

Community Feedback Report

Reporting period: 01/01/2022 – 31/10/2022



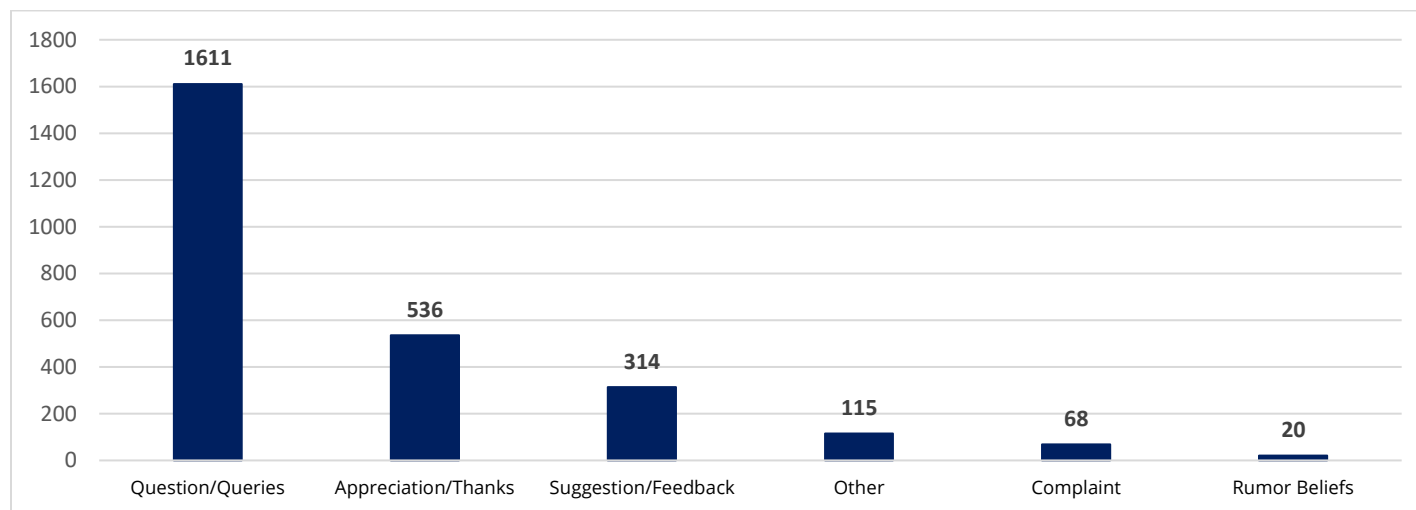
NRCS volunteers collecting community feedback during household visit

I was somehow aware about the vaccine against COVID-19, but I was not sure where we can get it (vaccination center). When Nepal Red Cross Society volunteer disseminated the information about the vaccination center of Dudhpati me and my family took the vaccine from vaccination center. Thank you NRCS for providing the time-to-time update and accurate information related to Vaccine against COVID -19.
-Male (30-39), Suryabinayak, Bhaktapur

Overall, 2,664 feedbacks were collected through various feedback channels, such the Nepal Red Cross Society (NRCS) Hotline 1130 (1445 community insights), Face to face (1129 community insights) and social media (90 community insights). Out of a total of 2,664 community insights, 1273 were from men, 371 from women and the remaining 1020 are not specified. Among the total community insights received 57% are from adults aged 18 to 59 years while the remaining 43% are not specified. This highlights a limitation in terms of reaching women and segregating data further in terms of age and gender. As a response NRCS will promote the hotline number 1130 and other feedback mechanism, emphasizing the female and the marginalized community as well as the volunteers will be encouraged to get gender and age segregated data.

Time collected	Number of community insights per feedback channel			
	Face to face / Community meetings	1130 Hotline	Social Media	Total
January to Jun 2022	850	877	25	1,752
July to Oct 2022	279	568	65	875
Total	1,129	1,445	90	2,664

Feedback per topic



1 Community feedback per topic. n=2664

Questions/Queries: Most of the queries were related to blood services, covid-19 vaccine, and vaccination center. People also asked for information related to the ambulance service, general information about Red Cross, and its activities, information about Hotline as well as how to get associated with Red Cross for volunteering and getting job at the Red Cross

Appreciation/Thanks: People thanked NRCS for doing a good job. People especially appreciated the support in the vaccination center and expressed their satisfaction on the services provided by NRCS Kathmandu district chapter as well as other districts too (such as Thanks to Nepal Red Cross of providing service from 7am to 7pm vaccination camp at Kathmandu district chapter). People also appreciated the effective service provided to the community and good management in the vaccination center. They also thanked NRCS for the miking in the community and letting people know about vaccination service. Similarly, establishment of health desk at point of entry was very much appreciated. Appreciation for drinking water service in the point of entry as well as for establishment of breastfeeding center in the point of entry Kakkarbhatta, Jhapa were also highlighted.

