, spanning 13 rural municipalities across six districts. The highest representation was from Kavrepalanchowk district (43.1%, number (n)=173)), followed by Sindhuli (20.2%, n=81), Lalitpur (13%, n=52), Ramechhap (11%, n=44), Panchthar (8%, n=32), and Makwanpur (4.7%, n=19). At the municipal level, the largest proportion of respondents was from Panauti Municipality (32.2%, n=129), followed by Sunkoshi Rural Municipality (12.5%, n=50), Bethanchowk RM (11%, n=44), and Golanjor RM (7.7%, n=31). The gender and ethnic distribution of respondents is detailed in Table 5, which offers insights into the diversity of the surveyed population across the targeted districts and municipalities.

Table 5: Gender and ethnic distribution of the sample households

District	Municipality / RMs	Gender		Ethnicity				Total
		Female	Male	BCT	Dalit	Janajati	Others	
Lalitpur	Godawari	7	14	6	1	14	0	21
	Kanjyosom	5	11	2	0	14	0	16
	Mahankal	7	8	7	0	8	0	15
Kavre	Bethanchowk	12	32	14	3	27	0	44
	Panauti	39	90	73	9	46	1	129
Panchthar	Phalelung	1	15	0	0	16	0	16
	Phidim	6	10	1	1	14	0	16
Ramechhap	Ramechhap	3	17	1	0	19	0	20
	Sunapati	3	5	2	2	4	0	8
	Khadadevi	6	10	2	0	14	0	16
Sindhuli	Golanjor	15	16	7	8	16	0	31
	Sunkoshi	21	29	10	12	28	0	50
Makwanpur	Indrasarobar	4	15	0	1	18	0	19
Total		129	272	125	37	238	1	401

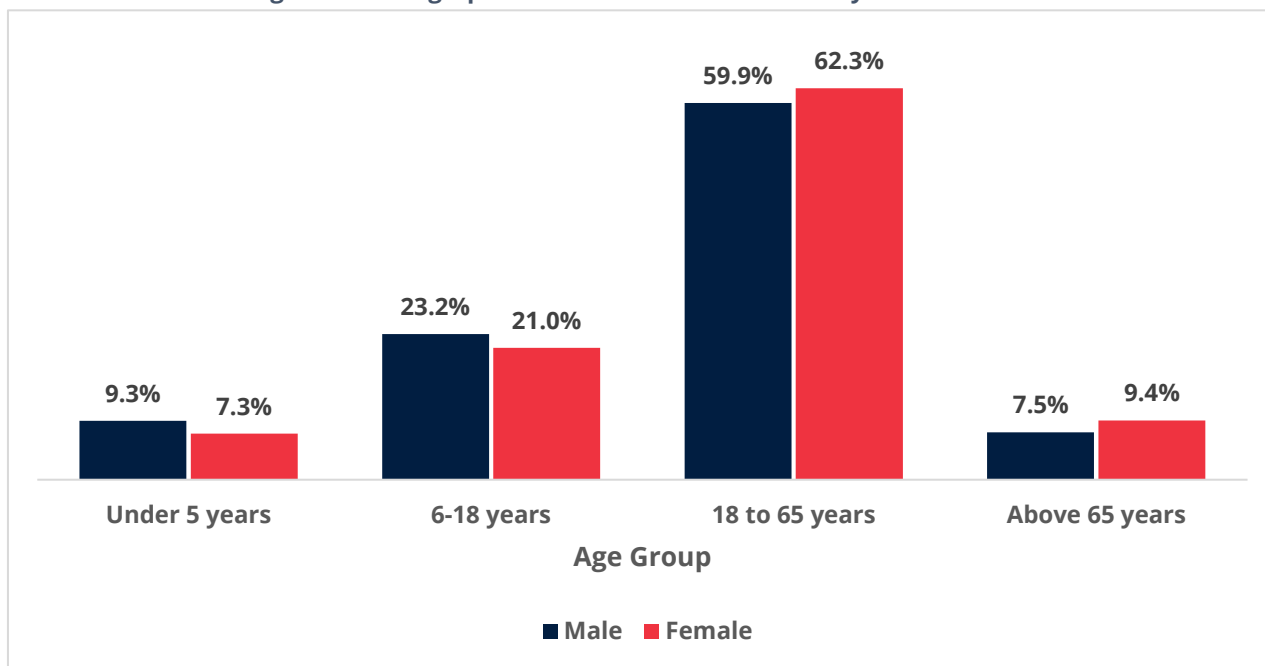
Demographic Structures

Among the surveyed households, the total population accounted for 2,194 individuals, with an average household size of 5.5. Of these households, 26.4 percent (n=106) were headed by women.

The age-wise distribution of household members across the surveyed population is illustrated in Figure 4. This breakdown offers a comprehensive view of the demographic composition, highlighting the presence of individuals in key age categories. Children under five years old comprise 9.3 percent of boys and 7.3 percent of girls. Among children and adolescents aged 6–18 years, 23.2 percent were boys and 21 percent were girls. The adult population (18–65 years) represents the majority, with 59.9% men and

62.3% women. Meanwhile, the elderly population (above 65 years) includes 7.5 percent men and 9.4 percent women. This demographic insight is essential for identifying household vulnerabilities, designing targeted interventions, and ensuring age-appropriate relief and recovery efforts.

Figure 4: Demographic characteristics of the surveyed households



Vulnerability Condition

46.6 percent (n=187) of the surveyed households reported having at least one member who falls under at least one of the vulnerable categories- Pregnant and Lactating Women (PLW), single women, individuals with chronic illnesses, and people with disabilities (PwD), while 53.4 percent (n=214) households reported they had no family members with the above vulnerable categories. These data highlight the need for tailored support mechanisms to address the specific needs of these groups. Detailed information on the distribution of vulnerable households by municipality is provided in Table 6.

Table 6 : Households having a member with vulnerability categories

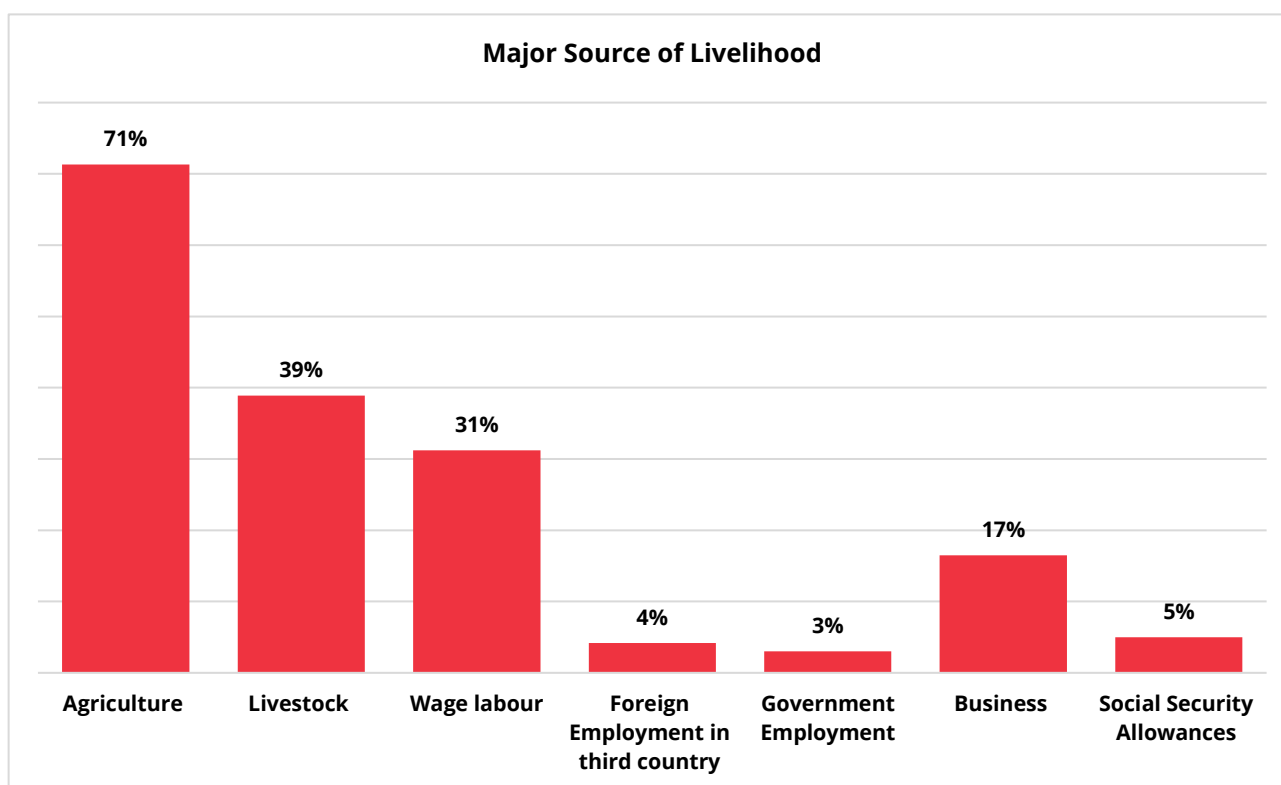
District	Municipality / RMs	Number Surveyed Households with				Total
		PLW	Single women	Chronic illness	PwD	
Lalitpur	Godawari Municipality	5	3	2	2	12
	Kanjyosom RM	3	3	0	3	9
	Mahankal RM	3	2	1	1	7
Kavrepalanchowk	Panauti Municipality	28	18	9	9	64
	Bethanchowk RM	2	10	0	2	14
Panchthar	Phalelung RM	1	1	1	0	3
	Phidim Municipality	1	1	0	2	4
	Ramechhap Municipality	7	1	4	6	18

Ramechhap	Khadadevi RM	8	7	11	6	32
	Sunapati RM	7	1	3	2	13
Sindhuli	Sunkoshi RM	11	10	12	8	41
	Golanjor RM	10	9	3	2	24
Makwanpur	Indrasarobar RM	2	2	1	1	6
Total		88	70	47	44	249

Source of livelihood

The majority of surveyed households reported relying on multiple income sources to sustain their daily needs. Agriculture emerged as the primary source of income, followed by livestock rearing, wage labor, and small-scale business activities. In contrast, government employment was the least common source of livelihood among respondents. This indicates a predominantly agrarian and informal economy across the affected areas (Figure 5).

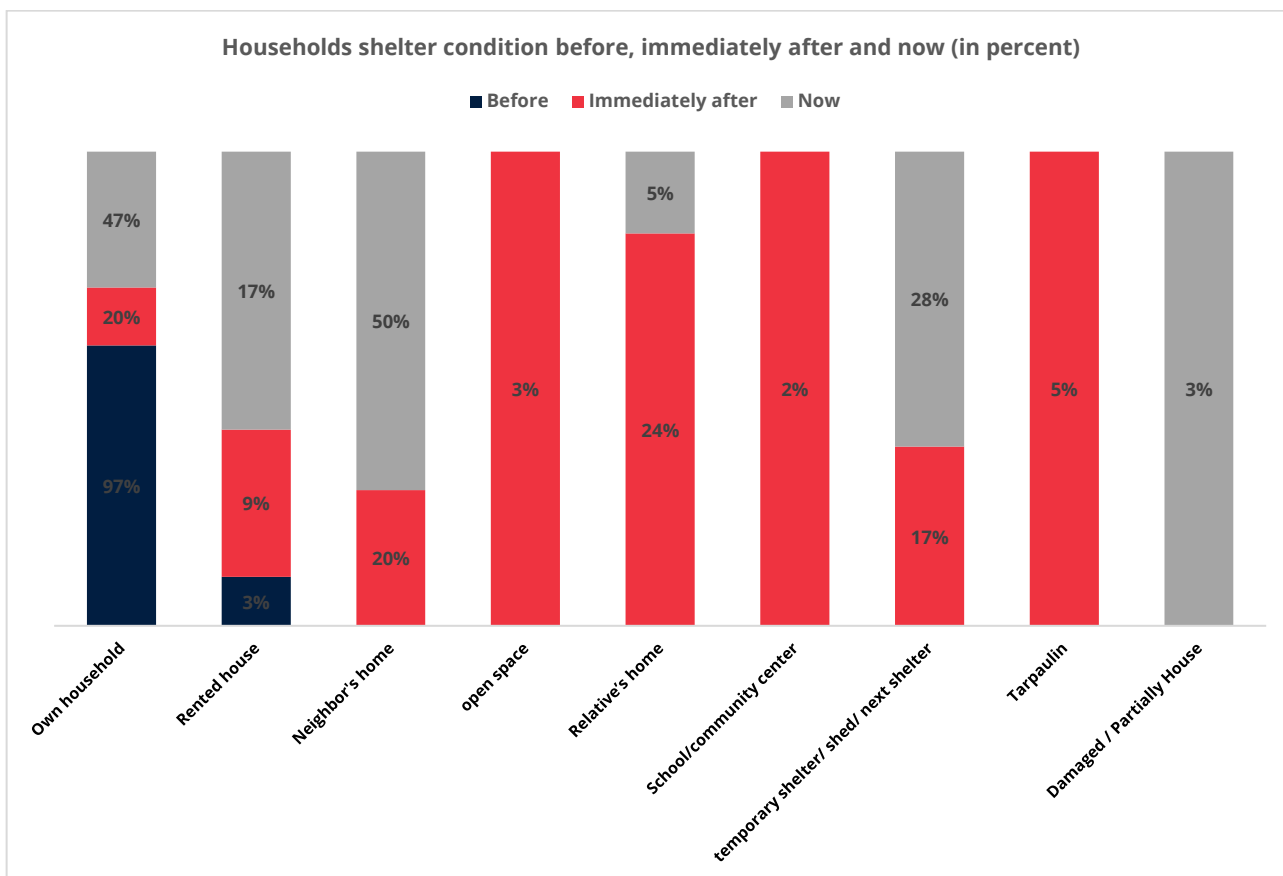
Figure 5: Major sources of livelihood



Housing Condition

Figure 6 shows how people's living situations changed before, immediately after, and sometime after the floods and landslide. Before the event, most people (97%) used to live in their own homes. Immediately after, many were displaced, seeking shelter with relatives (24%), neighbors (20%), in open spaces (3%), schools/community centers (2%), or under tarpaulins (5%). Over time, the situation shifted, with more people moving into transitional shelters/ shed (28%) and some returning to their own households (47%), although this was still significantly lower than before. A small percentage were living in damaged or partially damaged houses (3%) after the event, indicating ongoing housing issues.

