

NRCS Community Feedback Report 2024

Nepal Red Cross Society (NRCS) is committed to listening to the communities we serve. Through our feedback collection mechanisms, we gather valuable insights and address concerns, enabling us to tailor our programs and services to better meet their needs.

Feedback by Source



1937 feedback received through NRCS free hotline service (1130)



1185 feedback received through face-to-face interaction and beneficiary household visits



170 feedback received through NRCS Facebook Page

3,292 feedback received through NRCS hotline service, face-to-face interactions, and social media.

Feedback by gender



61%
Male

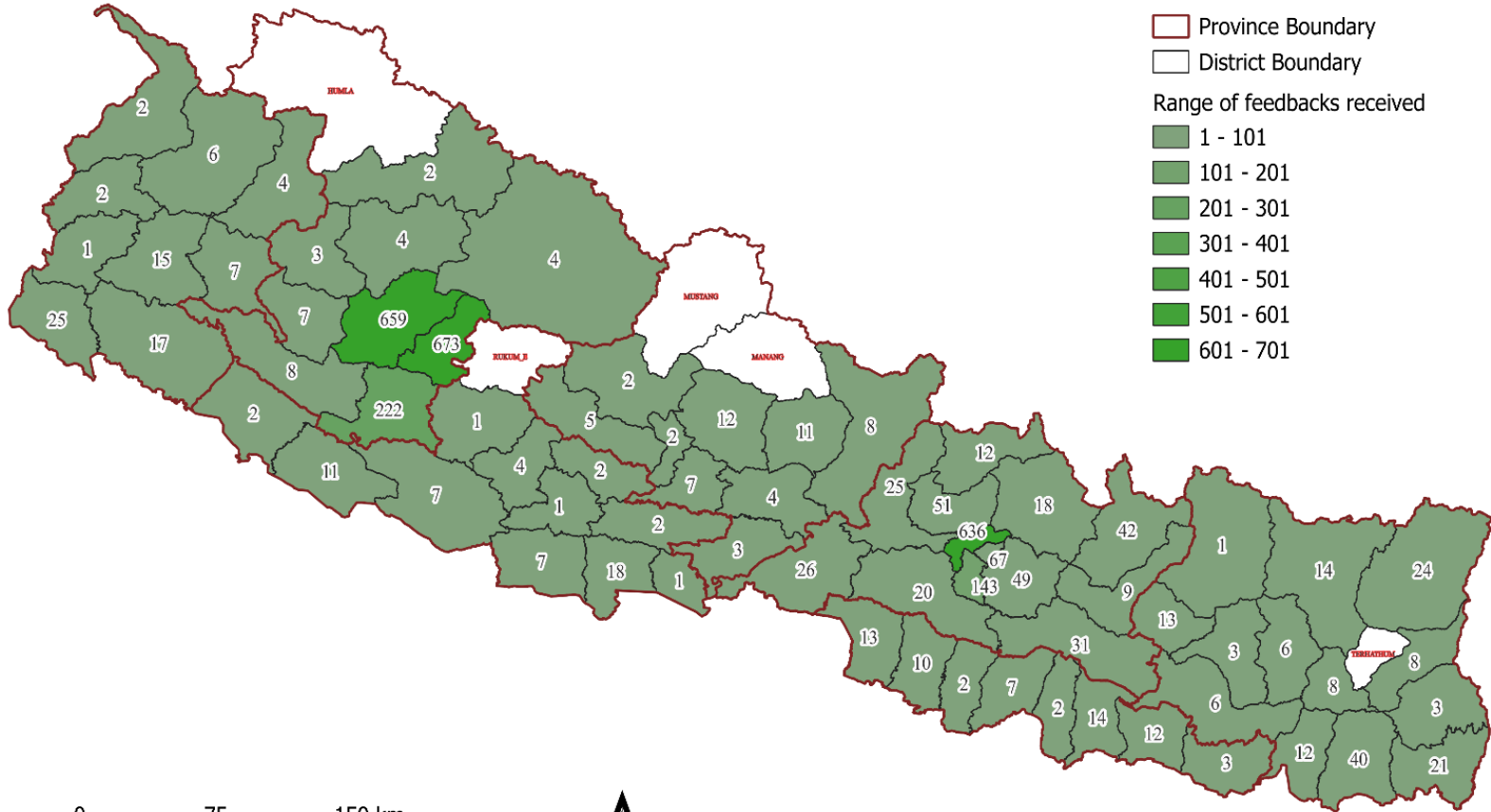


32%
Female












7% not
specified

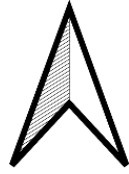
District Wise Feedback



Legends

-  Province Boundary
-  District Boundary
- Range of feedbacks received
-  1 - 101
-  101 - 201
-  201 - 301
-  301 - 401
-  401 - 501
-  501 - 601
-  601 - 701

