



COMMUNITY FEEDBACK REPORT SRI LANKA RED CROSS SOCIETY

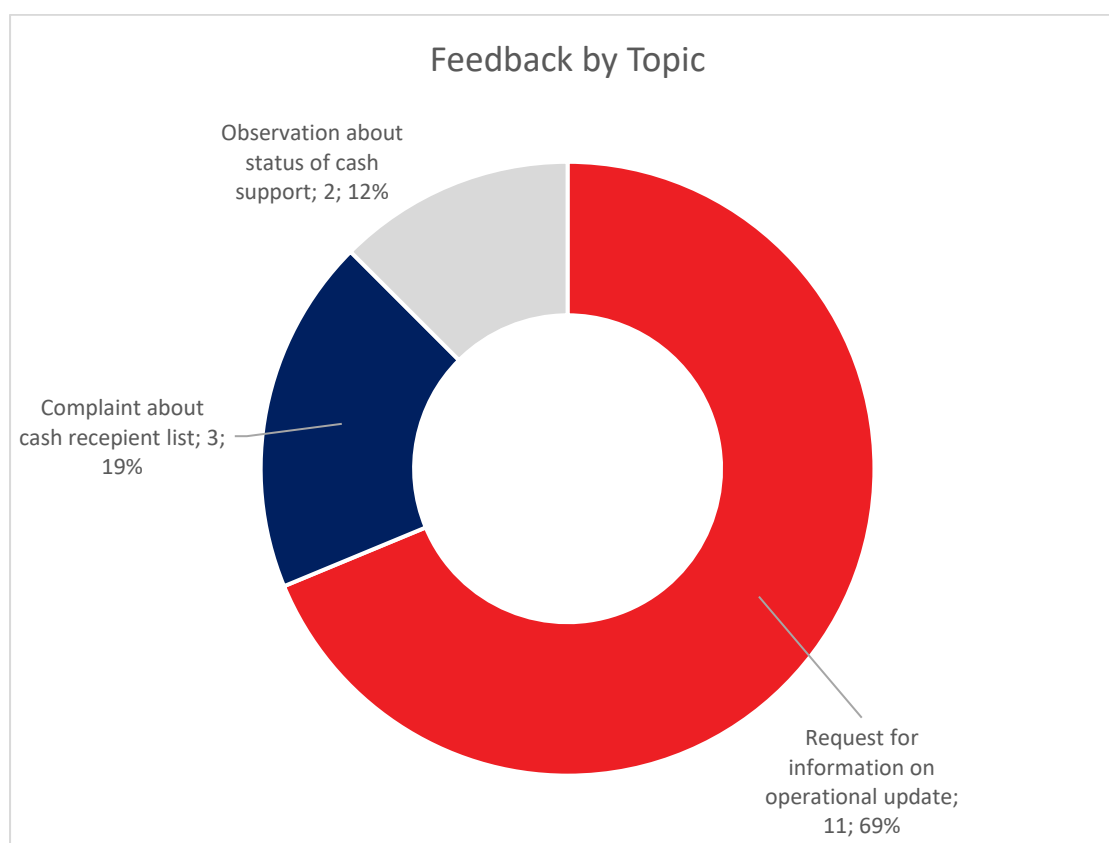
Community feedback regarding cash assistance under extreme weather operation (November 2022 - January 2023)

This feedback report is based on 19 feedbacks received through the newly established national hotline number of the Sri Lanka Red Cross Society between 1 November 2022 and 13 January 2023.

It should be noted that the number of feedback is only 19 therefore recommendations may not be representative and this data should be triangulated.

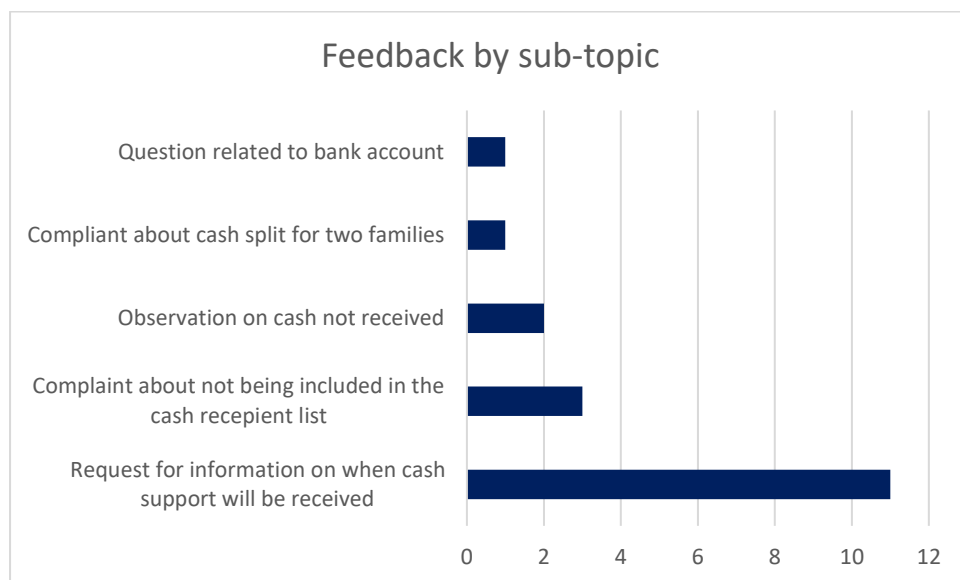
Most asked questions: Request for information on operational update:

Among 19 feedback 11 are asking for operational update related to cash assistance. Three people share complaint about not being in the cash recipient list despite of being highly affected by flood which makes it second most raised topic.



n=19

Feedback by sub-topic: Request for information on when cash support will be received is the most asked question followed by complaints about not being included in the cash recipient list. Other feedback to be noted are questions related to the bank procedure to receive cash and complaints related to not being on the recipient list despite of being heavily affected by flood.



n=19

Recommendations: Recommendations made are on the basis of a very limited number of feedback so may not be representative.

- Actively reach out to communities to receive feedback through multiple channels.
- Increase sharing of updates about the cash distribution, at what time people can expect to receive cash etc.
- Share information related to banking procedure, for instance that cash recipients need to have their own bank account
- Share information about selection criteria through multiple channels

Continuation of on-going CEA activities:

- Continue sharing hotline number with every cash distribution
- Ensure review and address of complaints related to not being on the cash recipient list together with local government representatives

Contact:

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