Figure 6: Status of recipients: before, immediately after flood and landslides and now



3.2 Relief Support by NRCS

The IFRC has allocated funds from DREF to support NRCS for Flood and Landslides Response 2024, which was implemented in six districts: Kavre, Sindhuli, Makwanpur, Ramechhap, Panchthar, and Lalitpur. This programme provided NFRI/ Dignity Kit and Multi-Purpose Cash (MPC) assistance to the disaster affected communities. The details of relief support are as follows:

- The NFRI were distributed in 39 municipalities/RMs across all six districts.
- MPC support was distributed in 12 municipalities/RMs of five districts.
- PGI-targeted MPC support was delivered in six municipalities/RMs of three districts.

In- Kind Support (NFRI and Dignity Kit)

To save lives, reduce suffering, and preserve dignity, in-kind support—including Non-Food Relief Items (NFRI) and Dignity Kits—was provided in the early phase of the response. Out of 401 households, 53.6 percent (n=215) of surveyed households across 11 municipalities/RMs reported they had received NFRI support from NRCS. All these households followed the major selection criteria: fully or partially affected households. About 65 percent (n=139) respondents followed only one criterion: fully or partially affected households, while 35 percent (n=76) households followed more than one selection criteria. Some households, especially those in Sindhuli district, also received additional items such as kitchen utensils and WASH kits, beyond the standard NFRI package.

The highest number of recipients was from Panauti Municipality (18%), followed by Sunkoshi RM (15%) and Golanjor RM (13%). The details across the municipalities are presented in Table 7.

Table 7: NFI and dignity-kit distribution across the Municipalities/ RMs

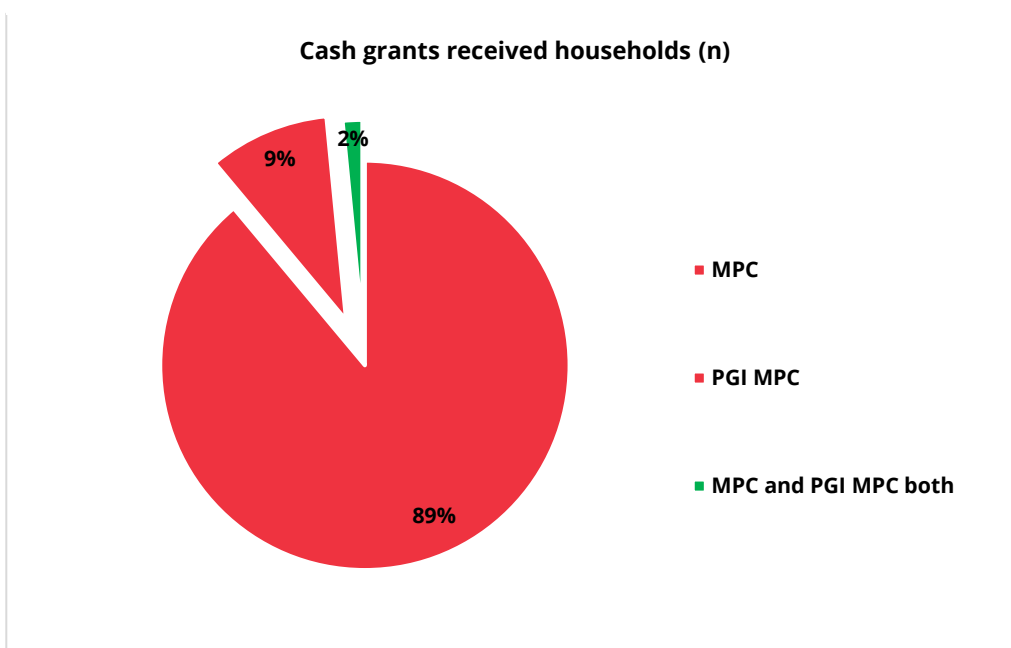
Municipality / RMs	Dignity Kit	NFRI	Both total	Total Percent
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Bethanchowk RM	16	21	21	10%
Panauti Municipality	3	37	38	18%
Godawari Municipality	21	17	21	10%
Kanjyosom RM	0	0	0	0%
Mahankal RM	0	8	8	4%
Golanjor RM	25	28	28	13%
Sunkoshi RM	21	32	32	15%
Indrasarobar RM	0	19	19	9%
Khadadevi RM	0	12	12	6%
Ramechhap Municipality	0	10	10	5%
Sunapati RM	0	0	0	0%
Phalelung RM	0	16	16	7%
Phidim Municipality	1	10	10	5%
Total	87	210	215	100%

Cash Support

Following the distribution of NFRI, MPC support was extended to flood and landslides affected households to help meet essential needs such as food, loan repayments, and shelter-related expenses. These households impacted by flood and landslides were verified by local governments after conducting a household visit

Figure 7: Cash grants received by households



and subsequently approved by the district disaster management committee (DDMC). Each household received unconditional cash assistance of NPR 15,000 (approximately CHF. 100), which was delivered through financial service providers either via bank transfers or cash-in-envelope delivery mechanism. According to the survey, 81 percent (325 out of 401) of respondents reported that they receiving MPC support from NRCS. The highest number of recipients was from Panauti municipality (35%, n=114)—the epicenter of the disaster—followed by Bethanchowk RM (13%, n=43) and Sunkoshi RM (11%, N=37). In addition to that, PGI-targeted MPC support was provided to vulnerable groups in selected areas, benefiting 31 households across three districts. In total, 289 households received regular MPC, while 31 households were beneficiaries of PGI MPC, including 5 households who received both types of cash grants support (MPC and PGI MPC), thereby covering a total of 325 households (Figure 7). Further details are presented in Table 8.

Table 8: Distribution MPC, PGI and PGI-MPC

District	Municipality / RMs	MPC	MPC + PGI MPC	PGI- MPC	Total	Total (%)
Kavre	Bethanchowk RM	42	0	1	43	13%
	Panauti Municipality	108	0	6	114	35%
Lalitpur	Godawari Municipality	0	0	0	0	0%
	Kanjyosom RM	0	0	16	16	5%
	Mahankal RM	15	0	0	15	5%
Sindhuli	Golanjor RM	19	3	4	26	8%
	Sunkoshi RM	32	1	4	37	11%
Makwanpur	Indrasarobar RM	19	0	0	19	6%
Panchthar	Phalelung RM	9	0	0	9	3%
	Phidim Municipality	9	1	0	10	3%
Ramechhap	Khadadevi RM	11	0	0	11	3%
	Ramechhap Municipality	17	0	0	17	5%
	Sunapati RM	8	0	0	8	2%
Total		289	5	31	325	100%

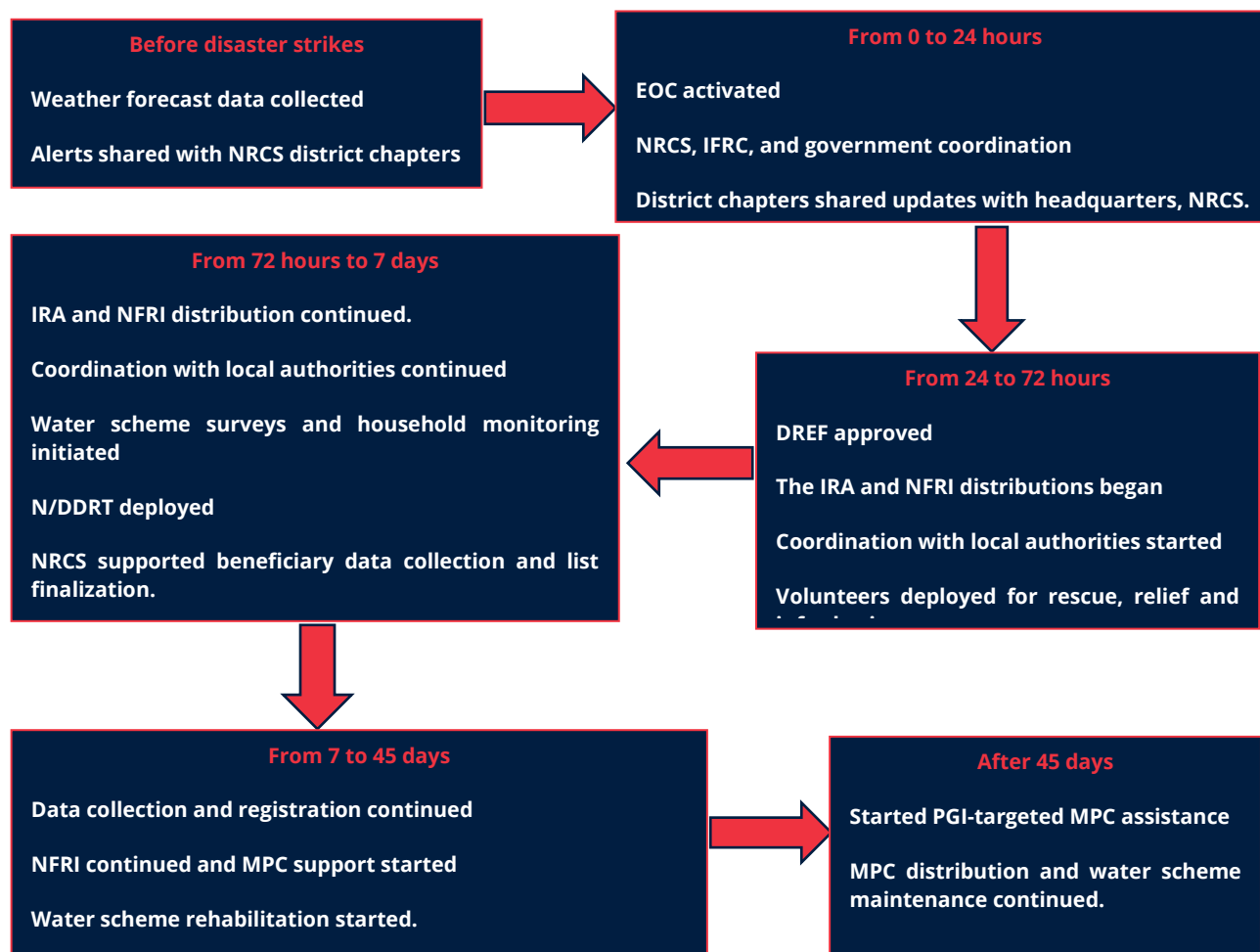
- Among the households that received MPC support, 92.9 percent (n=302) accessed the cash through the bank account of the household head, while 0.9 percent (n=3) used a relative's account and 6.2 percent (n=20) received the cash in-envelope.
- Most respondents, 83.1 percent (n=251), already had existing bank accounts for the transfer, while 16.9 percent (n=51) opened new accounts specifically to receive the support.
- Of those who opened new accounts, 84.3 percent (n=43) found the process easy, whereas 7.8 percent (n=4) encountered document-related challenges, and another 7.8 percent (n=4) considered the process lengthy.
- In terms of processing time, 62.7 percent (n=32) were able to open accounts in less than 24 hours, 29.4 percent (n=15) within one to three days, 5.9 percent (n=3) in three to seven days, and 2 percent (n=1) in more than a week.
- Notably, 56.9 percent (29 out of 51) of these new account holders continue to use their bank accounts for regular financial transactions.

3.3 Assessment of the Response Program

3.3.1 Response Timeline to Floods and Landslides

The response to the floods and landslides followed a structured timeline led by the NRCS in coordination with the IFRC and the Government of Nepal. The process started before the flood and landslide strikes and continued until the end of the operation. However, the main response timeline started with the information collection of weather forecasting from the Department of Hydrology (DHM) three days prior to the events, and continued through to the distribution of relief support. The response has been categorized into six key stages: after the weather forecasting by DHM but before the disaster strikes, immediate response (within the first 24 hours), from 24 hours to 72 hours, from 3 days to 7 days, from 7 days to 45 days and after 45 days. The overall key responses program by timeline structure is summarized as follows:

Figure 8: Response timeline



3.3.2 Relevance of the Support (Need and Priority)

Extent of Agreement: Relief Support Aligned with Beneficiaries 'immediate Needs

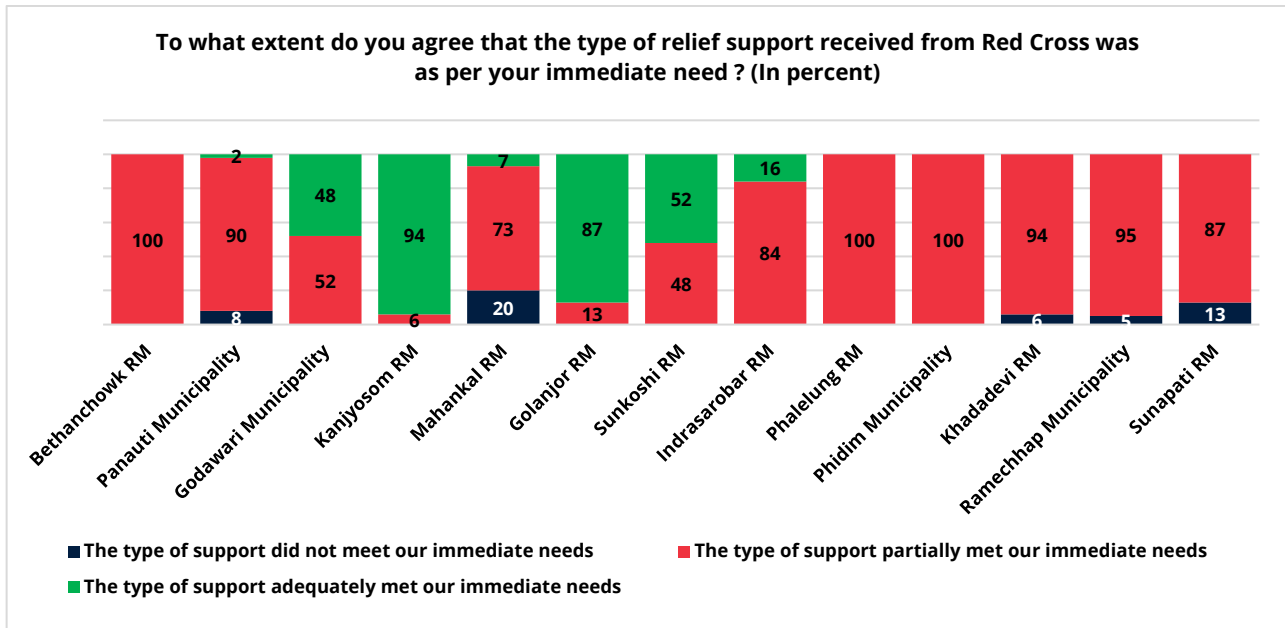
The support provided by the NRCS was highly relevant and aligned with the immediate needs of the flood and landslide-affected population, as identified through the Initial Rapid Assessment. Prioritized needs/ gaps included shelter, NFRI, water, sanitation and hygiene (WASH), Health, and PGI. To address these gaps, NRCS promptly distributed NFRI from pre-positioned stocks despite challenges such as inaccessible roads and the absence of a finalized beneficiary list. This was followed by unconditional MPC support within 30 days and PGI MPC support within 45 days. Furthermore, NRCS also commenced the renovation of the damaged water schemes immediately after the flood and landslides. In the case of transitional shelter, the government of Nepal established a strategy for the reconstruction of transitional shelter, even though the budget had been allocated for the assistance of transitional shelter. Subsequently, the budget underwent a revision that expanded the extent of MPC and PGI MPC assistance to the households impacted by the disaster in the affected Palikas.

