

Community Feedback Report

Reporting period: 01/31/2025



Photo 1: Nepal Red Cross Society Kavrepalanchok District Chapter provided Rs. 12,000 in cash to pregnant and lactating mothers affected by floods and landslides in Koshi Rural Municipality.


Photo: Kavre District chapter



Photo 2: Nepal Red Cross Society, Jumla District Chapter, in coordination with District Disaster Management Committee, providing information on flood and landslide preparedness, earthquake response, fire safety, and waste management to community people.

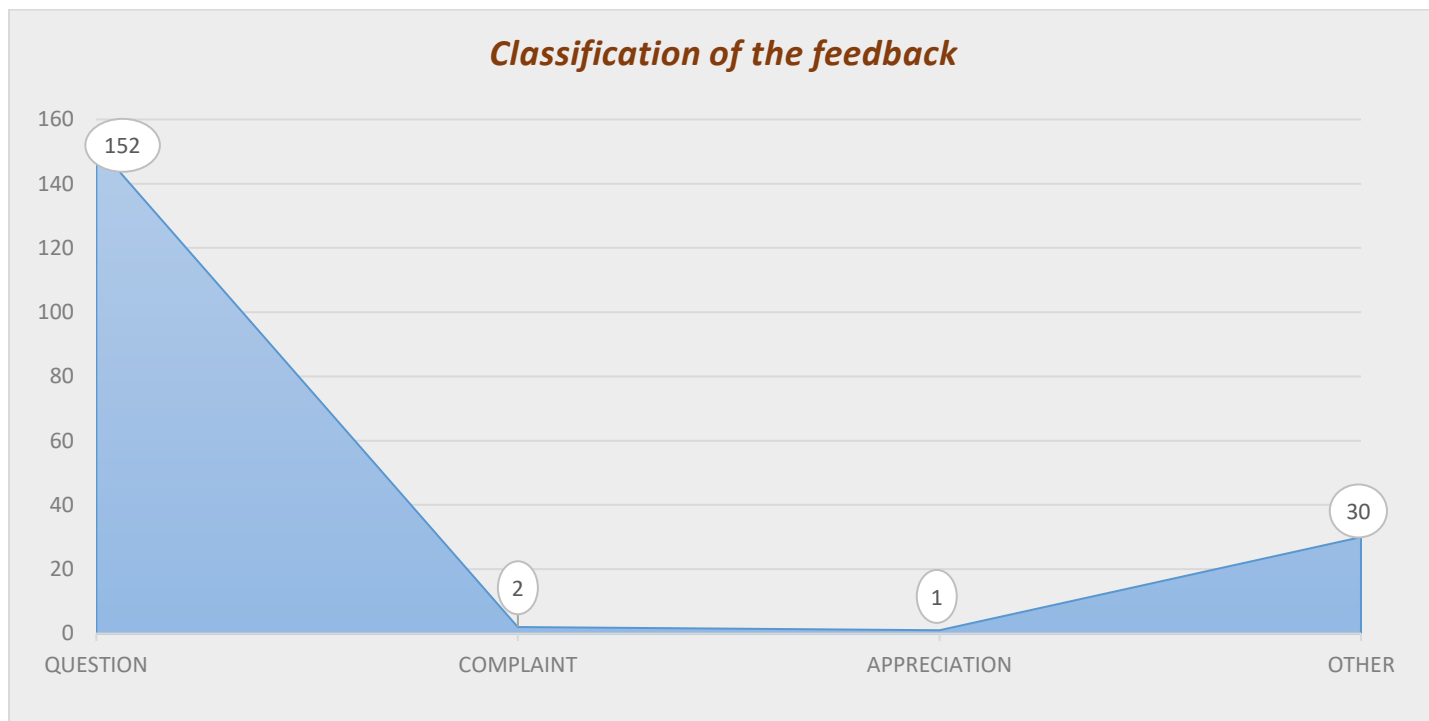
Photo: Jumla District chapter

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 customize our programs and services to better meet their needs. Our monthly **Community Feedback Report** highlights not only our **January 2025** achievements but also our dedication to **continuous improvement based on community voices**. This collaborative approach ensures that the NRCS remains accountable and impactful in its mission and vision.

