



Report on Post Distribution Monitoring Survey

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THE
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Study Team

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Acronyms

DDRC	District Disaster Relief Committee
DP	Distribution point
FGD	Focus Group Discussion
FI	Food Items
HHs	Household
KII	Key Informants Interviews
LWF	Lutheran World Federation Nepal
MIRA	Multi-sectoral Initial Rapid Assessments
PSM	Post Distribution Monitoring
VDC	Village Development Committee

The Study Team

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Executive Summary

Following the massive earthquake of 25th April 2015 and its frequent aftershocks caused significant loss of human life and property in nearly three dozen districts of Nepal. Government of Nepal (GON) declared 14 districts as the most affected areas in Nepal. In response to this natural hazard, Lutheran World Federation (LWF) Nepal along with others ACT members jointly worked together in the emergency relief operation. LWF Nepal supported in distributions of relief materials to the affected households of Sindhupalchowk, Kavre, Rasuwa, Dolakha, Lalitpur, Makwanpur, Bhaktapur and Kathmandu provided by various donors organizations. Based on the rapid assessment and Multi-sectoral Initial Rapid Assessments (MIRA), some of the food and non food items were identified as the essential items for the immediate relief operation in 8 districts, which were severely damaged. It is reported that almost 100,000 people from about 16,000 households were benefitted from the assistance of goods and services distributed by LWF, Nepal.

PDM survey was conducted in 13 program VDCs and municipalities of 8 program districts consisted of Sindhupalchowk, Kavre, Rasuwa, Dolakha, Lalitpur, Makwanpur, Bhaktapur and Kathmandu. It was carried out to determine effectiveness, relevance and efficiency of the relief/response activities and processes in relation to addressing needs of affected households, their participation in project decisions and interventions in contexts of the target areas; identify shortcomings in design and implementation processes; identify achievements, successes, good practices, and lessons learnt; and provide suggestions in relation to improvements needed.

In order to meet the following objectives, various survey tools and techniques comprised of households' survey questionnaires, focus group discussion and key informants interviews were used to gather the required quantitative and qualitative information. Almost 350 HHs survey, 24 focus group discussions and 24 key informants' interviews were conducted in the program VDCs and municipalities of the following 8 districts. Survey VDCs/municipalities were selected for primary survey after taking into consideration the LWF's further follow-up recovery program and number of beneficiaries' households while cluster villages or wards were selected based on the coverage of distributed relief materials. Sample respondents were chosen purposively for households' survey from the beneficiaries' lists provided by LWF. Based on KII, it was found that LWF had coordinated with the DDRC of respective districts and got prior approval to run the program in the following program VDCs. Ward Citizen Forum and VDCs had coordinated in the local level to hand over the relief materials for distributing to the affected people.

Key Findings

The survey finding shows that almost all of the respondents were fully informed about the date and time of the relief distribution, majority of the respondents reported that it took them less than an hour to travel to the distribution points to collect the relief items. Similarly, more than two thirds of the sampled respondents told that distributed items were found to be very good in terms of quality and

relief items were distributed on time. Majority of the respondents stated that the security situation was good in the distribution points.

On an average, 90% respondents were fully satisfied with the amicable behaviors of the LWF's and partner agency staffs who were involved in relief distribution and approximately 96 percent respondents shared that they were fully satisfied with the relief distribution process and did not have any complains as such on mishandling, misdistribution and mis-utilization of relief materials. Findings on distribution mechanism obtained from households' survey were in line with the findings obtained from focus group discussion and key informants interview.

In terms of relevance, effectiveness and efficiency of distributed items, most of the respondents agreed that distributed food or non food items were found to be appropriate, over 90% of the items distributed were in use during the survey period. Majority of the respondents unanimously reported that all the distributed materials were found to be useful for day to day livelihoods and found nicely packed. Almost 95% of the beneficiaries walked less than 5 km to reach the distribution points except in Rasuwa and Sindupalchowk, where one quarters of the respondents told that they had to travel more than 5 kilometers to the distribution points.

Regarding to their unmet needs, significant percentage of respondents' households members were residing in the temporary shelter during the PDM survey and they wanted to have permanent shelters while others were seeking help of constructions materials and cash assistance to build their own houses.

Overall, The PDM study results show that 53% of the respondents were satisfied with the existing distribution process for relief materials. While nearly two fifths (37.4%) of sample respondents told that distribution points should be in ward level and relief materials should be distributed based on the size of the family. Respondents also suggested that households with disable family members, more children and dependents should be given more priority while distributing relief materials and some of the respondents thought that distribution would be more effective if they could understand actual needs of the people rather than distributing relief materials by using blanket approach.

Key Recommendations

Based on the PDM survey, the study came up with following recommendations for further enhancing the relief distribution system in the future.

- To support their livelihood recovery needs, should initiate income generation activities (small & medium scale) with provision of seed, fertilizer, agriculture tools and orientation training.
- Provide semi-skilled and skilled construction oriented training(such as Plumber, Masson & Carpenter)
- Initiate the revolving fund or seed money to start-up of income generation activities
- Awareness raising campaign on Water, Sanitation and Hygiene (WASH)
- Since most the beneficiaries in the program areas are living in temporary shelters, it would be better to support them for permanent shelter construction to the most affected households.

- Distribution points should be in the ward level. So that they do not have to walk much to collect relief materials during this emergency situation.
- Local necessity at household level needs to be identified and further relief distribution should be provided based on the family size of affected households and level of damages.
- Relief distribution committee should be formed which should include representatives from the political parties, local teachers, representative from mother's group etc so that there is less chances of being mis-utilization and misuse of relief materials. Ward citizen forum could be the one of the best mechanism of distributing relief materials.
- Effective monitoring mechanism should be formed at the distributions points so that there will not be any issues of duplications.

Chapter 1: Introduction

1.1 Background of the Study

A recent earth quake of 25th April 2015 with the magnitude 7.9 rector and its frequent aftershocks caused significant loss of life and property in almost two and half dozen districts of Nepal. The Government of Nepal declared 14 districts were the most devastated zones. Many international governments, various bilateral and multilateral organizations and national organizations are continuously working from the beginning to extend their supports through various means to the earthquake victims in the affected areas of Nepal.

Lutheran World Federation (LWF) Nepal along with others ACT members have jointly worked together in the emergency relief operation. LWF Nepal has been supporting the affected households through relief materials distribution in Sindhupalchowk, Rasuwa, Dolakha, Lalitpur, Makwanpur, Bhaktapur and Kathmandu. It has also been coordinating for ACT Nepal Forum members' joint actions on 'Emergency Response and 'Linking Relief, Recovery and Development (ER & LRRD)' through design and operationalization of model village project. Immediate relief operation was initiated in the highly affected districts which consisted of Sindhupalchowk, Rasuwa, Dolakha, Lalitpur, Makwanpur, Bhaktapur, Kathmandu and Kavre from the financial support from the various donors and bilateral project donors. For further carrying out the emergency relief operation, some VDCs and municipalities of the given districts were approved by District Disaster Relief Committee (DDRC). At the same time, implementing partners' organizations of the emergency relief operation also have been identified and selected in the local level for further smoothly carrying out the relief operation.

Based on the rapid assessment and Multi-sectoral Initial Rapid Assessments (MIRA), following commodities and services as shown in table (1) were identified as the essential items for the immediate relief operation in the following districts and almost 100, 000 people from around 16000 households are being benefitted from the assistance of goods and services distributed by LWF, Nepal.

Table 1: List of Distributed Relief Materials (as of 18 June 2015)

S.N.	District	No. of HHs	Relief materials	Specific targeting
1	Kavre	310	Blankets, tarpaulins	
2	Makwanpur	1,409	Ready to eat food, WSB, mattresses, blankets, tarpaulins	
3	Rasuwa	2,108	Food packages, blankets, tarpaulins, solar lights, hygiene kits	
4	Kathmandu	3,429	Ready to eat food, mattresses, blankets, tarpaulins, mosquito nets, kitchen sets, face masks, aqua tabs, water tanks, water filter, hygiene kits, bathing soaps	109 households from religious minorities and Dalits
5	Lalitpur	2,720	Ready to eat food, blankets, tarpaulins, hygiene kits	25 households having disable people
6	Bhaktapur	1,530	Ready to eat food, blankets, tarpaulins, hygiene kits	
7	Sindhupalchok	2,630	Food packages, mattresses, blankets, kitchen sets, hygiene kits, tarpaulins	36 households (216 people) having HIV AIDS-infected people
8	Dolakha	2,001	Food packages, mattresses, blankets, tarpaulins, solar lights, hygiene kits	
Total		16,137		

1.2 Rationale of the PDM

Post Distribution Monitoring (PDM) is a tool which aims at systematic collection and analysis of information of the project as it progresses. It provides management with valid information which they can use to assess the efficiency of various inputs of the project and effectiveness of that project in terms of meeting the set objectives. It provides a whole range of information whether the assistance in kinds and cash are fully utilized, are they according to the norms of the projects, any potential shortcoming/weaknesses, any coping strategies to make it more effective. It also assesses the beneficiary's satisfaction with registration and distribution processes¹.

Rationales behind conducting PDM are to consolidating the good practices which are learnt and obtained from reliable and credible methodologies, providing guidance and feedbacks to the ongoing projects for further efficiently implementing the projects under local conditions and lastly giving way forward through identifying exiting gaps and weaknesses.

¹POST DISTRIBUTION MONITORING: - Guidelines to Monitor processes, outputs and outcomes
<https://www.humanitarianresponse.info/system/files/documents/files/POST%20DISTRIBUTION%20MONITORING%20GUIDELINES-%20Afghan%20CVWG%20CTP%20Tool%20Kit.pdf>

1.3 Objectives of the Study

Post Distribution Monitoring (PDM) is a tool which aims at systematic collection and analysis of information of the projects and activities as it progresses. It provides management with valid information which they can use to assess the efficiency of various inputs of the Emergency Relief and Response distribution project and effectiveness of that project in terms of meeting the set objectives. It provides a whole range of information about the distribution process.

- Determine effectiveness, relevance and efficiency of the relief/response activities and processes (in relation to addressing needs of affected households, their participation in project decisions and interventions in contexts of the target areas);
- Identify shortcomings in design and implementation processes;
- Identify achievements, successes, good practices, and lessons learnt; and
- Provide suggestions in relation to improvements needed.