Based on the type of support they received, only 21.2 percent (n=85) respondents indicated that NRCS support had adequately fulfilled their immediate needs, while the majority of the respondents (74.8%, n=300) reported that NRCS's support could partially meet their immediate needs, and only 4 percent (n=16) stated a strong belief that NRCS's support didn't meet their immediate needs. At the municipality / RMs level, the majority of the respondents from municipality / RMs of the districts reported NRCS support had met their partial need, while some of the municipality / RMs such as Kanjyosom RM (94%),

Golanjor RM (87%), Sunkoshi RM (52%), Godawari municipality (48%) and Indrasarobar RM (16%) that reported they had adequately met their need by NRCS intervention.

The following figure 9 depicts the state of the respondent's perception regarding relief support in meeting their immediate needs as per palika.

Figure 9: Respondents perception on relief support provided to meet their immediate needs



“Firstly, NRCS provided us NFRI items and then provided cash targeting to flood and landslides affected households including the vulnerable category of communities. Additionally, NRCS also renovated our damaged water schemes. All these provided items were relevant with our needs at that moment.” A FGD participant, Panauti municipality, Kavrepalanchowk.

“Due to flooding, I lost everything including my land, home, and shop. After the flood, my three family members and I were severely affected by common colds and coughing. I felt extremely desperate when I lacked the money necessary to treat my family members. I could see their suffering, but I couldn't seek treatment because of the financial constraints. Later, I found out that the Red Cross was going to provide us with cash grants without any conditions on how to use the funds. I remember it being a joyful moment for me. I know NPR. 15,000 (approximately CHF 100) is not a large sum, but the timing of their cash grant was just right. With that money, my family and I received treatment in the hospital, and we also used it for a festival.” A FGD participant, female, Bethanchowk RM, Kavrepalanchowk.

“Because of the flood in the Sunkoshi River, our drinking water facility suffered severe damage and afterwards, we reached out to the local governments for its rehabilitation, but we did not receive encouraging feedback from them due to having their multiple priorities. Nevertheless, we continued our efforts since rehabilitating the water schemes was our primary task. We initiated community contributions to restore the clean drinking facility and we appealed to NRCS for assistance in rehabilitating the pure drinking water facility. Once they acknowledged our request to renovate the water scheme, NRCS provided us with support for the rehabilitation of the water schemes. Currently, we have access to the clean drinking water facility and NRCS is set to solidify the foundation of this scheme shortly. FGD participants, Barutthan Lift Drinking Water Users Group, Golanjor RM, Sindhuli.

Alignment with Rapid Need Assessment

The PDM team found that the relief supports provided by the NRCS was highly relevant and well-aligned with the findings of the Initial Rapid Assessment (IRA). The IRA clearly identified the most urgent priorities for communities impacted by floods and landslides—namely, shelter, NFRI, WASH, health services and

PGI considerations. These priorities were directly reflected in the design and rollout of the NRCS response package.

In the immediate aftermath of the disaster, NRCS utilized its pre-positioned NFRI stock to meet the essential needs of displaced and affected households. The NRCS maintains the NFRI at its federal and provincial storehouses, while the NRCS district chapter also holds 50 sets of NFRI at the district level. This timely in-kind support was especially crucial during the early days when road access to many disaster-hit areas was blocked by flood and landslides. Furthermore, beneficiaries possessed their own priorities, and access to banking services was constrained; thus, provision of NFRI during the emergency phase was an effective strategy.

Within the first 30 days, NRCS scaled up its response by introducing MPC, which gave households the flexibility to address diverse needs such as food, medicine, debt repayment, and basic household items. Recognizing the additional vulnerabilities faced by specific population groups, NRCS also introduced PGI-targeted MPC support within 45 days of the disaster. This ensured that elderly individuals, people with disabilities, lactating or pregnant women, and families with young children received the tailored assistance they required.

As road access was restored and local markets began to recover, the transition from in-kind to cash-based support proved to be a strategically sound approach. The unconditional nature of the MPC allowed households to make independent purchasing decisions, which not only restored a sense of dignity and autonomy but also stimulated the local economy and supported infrastructure recovery. Moreover, budget revisions enabled NRCS to extend the scope and reach of both MPC and PGI MPC support to a broader group of affected households across the disaster-hit municipalities.

Relevance to the Government Priorities

As per the international human rights law, international humanitarian law and refugee law, the state's role is duty bearer to respond the disaster affected households even if they have limited capacity. On the other hand, every citizen has right to receive humanitarian support in case of emergency. After the flood and landslides, the access to road, electricity and mobile was damaged so the local government had to struggle to respond everything in a single time. Thus, the local governments mainly focused to reopen this infrastructure, while NRCS fulfilled its auxiliary role by leading initial rapid assessments and detail need assessment, renovated the damaged water schemes and distributed relief items to the flood and landslides impacted municipality/ RMs in coordination with the local government, which was highly relevant to saving lives, reducing sufferings and maintaining human dignity.

"We had a huge pressure from the community to respond to the immediate drinking water needs of the disaster-affected households, as the flood and landslide damaged most of our drinking water schemes. It was one of our major priorities, but we had a limited capacity. Our single capacity couldn't fulfill each demand of the disaster-affected communities, so we requested NRCS to rehabilitate the damaged infrastructure of drinking water, then NRCS worked for the rehabilitation of water schemes." Chairperson of Golanjor RM, Sindhuli

After the occurrence of the flood and landslides, there arose a significant demand for personnel possessing skills in disaster risk reduction and management to respond to the communities affected by the disaster at the local level. Conversely, there existed a restricted number of staff at the local level, resulting in individual staff members assuming multiple roles. Furthermore, many of the municipalities / RMs lacked functional local emergency operation centers (LEOC) and were deficient in policy-level documents, such as the local disaster and climate resilience plan (LDCRP) and other supplementary plans for disaster risk reduction and management. In this regard, volunteers and staff from NRCS addressed the capacity gap and assumed a leading role in effectively operationalizing the emergency response process.

“Due to the lack of human resources in our palika, the Red Cross became the first to assess the affected households after the flood. Without the Red Cross initiatives, data collection would have been delayed, and relief distribution would have been affected.” IT Officer, Indrasarobar RM, Makwanpur

“We had a huge work pressure of finalizing the beneficiaries name list, but our human resources were not enough to accomplish all the task. Meanwhile, we had a knowledge and skills gap of identifying and finalizing the beneficiaries. NRCS local and district team fulfilled this gap by leading household monitoring and beneficiary’s finalization process including distribution process.” DRR focal person, Sunkoshi RM, Sindhuli

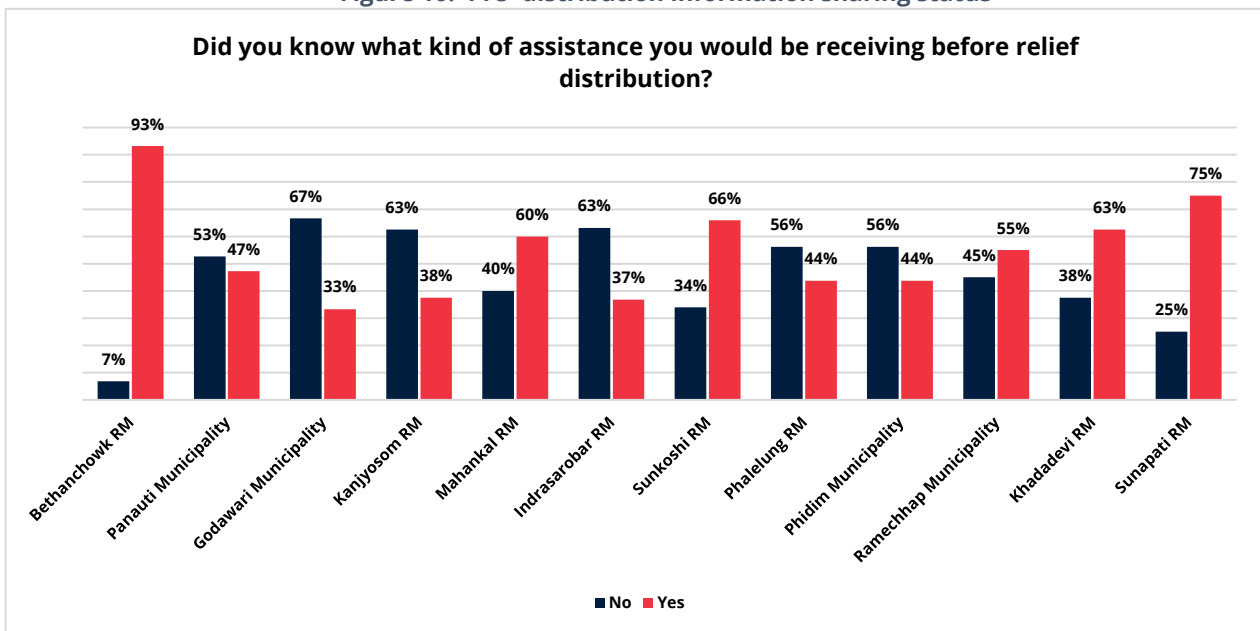
3.3.3 Efficiency and Timeliness

In this section, NRCS overall relief support timeliness and its efficiency have been discussed in detail.

Pre-distribution information

The PDM team identified a significant gap in the communication process regarding relief distribution. According to the survey, only 55.6 percent (n=223) of respondents reported receiving prior information about the distribution of relief, while 44.4 percent (n=178) stated they had not been informed beforehand.

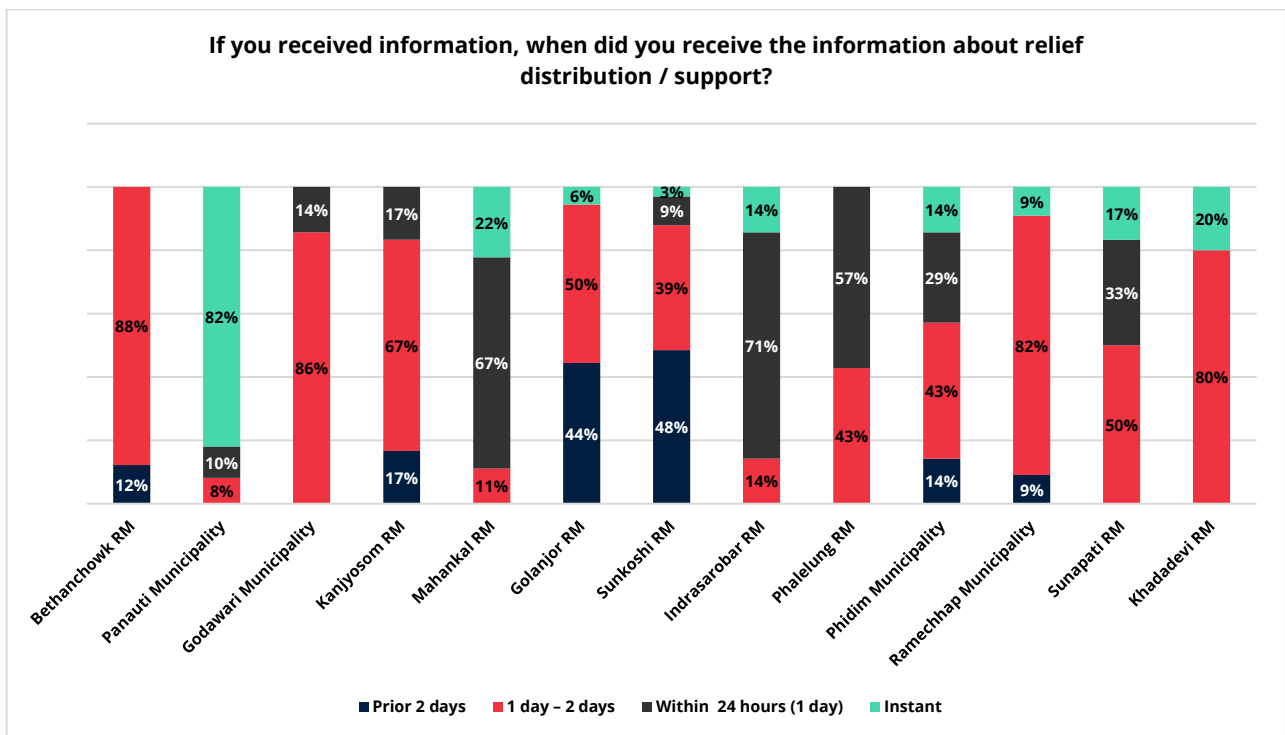
Figure 10: Pre- distribution information sharing status



Municipality-wise data reveals that 93 percent (n=41) of respondents from only one municipality had received advance notice, followed by 75 percent (n=6) in Sunapati RM and 66 percent (n=33) in Sunkoshi RM. In contrast, a lack of prior communication was more evident in Indrasarowar and Konjyosom RMs, where 63 percent of respondents reported not receiving any prior message. Similar trends were observed in Phalelung RM and Phidim Municipality, with 56 percent of respondents in both areas indicating they had not been informed in advance (see figure 10). This highlights a need for stronger, more consistent information-sharing mechanisms to ensure that all recipients are aware of upcoming relief distributions.

Although the NRCS distribution manual mandates that beneficiaries should receive prior notification at least two days before relief distribution, the survey findings reveal deviations from this guideline. Of the total respondents who received prior message (n=223), 86 percent (n=190) of respondents reported receiving a message within two days of the distribution and only 14 percent (n=32) received the information prior two days. Specifically, 45 percent (n=101) were notified 1 to 2 days in advance, 13% (n=30) were alerted less than 24 hours before, and 27% (n=60) were informed instantly, indicating last-minute communication. There were mixed responses regarding information sharing related to relief supplies by the NRCS. In particular, most respondents from Bethanchowk RM, Godawari municipality, Khadadevi RM, and Ramechhap municipality indicated they had received information between 1 to 2 days before distribution, whereas respondents from Indrasarobar RM (71%), Mahankal RM (67%), and Phalelung RM (57%) stated that they had received messages less than 24 hours before the relief distribution. Furthermore, 48 percent of respondents from Golanjor RM, 39 percent of respondents from Sunkoshi RM, 14 percent of respondents from Phidim municipality, and 12 percent of respondents from Bethanchowk RM mentioned that they had received a message two days prior to the relief distribution (See figure 11 for details). These findings point to a gap in adherence to standard communication protocols, highlighting the need for improved planning and timely dissemination of information to affected communities.