Months	Feedback Channel			Total number of Feedback Received	 → 129 Male  → 48 Female  → 8 Not specified
	 NRCS Free Hotline Service-1130	 NRCS Social media			
January-2025	177	8	185		

NRCS values community feedback and actively promotes its hotline-1130 and other channels. To ensure inclusive participation, volunteers and social mobilizers are trained to collect gender- and age-disaggregated data. NRCS also produces and broadcasts lifesaving information and PSAs through its radio programs, 'Together for Humanity' and 'Red Cross Radio,' based on feedback received from the community.

Feedback per topic



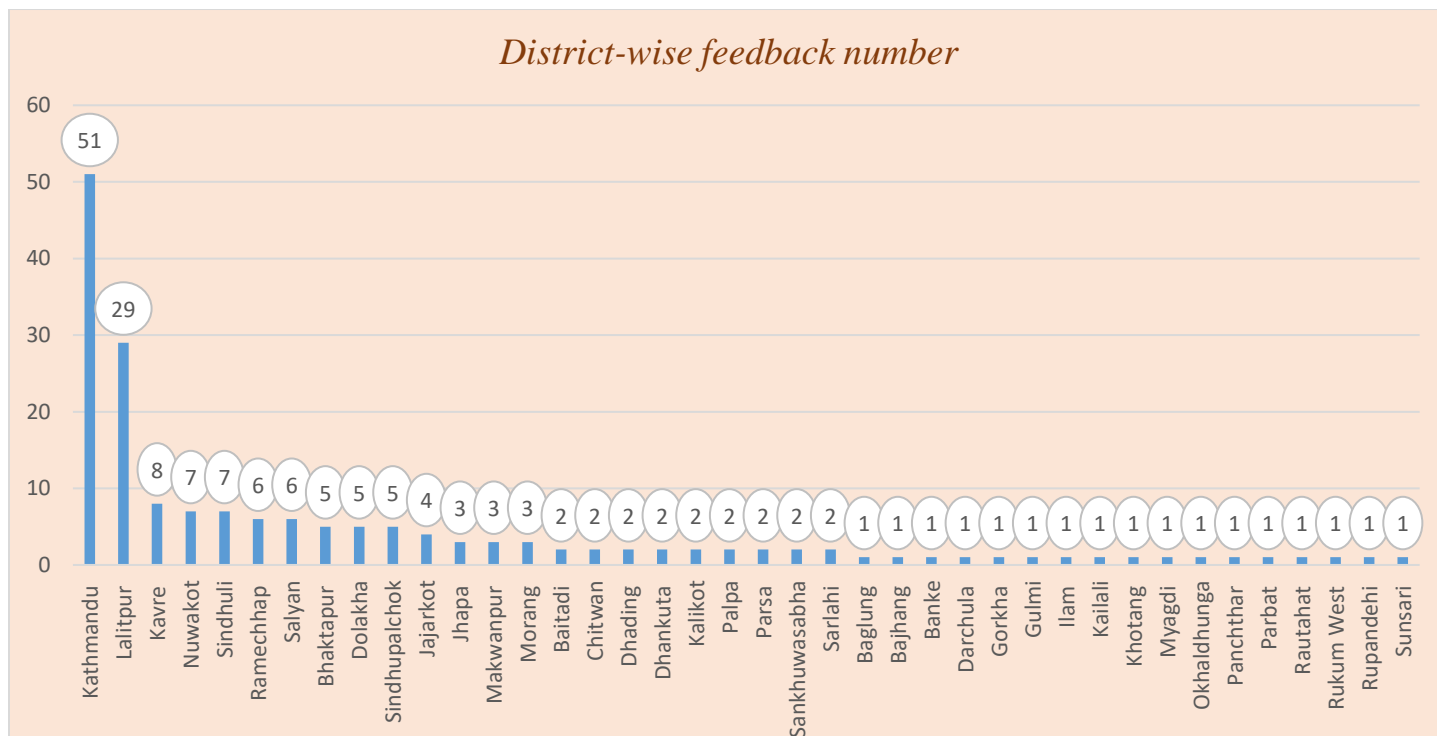
Questions: The highest number of inquiries this month was related to blood services, with people primarily interested in contacting blood banks, understanding donation procedures, and determining their eligibility for blood donation. General information about the Red Cross was the second most common topic, including inquiries about membership, volunteering, job opportunities, first aid training, and collaborative training opportunities through the hotline service. Similarly, community members also raised questions about the livelihood assistance support provided by the Red Cross.