1.4 Limitation of the Study

The limitation of the Post Distribution Monitoring Survey is not possible to go and get information from each benefited households from each program VDCs from the program districts due to time and remoteness. A small size sample has been undertaken from the representative VDCs of the program areas to analyze for the PDM survey.

Chapter 2: Methodology

2.1 Study Areas & Sample Size

Based on the LWF's further follow-up recovery program and number of beneficiaries households following program VDCs/municipalities were selected for primary survey. VDCs and ward of Municipalities have been selected on the basis of LWF relief materials distribution coverage VDCs and Municipalities from each district.

Two VDCs/municipalities were selected for survey from Rasuwa, Sindupalchowk, Kathmandu, Bhaktapur and Lalitpur districts since these districts have more than 5 beneficiaries VDCs and one VDC from other three districts which have less than 5 beneficiaries VDCs in Makwanpur, Dolakha and Kavre districts as shown in the following table 2.

Table 2: Survey Areas & Sample Size

Districts	Selected VDCs/Municipalities	Total beneficiaries	Sample percent	Estimated HHs sample size	Actual HHs sample size
Kavre	Bekhsimle VDC	310	1.9	25	25
Makwanpur	Kulekhani VDC	1,409	8.7	28	28
Rasuwa	Yarsa and Ramche VDC	2,108	13.1	42	49
Kathmandu	Nanglebhare and Sanagaun(Sankharapur Municipality)	3,429	21.2	69	69
Lalitpur	Lele and Chaughare VDC	2,720	16.9	55	55
Bhaktapur	Changunarayan(Changunarayan Municipality) and Nagarkot(Mahamanjushree Municipality)	1,530	9.5	31	31
Sindhupalchowk	Pantange and Baramchi VDC	2,630	16.3	53	53
Dolakha	Bhirkot VDC	2,001	12.4	40	40
All Total	13 VDCs/Municipalities	16,137	100.0	343	350

2.2 Methods of Data collection

Both primary and secondary data were gathered to conduct that study. Primary data were collected through household survey, key informants interviews (KII) and Focus Group Discussion (FGD). Households' survey and Focus group discussion were conducted with beneficiaries households who received relief materials consisted of food items (FI) and Non-food items (NFI) during immediate relief packages. Households' survey were particularly focused on gathering information on socio-demographic characteristics of beneficiaries households, their perceptions on distribution system and distributed items, level of satisfaction with the relief materials, and suggestions for further improving distribution network for future references. While FGDs were conducted to get the information on qualitative aspects, which were not captured by the primary households survey for further substantiating the quantitative findings obtained from the household survey. While, key informants interviews (KII) were conducted to get the information on relief procedures and mechanism.

- **Households' survey**

Structured household's survey questionnaire was prepared after reviewing various literatures and survey instruments were finalized after detailed consultation with LWF's staffs. Based on the beneficiaries list provided by LWF office, district-wise sample households were proportionately selected. Since Kavre had the least number of beneficiaries, so that 25 households purposively selected for household survey from Kavre district. Households' heads or respondents were selected purposively to conduct household interview after taking into account caste and ethnicity, female headed households, household with disabled family members and vulnerable households etc.

- **Focus Group Discussion (FGD)**

From each district, at least two to three FDGs were conducted in the survey VDCs/municipalities of LWF program areas. Each FGD consisted of 8-10 beneficiaries. Separate FGDs were organized with male, female group and mixed groups to extract their views and perception on distributed relief materials.

- **Key informants interview (KII)**

To get the deeper insights on relief operation and relief distribution criteria on the following program areas, at least 24 key informant interviews (KII), three key informants were interviewed from each district based on semi structured questionnaires. Key informants were VDCs secretary and VDCs assistant, head of the ward citizen forum, members of DDRC, LWF staffs etc who were directly involved in relief distribution.

Chapter 3:

Post Distribution Monitoring Survey Results

3.1 Description of Household Survey

3.1.1 Respondents Profile

Among the respondents, more than two thirds of the respondents were from indigenous (Janajati) community in the survey areas of the given districts, followed by Brahmin and Chhetri, which accounted 18 percent of the total sample size. Almost 9 percent sample respondents were from Dalit community as shown in table 3.

Table 3: Caste and Ethnicity of Beneficiaries' Household

Districts	Households' caste and Ethnicity (%)				Total
	Brahmin/chhetri	Janajati	Dalit	Others*	
Kavre	20.0	40.0	20.0	20	25
Makawanpur	35.7	57.1	7.1	0	28
Rasuwa	0.0	100.0	0.0	0	49
Kathmandu	17.4	81.2	1.5	0	69
Lalitpur	12.7	83.6	3.6	0	55
Bhaktapur	35.5	64.5	0.0	0	31
Sindhupalchok	17.0	64.2	18.9	0	53
Dolakha	22.5	50.0	27.5	0	40
Total	18.0	71.7	8.9	1.4	350

*Pahari considered as minority group.

Based on household survey result as shown in table 4, majority of the respondents' household head were male. It is observed from the survey that around one fourth of the female headed households and three quarters of male headed households were benefitted from the LWF's distributed relief materials.

Table 4: Sex of Household Heads

District	Sex of Households' heads (%)		Sample HHs(Numbers)
	Female	Male	
Kavre	28.0	72.0	25
Makawanpur	32.1	67.9	28
Rasuwa	36.7	63.3	49
Kathmandu	8.7	91.3	69
Lalitpur	12.7	87.3	55
Bhaktapur	19.4	80.7	31
Sindhupalchok	9.4	90.6	53
Dolakha	37.5	62.2	40
Total	23.7	76.3	350

The average family size of respondent's household is found the highest in Sindupalchowk and Kavre districts among sample districts with 6.1 members per household, while family size is found to be lowest in Dolakha and Lalitpur districts. Members per family among survey districts is given in table 5.

Based on the district wise information collected on composition of age groups, dependent family size was found higher in Sindupalchowk and Kavre districts and relatively lower in survey areas of Kathmandu as compared to the others districts. Dependents are traditionally classified as those age groups of elderly and children of age above 65 and under 18 respectively, who could not normally contribute to the household economy but demand households resources.

Table 5: Family Size of Beneficiaries' Households

District	HHs size	<=18	18-65	>=65
Kavre	6.1	1.9	3.9	0.2
Makawanpur	5.9	1.4	4	0.3
Rasuwa	5.4	1.8	3.4	0.08
Kathmandu	5.6	1.2	4	0.3
Lalitpur	5.3	1.7	3.3	0.2
Bhaktapur	4.7	1.6	2.8	0.1
Sindhupalchok	6.1	2.3	3.6	0.1
Dolakha	5.3	1.5	3.3	0.4
Total	5.5	1.7	3.6	0.2

Based on the information of monitored household, majority of the households (44 to 100 percent) of the LWF program areas of the given eight districts are still in the temporary shelters. Nearly 50 percent sample HHs of Rasuwa and Makwanpur have managed to live in their own houses, despite being highly vulnerable due to having major cracks in their houses.

Most of them told that they are compelled to live in those dangerous and highly vulnerable structures, because they could not make permanent and temporary structure due to financial and labor problems. While some of the households are in rented apartments and some are taking shelters in their relatives' houses particularly of Kathmandu and Bhaktapur districts as illustrated in table 6. Overall, it is found that more than two thirds sample beneficiaries' households of LWF are sheltering in temporary structures.

Table 6: Types of Accommodations of Beneficiaries

District	Host family	Relatives	Collective Shelter	Rented apartment	Own house	Temporary Shelter	Total
Kavre	0	0	0	0	0	100.0	25
Makawanpur	0	0	0	0	40.0	60.0	28
Rasuwa	0	0	0	0	55.1	44.9	49
Kathmandu	1.5	7.3	0	18.8	1.5	71.0	69
Lalitpur	0	1.8	0	1.8	14.6	81.8	55
Bhaktapur	0	0	0	6.4	12.9	80.7	31
Sindhupalchok	0	1.9	1.9	0	15.1	81.1	53
Dolakha	0	2.5	0	0	0	97.5	40
Total	0.3	2.3	0.3	4.6	24.9	67.7	350

As shown in table 7, 16 percent sample households were found vulnerable and suffered from various vulnerabilities during PDM survey. No such cases of vulnerabilities were observed in LWF program areas of Makwanpur and Lalitpur districts. 37.7 percent sample households from Sindupalchowk were suffered from mental distress caused by massive destruction of life and properties in the program areas of LWF. Likewise second higher percent of vulnerabilities were reported in study areas of Dolakha district, 25 sample households' children were single parents who either lost their mother or father in this earthquake as presented in table 7.

Table 7: Status of Vulnerability among the Beneficiaries' Households

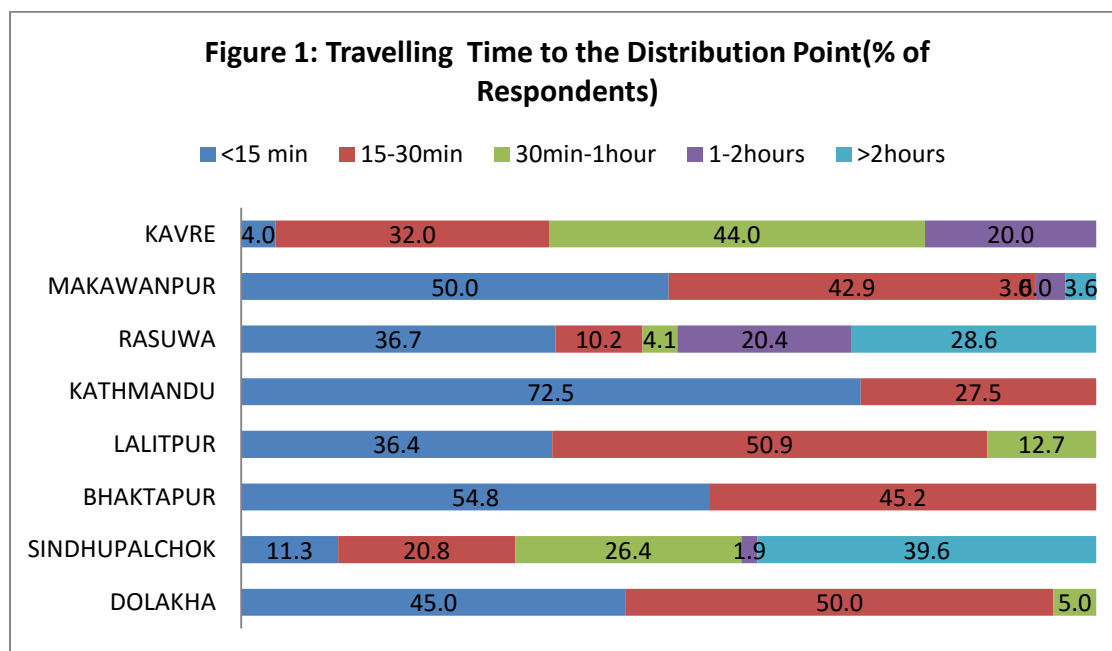
Districts	Categories of Vulnerabilities in Percentage					Sample HHs per district
	Single Parents	Physically Disability	Chronic disease	Mental distressed	Cases found per district	
Kavre	0	12.0	0	8	20.0	25
Makwanpur	0	0	0	0		28
Rasuwa	0	10.2	0	0	10.2	49
Kathmandu	0	4.3	1.4	4.3	10.1	69
Lalitpur	0	0	0	0		55
Bhaktapur	0	19.3	3.2	0	22.5	31
Sindhupalchok	0	0	3.8	37.7	41.5	53
Dolakha	7.5	17.5	0	0	25.0	40
Total	0.9	6.9	1.1	7.1	16.0	350