Figure 11: Timeliness of relief distribution messages received by the recipients



Adequacy of the Message

Regarding the adequacy of information shared, 62 percent (n=139) of respondents who had previously received information stated that they had adequate details about the relief distribution and its process. However, 32 percent (n=72) reported that the information provided was inadequate, and 5 percent (n=12) were unsure whether the message was adequate or not. This indicates that while the majority were well-informed, a significant proportion still faced gaps in communication, underlining the need for more consistent and clear messaging during relief operations.

Timeliness of Relief Support

The timeline of relief distribution elicited mixed reactions during the FGDs closely aligned with the survey findings. Only 25.9 percent (n=104) respondents said that the assistance reached them in a timely manner; 71.8 percent (n=288) of respondents felt the support arrived somewhat later than expected, though not excessively late but 2.2 percent (n=9) believed that the support was significantly delayed (Table 9). Dissatisfaction was predominantly voiced by participants from Kavre and Ramechhap districts, while participants from Lalitpur, Sindhuli, and Makwanpur showed relatively more satisfaction. This highlights the need for timely relief interventions in future responses.

Table 9: Timeliness of relief assistant received

Name of Municipality/ RM	The support arrived in right time	The support arrived somewhat late than expected but was not too late	The support arrived too late	Total
Bethanchowk	0	44	0	44
Panauti	17	109	3	129
Godawari	14	7	0	21
Mahankal	1	14	0	15
Kanjyosom	15	1	0	16
Golanjor	22	9	0	31
Sunkoshi	19	31	0	50
Indrasarobar	16	3	0	19
Phalelung	0	16	0	16
Phidim	0	15	1	16
Ramechhap	0	18	2	20
Khadadevi	0	14	2	16
Sunapati	0	7	1	8
Total	104	288	9	401

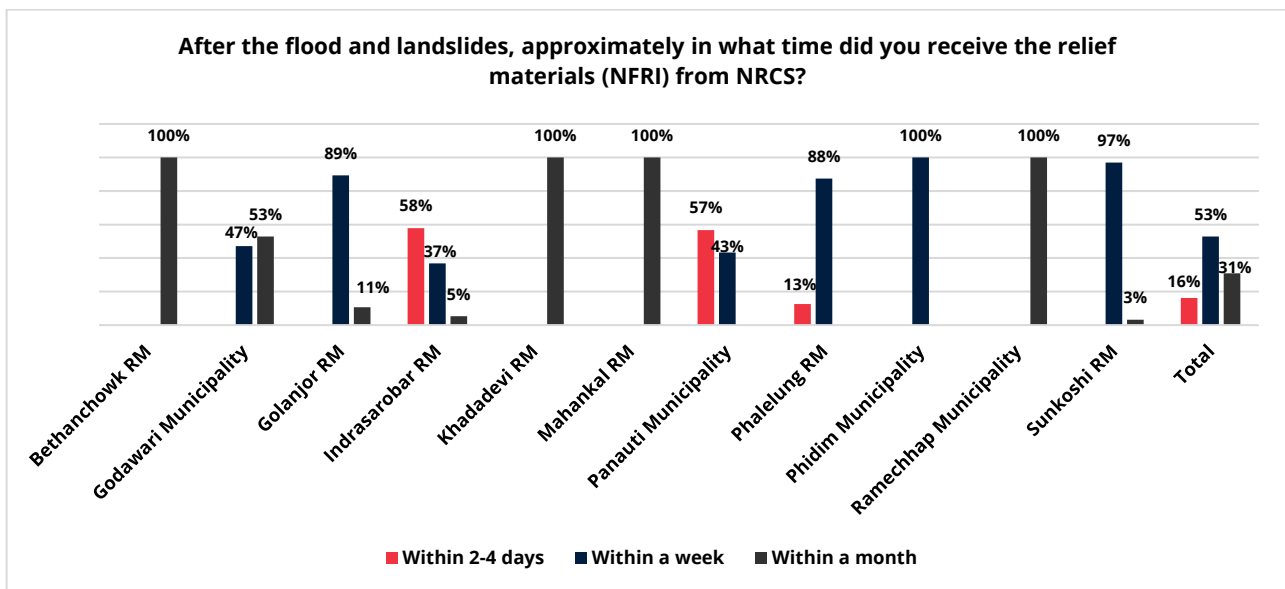
"I would like to thank Red Cross and its funding partner, the NRCS provided MPC support, equal to NPR 15,000 (approximately CHF 100) to us even two months later while we were desperately looking for the means of livelihood after losing our homes to the landslides. Its great someone is looking after us. It would be great if NRCS could provide the MPC support immediately after the disaster." A FGD participant, Khadadevi RM, Ramechhap District.

I received dignity kit very late, while the cash was also received after a month. However, I am thankful with Red Cross by providing cash support, but my suggestion is always to provide the relief items as earlier as possible. I think this time is already late as I had multiple needs and gaps as compared to now. A FGD participant, Bethanchowk RM, Kavrepalanchowk.

Timeliness of NFRI Distribution

Although the distribution of the NFRI began within 72 hours of the disaster and continued for up to 30 days, the timeline of support varied among recipients. Over half of the respondents (53%, n=111 of 210) reported receiving NFRI support within a week. Meanwhile, 31 percent (n=65) received assistance within a month, and only 16 percent (n=34) received support within 2 to 4 days following the disaster. This distribution trend indicates a relatively prompt response though variations in delivery timing reflect logistical and contextual challenges across affected areas. At the palika level, all respondents from Bethanchowk RM, Mahankal RM, and Ramechhap municipality received NFRI support within one month, while most of respondents from Phidim municipality, Phalelung RM, Sunkoshi RM, and Golanjor RM stated that they had obtained NFRI support within a week. Furthermore, over half of the respondents from Panauti municipality and Indrasarobar RM indicated that they had received NFRI support within 2 to 4 days. Refer to figure 12 for detailed information on the timeliness of the NFRI distribution at the palika level.

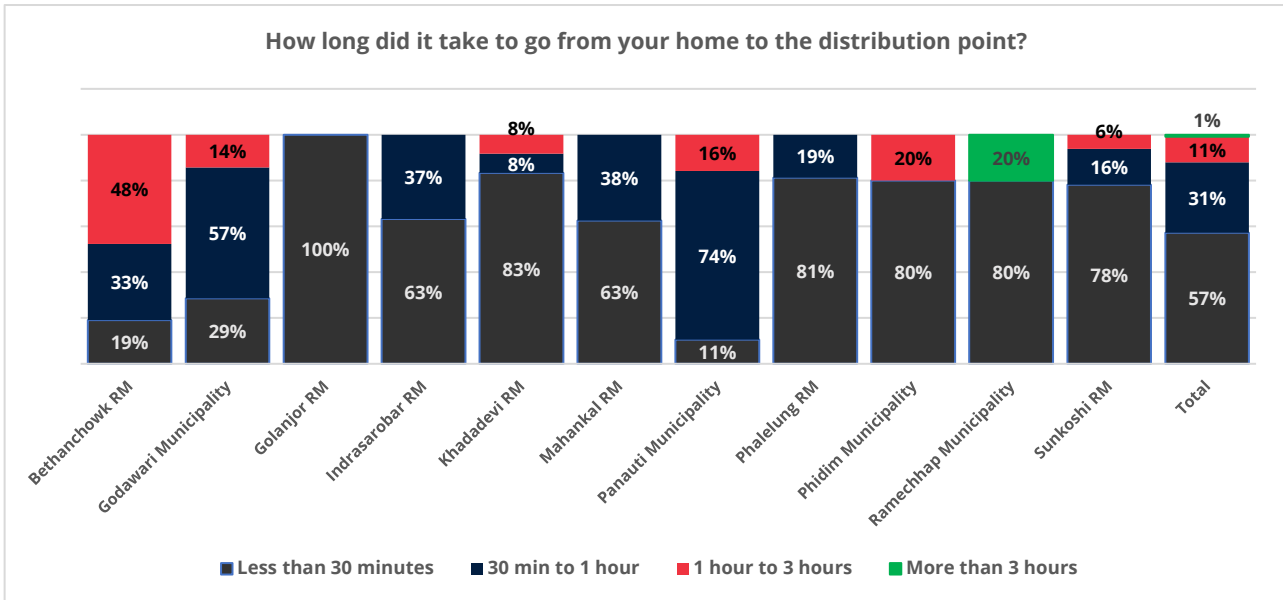
Figure 12: Timeliness of NFRI distribution



Time to Reach at the NFRI Distribution Point

The survey findings revealed that the shortest time required was less than 30 minutes, while the longest time exceeded 3 hours more to reach at the NFRI distribution point. 57 percent of respondents (123 out of 215) stated that they reached the distribution point in less than 30 minutes. Additionally, 31 percent of respondents reached within an hour, while 11% reported that their travel time ranged from one hour to three hours. This suggests that a majority of beneficiaries had relatively easy access to distribution sites, although a small proportion faced moderate travel time. At the municipality/ RM level, all respondents from Golanjor RM reported reaching the distribution point less than 30 minutes to collect NFRI, while respondents from Khadadevi RM (83%), Phalelung RM (81%), Phidim and Ramechhap municipalities (80%), Sunkoshi RM (78%) and Indrasarobar RM (63%) noted that the NFRI distribution point was close, within a 30 minutes distance from their current shelter location. Meanwhile, respondents from Godawari municipality (57%), Panauti municipality (74%), Indrasarobar RM (37%), Bethanchowk RM (19%) and Palelung RM (19%) reported that the NFRI distribution point was 30 minutes to one hour distance. However, 2 respondents of 10 from Ramechhap municipality reported that it took them over 3 hours to reach at NFRI distribution point (refer figure 13 in details).

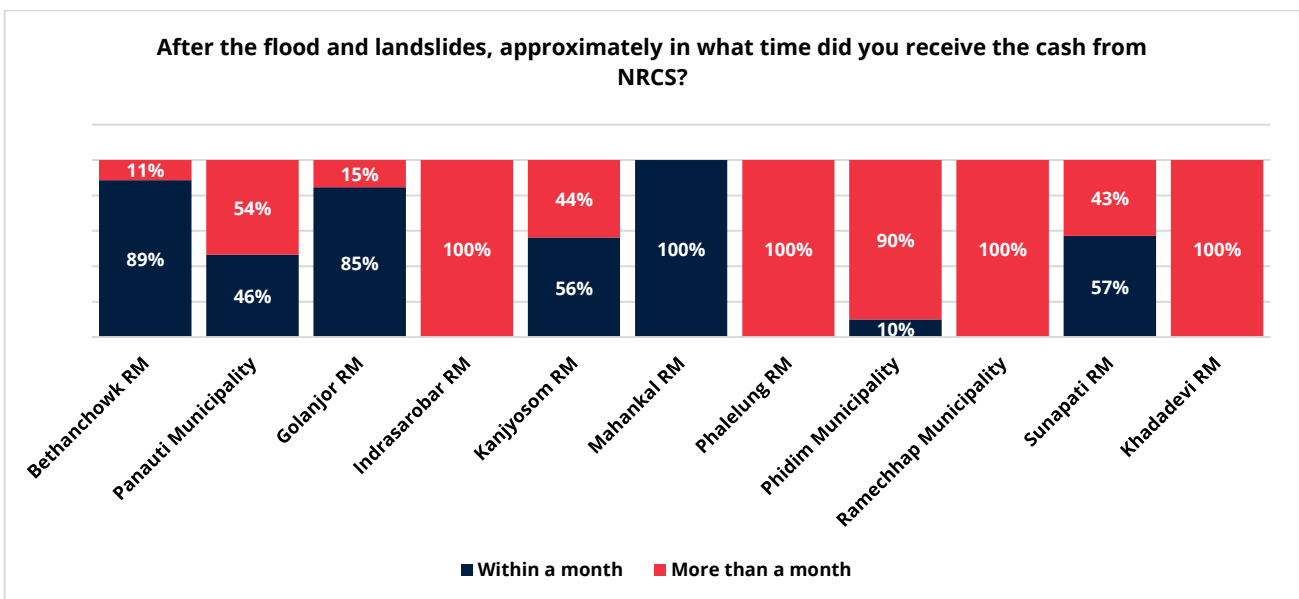
Figure 13 Time to reach the NFRI distribution point



Timeliness of MPC Distribution

The process for MPC support began after finalizing the beneficiary list, with further refinements made at municipality/RM level to streamline implementation. Most Municipalities initiated cash distribution within a month and completed it over a span of more than two months. Survey data shows that 55 percent (n=180) of respondents received cash within a month of the disaster, while 45% (n=145) received it after a month. Notably, four Municipalities namely Ramechhap Municipality, Khadadevi RM, Indrasarowar RM, and Phalelung RM —began their MPC process after a month, whereas the remaining Municipalities started within the first month. Refer Figure 14.

Figure 14 Timeliness of multipurpose cash received



“NRCS was coordinating with us, but we only fixed the meeting with them after a week. The reason is our full efforts were to reopen the road, electricity and mobile connection damaged by flood and landslides. Within a week, we provided access to the road, electricity and mobile connection and coordinated with them for detail need assessment.” Ward Chairperson, Bethanchowk RM, Kavrepalanchowk.