Complaint: This month, one feedback raised concerns and expressed dissatisfaction regarding the lack of communication with life members about the district chapter meetings and elections. The individual felt that they were not properly informed about these important events.

Appreciation/Thank you note: This month, one feedback expressed heartfelt gratitude to the Nepal Red Cross Society through its hotline service for selecting an individual with disabilities as a beneficiary of the program, through which they received Rs.15,000 as multi-purpose cash support.

Others: Number of individuals call the NRCS hotline to participate in the Red Cross Radio program quiz. Callers also seek information about the organization's governance, staff contacts, district chapters, provinces, and other topics.

District wise feedback number

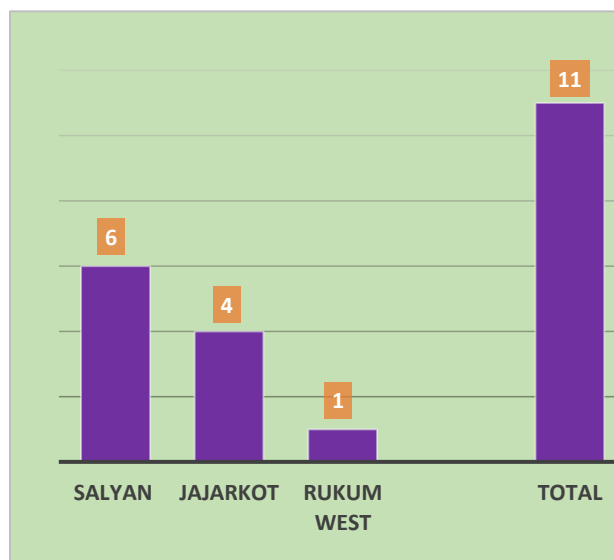


The bar graph above shows the district-wise feedback numbers received by the hotline service (1130) this month. 40 out of 77 districts have provided feedback through the service. The data shows that the highest number of feedback came from Kathmandu (51 feedback), followed by Lalitpur (29 feedback).

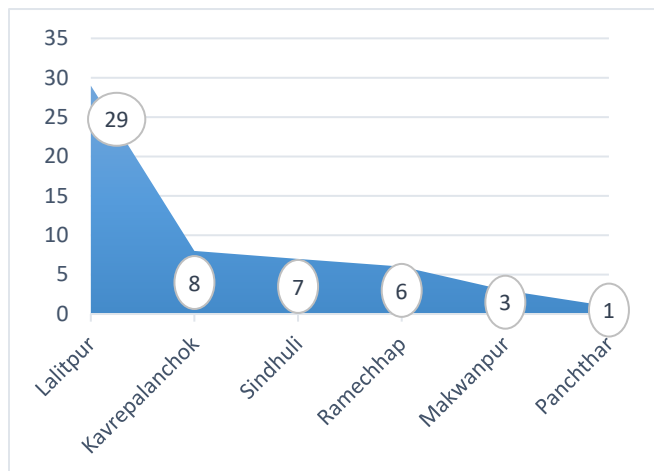
Number of Feedback received from earthquake-affected districts