3.1.2 Information on Distribution System

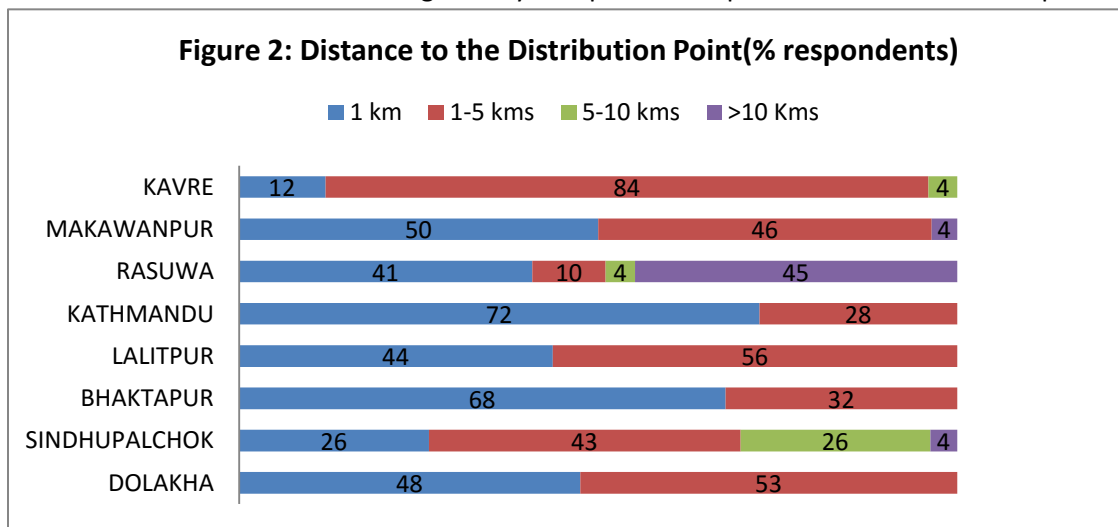
The survey finding shows that almost all of the respondents were fully aware of the date and time of the relief distribution in the program areas of the following districts. They knew it through different sources consisted of neighbors, local authorities and villages' leader. Around two fifths of sample beneficiaries' households got information on date and time of relief distribution from their neighbors, while 30 % of respondents expressed that they know it from village leader and remaining beneficiaries received information from local authority which is shown in the appendix (tables 1 &2).

Similarly, most of the respondents were well informed about the place of distribution of relief materials except in Kulekhani, where about 30 percent respondents reported that they knew about the distribution place in the same day. However majority of the sample beneficiaries were not informed about which items is going to be distributed. Particularly respondents from the Dolakha districts were fully unaware of the items to be distributed by LWF before the distributions. While respondents from Kavre and Rasuwa were informed about relief materials as indicated in the appendix (tables 3 &4).

On an average majority of the respondents reported that traveling time to the distribution points took less than an hour in all of the program areas. But almost 40 and 30 percent respondents from Sindupalchowk and Rasuwa respectively told that it took them more than 2 hours on average to reach distribution points (DP) as illustrated in figure 1.

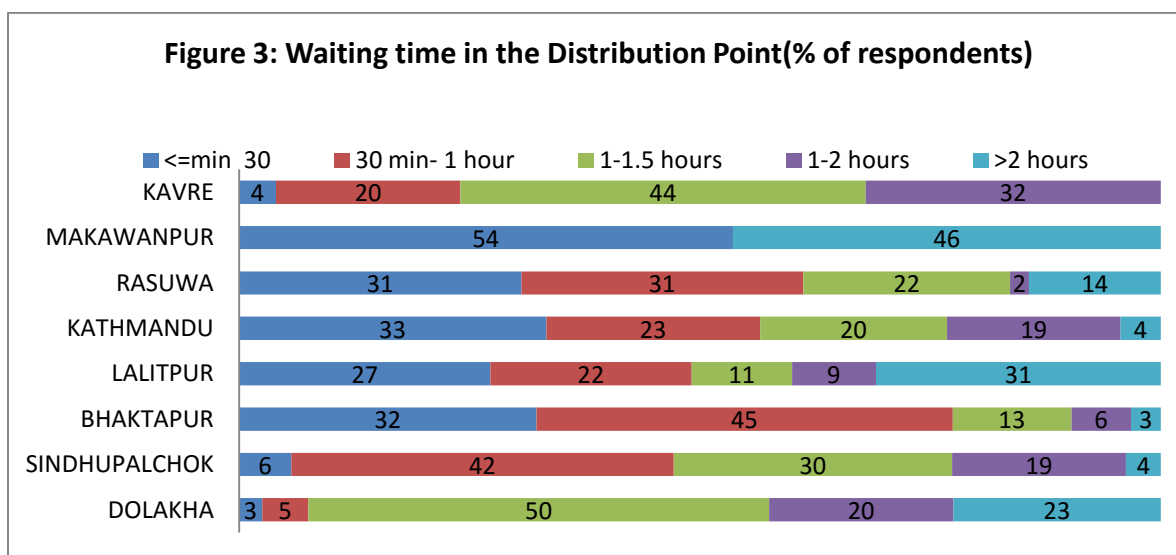


As depicted by figure 2, most of the relief distribution points in the survey areas of all districts are found less than 5 KMs distance on average. Forty five percent respondents from Rasuwa reported that relief



distribution center is more than 10 kms far from the study area while 28 percent respondents from Sindupalchowk told that they had to travel 5 to 10 KMs to collect the relief materials from distribution points. Since some of the village development committees from Rasuwa and Sindupalchowk were disconnected with roads network during the relief distribution period due to the landslides, so that distribution points were far away from their program villages of Rasuwa and Sindupalchowk.

As found in the PDM survey, all the respondents from the survey areas travelled to the distribution points on foot and more than 50 percent sample respondents from Makwanpur, Rasuwa, Kathmandu, and Bhaktapur reported that they waited less than an hour to collect the relief materials, while more than 50 percent of the respondents from Kavre, Lalitpur, Sindupalchowk and Dolakha stated that stayed in queue more than an hour to get the relief items as shown in figure 3.



3.1.3 Respondents' Perceptions on Distribution Mechanisms/Process

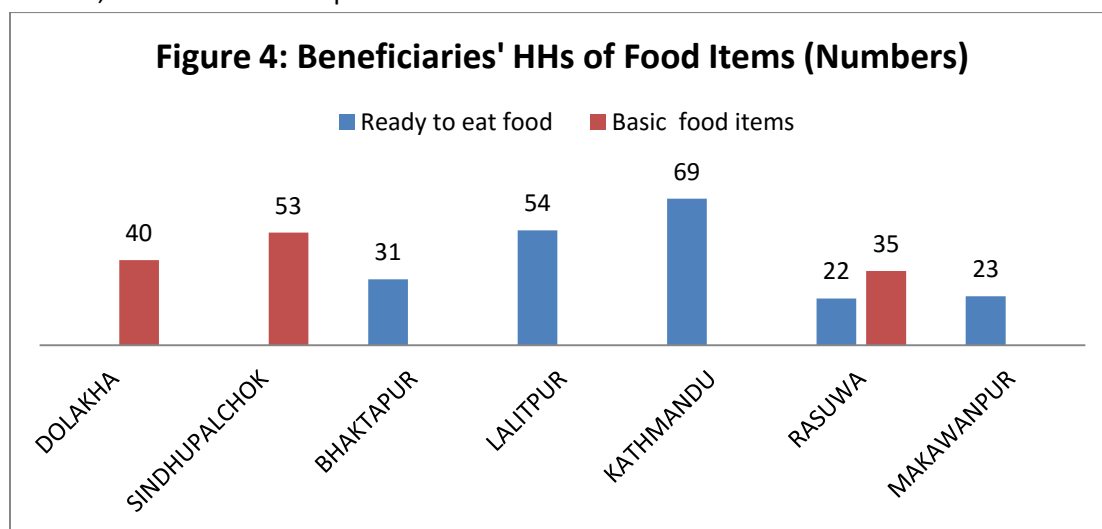
A) Ready to Eat Foods/Basic Foods Pack

Based on the household survey in different relief distribution areas of eight districts, two different food packets consisted of ready to eat food packet (Dry food packets) and basic food items packet were distributed in the various distribution points of program districts. Ready to eat food packet (dry food packet) contained 2 Kgs of bitten rice, 10 packets of noodles, 12 packs of biscuits, while basic food pack was 38 contained 30 kilograms of rice, 3 Kgs of pulses, 3 Kgs of salt, suger and oil and 2 kgs of WSB. In Kavre district, no any ready to eat and basic foods packets were distributed.

It is found that all the sample households from Dolakha and sindupalchowk were benefitted from ready to eat food items. While 15 households out of 55 sample households in Lalitpur, 35 households out of 49 samples households in Rasuwa were respectively benefitted from the ready to eat food packet provided by LWF.