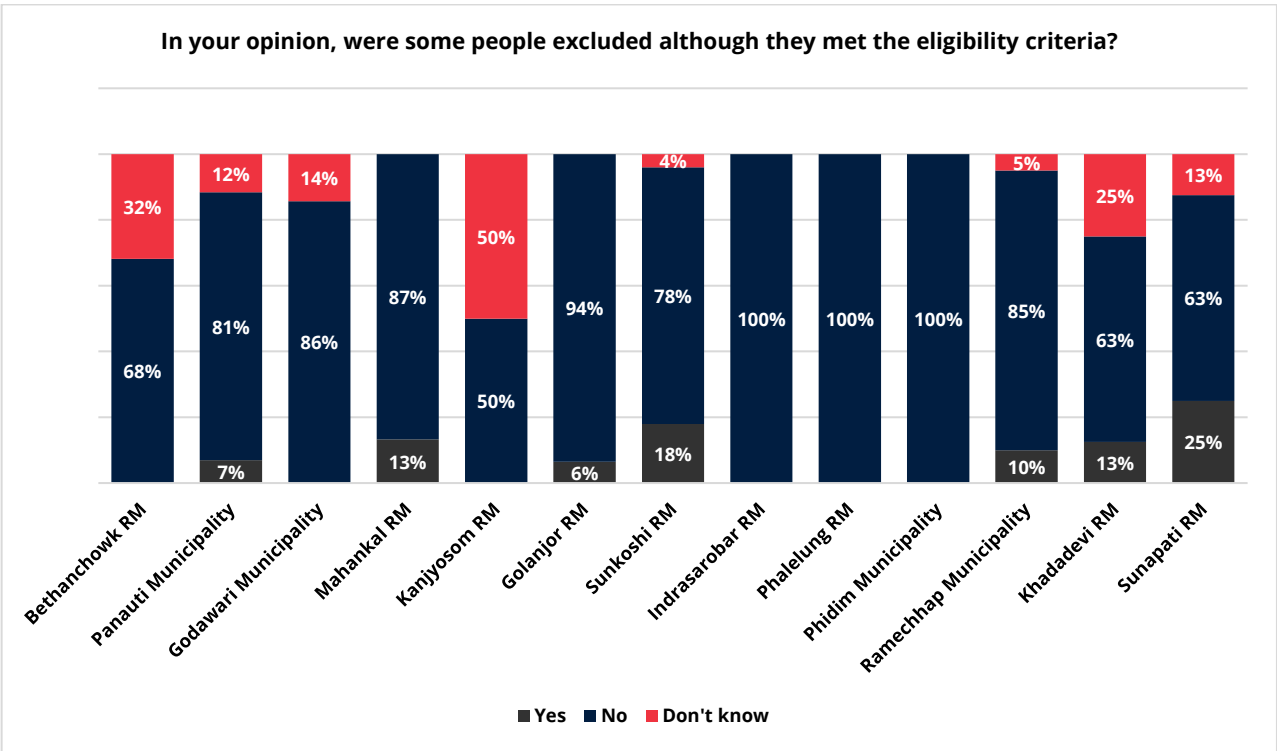
3.3.4 Effectiveness (Quality, Quantity and Usefulness)

This section provides a comprehensive analysis of the effectiveness of the processes implemented by the NRCS, focusing on how well the procedures were carried out and to what extent they achieved their intended objectives. It also evaluates the quality, quantity, and usefulness of the support provided by NRCS to the target beneficiaries. The assessment aims to determine not only whether the support was sufficient and appropriate in meeting the needs of the participants but also how useful and impactful it was in contributing to their overall well-being of the recipients.

Effectiveness on Selecting Beneficiaries

Regarding the beneficiary selection criteria, only 82.3 percent (n=330) respondents reported they had known the detail beneficiary selection criteria, while 17.7 percent (n=71) respondents shared they were unaware of it. In terms of inclusion and exclusion criteria, 7 percent (n=28) respondents mentioned some people excluded although they meet the eligible criteria, while 12 percent (n=48) respondents shared they had unknown about the issues, and 81 percent (n=325) respondents strongly believe that no one was excluded who are eligible for this response. None of the individuals surveyed from three Palikas (Indrasarobar RM, Phalelung RM, and Phidim municipality) indicated that any individual was excluded even if they qualified. Conversely, 25 percent from Sunapati RM, 18 percent from Sunkoshi RM, 13 percent from Mahankal and Khadadevi RMs, 10 percent from Ramechhap municipality, and 7 percent from Panauti municipality indicated they had discovered that some individuals were excluded, although they qualified. See figure 15 for more details.

Figure 14: Awareness on beneficiaries’ selection criteria



“We don’t know about the other location but we are literate that one disaster impacted household has missed from this process from our community.” A FGD participant, Panauti municipality, Kavrepalanchowk.

“We don’t know the reason but we see some of the disaster impacted households have missed out from this process. When we compare their status with others, we think they are eligible to receive support from NRCS.”

FGD participants, Golanjor RM, Sindhuli

Effectiveness on Distribution Management

A majority (63.5%, n=255) of respondents agreed that the distribution process was well organized. In contrast, over one-third (33.9%, n=136) neither agreed nor disagreed with this statement. A small proportion (2.5%, n=10) reported that the distribution was disorganized during the relief item handover. In terms of safety, only two households reported that there were no special arrangements in place at the NFRI distribution sites for vulnerable groups such as pregnant women, the elderly, or those who were not feeling well. Meanwhile, all households (n=20) who received MPC support through the "cash-in-envelope" mechanism reported that they felt safe while receiving and transporting the cash.

Waiting at the distribution sites for NFRI support

More than two-thirds of respondents (68%, n=146 out of 215) reported that they waited less than 30 minutes to receive the support. This was followed by 24 percent (n=51) who indicated a waiting time of 30 minutes to one hour. A smaller portion, 8 percent (n=18) stated that they had to wait for more than one hour, up to a maximum of three hours.

Expenses Incurred for Transporting Relief Items (NFRI/Dignity Kit)

Approximately 18 percent of respondents (n=38) reported that they incurred expenses to transport relief items NFRI and Dignity Kits from the distribution point to their place of stay. This issue was reported by respondents from 5 out of the 11 Municipalities (table 10) covered in the assessment, indicating that transportation costs were a concern in certain areas.

Table 10: Expenses incurred for transporting relief items

Name of Municipality/ RM	No	No %	Yes	Yes %	Total
Bethanchowk RM	21	100%	0	0	21
Godawari Municipality	21	100%	0	0	21
Golanjor RM	19	68%	9	32%	28
Indrasarobar RM	19	100%	0	0	19
Khadadevi RM	12	100%	0	0	12
Mahankal RM	8	100%	0	0	8
Panauti Municipality	29	76%	9	24%	38
Phalelung RM	16	100%	0	0	16
Phidim Municipality	9	90%	1	10%	10
Ramechhap Municipality	6	60%	4	40%	10
Sunkoshi RM	17	53%	15	47%	32
Total	177	82%	38	18%	215

Of the 38 respondents who reported paying transportation costs to receive NFRIs, the expenses ranged from a minimum of NPR 100 to a maximum of NPR 1,000. Four households reported the highest transport costs, spending between NPR 500 and NPR 1,000. Half of the respondents incurred relatively lower costs, ranging from NPR 100 to NPR 300. Additionally, 21 percent (n=8) of the households spent less than NPR 100, while 18 percent (n=7) reported transportation expenses between NPR 300 and NPR 500.

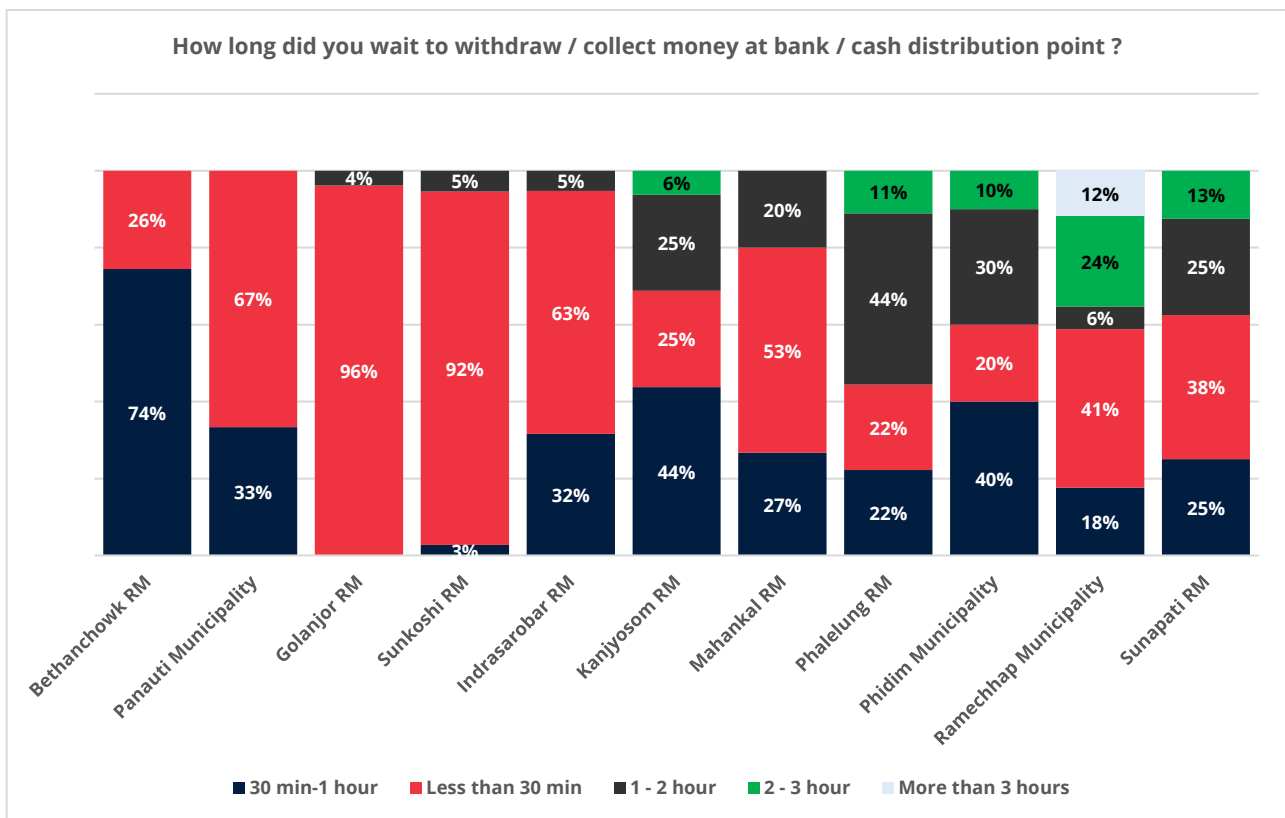
Waiting Time for Cash Withdrawal

A majority of respondents (58.5%, n=190) reported that they received cash within 30 minutes of reaching the distribution point or bank. 31.1% (n=101) received the cash within 30 minutes to 1 hour. About 6.5 percent (n=21) waited between 1 to 2 hours, while 3.4 percent (n=11) experienced a wait of 2 to 3 hours. Notably, 2 respondents reported waiting for more than 3 hours to withdraw their cash from the bank.

Prolonged waiting times, combined with the time spent traveling to and from the distribution site or bank, could lead to the loss of additional hours or even days. This, in turn, may directly affect their ability to engage in livelihood activities especially critical during times of hardship.

Disaggregated by Municipality, the majority of recipients from Golanjor RM (96%) and Sunkoshi RM (92%) received cash within 30 minutes, followed by Panauti Municipality (67%) and Indrasarobar RM (63%). In contrast, in Ramechhap Municipality, 12% of recipients reported having to wait for more than 3 hours. Refer figure 16 for detailed information as per palika.

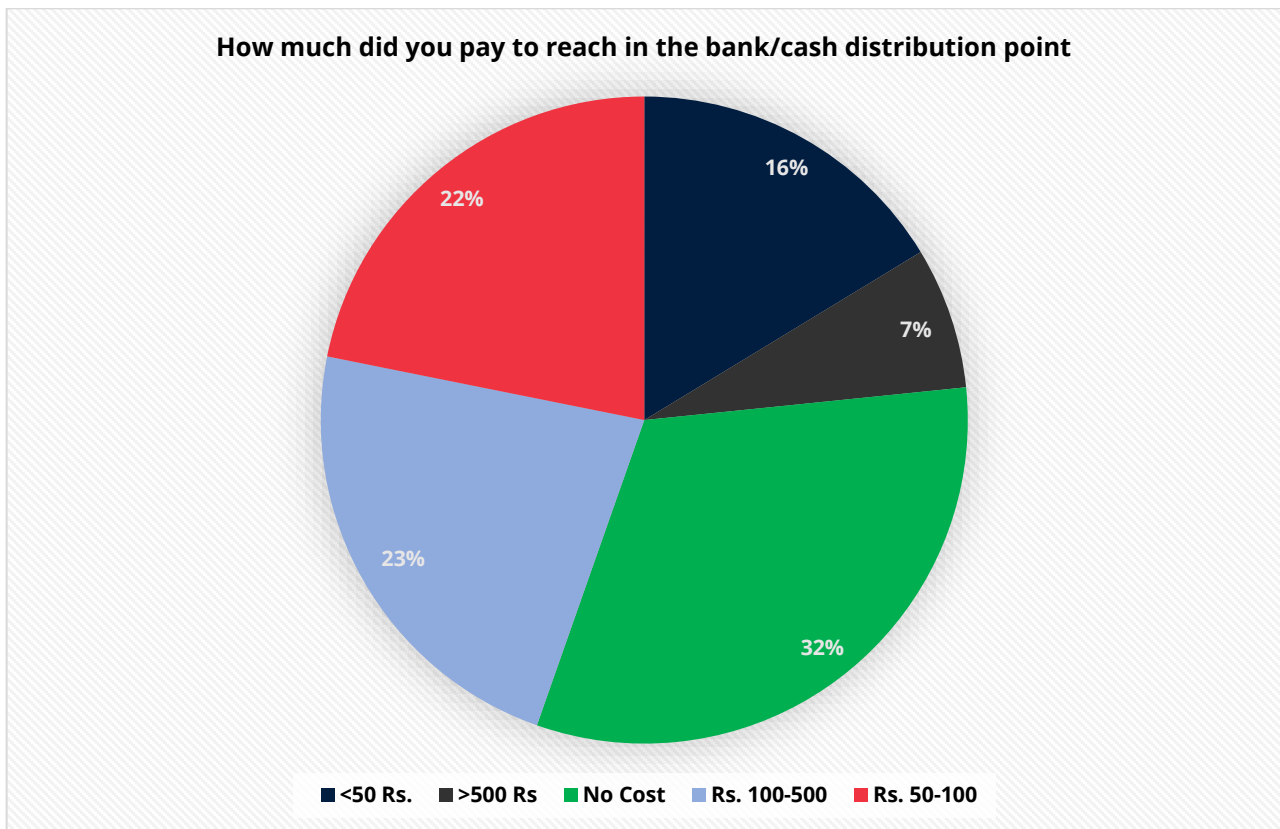
Figure 15: Waiting time for cash withdrawal disaggregated by Municipality



In the context of accessing cash assistance, over two-thirds of recipients (68%) reported having to spend money on transportation to reach the bank, while only 32 percent had physical access to a bank within close proximity. Among those who incurred travel expenses, 22.8 percent of households spent between

NPR 100 and NPR 500, whereas 7.1 percent reported spending more than NPR 500 to reach the bank or cash distribution point (Refer figure 17).