In January 2025, Nepal Red Cross Society (NRCS) received 11 feedback submissions via its hotline service-1130. Among these, 10 submissions were inquiries regarding the timeline for receiving the second installment of the Livelihood Support Program. These submissions indicate that individuals are seeking more clarity on when they can expect the next phase of support. The remaining submission, however, expressed gratitude for the distribution of Non-Food Relief Items (NFRI) to earthquake-affected communities in Jajarkot. The feedback also included a suggestion to provide cash assistance for the construction of permanent shelters for those impacted by the disaster.

These feedback from Earthquake affected districts highlights both the appreciation for ongoing relief efforts and the desire for additional support to aid in longer-term recovery.



Number of Feedback received from Flood and Landslide affected districts



In January 2025, Nepal Red Cross Society (NRCS) received 54 feedback submissions from districts affected by floods and landslides through its Hotline service-1130.

Among these, 52 feedbacks were requests for clarification regarding messages received on their cell phones about the Multi-Purpose Cash (MPC) transfer, the criteria for beneficiary selection, and the availability of blood for transfusions.

One submission expressed gratitude to NRCS for selecting an individual with disabilities as a beneficiary of the program, through which they received 15,000 in multi-purpose cash support.

Answering community feedback








Many feedback submissions were promptly addressed right after the call in hotline service. Some inquiries were referred to the relevant departments, provincial and district chapter, or sectoral heads for further action. Additionally, inquiries received through social media (NRCS Facebook page) were quickly resolved via messaging, with some being forwarded to the hotline for more assistance.



- Out of **177-community feedback** received through the hotline service, 175 were addressed within the allocated timeframe. One feedback was resolved after being referred to the Emergency Operation Center (EOC), while one is still pending for resolve.
- Among the **8-community** feedback received via social media, all the relevant/related to Red Cross are responded on time.

Number of feedback received, by category (Sector/Service)

Feedback Mechanism	Health	First aid	Shelter	Wash	Blood Service	General Red cross info	Livelihood	Relief Material	Hotline Info	Others	Total
Hotline Service 1130	5	6	1	1	69	36	6	13	3	37	177
Social Media	0	0	0	0	5	3	0	0	0	0	8
Total	5	6	1	1	74	39	6	13	3	37	185

Some examples of community insights are briefly presented below:

Sector/Topic	Number of community insights	Examples of some community insights
Blood 	74	<ul style="list-style-type: none"> • Where can I donate blood in Kathmandu today? • Is O Negative blood available at the Central Blood Transfusion Service of Nepal Red Cross Society? • I could not get B Negative blood from Hetauda Blood Transfusion Service. Can you provide the contact number for the Morang Blood Transfusion Service Center of Nepal Red Cross Society? • Can I donate blood if I am taking gastric medication? • Does the NRCS Central Blood Transfusion Service operate 24 hours a day? • What is the minimum and maximum age for blood donation? Where should I contact to donate blood? • We are listing emergency services within Kathmandu Valley supported by the European Union. Where is the Central Blood Transfusion Service located?
General Red Cross information 	39	<ul style="list-style-type: none"> • What is the price of the Life Membership badge of Nepal Red Cross Society? • How can I be a member with Red Cross? • Could you please provide the information about Nepal Red Cross Society? • We need official documents such as tax clearance certificate and Red Cross act to open bank account for sub-chapter. Where should we contact to get these documents? • What is the cost for ordinary membership of Nepal Red Cross Society?
Relief Material 	13	<ul style="list-style-type: none"> • Is it true that Nepal Red Cross Society has provided Rs.15, 000 to flood affected people in Kavre district? • When we will get multi-purpose cash support from Nepal Red Cross Society? • Does Nepal Red Cross Society provide relief materials to Fire affected people?
First-aid 	6	<ul style="list-style-type: none"> • Does Nepal Red Cross Society Provide First aid box? • We want to organize first aid training in coordination with NRCS. Where should we contact for details?
Livelihood 	6	<ul style="list-style-type: none"> • When we will get second Installment for livelihood Program? • Has Nepal Red Cross Society deposited second Installment for Livelihood support program?
Health 	5	<ul style="list-style-type: none"> • Does Nepal Red Cross Society provide rabies vaccine? • I am suffering from illness for a long time; does Nepal Red Cross Society provide financial support to the health treatment? • Does Nepal Red Cross Society Provide Eye treatment service?
Hotline Info 	3	<ul style="list-style-type: none"> • What information can be obtained from the Red Cross hotline?
Wash 	1	<ul style="list-style-type: none"> • I did not get second installment for toilet construction.