Suggestion: Individuals suggested NRCS for information dissemination and awareness about COVID-19 vaccination and requested to conduct 7am to 7pm vaccination service in all 77 districts not only in some areas. People also requested a blood donation motivation program in remote areas and asked for free blood services. Some of the requests were on dengue awareness to prevent dengue spreading in the community. Additionally, there were requests to provide mosquito nets to those who cannot afford to buy them. People

requested for different kind of Red Cross programs/ projects (First aid training, Skill development training, DRR activities, continuation of covid operation, blood donation motivational program etc) in the community.

Other: Some students are interested in NRCS internships. Few individuals asked about the governance of Red Cross and the contact number of District chapters and provinces. People also expressed their issues and concerns outside of regular NRCS programs such as lack of fertilizer, maintenance of the road, drinking water problem etc.

Complaints/grievance: People expressed their grievance regarding the discrimination in distributing relief items. There were a few complaints about the behavior of staff working in blood transfusion services regarding to a lack of immediate responses to phone calls. People also expressed their dissatisfaction on a lack of blood distribution in emergencies. There were a few complaints regarding COVID -19 vaccination center management saying that NRCS only supports elderly and disabled people with transportation service to get vaccinated.

Rumor and Beliefs: Misinformation was mainly collected through community visits by NRCS volunteers. Misinformation shared was about vaccinations not being provided to those without citizenship. This caused worry that some individuals would not be able to go to the vaccination center to get vaccinated. Likewise, people also shared fears that after getting the vaccine against COVID-19 they may be paralyzed, infertile or may get chronic diseases. Pregnant women were worried about getting vaccinated because of misinformation that getting vaccinated will create problems when breastfeeding their child or in some cases that their child would be born with a disability. Some people also believe that the vaccination is just for testing and not against COVID-19.

Answering community insights

Most community feedback received through the hotline were resolved immediately through the hotline operators some are referred to the concerned department.

- Among 1445, 2 community insights were not addressed through the hotline
- 1129 community insights were addressed through volunteers during household visit and different activities at community level (These community feedbacks were collected by volunteers using feedback form in paper and kobo tool).
- 90 community insights were received in social media. Only 81 feedback were addressed.

Note: Some of the feedbacks were not possible to address from NRCS as they were not related to Red Cross.

NRCS also responded to feedback by providing information, addition of the some of the school-based activities in the covid operation after receiving the request from the

community. Developing the public service announcement (PSA), Information and communication materials (IEC) based on the rumors and belief they had expressed to the volunteers.

Feedback per Sector

Sector/ Topic	Number of community insights	Examples of community insights
Blood	1045	<ul style="list-style-type: none"> • What is the procedure for organizing a blood donation programme? • What is the Contact Number of Central Blood Transfusion Service? • Can I get A+ blood in Jhapa Blood Bank? • Make an app of NRCS, where we can fill the form for blood. • Where is the blood donation program being held in Kathmandu valley?
NRCS	566	<ul style="list-style-type: none"> • What is the procedure of being a member of NRCS? • What information can I get from Red Cross? • What is the procedure of being a volunteer of NRCS?
COVID-19	469	<ul style="list-style-type: none"> • Is COVID-19 vaccine being safe for pregnant women? • How long do I need to wait to donate blood if I had COVID-19? • Can I have the second and third dose with a different dose than first dose? • It is compulsory and safe against covid- 19? • Is COVID-19 Vaccine available anytime? • Can I drink alcohol after getting covid-19 vaccine? • Is it true that another vaccine should be given even after the Covid-19 booster vaccine? • COVID-19 Vaccine will eventually bring other illness. • Support for the Covid-19 vaccination for the left-out population