Figure 16: Expenditure to reach the bank/cash distribution point



Adequacy and Consistency of Relief Support

As per the DREF operational update for flood and landslide response, each household with a fully destroyed house will receive two blankets, two tarpaulins, and two mattresses, while those households with partially destroyed houses will be provided blankets, mattresses, or tarpaulins based on their actual needs. During the discussion with FGD in Ramechhap and other districts, beneficiaries reported they had not received the NFRI support as outlined in the DREF operational plan and some households stated they had only been provided with a tent as the NFRI support. Research findings indicated that the NFRI were particularly found to be inadequate in quantity. FGD participants also reported that NFRI were insufficient relative to their family size. Additionally, the PDM team identified a lack of harmonization in

“Due to a recent disaster, I lost my home and belongings. A representative from the local government came to assess our situation, and then NRCS gave us a tent. My family consists of six members, including two children with disabilities. Do you believe a tent fulfils my immediate needs?” FGD participant, male, Khadadevi RM, Ramechhap district

the transfer value of MPC among humanitarian actors in Bethanchowk RM of Kavrepalanchowk district. While the NRCS maintained a fixed transfer value regardless of household size, other organizations adjusted the transfer amount for families with more than five members. However, the PDM team noted that NRCS was following the transfer value recommendations set by the Cash Working Group.

Based on the quantity of relief items received, only 18 percent (n=72) of respondents stated that the quantity was adequate. In contrast, 2.5 percent (n=10) strongly disagreed with the quantity of NFRI received, indicating that the quantity provided by NRCS was not adequate. Meanwhile, the majority (79.6%, n=319) reported that the quantity partially met their needs.

Need Assessment Prior and Immediately After the Disaster

The PDM team found that NRCS reviewed the context prior to the disaster striking when the DHM weather forecasted about the event. Following the onset of floods and landslides, the NRCS's EOC team collaborated to assess the needs of affected households in the targeted municipalities/ RMs. Based on these assessments, the NRCS initiated DREF proposals within 72 hours. Simultaneously, NRCS district

"I was really dispartate when my house was damaged by landslides, but my pain was relief when I saw the Red Cross team. Red Cross was there with police and the local governments. They asked us about the impacts of the disaster and took our details within 72 hours of the landslide." A FGD participant, Phidim Municipality, Panchthar

"NRCS team visited our home together with the representatives from ward office and police immediately after the flood. They monitored our impacts and noted it in their file." A FGD participant, Panauti Municipality, Kavrepalanchowk

"So far, I remember NRCS visited our home with ward representatives and police after a week. They assessed our impacts in detailed and asked us numerous questions regarding the impacts of landslides." A FGD participant, Bethanchowk RM, Kavrepalanchowk

and local chapters worked alongside local governments to assess the situation on the ground. They also participated in household visits as part of the household monitoring teams, contributing to the evaluation of disaster impact and needs at the household level within the same 72-hour window. However, access to beneficiaries was significantly hampered by damage to road infrastructure and disruptions to the mobile network, causing delays in accurately assessing the needs of some Municipalities.

Quality and Flexibility of Relief Support

During the FGDs, the research team did not receive any remarks indicating a decline in the quality of relief items. However, findings from the household survey revealed that 2 percent (5 out of 215) of respondents reported receiving poor-quality NFRI/Dignity Kit assistance. In contrast, 80 percent (171 out of 215) of respondents indicated that the relief items provided by NRCS were of high quality, while 18 percent (39 out of 215) rated the items as average in quality. In terms of utility, 2 out of 215 respondents noted that some items received from NRCS were either the least useful or not useful at all. As a result, one beneficiary had redistributed the items to others, and another had stored them at home without using them.

I discovered numerous useful items in the dignity kit, particularly for women. I am consistently utilizing it; however, one of the items was not used by me, as it is not applicable to my circumstances." A FGD participant, Golanjor RM, Sindhuli

Regarding the door-to-door visits conducted by volunteers, 97 percent of respondents expressed satisfaction with the efforts made during these visits. In contrast, 2 percent reported dissatisfaction, and 1 percent chose not to comment.

There was no duplication of assistance, as the NRCS extended support to the beneficiaries who were not covered by other organizations. Furthermore, NRCS demonstrated flexibility in response planning by diversifying its target groups. For instance, the organization initially planned to provide cash assistance for transitional shelters. However, when the Government of Nepal committed to covering transitional shelter support, NRCS redirected its efforts towards MPC and PGI support. Similarly, in Lalitpur district, the NRCS chapter had intended to distribute MPC support in Konjyosom and Mahankal RMs. Upon learning that another organization had already provided MPC assistance in those areas, NRCS shifted its focus to supporting PGI groups instead.

Effectiveness of cash delivery mechanism

PDM team revealed the use of two cash delivery mechanisms: cash transfer through bank account and cash-in-envelope. Among the 325 surveyed households who received cash assistance, a majority (94%) received their support through bank transfers, while only 6 percent (20 households) received it via the cash-in-envelope delivery mechanism. Both bank transfers and cash-in-envelope systems were effective in delivering cash support, each with distinct strengths and trade-offs.

Cash transfer through bank account was preferable for their scalability, cost-efficiency, and alignment with government policy, but improvements are needed to reduce wait times and ensure beneficiary safety. Cash-in-envelope delivery, while resource-intensive, offered greater immediacy, higher awareness, and enhanced protection outcomes—especially valuable for vulnerable populations. The study concludes that a hybrid approach, tailored to local contexts and recipient capacities, may optimize future emergency cash responses.

Cash delivery mechanism and Stakeholder Perspectives:

Local governments and institutional stakeholders generally favored bank transfers, citing benefits such as security, transparency, efficiency, and reduced documentation burden. The process was also seen as cost-effective, requiring fewer human and logistical resources, and aligned with the Government of Nepal's priority of promoting digital financial systems. The bank method eliminated the need for physical queues during distribution, though a few beneficiaries still visited municipalities for clarification. Despite institutional preference, the bank transfer method faced delays. Many recipients experienced long waiting times—some over three hours—to withdraw their funds due to bank queues and access limitations. In addition, some recipients, particularly women and vulnerable individuals, felt unsafe returning home after withdrawing money from banks. Although logistically more demanding, requiring more staff and tighter security for money handling, cash-in-envelope distribution ensured faster access—with 95 percent receiving cash within 30 minutes, and the rest within an hour. All recipients reported feeling safe and secure during the process. Importantly, all of these recipients were informed about the purpose and selection criteria of the support, a level of awareness not matched among bank-transfer recipients.

Cash delivery mechanism and PGI considerations:

The cash in envelope method proved more inclusive and suitable for physically weak, socially marginalized, and economically vulnerable households. It enabled direct communication and engagement, allowing field staff to reinforce the program's goals and support criteria, thereby enhancing transparency and accountability.

Uses of Cash

This study showed that all beneficiaries used the cash in proper ways. The PDM team focused on this through both quantitative and qualitative approaches. There were no reports of misuse that caused increased social tension at either the household or community level. The findings indicate that food (74.2%, n=241), clothing (56.3%, n=183), housing (34.2%, n=111), and health care (20.3%, n=66) were the leading four sectors where beneficiaries spent the cash grants. Additionally, household items (16.6%, n=54), rental payments (7.4%, n=24), education (4%, n=13), agricultural inputs (3.4%, n=11), and loan repayments (1.5%, n=5) were other notable areas where MPC recipients utilized the cash grants received from NRCS. Moreover, the survey results demonstrate that cash was spent across eight key service categories, while recipients from Phidim Municipality used cash grants for services in all service categories, whereas Panauti Municipality, Phalelung RM, and Sunkoshi RM received grants to procure services across seven service categories. Similarly, beneficiaries from Indrasarowar RM and Konjyosom RM utilized cash grants across six service categories, followed closely by those in Golanjor RM. In contrast, recipients from Mahankal RM reported using the cash grants for the fewest number of service categories (see table 11).

Table 11: Uses of cash

Name of Municipality /RM	Food	Clothes	Pay rent	Health	Shelter	Education	Utensils	Agriculture Input
Bethanchowk RM	100%	98%	14%	7%	0	0	0	0
Golanjor RM	50%	50%	0	0	69%	12%	50%	0
Indrasarobar RM	16%	5%	5%	5%	79%	0	32%	0
Kanjyosom RM	88%	63%	31%	19%	0%	13%	44%	0
Khadadevi RM	9%	0	0%	9%	91%	0	36%	0
Mahankal RM	100%	100%	13%	0	0	0	0	0
Panauti Municipality	99%	64%	5%	46%	8%	3%	4%	0
Phalelung RM	100%	100%	0	44%	67%	11%	11%	78%
Phidim Municipality	100%	50%	20%	20%	60%	20%	10%	30%
Ramechhap Municipality	24%	24%	0	0	94%	0	6%	0
Sunapati RM	13%	0	0	0	88%	0	38%	0
Sunkoshi RM	41%	30%	5%	0	65%	5%	38%	3%

3.3.5 Beneficiary Satisfaction with NRCS Relief Support

The overall findings suggest that the NRCS had successfully delivered its relief support with minimal friction at the community or household level. The absence of reported disputes is a positive indicator of the transparency and efficiency of the assistance process. This section consolidates the feedback from beneficiaries across six key dimensions of satisfaction: pre-distribution information, timeliness, quantity,

quality, usefulness of materials, and behavior of staff/volunteers.

Bethanchowk RM consistently reported high levels of satisfaction across all indicators, positioning it as a potential model for effective relief delivery and communication. In contrast, Panauti Municipality, despite its urban setting, showed higher levels of dissatisfaction. This suggests that the standard rural-focused distribution strategies may not fully align with the expectations or needs of urban populations, highlighting the importance of tailoring approaches based on the local context.

Pre-Distribution Information

While the NRCS/IFRC made efforts to communicate essential information before, during, and after the distribution, only 54.3 percent (n=218) of respondents reported being satisfied or very satisfied with the information provided. A significant 38.2 percent (n=153) remained neutral, and 7.5 percent (n=30) expressed dissatisfaction. At the Municipality level, Bethanchowk RM (Kavrepalanchowk) and Phalelung RM (Panchthar) showed full satisfaction, whereas Panauti municipality, Sunapati, and Golanjor Rural Municipalities reported relatively high dissatisfaction, indicating possible gaps in communication channels or outreach efforts in these areas.

Timeliness of Support

A notable 70.3 percent (n=282) of respondents expressed satisfaction or high satisfaction with the timeliness of support. Only 2.5 percent (n=10) reported dissatisfaction, and 27.2 percent (n=109) remained neutral.

Highest satisfaction was observed in Godawari municipality, Golanjor, and Sunkoshi Rural Municipalities, suggesting efficient delivery mechanisms. In contrast, Panauti Municipality had a large number of neutral responses, possibly indicating delayed or inconsistent distribution in that area.

Amount / Quantity of Support

75 percent (n=301) of beneficiaries reported satisfaction or high satisfaction with the quantity of relief items. Only 3.2 percent (n=13) were dissatisfied, while 21.7 percent (n=87) felt neutral.

As per the disaggregated data, Bethanchowk RM, Phalelung RM, and Phidim Municipality showed complete satisfaction, whereas Panauti Municipality had the highest number of neutral and dissatisfied respondents. This points to a need for a better needs-based allocation strategy, especially in urban or densely populated municipalities.

Quality of Materials

A total of 71.8 percent (n=288) respondents were satisfied or very satisfied with the quality of materials, while 3.5 percent (n=14) were dissatisfied and 24.7 percent (n=99) remained neutral. High satisfaction levels in Sunkoshi RM, Godawari municipality, and Indrasarobar RM suggest quality control was effective in those regions. The dissatisfaction seen in Mahankal RM **and** Panauti Municipality could be due to either inconsistency in supplied items or unmet expectations regarding item standards.

Usefulness of Materials

72.8 percent (n=292) of respondents found the relief materials useful or very useful, 2.5 percent (n=10) were dissatisfied, and 24.7 percent (n=99) neutral. While the majority of municipalities / RMs, including Phidim municipality and Phalelung RM had full satisfaction, Panauti Municipality again had the highest number of neutral responses, indicating a need for more context-relevant items or better tailoring of relief kits to local needs.

Behavior of NRCS Staff / Volunteers

A strong 72.5 percent (n=291) of respondents were satisfied or highly satisfied with the behavior of NRCS

staff/volunteers, with only 2 percent (n=8) dissatisfied and 25.4% (n=102) remaining neutral. This reflects positively on the professionalism and training of the NRCS personnel. Particularly high satisfaction was reported in Bethanchowk RM, Phidim municipality, and Phalelung RM, while Panauti Municipality showed a higher proportion of neutral and some dissatisfied responses, hinting at the need for improved interpersonal engagement in that locality.

Overall, the finding shows that NRCS's relief support has been well-received, with majority of respondents satisfied with various aspects of the response. However, disparities across Municipalities/RMs especially in communication and distribution equity—highlight areas for future strengthening. Tailoring strategies based on population profiles and ensuring equitable distribution aligned with household needs and sizes will be key to improving satisfaction and effectiveness in future interventions. Table 12 shows the details of beneficiary's satisfaction on NRCS's relief support.

Table 12: Beneficiaries' satisfaction on NRCS's relief support

Satisfaction Dimension	Dissatisfied (n, %)	Neutral (n, %)	Satisfied (n, %)	Very Satisfied (n, %)
Pre-distribution Information	30 (7.5%)	153 (38.2%)	171 (42.6%)	47 (11.7%)
Timeliness of Support	10 (2.5%)	109 (27.2%)	199 (49.6%)	83 (20.7%)
Amount / Quantity of Support	13 (3.2%)	87 (21.7%)	215 (53.6%)	86 (21.5%)
Quality of Materials Received	14 (3.5%)	99 (24.7%)	198 (49.4%)	90 (22.4%)
Usefulness of Materials	10 (2.5%)	99 (24.7%)	200 (49.9%)	92 (23.0%)
Behavior of NRCS Staff/Volunteers	8 (2.0%)	102 (25.4%)	209 (52.1%)	82 (20.4%)

3.4 Community Engagement and Accountability

Despite NRCS's commendable efforts to place affected communities at the center of its humanitarian response—through early engagement, consultations, help desks, a hotline (1130), feedback boxes, and post-distribution monitoring a large gap exists between policy and practice in the field. The study reveals significant disparities in awareness, access, and participation in feedback and accountability mechanisms during the NRCS's flood and landslide response.