Shelter 	1	<ul style="list-style-type: none"> I am from Jajarkot and affected by Earthquake. Why I am not selected as a beneficiary of Nepal Red Cross Society. I have received NFRI from Nepal Red Cross Society after Earthquake. Now I would like to request Nepal Red Cross Society for cash support for shelter construction.
Other 	24	<ul style="list-style-type: none"> The question asked in the radio program was, "When is earthquake safety day celebrated?" My answer is Magh 2. Provide the contact number of Organizational Department of Nepal Red Cross Society? Unknown person kidnapped a 16-year-old girl. We attempt to report the case to Nepal Police, but they did not take the report. Although this matter is not related to Nepal Red Cross, I would like to know where I should contact to report properly this case.
Total	185	

NRCS Radio Program

NRCS radio program plays a crucial role in delivering life-saving information to the community. These programs serve as a vital communication channel, providing timely updates on emergency response efforts, safety measures, and health guidelines. This service of NRCS offers a platform for disseminating information about available aid, resources, and services, helping to ensure that communities are aware of and can access the support they need.

This month, **8 episodes** were broadcast on CIN (Community Information Networks) and 40 local FM stations, including 4 episodes of **Together for Humanity** and 4 episodes of **Red Cross Radio**. The NRCS radio programs covered a variety of important topics such as the prevention of Human Papillomavirus (HPV), dengue, cold waves, blood services, air pollution, the Red Cross emblem, and response operations for earthquakes, floods, and landslides.

Additionally, public service announcements (PSAs) were produced and broadcast on topics such as dengue prevention, the HPV vaccine campaign, cyber safety, precautions to avoid floods and landslides, blood transfusion services, and fire safety.

रेडियो कार्यक्रम मानवताको लागि हातेमालो : सुनौ विभिन्न जिल्लाका समाचार ।



Community Voice/Success stories

One of the hotline caller says: “I am a person with disability, and I received Rs.15, 000 as multi-purpose cash assistance from Nepal Red Cross Society as part of the flood relief support. This amount has been incredibly helpful in managing my household expenses and purchasing essential health medications. I am truly grateful to Nepal Red Cross Society for their generous and timely support, which has made a significant difference in my life during this challenging time. I really appreciate the kindness and assistance provided by the organization, and I extend my heartfelt thanks to Nepal Red Cross Society for its Hotline service.”

**Bal Bahadur Sarki,
Sindhuli**

One of the hotline caller says: “I would like to thank the hotline service of the Nepal Red Cross Society for their excellent response. I have completed my higher-level education and am interested in doing an internship with an NGO/INGO during my free time. I contacted several organizations to inquire about internship opportunities, but I did not receive clear or proper information.

While searching for information about Nepal Red Cross, I came across the hotline number. After calling in hotline, I received a very helpful response. The representative suggested that I submit my cover letter along with my CV to the Blood Transfusion Service of Nepal Red Cross Society for the internship. I did it and I am waiting for the response. I would like to express my heartfelt gratitude to the hotline service for their prompt and effective response.”

**Srijana Pokharel
Kathmandu**

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NRCS Hotline service 1130