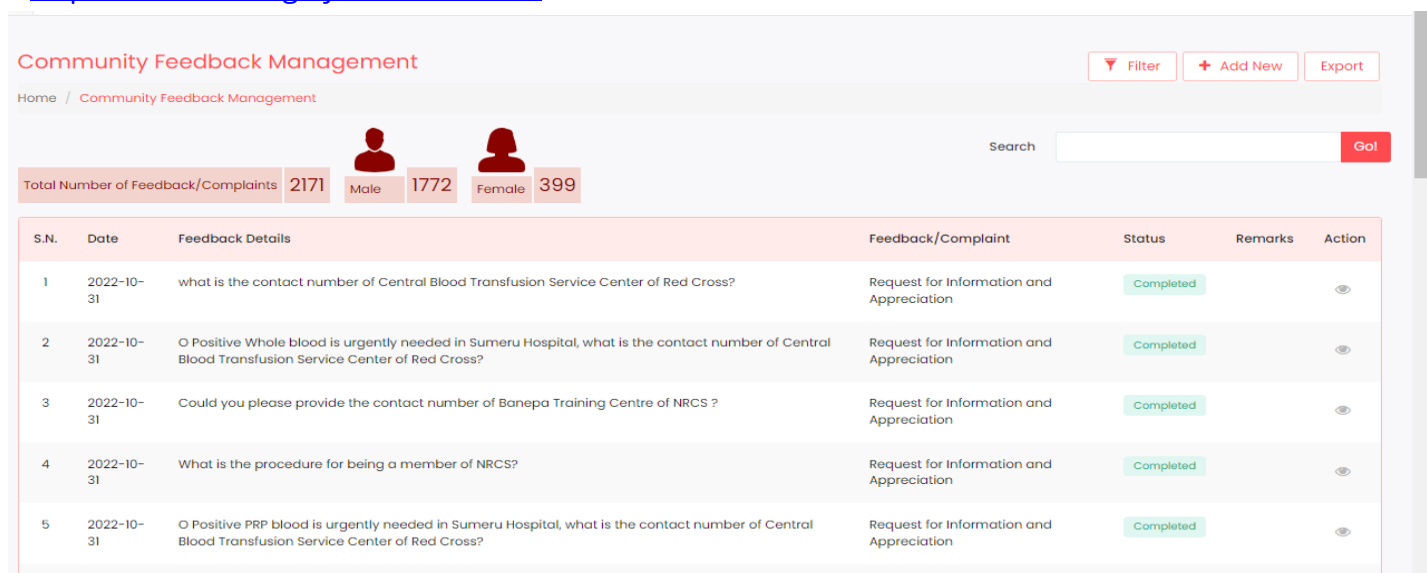
Appreciation/ Thanks	162	<ul style="list-style-type: none"> • Red Cross is spreading awareness in society, which is a very good step, it should be continued. • We are very happy with the role played by NRCS in vaccination • Thank you so much Red Cross for providing humanitarian Service • No Discrimination while distributing things or Goods • Training like leadership, fundraising should be given to every volunteer of DC
Health	150	<ul style="list-style-type: none"> • What are the procedures for upgrading C class ambulance to B class? • Health related programme should be conducted at least once a month • Awareness about dengue should be given to the community
First Aid	122	<ul style="list-style-type: none"> • Where should I contact to participate in first aid training? • Does the Red Cross provide CPR and First aid training with certificate? • What is the contact number of First aid division of NRCS headquarters? • What is the procedures for organizing first aid Training? • Where should we contact to get first aid kit?
Junior Youth Red Cross Circle	98	<ul style="list-style-type: none"> • Where should I contact to get JYRC guidelines? • What are the procedures to be followed for the formation of Youth Red cross circle at the high school level?
Disaster (Flood)	25	<ul style="list-style-type: none"> • It would have been easier for flood victims if the Red Cross had provided non-food relief items • What kind of support has the Nepal Red Cross Society provided for the flood victims of Darchula?
Relief	14	<ul style="list-style-type: none"> • Did not received the relief items • To arrange proper relief for the victim
Wash	8	<ul style="list-style-type: none"> • Learning about the hand washing process • Learning about the process of Aqua Tab demonstration for water purification

GESI	5	<ul style="list-style-type: none"> Does the Red Cross provide financial assistance for the treatment of persons with disabilities? There are people with disabilities in our community. It would be better if some materials like crutches were provided to the disabled.
Total	2,664	

Digitalising community insights

The MIS module has been established by NRCs Central Office to compile queries, comments, and suggestion received from various communication channels, The Queries, complaint and Suggestion received on the hotline service have been regularly updated in MIS Module and along with this, community volunteers have also been updating feedbacks received from face to face feedback. A total of 2,171 feedbacks have been updated in MIS system since 1st October 2021.

<https://mis.nrcs.org/system/feedback>



Community Feedback Management

Home / Community Feedback Management

Total Number of Feedback/Complaints: 2171 (Male: 1772, Female: 399)

S.N.	Date	Feedback Details	Feedback/Complaint	Status	Remarks	Action
1	2022-10-31	what is the contact number of Central Blood Transfusion Service Center of Red Cross?	Request for Information and Appreciation	Completed		
2	2022-10-31	O Positive Whole blood is urgently needed in Sumeru Hospital, what is the contact number of Central Blood Transfusion Service Center of Red Cross?	Request for Information and Appreciation	Completed		
3	2022-10-31	Could you please provide the contact number of Banepa Training Centre of NRCS ?	Request for Information and Appreciation	Completed		
4	2022-10-31	What is the procedure for being a member of NRCS?	Request for Information and Appreciation	Completed		
5	2022-10-31	O Positive PRP blood is urgently needed in Sumeru Hospital, what is the contact number of Central Blood Transfusion Service Center of Red Cross?	Request for Information and Appreciation	Completed		

(Note: Face-to-Face feedback collection from kobo had also been established link: [KoboToolbox \(mdc-nrcs.org\)](https://kobo.nrcs.org))

Contact

For more information on Community Engagement and Accountability at Nepal Red Cross Society, **Please contact : SaritaDhungana**

Email: sarita.dhungana@nrcs.org

For more information on Community Engagement and Accountability at IFRC, Nepal

Please contact: Jeena Malakar

Email: jeena.MALAKAR@IFRC.org