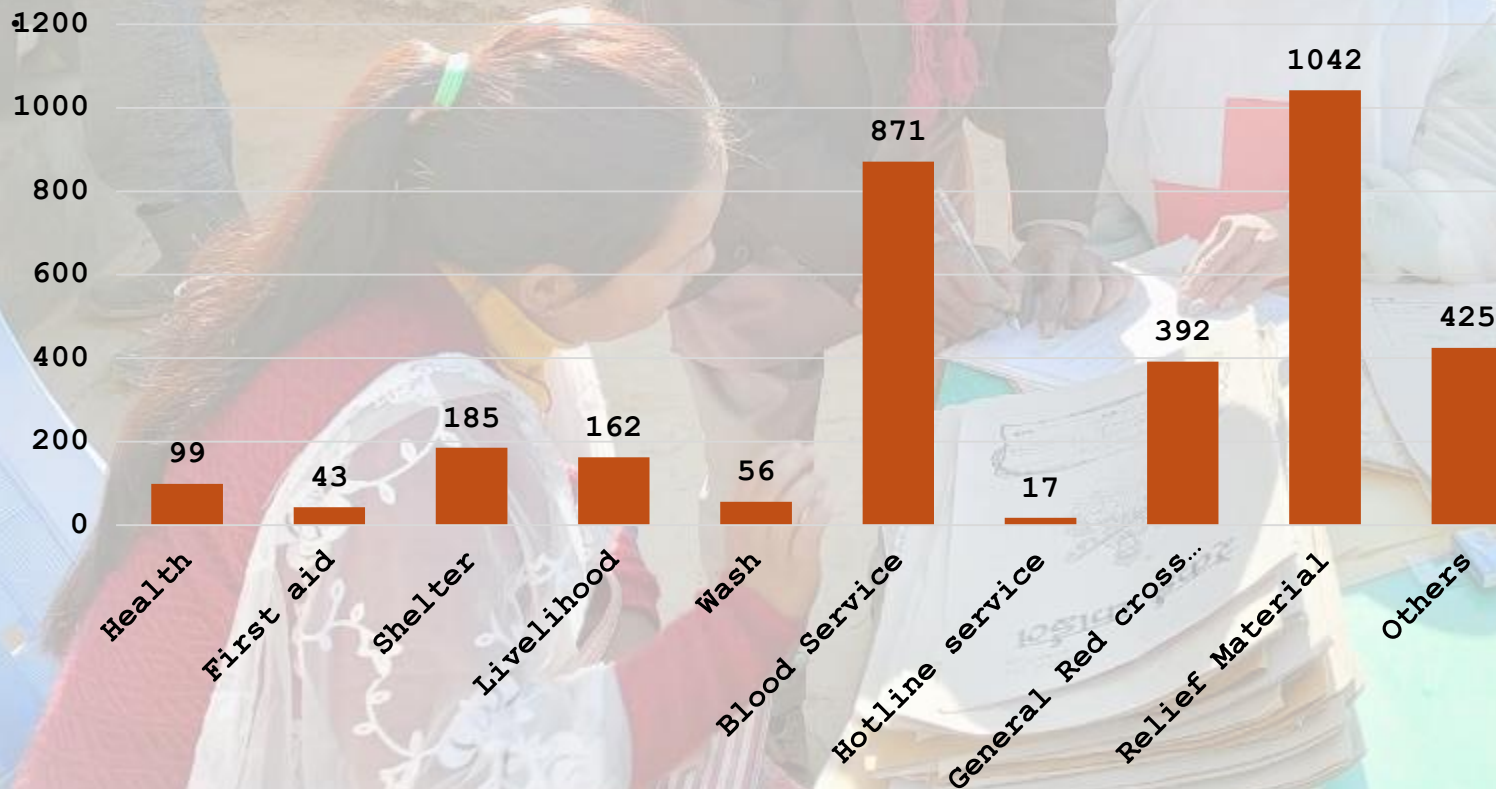
0 75 150 km



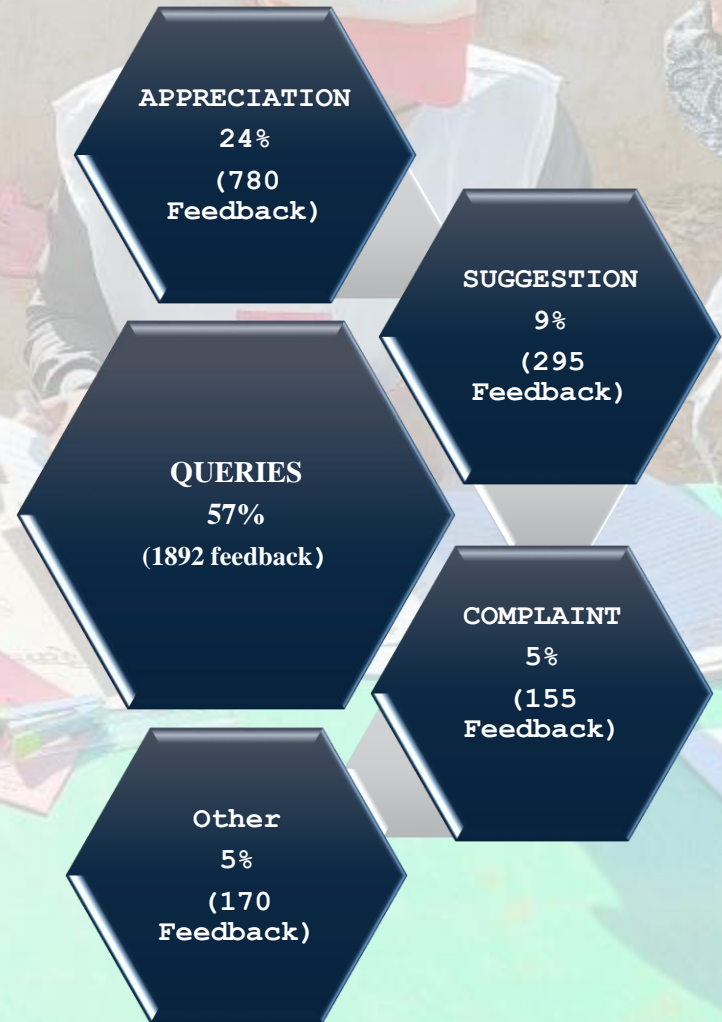
NRCS had received feedback from 72 districts out of 77 districts. Most of the feedback were received from Rukum west, Jajarkot and Kathmandu.