Likewise, all the sample households from Bhaktapur and Kathmandu were benefitted from basic food items. Whereas 54 sampled households from Lalitpur, 22 sample households from Rasuwa and 23 sample households from Makwanpur were received basic food packet from the distribution point during the relief distribution. The details of distributed items are presented in figure 4.

Since households survey were conducted in some clusters of Yarsha and Ramche VDCs, less numbers of sampled households were benefitted from ready to eat food items and basic food items because no ready to eat items were not distributed in the Ramche VDCs of Rasuwa district. Overall, it is observed from the following figure that no ready to eat food items were distributed in Dolakha and Sindupalchowk districts and basic foods packets were distributed in some of the sampled VDCs of Rasuwa, Dolakha and Sindupalchowk districts.



B) Non Food Items (NFIs)

During the emergency relief operation, LWF had provided Non Food Items (NFI) as shown in figure 5. It was reported that 111 sample households out of 350 total sample households from four districts got mattress. Among the mattress beneficiaries' households, 40 households were Dolakha, 12 households were from Lalitpur, similarly 43 households were from Kathmandu and remaining 16 households were from Makwanpur. Numbers of mattresses beneficiaries were found to be less than the sampled households' particularly in Lalitpur and Makwanpur districts because mattress were provided to the targeted groups consisted of most affected, women headed and deprived communities of these areas. Less numbers of households from Kathmandu obtained mattress since mattress were not distributed in all the distribution points of study areas.

Likewise 250 sample households obtained blankets from 7 program districts which consisted of the entire sample households from Dolakha, Sindupalchowk and Kavre, while 25 sample households from Lalitpur, 25 sample households from Kathmandu, 42 sample households from Rasuwa and 17 sample households from Makwanpur were received blankets. As we came to know from the FGDs in Kulekhani that blankets were provided only to those households who were severely affected by the damages, family with disabled and women headed households.

Furthermore 176 Sample HHs from 6 districts were benefited from Tarpaulin (sheet). Among those, all the survey households from Dolakha, Sindupalchowk and Kavre were benefited from Tarpaulin. Less numbers of households such as 45 out of 49 sample households from Rasuwa and 13 sample households out of 28 households from Makwanpur got Tarpaulin (sheet).

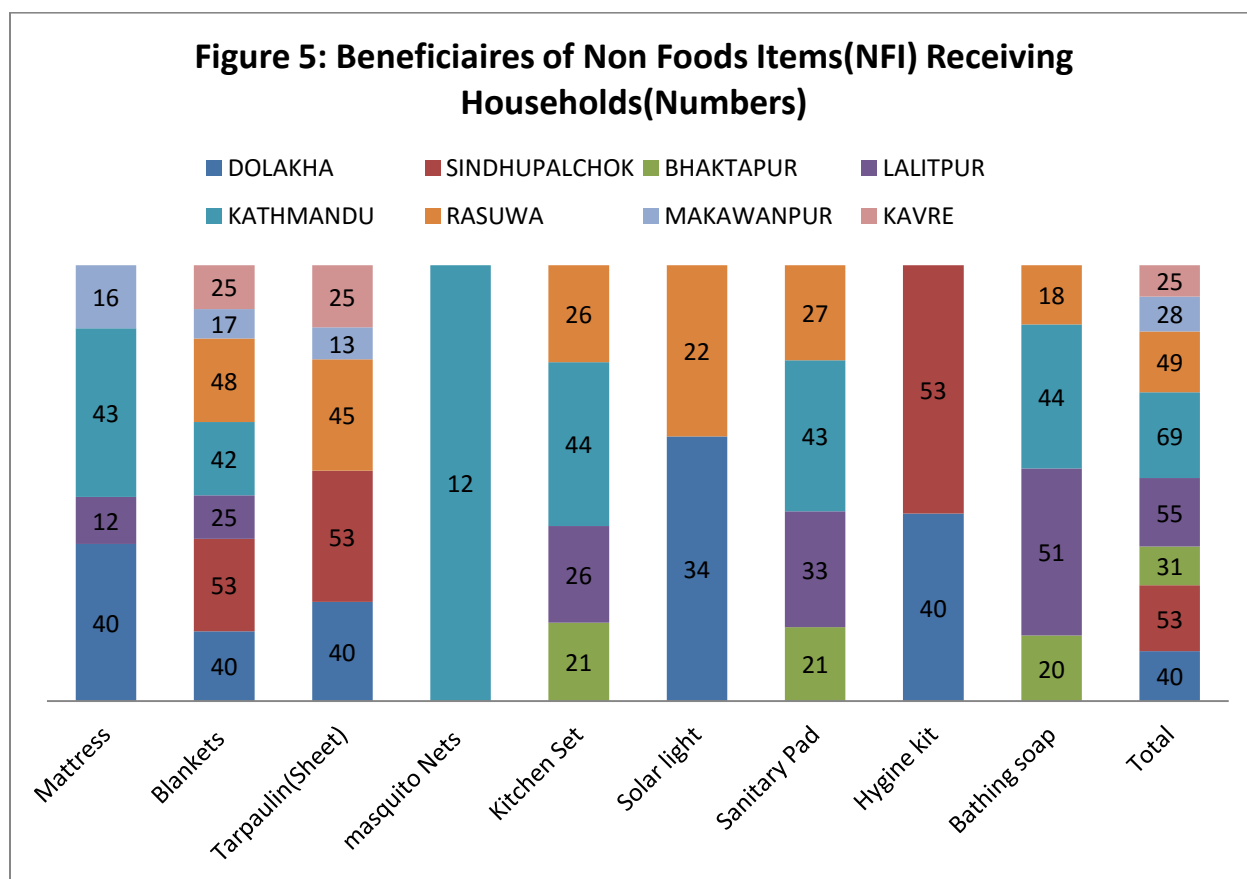
While taking into account the other NFIs distributed by LWF, 117 sample households received kitchen sets; among these beneficiaries' households 21 sample households were from Bhaktapur, 26 households were from Lalitpur, 44 sample households from Kathmandu and 26 sample households from Rasuwa districts.

In total, 56 sample households were benefitted from solar lights which included 34 households from Dolakha and 22 households from Rasuwa. Since solar lights were distributed a few distribution points of the study areas, so a few numbers of respondents' households were benefited from it. 124 Female members of households were distributed sanitary pads. Of the total, 21 households from Bhaktapur, 33 households from Lalitpur, 43 households from Kathmandu and 27 households from Rasuwa were obtained sanitary pad.

Similarly, 93 households obtained hygiene kits from two districts which consisted of 40 households from Dolakha and 53 households from Sindupalchowk. Finally 133 households were provided bathing soap from 4 districts, it comprised of 18 households from Rasuwa, 44 households from Kathmandu, 51 households from Lalitpur and 20 households from Bhaktapur were the recipients' households of bathing soap.

Besides that minimal numbers of households were also benefited from mosquito nets, Aqua tap, water tank and face mask, which were not listed in the figure due to the insignificant numbers. The details of NFIs recipients are presented in figure 5.

Overall, no such gaps and discrepancies were observed while receiving the non food items by the beneficiaries of the following program districts. In some of the districts, non foods items were provided to the targeted groups only and while in others districts Non food items were distributed through some of the distributions points. Due to that less numbers of households seem to be benefitted from the NFI.

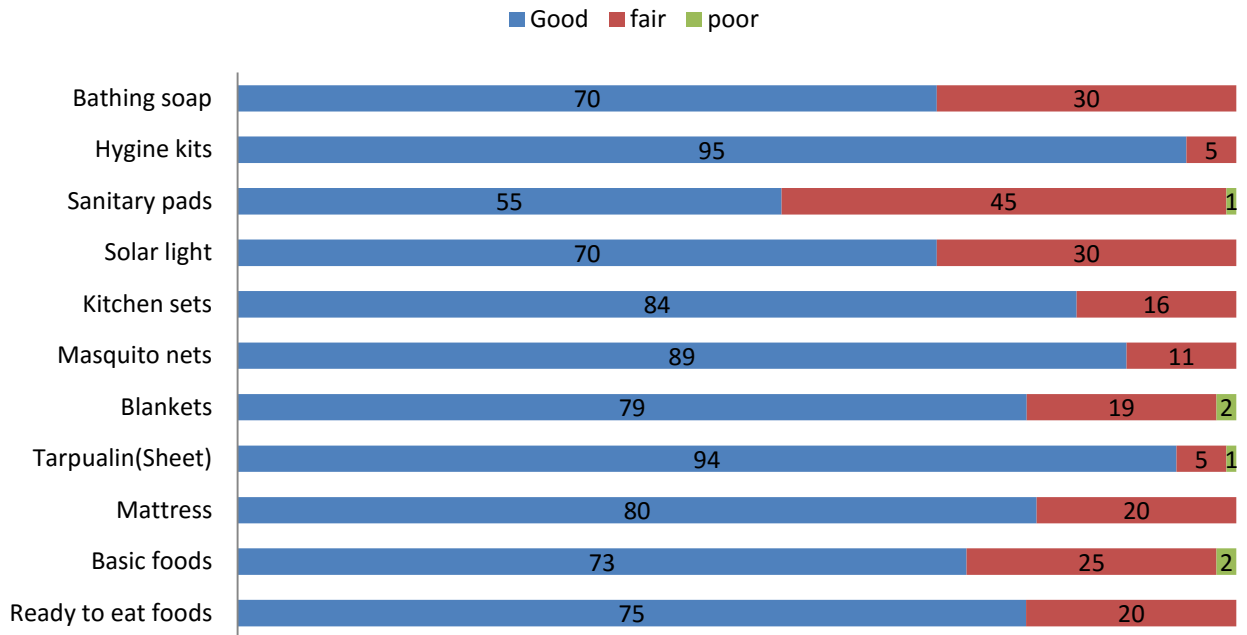


C) Quality, Usefulness, Utilizations & Suitability of Distributed Items

During the PDM, sample households were asked about the quality of the distributed items, quality of the packaging of the distributed items, usefulness of the distributed items, utilization of the distributed items and households' perception on suitability of distribution time.