A majority of beneficiaries remained unaware of the feedback mechanism with 89 percent (n=357) unfamiliar with its existence. Only 6.5 percent (n=26) of surveyed individuals had ever submitted feedback, most commonly through face-to-face interactions. Preference for this mode was reinforced by 78 percent (n=314) of respondents, despite the availability of a hotline and other channels. A few beneficiaries voiced dissatisfaction with unresolved issues and the lack of responsiveness from NRCS local chapters.

"We wanted to share this discrepancy with NRCS central team, but we didn't know the feedback mechanism including hotline number of NRCS." A FGD participant, Panauti municipality, Kavrepalanchowk

"When I reached at the distribution point, I saw only the distribution of the relief items. I wanted to share my experiences before or after receiving the items but didn't find the places where I could share my opinion." A FGD participant, female, Bethanchowk RM, Kavrepalanchowk

Further, only 37.7 percent (n=151) of respondents received orientation on how to use relief items or cash support, contributing to confusion and underutilization of distributed items, particularly dignity kits. Several participants expressed that they had retained unused items due to a lack of instruction or understanding.

In terms of transparency, while NRCS/IFRC adhered to competitive procurement standards, there was no dissemination of information regarding the cost or composition of relief packages. This lack of pricing transparency was a noticeable gap, especially as none of the FGD participants or stakeholders could confirm the rates of distributed items, unlike in water scheme projects where such details were clearly known.

These findings highlight the need for stronger communication, transparency, and field-level implementation of accountability mechanisms to ensure that all beneficiaries especially those with heightened vulnerabilities are adequately informed, included, and supported throughout the response process.

“Before the inundation of the Sunkoshi River, I was engaged in my pig farming on leased land. Due to the flood in the Sunkoshi River, I lost one piglet and my clothing. I was left with nothing to wear and unable to purchase essential necessities. Regarding the assistance received, I obtained only NFRI support from NRCS. In terms of MPC support, NRCS disbursed cash to the landowner. I am genuinely disheartened by this and proceeded to discuss the matter with the Red Cross local chapter and the local government. I was not satisfied with their response. I wished to convey my issue to ascertain whether my concerns were valid or invalid regarding NRCS or the donor, but I was unaware of the grievance mechanism. My basic understanding is that NRCS provided MPC support to procure essential needs for those who lost their basic necessities due to the disaster. I think my situation was eligible to get support.” A FGD participant, Sunkoshi RM, Sindhuli

“As a disaster affected community member, we received dignity kits and many of us received MPC support from NRCS, but we didn’t receive any orientation on how to use the relief support in a systematic way.” A FGD participant, Bethanchowk RM, Kavrepalanchowk

“I received dignity kit support from NRCS. When I opened the bag of dignity kit, some of the items were new for me. I am keeping the items till now due to not having the skills and knowledge of uses of this item.” A FGD participant, Golanjor RM, Sindhuli

When we received the relief from NRCS, the quality of items was good, but I had a question about the rate of that packages, but nobody told the rate of the items provided.” A FGD participant, Bethanchowk RM, Kavrepalanchowk

3.5 Integration of CEA and PGI component

The PDM team observed that while the NRCS made efforts to integrate CEA and PGI at the operational level, the depth of integration remained limited. During the response phase, NRCS placed strong emphasis on PGI, ensuring its inclusion across activities.

In the design phase, DREF incorporated the PGI component and developed beneficiary selection criteria to ensure the inclusion of the most vulnerable groups—such as persons with disabilities, pregnant and lactating women, child-headed households, and the elderly. Additionally, NRCS collected sex- and age-disaggregated data during the planning stage. As a result, Multi-Purpose Cash (MPC) grants were allocated to PGI-targeted groups, particularly individuals with disabilities, female-headed households, and the elderly; however, some vulnerable community groups were overlooked.

NFRI and Dignity Kits were prioritized for these groups, with Dignity Kits- standardized hygiene kits containing essential items for personal care- specifically distributed to women and adolescent girls. To strengthen PGI implementation, NRCS trained staff and volunteers, established help desks and feedback booths, and conducted household visits / door-to- door visit to share information on gender-based violence (GBV) along with other information. Counseling services were also provided, especially for families experiencing fatalities and people with disabilities. However, access to vulnerable individuals and adequate message sharing immediately after the disaster remained limited.

3.6 Coordination and collaboration

The NRCS played a central role in coordinating flood and landslide relief efforts, fulfilling its auxiliary mandate to the Government of Nepal and working closely with federal, district, and local actors. However, the coordination with sub-chapters at the local level was found to be weak, with many sub-chapter representatives feeling excluded and underutilized, despite being key grassroots actors. Variations in sub-chapter presence and outdated organizational structures further challenged effective local coordination. In contrast, district chapters were actively engaged and generally well-integrated with local governments. Local governments in district like Sindhuli praised NRCS efforts and volunteer dedication, while others, such as Kavrepalanchowk district, called for greater involvement and capacity-building of NRCS sub-chapters to enhance their visibility, authority, and effectiveness.

3.6.1 Coordination and Collaboration at Federal Level

At the federal level, NRCS demonstrated strong coordination with key agencies such as National Disaster Risk Reduction and Management Authority (NDRRMA), the Nepal Army, and the Ministry of Home Affairs. As the co-lead of the Shelter Cluster, it collaborated effectively with partners such as Save the Children and the Cash Working Group. This coordination contributed to strategic shifts, including the revision of shelter support plans and standardization of MPC cash amounts. Notably, the initial plan to provide transitional shelter construction support was changed following consultation with federal authorities. The study found that NRCS was more focused and effective in its coordination at the federal level.

3.6.2 Coordination and Collaboration with NRCS's Sub chapters and District Chapters

Despite highlighting the role of NRCS's subchapter as a responsible body of NRCS for effective planning and implementation of flood and landslide response by DREF strategy, the PDM team found limited coordination at this level. District chapters led most operations, while sub-chapters remained underutilized, often excluded from planning and implementation. This reduced local responsiveness. Additionally, NRCS's structural setup has not been aligned with Nepal's federal system, causing coordination challenges across municipalities / RMs. Still, effective district-level collaboration with bodies like the Nepal Army and the Cash Working Group supported uniform MPC delivery and facilitated relief in hard-to-reach areas, such as Mahankal.

3.6.3 Coordination and Collaboration with Local Government

The PDM team found that NRCS role was effective while coordinating and collaborating with elected representatives. All the local governments have appreciated the working modality of NRCS and their efforts to enhance the effectiveness of the response to flood and landslides.

When asked the participation of representatives from NRCS local chapters, some of the Municipalities appreciated their role, while others suggested to strengthen the capabilities of NRCS sub chapters in coordination and to improve their visibility by outlining roles and responsibilities. For instances, municipal sub chapter of Sindhuli was recognized as one of the best performing areas where local governments highly appreciated the contributions of NRCS volunteers. In contrast, in Kavrepalanchowk district, especially in Panauti municipality- local authorities requested to strengthen NRCS sub chapter's participation at all level of response.

"Our Municipality is adjacent to the NRCS Kavre district chapter. Clearly, staff members and representatives from the NRCS district chapter are present here. I am also aware that we have NRCS subchapter in our palika. We have observed that their role is less effective; therefore, my recommendation is to enhance the capacity of subchapters and make them responsive by providing authority, responsibility, and defined roles. Mayor, Panauti Municipality, Kavrepalanchowk.

"We were in big trouble while we faced the flood and landslides this time. We had a huge gap in responding this response, but NRCS supported us throughout the process so we made our response better. I really appreciate the hard labour of NRCS volunteers and their dedication and skills on disaster risk reduction and management. Thanks, NRCS district chapter and local chapter and all the volunteers of NRCS who supported us throughout the process." Deputy Chairperson, Sunkoshi RM, Sindhuli.

3.7 CHALLENGES

Accomplishing multiple interventions within a limited timeframe was a significant challenge in itself. However, some of the key challenges of the project are mentioned below:

- **Context Challenges:** Major and sub roads, communication networks and electricity infrastructure were severely damaged by flood and landslides, causing delays in operationalizing the response on time. Additionally, many families were displaced from their original location due to flood and landslides, making it difficult to identify and include them in the programme in a timely manner.

- **Unmet needs of the beneficiaries:** The devastation at both household level and community levels was extensive. Many families lost loved ones, shelters, land and properties, and livestock. As a result, their needs and demands were immense. However, NRCS has limited capacity, making it challenging to meet every need.

- **Selecting right beneficiaries:** NRCS was not primarily responsible for beneficiary selection; this role was assigned to the local government. However, targeting right beneficiaries presented challenges in some districts, which indirectly affected the efficiency of NRCS operations.

- **Receiving the final beneficiaries list on time:** Despite having NRCS as one of the team members of monitoring team during household visit, finalization of beneficiary's list comes under the roles and responsibilities of the local government. To finalize the overall process of beneficiary selection took time, delaying the timely delivery of support.

- **Limited capacity at local level:** Despite having the local disaster management committee at municipality /RM level, many local governments lacked such structures at the ward level and did not have functional local emergency operation centres. On the other hand, there were limited policy documents and inadequate knowledge of disaster risk reduction and management among both elected representatives and staff. As a result, building their capacity and adhering to required processes within a short timeframe was a bit challenge for NRCS.

3.8 BEST PRACTICES:

3.8.1 Establishing a Local Level, Real-Time Digital Platform for Local Disaster Response

Konjyosom Rural Municipality, Lalitpur, demonstrates a best practice in local disaster response through the successful establishment and implementation of a dedicated Disaster Portal integrated with its official website. This initiative serves as a model for other local governments seeking to enhance their disaster preparedness and response capabilities.

Key highlights:

Centralized, Real-Time Data Hub: The portal acts as a single point of access for critical, up-to-the-minute disaster-related data, including damage assessments, affected populations, aid distribution, and outstanding needs.

Enhanced Transparency and Accessibility: Making this data publicly available fosters transparency and allows all stakeholders, from residents to partner organizations, to access crucial information readily.

Improved Stakeholder Coordination: The centralized platform facilitates effective coordination among municipal departments, ward offices, technical experts, community volunteers, and external support organizations by providing a shared operational picture.

Informed Decision-Making: Real-time, accurate data empowers municipal authorities and partners to make timely and evidence-based decisions during emergencies.

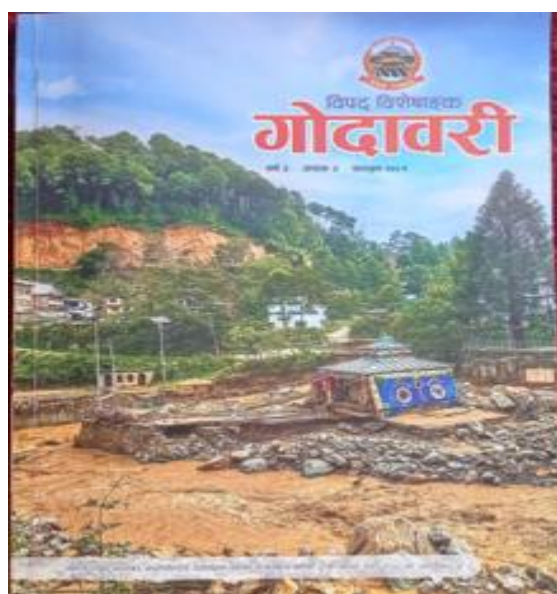
Systematic Data Management: A structured approach involving trained personnel, regular data collection protocols, and collaboration ensures the continuous accuracy and reliability of the information presented on the portal.

Continuous Improvement Mechanisms: Periodic audits, integration of early warning systems, and mechanisms for incorporating community feedback contribute to the portal's ongoing utility and sustainability.

Facilitating Partner Collaboration: The portal serves as a valuable resource for like-minded organizations and disaster stakeholders, enabling them to identify gaps, avoid duplication of efforts, and deliver targeted support efficiently.

Strengthening the Overall Disaster Management Framework: By promoting collective planning and response based on shared, accurate information, the portal significantly strengthens the local disaster management ecosystem.

This approach by Konjyosom Rural Municipality highlights the transformative potential of leveraging technology to create a transparent, coordinated, and data-driven system for effective local disaster response



3.8.2 Documenting Disaster Management, Response, and Learning: An Initiative of Godawari Municipality

Godawari Municipality in Lalitpur exemplifies a best practice through the creation and publication of a special edition booklet on Disaster Management, Response, and Learning. This initiative establishes a robust mechanism for capturing, preserving, and sharing critical knowledge derived from real-world disaster experiences, thereby significantly enhancing future preparedness and response capabilities.

Key highlights:

Comprehensive Documentation: The booklet meticulously records detailed information on disaster impacts across all wards, including quantitative and qualitative data on losses, specifics of rescue operations, and the distinct roles played by the municipality and supporting agencies.

Creation of Institutional Memory: By systematically documenting these experiences, the municipality builds a valuable and accessible institutional memory, preventing the loss of crucial operational knowledge and lessons learned over time.

Guidance for Future Actions: The documented experiences and analysis serve as a practical guide for the municipality and other stakeholders in refining future disaster preparedness plans, response strategies, and recovery efforts.

Knowledge Sharing for Stakeholders: The publication provides invaluable insights for a wide range of actors, including other local governments, NGOs, INGOs, and humanitarian agencies, enabling them to learn from Godawari's experiences, improve their own strategies, enhance coordination, and design more effective and contextually relevant interventions.

Promotion of Replicability and Standardization: The initiative is highly replicable, encouraging other municipalities and institutions to adopt similar practices for documenting their disaster-related activities and learning. This standardization fosters transparency, facilitates knowledge exchange, and contributes to continuous improvement in disaster risk reduction efforts at multiple levels of governance.

Contribution to a Resilient Governance System: By promoting evidence-based learning and knowledge sharing, this practice ultimately contributes to building a more resilient and better-prepared governance system capable of more effectively mitigating the impacts of future disasters.

This practice by Godawari Municipality underlines the importance of transforming post-disaster analysis and reflection into a tangible, accessible, and actionable resource for continuous learning and improvement in disaster risk management.

4. CONCLUSION AND RECOMMENDATIONS

4.1 Conclusion

The Nepal Flood and Landslide Response program, an important initiative of the NRCS, was implemented with support from IFRC in-country members, including the Swiss Red Cross and Singapore Red Cross. This initiative highlighted NRCS's vital and effective role in responding to disaster. Being a well-established humanitarian organization with extensive local networks and solid community ties across the country, the NRCS swiftly mobilized its volunteers after the floods and landslides. Within 72 hours, it delivered essential NFRI supplies to impacted households. Over half of the recipients received NFRI supplies during the first week, although the distribution of MPC took longer—often over a month. This timely delivery of relief addressed the immediate needs of those impacted. Despite tough conditions and challenging geography, NRCS demonstrated strong dedication to saving lives, reducing suffering, and preserving human dignity, which fostered trust within communities and among stakeholders alike. Consequently, NRCS successfully implemented NFRI and MPC distribution, PGI-targeted MPC, and maintenance of water schemes. These efforts were positively regarded and appropriate to the crisis context. However, improvements are still needed in ensuring the adequacy and timeliness of relief items.