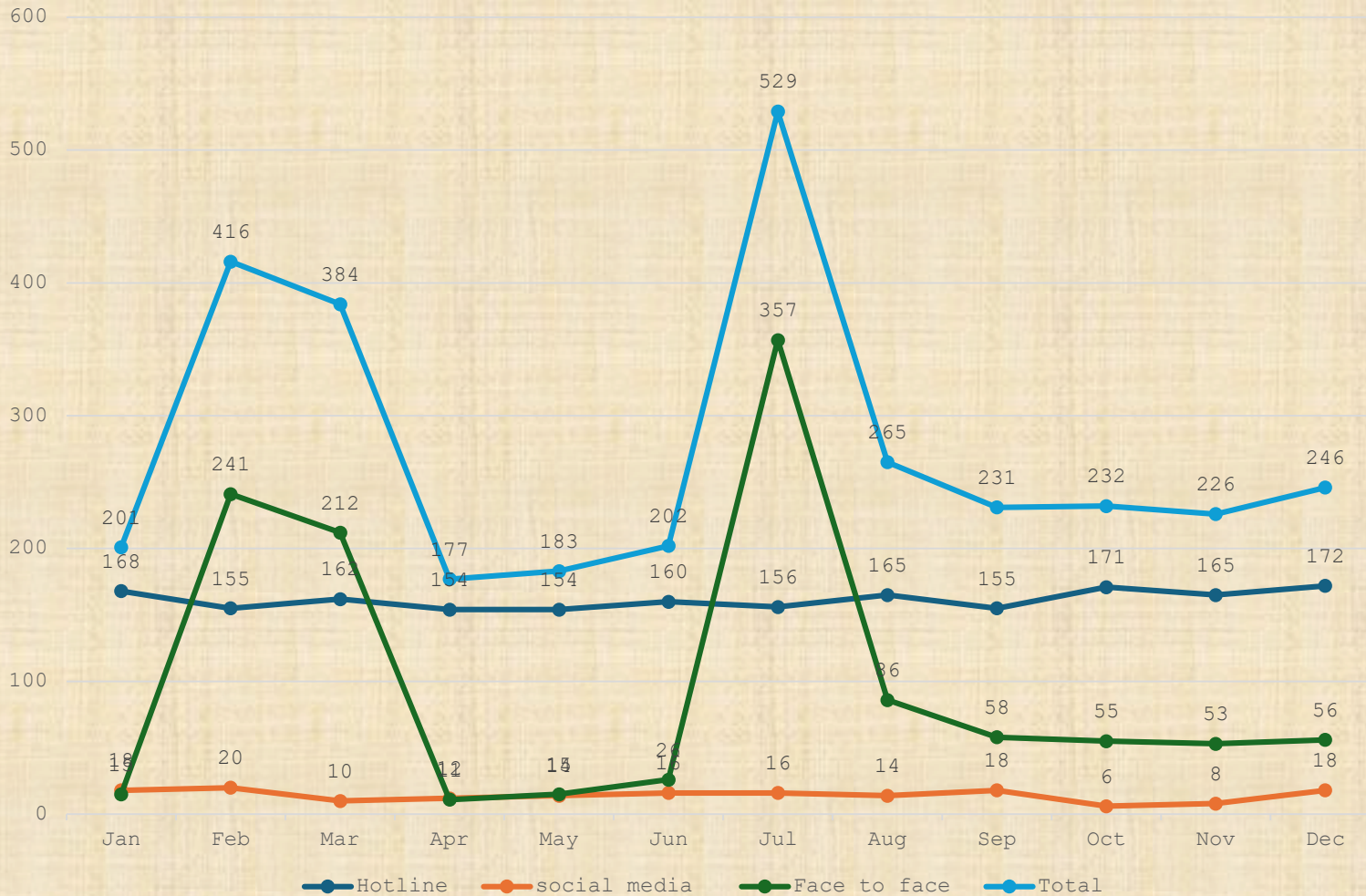
More than half of total feedback received are the queries regarding the relief distribution and NRCS blood service followed by the appreciation of the NRCS support



Feedback By Theme

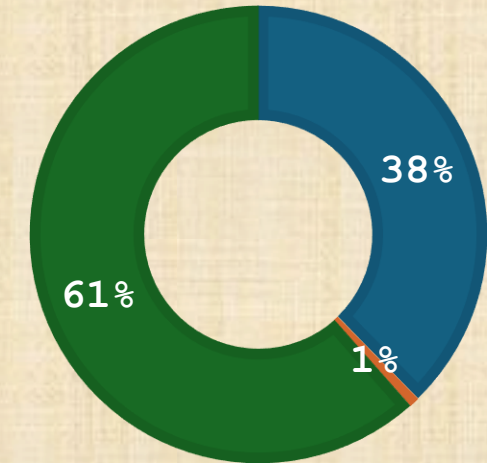


Monthly Feedback trend



Feedback status

■ No further action required



Feedback and quarries received from different mechanism were addressed promptly via the hotline service, messaging and by community volunteer/ staff. Some were referred to relevant departments, EOC (Emergency Operation center) provincial and district offices, and sectoral leads for response.