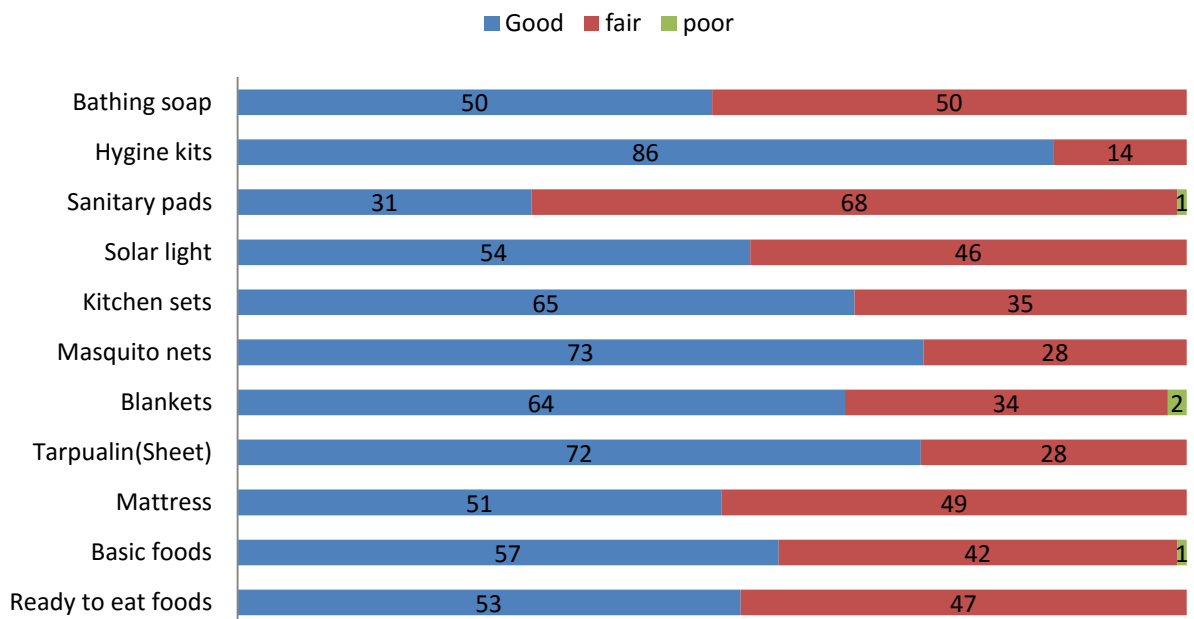
After analysis the respondents' responses, more than two thirds of the respondents reported that distributed items were found very good. Nobody had any complains on the quality of the distributed materials.

Figure 6: Respondents' perception on quality of distributed items(% HHS)

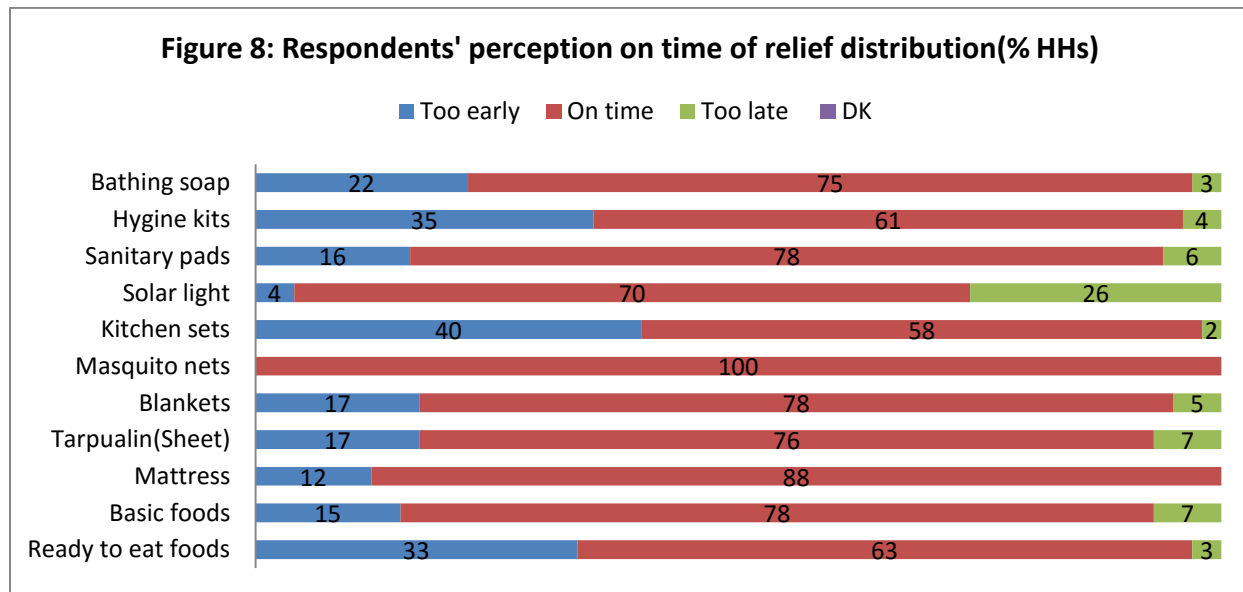


Likewise, quality of the packages of items distributed were also in good condition almost all the households perceived that there were no any damages in packages and packets of the distributed relief materials, which were fairly in good condition as presented in figure 7.

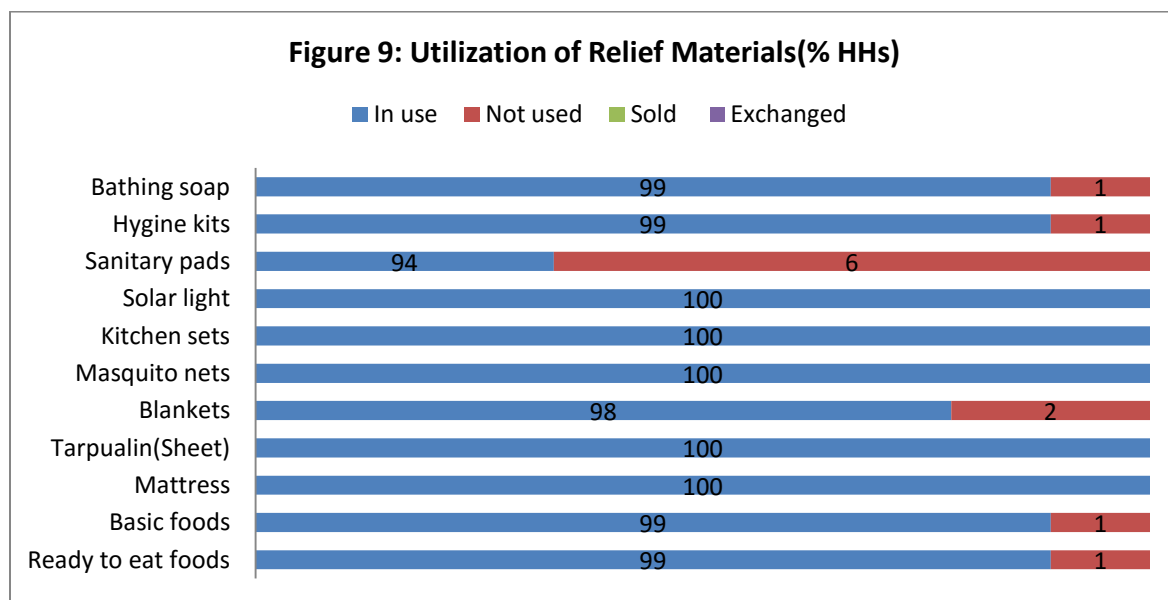
Figure 7: Respondents' perceptions on quality of packaging(% HHS)



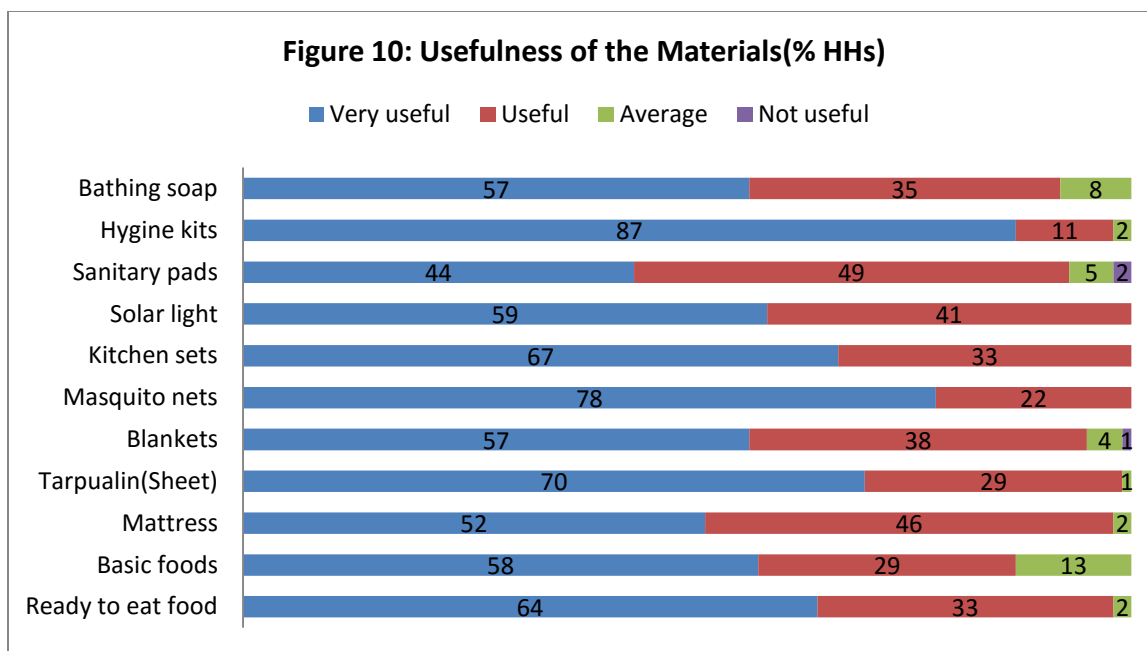
Respondents were asked whether relief materials were distributed on time or too late or too early. Majority of the respondents told that all the items distributed were on time, however nearly one quarter of the recipients expressed their views that distribution of solar light took longer time as mentioned in figure 8.



Beneficiaries of sample HHs were asked how they have utilized the relief materials provided by LWF. Almost all the respondents told that they are currently using it.