Beneficiaries reported that the humanitarian assistance they received was helpful in addressing the immediate impacts of the disaster. Cash assistance was particularly effective, as it allowed families to allocate resources based on the specific needs. This approach empowered recipients and demonstrated that concerns about misuse of unconditional cash were largely unfounded. Contrary to the common belief that such aid might be misused for anti-social behavior, beneficiaries used the funds responsibly—for essentials such as food, shelter repairs, clothing, and healthcare. This highlights the value of a flexible, needs-based relief model that respects individual choices. However, not all forms of the assistance were equally useful to everyone. For instance, two households found the NFRI less relevant—one chose to store them for future use, while the other opted to donate them. Additionally, beneficiaries living in remote areas faced significant transportation costs—often exceeding NPR 500, and in some cases reaching NPR 1,000—to access banking services and collect their assistance. These expenses posed a burden and underscore the need to consider aid distribution from the beneficiaries' perspective. Additionally, delays in withdrawing cash due to busy schedule of the bank also caused frustration and could undermine trust in NRCS. Strengthening collaboration and coordination with financial institutions and ensuring timely, clear communication with recipients is essential to address these challenges.

Face-to-face communication emerged as the most preferred method of feedback among communities during emergencies, highlighting its critical role in building trust and ensuring clarity. However, there remains an opportunity to increase awareness and use of alternative channels such as NRCS hotline numbers and helpdesks— which could improve the overall efficiency and responsiveness of the program.

A significant gap identified during the response was the lack of effective communication and accountability mechanisms. Notably, 89 percent of the surveyed beneficiaries were unaware of the feedback mechanism established by NRCS. Many also reported they were not informed in advance about the type or timing of the relief distributions, leading to confusion and reduced transparency. This communication gap limited the beneficiaries' ability to raise concerns, seek clarification, or provide feedback on the support they received. Another shortfall was the absence of proper orientation or guidance on how to use the distributed relief items or the cash assistance effectively. This may have reduced the overall impact and satisfaction with the aid provided. Addressing these communication challenges is essential to enhancing program accountability, strengthening community engagement, and

ensuring the success of future emergency responses.

Two main delivery methods were employed for distributing cash support: bank transfers and cash-in-envelope. While institutional stakeholders favored bank transfers due to their transparency and security, many beneficiaries found the cash-in-envelope method more accessible and timelier. Cash received directly in person often required less waiting time and eliminated the need to navigate banking procedures, which could be burdensome, especially for vulnerable populations. Despite the advantages of bank transfers- such as enhanced safety and administrative efficiency- some recipients expressed concerns about feeling unsafe while traveling to and from banks to collect their funds. This highlights the need to balance institutional protocols with beneficiaries' preferences and accessibility considerations.

In conclusion, the NRCS-led Nepal Flood and Landslide Response was widely viewed as both appropriate and effective. Most beneficiaries expressed satisfaction with the relief process, the items received, and the overall approach. Local stakeholders also recognized NRCS's significant contributions. This success was made possible by the timely mobilization of the DREF funding by the IFRC and the support from in-country IFRC members, underscoring the essential role of emergency funding in enabling rapid humanitarian action. Nonetheless, the key gaps were identified. To strengthen future response efforts, it is recommended that these areas should be reviewed and addressed.

4.2 Recommendations

1. Enhance Timeliness:

- Prioritize faster disbursement of MPC support, ideally within two weeks of post-disaster if there are functional markets.
- Ensure maintaining strategically pre-positioned of relief items stocks at the district level for rapid initial response.
- Provide NFRI at package in a standard form as per family size.

2. Strengthen Communication & Community Engagement:

- Provide clear, early communication about available support and selection criteria.
- Increase visibility and promotion of feedback mechanisms like hotlines and helpdesks.
- Conduct regular community orientation sessions before and during relief distribution.
- Ensure a mechanism for regular coordination and discussion about the agreed standards, humanitarian principles and do no harm principles with local governments to mitigate the exclusion of crisis affected households.

3. Improve Beneficiary Identification and Inclusion:

- Develop a brief document like two pagers document related to beneficiary selection and inclusion processes and made a consensus about the key process of the humanitarian action prior to the disaster with local governments
- Enhance coordination between NRCS and local governments to prevent exclusion.

4. Optimize Delivery Mechanisms:

- Continue using cash transfer through bank account, but improve accessibility and reduce waiting times at the bank via coordination with financial service providers before, during and after at local level.

- Use cash-in-envelope for vulnerable populations and remote locations when banks are not accessible or very far.
 - Assess the situation of Financial Service Providers at municipal and district level especially the mostly disaster affected districts as per district profile prior to the disaster & do service contract at national level for robust cash distribution mechanism
5. **Institutional Capacity Building:**
- Support local governments in developing Local Disaster and Climate Resilience Plans and strengthening the capacity of Emergency Operation Centers to increase the local response capacity.
6. **Scale Up Feedback Systems:**
- Ensure at least two feedback collection channels, developed based on community preferences, and train staff and volunteers to engage with communities to collect feedback, also to document, analyze and act upon the feedback, while also closing the loop by communicating back to the audience within a standard time frame
7. **Focus on Preparedness and Pre-Disaster Assessments:**
- Conduct community-based risk assessments and preparedness drills.
 - Promote household-level disaster preparedness education and early warning information dissemination
8. **NRCS Institutional governance and setting:**
- NRCS should realign its governance structure with Nepal's federal system both at provincial and municipal levels to improve coordination, clarify roles, reduce overlaps and enhance accountability
9. **Further recovery programme**
- There is higher expectation received during the field survey on livelihood support and water schemes maintenance so focus on livelihood recovery and water schemes maintenance programme along with disaster preparedness messaging about major disasters (flood and landslides in this case) in the recovery phase

5. REFERENCES

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6. ANNEXES

Annex 1: Municipality wise Responses Distribution Summary

SN	Districts	Name of Municipality /RM	NFRI	Dignity Kit	MPC	PGI MPC
1	Panchthar	Phidim Municipality	79	7	79	0
2		Phalgunanda RM	12		0	0
3		Phalelung RM	32	3	96	0
4		Hilihang RM	4		0	0
Total		4 Municipalities	127		175	0
5	Lalitpur	Bagmati RM	2		0	0
6		Kanjyosom RM	0		0	122
7		Mahankal RM	16		0	70
8		Mahalaxmi Municipality	5		0	0
9		Lalitpur Metropolitan City	3	1	0	0
10		Godawari Municipality	96	39	0	0
Total	6 Municipalities	122	40	0	192	
11	Sindhuli	Ghanlek RM	1		0	0
12		Dudhuli Municipality	1		0	0
13		Kamalamai Municipality	5		0	0
14		Golanjor RM	97		128	22
15		Hariharpurgadhi RM	11		11	0
16		Phikkal RM	0		22	0
17		Sunkoshi RM	203		282	38
Total	7 Municipalities	318		443	60	
18	Ramechhap	Manthali Municipality	59	9	0	0
19		Ramechhap Municipality	16	7	100	0
20		Khadadevi RM	23		52	0
21		Likhutamakoshi RM	9	1	0	0
22		Doramba RM	108	73	0	0
23		Sunapati RM	1		72	0
24		Gokulganga RM	1		0	0
Total	7 Municipalities	217	90	224	0	
25	Makwanpur	Hetauda Sub metropolitan City	3		0	0

SN	Districts	Name of Municipality /RM	NFRI	Dignity Kit	MPC	PGI MPC
26		Makwanpur Gadi RM	1		0	0
27		Bakaiya RM	13		0	0
28		Bagmati RM	10		0	0
29		Indrasarobar RM	20		43	0
30		Thaha Municipality	8		0	0
Total			6 Municipalities	55		43
31	Kavrepalanchowk	Banepa Municipality	74		0	0
32		Dhulikhel Municipality	33		0	0
33		Mahabharat RM	2		0	0
34		Mandandeupur Municipality	39		0	0
35		Namobuddha Municipality	122		0	0
36		Panauti Municipality	206		963	62
37		Panchkhal Municipality	17		0	0
38		Roshi RM	151		0	0
39		Temal RM	1		0	0
40		Bethanchowk RM	135		241	12
41		Khani Khola RM	30		0	0
Total		11 Municipalities	810		1204	74
Total		41 Municipalities	1649		2089	326

Note: Due to lack of data received from IFRC/ NRCS related to dignity kit, the number of Dignity Kit's beneficiary are minimal in this table.

Annex 2: Sample Distribution by Municipality

Districts	Name of Municipality /RM	Sample size				Total
		NFRI	Dignity Kit	MPC	PGI MPC	
Panchthar	Phidim Municipality	7	1	7	0	15
	Phalgunanda RM	1	0	0	0	1
	Phalelung RM	3	0	9	0	12
	Hilihang RM	0	0	0	0	0
	4 Municipalities	11	2	16	0	29

Districts	Name of Municipality /RM	Sample size				Total
		NFRI	Dignity Kit	MPC	PGI MPC	
Lalitpur	Bagmati RM	0	0	0	0	0
	Kanjyosom RM	0	0	0	11	11
	Mahankal RM	1	0	0	6	8
	Mahalaxmi Municipality	0	0	0	0	0
	Lalitpur Metropolitan City	0	0	0	0	0
	Godawari Municipality	9	6	0	0	15
	6 Municipalities	11	6	0	17	34
Sindhuli	Ghanlek RM	0	0	0	0	0
	Dudhauri Municipality	0	0	0	0	0
	Kamalamai Municipality	0	0	0	0	0
	Golanjor RM	9	0	12	2	22
	Hariharpurgadhi RM	1	0	1	0	2
	Phikkal RM	0	0	2	0	2
	Sunkoshi RM	18	0	25	3	47
	7 Municipalities	29	0	40	5	74
Ramechhap	Manthali Municipality	5	1	0	0	7
	Ramechhap Municipality	1	1	9	0	12
	Khadadevi RM	2	0	5	0	7
	Likhutamakoshi RM	1	0	0	0	1
	Doramba RM	10	11	0	0	21
	Sunapati RM	0	0	7	0	7
	Gokulganga RM	0	0	0	0	0
	7 Municipalities	20	14	20	0	53
Makwanpur	Hetauda Sub metropolitan City	0	0	0	0	0
	Makwanpur Gadi RM	0	0	0	0	0
	Bakaiya RM	1	0	0	0	1
	Bagmati RM	1	0	0	0	1
	Indrasarobar RM	2	0	4	0	6
	Thaha Municipality	1	0	0	0	1
	6 Municipalities	5	0	4	0	9
	Banepa Municipality	7	0	0	0	7

Districts	Name of Municipality /RM	Sample size				Total
		NFRI	Dignity Kit	MPC	PGI MPC	
Kavrepalanchowk	Dhulikhel Municipality	3	0	0	0	3
	Mahabharat RM	0	0	0	0	0
	Mandandeupur Municipality	4	0	0	0	4
	Namobuddha Municipality	11	0	0	0	11
	Panauti Municipality	19	0	87	6	111
	Panchkhal Municipality	2	0	0	0	2
	Roshi RM	14	0	0	0	14
	Temal RM	0	0	0	0	0
	Bethanchowk RM	12	0	22	1	35
	Khani Khola RM	3	0	0	0	3
	14 Municipality	73	0	109	7	189
	41 Palikas	149	21	189	29	388

Annex 3: Research Questions

Key research questions	Household survey	Desk Review	NFRI Beneficiaries	Multi-Purpose Cash Grant	PGI MPC	Dignity Kit	Local Governments (Mayor / chairperson /	Depth/ Interview	NRCS District / Local Chapter	NRCS central team
~What is the proof of different types of assistances provided to the affected families?	Household Survey	Y (Distribution list)	Y (FGD)	Y (FGD)	Y (FGD)	Y (FGD)	Y (II)	Y		
To what extent is relevancy of NRCS relief assistances as well as relief items provided to the affected families?	Household Survey	Y (Distribution list)	Y (FGD)	Y (FGD)	Y (FGD)	Y (FGD)	Y (II)	Y	Y (II)	Y (II)
~To what degree are the recipients of the relief satisfied? What are the reasons for this?	Household Survey	Y (Distribution list)	Y (FGD)	Y (FGD)	Y (FGD)	Y (FGD)	Y (II)	Y		
~To what extent are the distributions effective during the operation?	Household Survey		Y (FGD)	Y (FGD)	Y (FGD)	Y (FGD)	Y (II)	Y		
~ How effectively were roles, responsibilities and coordination mechanisms communicated?	Household Survey		Y (FGD)	Y (FGD)	Y (FGD)	Y (FGD)	Y (II)		Y (II)	Y (II)
To what extent are the integration and effectiveness of community engagement and accountability (CEA) and Protection Gender and Inclusion (PGI) component? What are the challenges faced during the response?	Household Survey		Y (FGD)	Y (FGD)	Y (FGD)	Y (FGD)	Y (II)		Y (II)	Y (II)
~In what way has the support provided were used for the intended purpose? <i>Where did people use cash?</i>	Household Survey	Y (Project document)		Y (FGD)	Y (FGD)		Y (II)	Y	Y (II)	Y (II)
~How effective are different cash delivery mechanism used in response operation?	Household Survey	Y (Project document)		Y (FGD)	Y (FGD)		Y (II)	Y	Y (II)	Y (II)

Key research questions	Household survey	Desk Review	NFRI Beneficiaries	Multi-Purpose Cash Grant	PGI MPC	Dignity Kit	Local Governments (Mayor / chairperson /	Depth/ Interview	NRCS District / Local Chapter	NRCS central team
~ What is the future recommendation for better response?	Project document FGD		Y (FGD)	Y (FGD)	Y (FGD)	Y (FGD)	Y (II)		Y (II)	Y (II)

Annex 4: Photo



KII with Mayor at Panauti Municipality, Kavrepalanchowk



KII with Ward Chairperson at Panauti-12



After Group Interview with DRR focal person and Chief Administration Officer, Bethanchowk RM



KII with Ward Chairperson of ward number 2, Bethanchowk RM



Data Collection by enumerator in Sindhuli





FGD in Sindhuli



Supporting water schemes users group office



FGD in Ramechhap



FGD in Indrasarobar



Group Interview with NRCS Kavrepalanchowk District Chapter



KII with NRCS Lalitpur District Chapter



Flood impact in Panauti municipality, Kavrepalanchowk

THANK YOU!