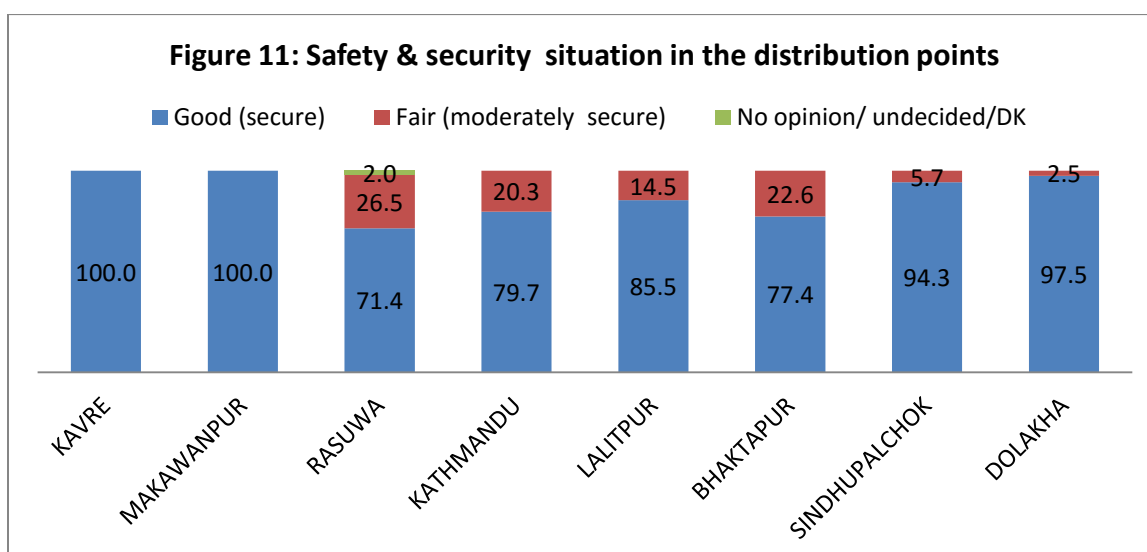
Similarly respondents were asked how they found the distributed relief materials. Nearly 90 percent of the beneficiaries HHs replied that all the items which were distributed by LWF were found to be useful for day to day use as shown in figure 10.



3.1.4 Arrangement (Safety & Security) for distribution

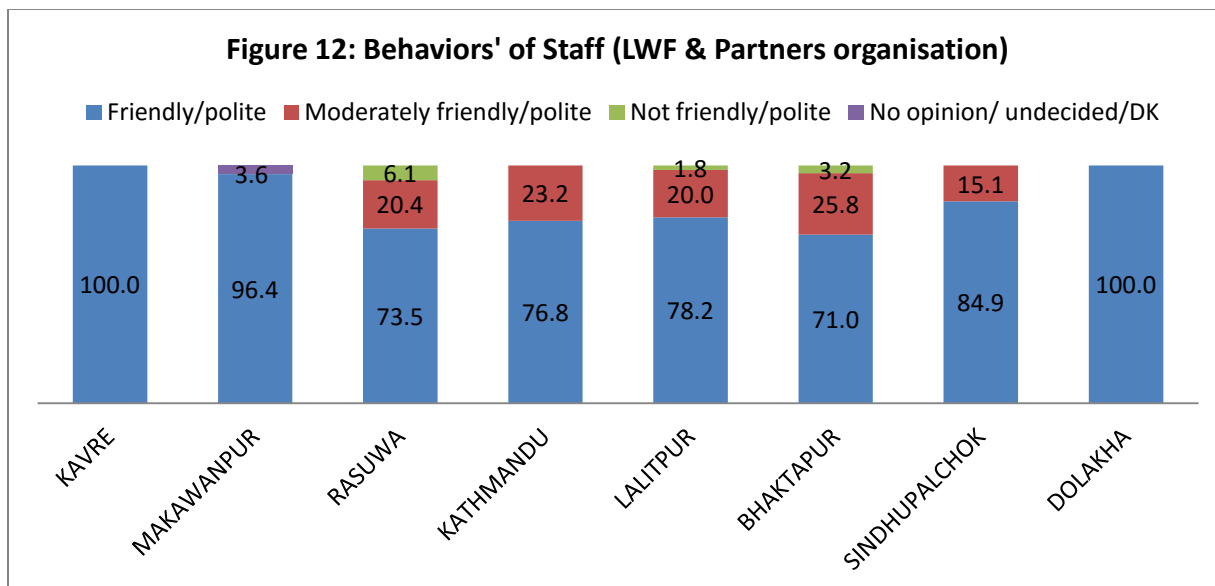
A) Safety & Security in Distribution Points

PDM survey shows that the level of security felt at the distribution site was good. The 97.5 % respondents in Dolkha, 94.3% in Sindhupalchowk, 77.4% in Bhaktapur, 85.5% in Lalitpur, 79.7% in Kathmandu, 71.4% in Rasuwa and 100% respondents from Kavre and Mawanpur found the security situation of the distribution points fully safe and secured as illustrated in figure 11.



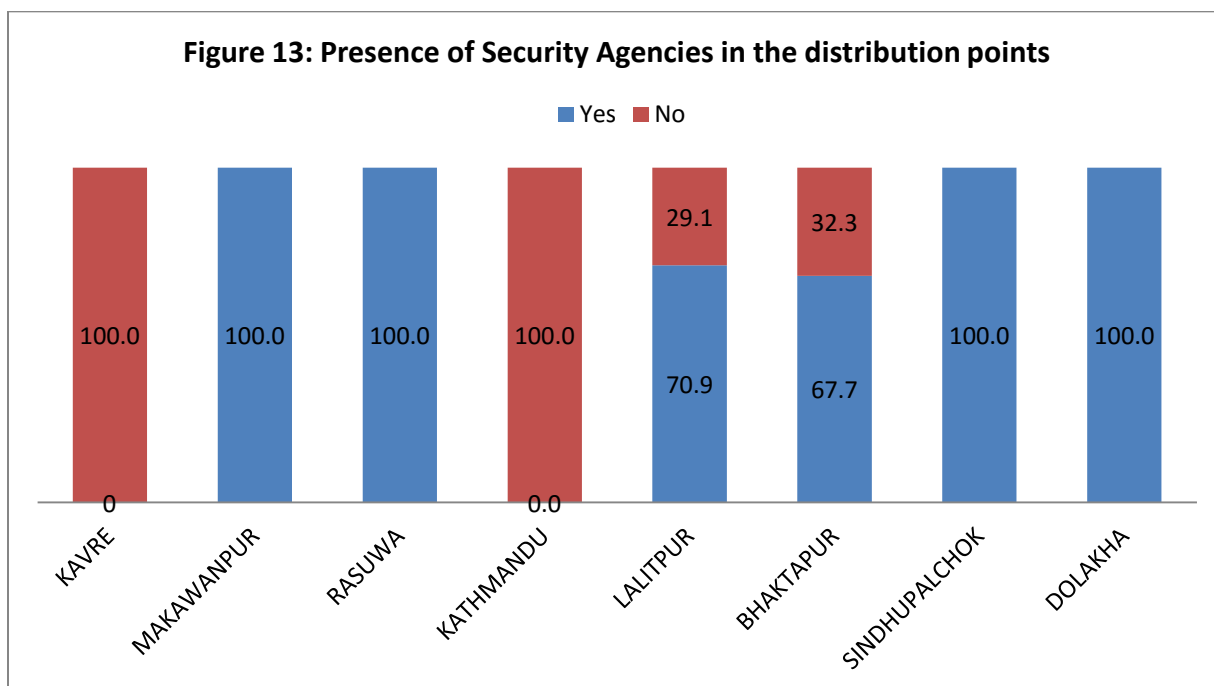
B) Staffs' Behaviors

Average 90% PDM respondents were fully satisfied by the amicable behaviors of the LWF's and partner agencies' staffs who were involved in relief distribution. Figure 12 shows the respondents' perception on staff behaviors as shown in figure 12.



C) Provision of Security Personal

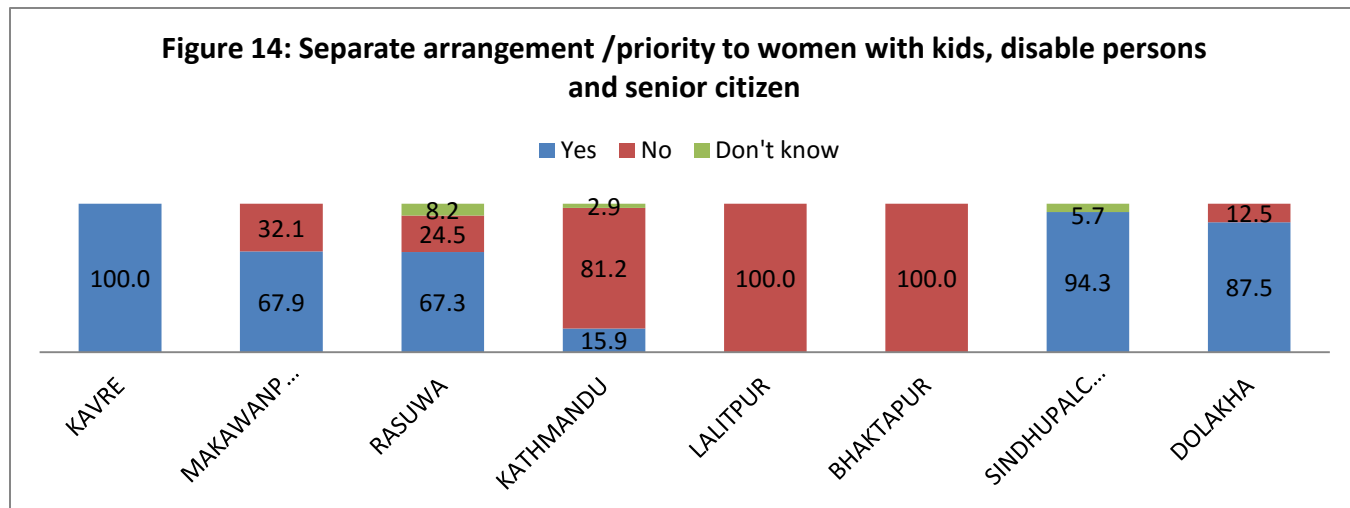
According to the PDM survey, majority of the respondents reported that there were effective provisions of security personal to maintain law and order in each distribution point to smoothly run the distribution of relief materials as shown in figure 13.



D) Separate Provision or Queue for Women with children, Disable and Senior Citizen

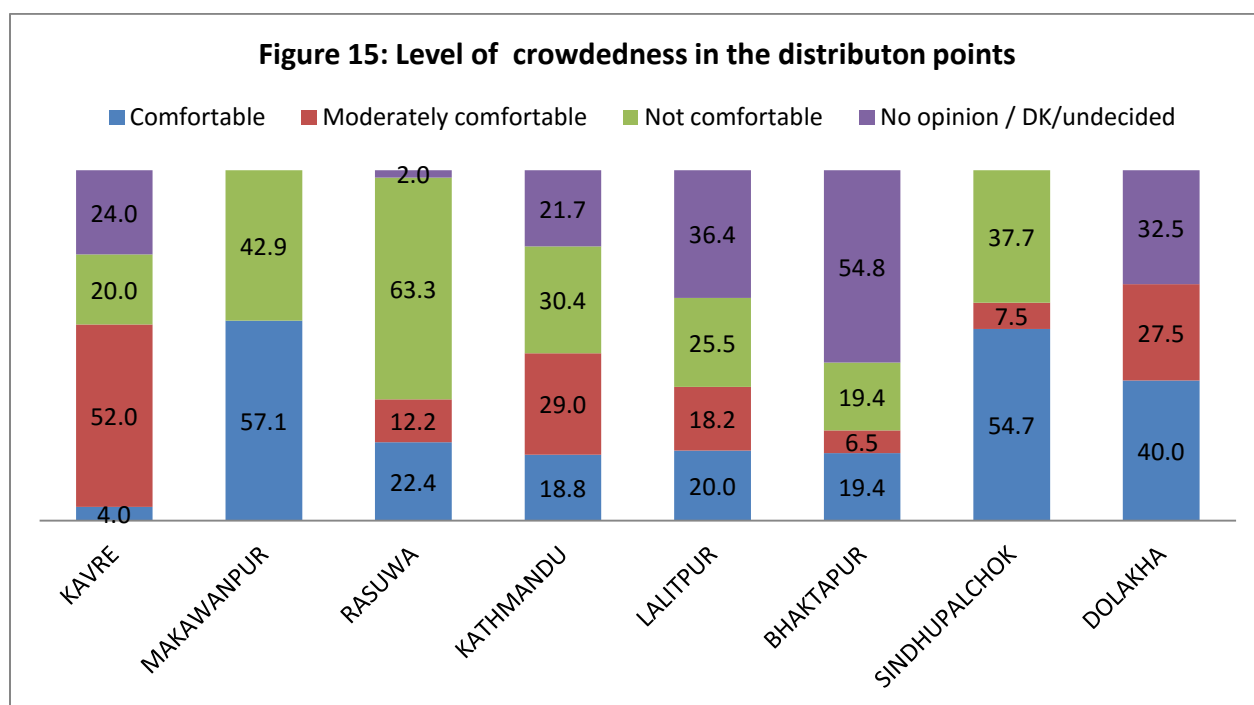
During the PDM survey, respondents were asked was there any separate provisions or queue for disable, women with children and senior citizens in the distribution points, more than two thirds of the respondents from Dolakha, Sindupalchowk, Kavre, Rasuwa and Makwanpur stated that special attention were provided

while distributing relief items. Majority of the respondents of Kathmandu, Lalitpur and Bhaktapur told that there were no any separate provisions or queue in the distribution points to ease the distribution process for disable and weak people as shown in figure 14.



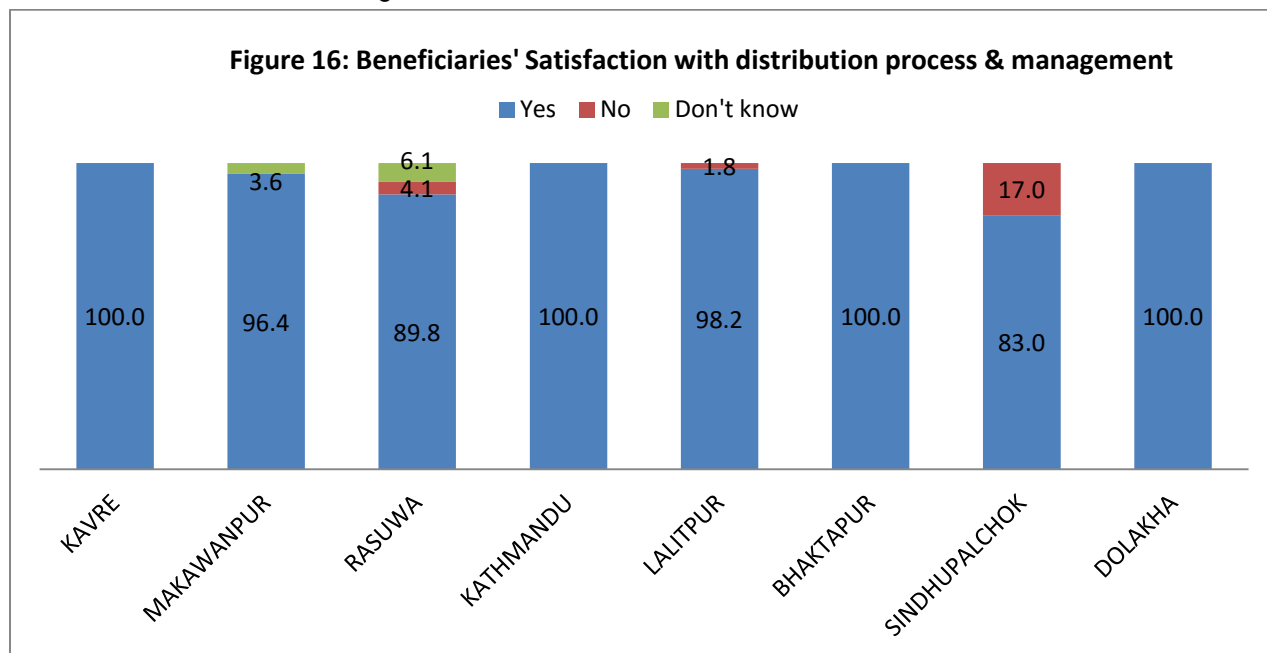
E) Level of Crowd Environment in Distribution Points

The Figure 15 demonstrates that there was moderately crowded environment in the study areas of the program districts.



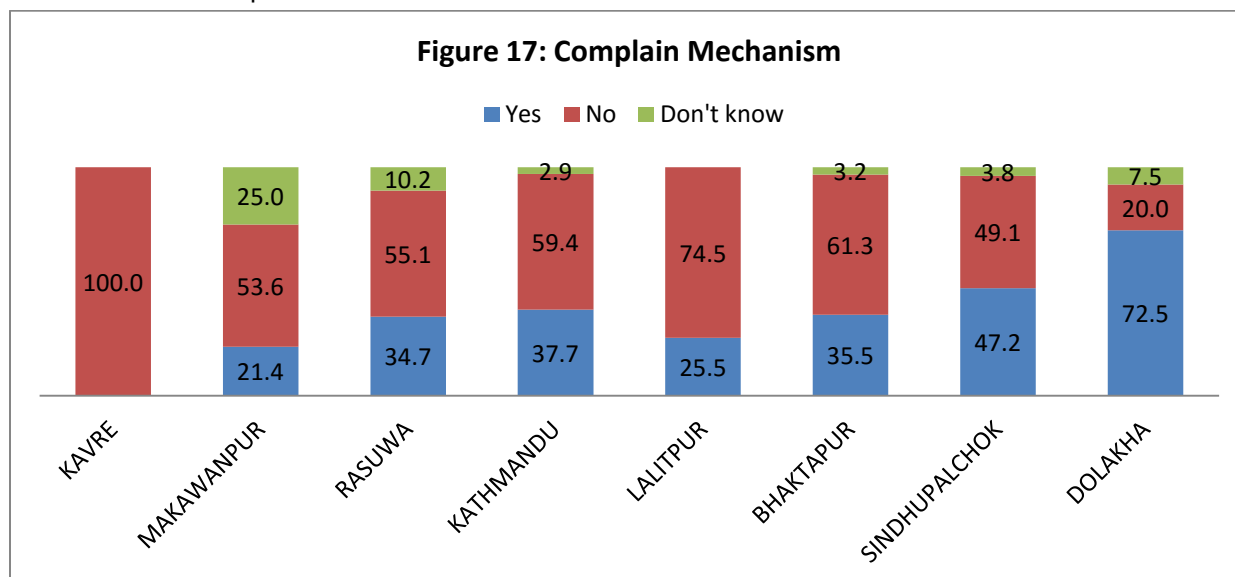
3.1.5 Satisfaction on Overall Process

95.6% respondents of PDM survey shared that they were fully satisfied with the relief distribution process. They told that they do not have any complaints regarding on mishandling, misdistribution and mis-utilization of relief materials as shown in figure 16.



a) Complain Mechanism

The PDM survey results also illustrate that approximately three fifths of the respondents reported that they did not know anything about making complain to the concerned authorities mostly from Kavre, Lalitpur, Bhaktapur, while majority of the respondents from Dolakha district were aware of making complain in case if they find something wrong with distribution mechanism at the local level or distribution points. Figure 17 shows about on complain mechanisms.

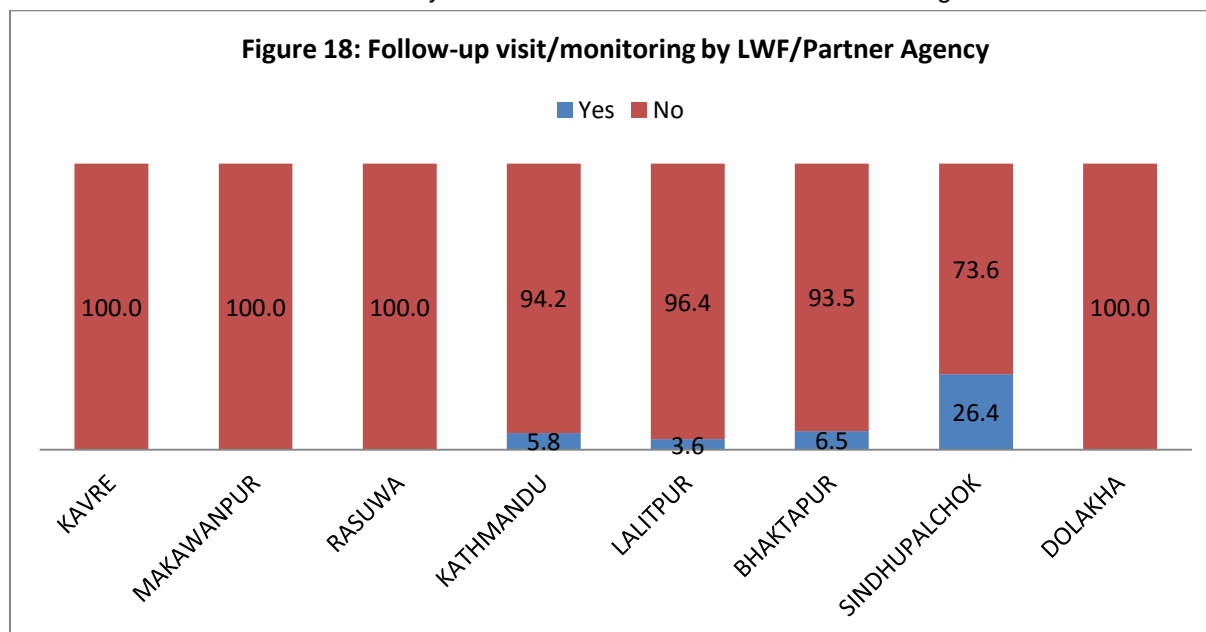


A) Addressing Responses of the Respondents

As shown in Appendix (Figures 1, 2 & 3), majority of the respondents from the distribution points did not make any complain basically related with the distribution mechanism of LWF relief distribution, since most of the beneficiaries were satisfied with the distribution process that LWF had adopted. Those who register their complaint almost 50 percent of the respondents have received responses from the concerned authorities particularly from Sindupalchowk.

B) Monitoring/Follow-up Visit

90% respondents mentioned that no one visited their villages and asked anything about problems, issues, concerns and unmet need since they distributed their relief items as shown in figure 18.



3.1.6 Beneficiaries' Unmet Needs (Need assessment)

Based on focus group discussion and primary household survey in the program areas of the following 8 districts, it is found that more than 55 percent of the beneficiaries' households preferred to have permanent shelters. Approximately half of the respondents expressed that they need material support for house construction. Similarly, 16 percent respondents' unmet need is cash assistance to manufacture the permanent shelter. The study team also observed that most of the beneficiaries' HHs members are residing in the temporary shelters and severely cracked structures.

Nearly one fifth of the respondents wanted supports such as employments opportunities, skills training and agricultural inputs and equipment's for their livelihoods. Around 10 percent respondents told that they wanted to have clean drinking water and toilets. Table no.18 described the lists of beneficiaries' unmet needs.

Table 8: Unmet Needs of Beneficiaries' in PDM Survey Areas (Multiple Responses)

Unmet Needs	No. of Respondents	%
Permanent shelter	195	55.3%
CGI Sheets and other construction materials	165	46.3%
Cash assistance	56	16%
Basic foods with kitchen stuffs& Filter	43	12.3%
Employment, Skill oriented training, agricultural equipment	66	18.9%
Drinking water & Toilets	28	8.0%
Non Food Items as like mosquito nets, mattress, tarpaulin(Sheet), bedding and blankets	3	0.9%
More relief materials	4	1.1%
Psycho-socio Counseling	1	0.3%
Education Support(School Fee and Dress) to VictimChildren	4	1.1%
Total	350	100.0

3.1.7 Suggestion Related with Distribution Process and Relief Materials

The PDM study results show that 53% of the respondents were satisfied with the existing distribution process for relief distribution. While nearly two fifths (37.4%) of sample respondents told that distribution centers were far from their villages, which created a lot of troubles to them to collect these relief materials. So they recommended that distribution center should be in ward level and relief materials should be distributed based on the size of the family.

Respondent suggested that households with disable family members, more children and dependents should be given more priority in terms of quantity and time for distributing relief materials.

PDM results also illustrate that 7.1% of the respondents shared that no one were asked about their actual necessity before distributing relief items. They thought that distribution would be more effective if they could understand actual needs of the people rather than distributing relief materials by using blanket approach. Respondents' suggestion for further distribution program is presented in table 9.

Table 9: Respondents' Suggestion on Further Distribution

Suggestions	No. of Respondent	%
Should follow the existing pattern or system	180	53
Distribution point or center should be in ward level and distribute based on the households size	131	37.4
Further requirement of relief materials	1	0.3
Priority should be given to needy people, single women and low income family	6	1.7
Distribution of Materials should be distributed based on the actual need	28	8
Timely distribution	11	3.1
Quota System for distribution	5	1.4
Total	350	100.0

Figure 19: Satisfaction on Overall Distribution Process, Mechanisms and Arrangement



PDM study shows that 95% respondents were fully satisfied by amount of materials, on distribution modality, quality of materials, grievance handling mechanisms and behavior of staff and safety at distribution points.

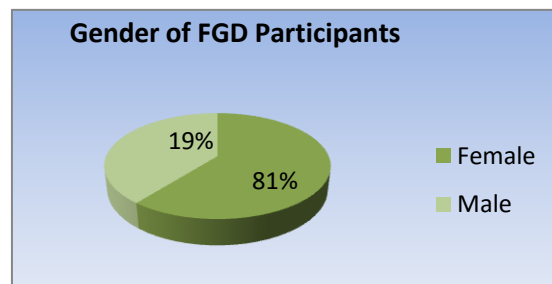
3.2 Findings of Focus Group Discussion

The purpose of the FGD is to collect qualitative data and information which were not captured by household level survey. FGDs normally conduct for triangulating the survey finding obtained from the households' survey.

During the PDM survey 24 Focus Group Discussion (FGD) were conducted in the following groups; 8 in ethnic groups, 4 in male beneficiaries groups, 5 in only women beneficiaries groups, 6 in mix groups and 1 in Dalit and low income group to extract their views, perception and belief on relief distribution of LWF.

All together 211 people attended the 24 FGDs. Out of them 41 were male participants and 171 were female participants. The PDM Study shows that 19% participants were male and 81% were female.

Figure 20: Gender of FGD Participants



Focus Group Discussion(FGDs) show that most of the participants or beneficiaries expressed their contentment on the distribution process, while minimum participants raised issues of duplication and mentioned that some of the support went to non-victims HHs since they are equally distributing relief materials in the affected areas.

Regarding on FGDs question on coping strategies of the respondents, majority of the participants spoke that they would have found job elsewhere if they were not supported by LWF relief materials during the period of emergency and crisis.

Some participants told that they would have borrowed money from relatives/friends/moneylenders, while minimum numbers of participants admitted that they would have sold assets, use their savings and would reduce the amount of food intake if they did not have relief materials.

Similarly participants were asked about the major decision makers on utilization of support assistance& materials, majority of the participants of the FGDs told that senior households' members collectively make decision on utilization of the relief materials in most of the cases, while some of the participants told that household head who normally decide how to manage the assistance.

The FGDs findings further showed that they are very satisfied with the quality of distributed materials and found very useful for their daily livelihoods.

3.3 Key Informants Interview (KII)

Key Informant Interview is intended to gather important information about the distribution activities and process that LWF followed during relief distribution.

Most of the Key Informants told that relief distribution was transparent, the quality of the items provided by the LWF were found to be highly qualitative and these items were provided according to the necessity of the people, there were no any issues of duplication except minor one. There were no any issues of mis-utilization and mishandling of the relief materials.

LWF had coordinated with the DDRC of respective districts and got prior approval to run the program in the following program VDCs. Ward Citizen Forum and VDCs were the coordinating agencies in the local level to hand over the relief materials for distributing to the affected people.

Chapter 4: Summary, Conclusion and Recommendation

4.1 Summary

- PDM results show that 95% of beneficiaries were fully satisfied with overall process.
- 100 % of the respondents have access to the distribution points. Most of the respondents know about the LWF distribution.
- 95% respondents faced no issue of conflict or disagreement on distribution process.
- All 350 respondents shared that the distribution point was accessible for them and they were clearly informed about distribution day, date, and venue, time due to which they had enough time to plan and ensure their presence on given date.
- 95% PDM respondents are fully satisfied by amount of materials, distribution modality, quality of distributed items, and behavior of staff and safety at distribution points.
- Out of 350 households 16 % households were in vulnerable situation. Majority of them were related with mental stress.
- Prime unmet needs of beneficiaries' is permanent shelter followed by CGI sheets and others constructions materials, and livelihood supporting activities etc.
- Majority of the beneficiaries told that distributed items were useful, provided on time and with high quality.
- Majority of the distribution points were found less than 5 kilometers distance.

4.2 Conclusion

- Overall, the findings of the post-distribution monitoring are positive in regards to distribution arrangements, process and use of food items/nonfood items.
- Ninety nine percent of sample households received correct amount of distributed items. All beneficiaries used the LWF assistance to meet their food requirements and shelters.
- In general, distribution process went smoothly with no such cases happen at the distribution site.
- The monitoring results shows close adherence to distribution rules related to beneficiary.

4.3 Recommendations

Based on the survey findings, the study team have come up with following recommendations for short-term (3-6months) and mid-term (6-18 months) recovery, reconstruction and livelihood restoration program;

- To support their livelihood recovery needs, should initiate income generation activities (small & medium scale) with provision of seed, fertilizer, agriculture tools and orientation training.
- Provide semi-skilled and skilled construction oriented training(as like Plumbing, Masson& Carpenter)
- Initiate the revolving fund or seed money to start-up of income generation activities
- Awareness raising campaign on Water, Sanitation and Hygiene (WASH).
- Since most the beneficiaries in the program areas are living in temporary shelters, it would be better to support them for permanent shelter construction to the most affected households.
- Distribution points should be in the ward level. So that they do not have to walk much to collect relief materials during this emergency situation.
- Local necessity at household level needs to be identified and further relief distribution should be provided based on the family size of affected households and level of damages.
- Relief distribution committee should be formed which should include representatives from the political parties, local teachers, representative from mother's group etc so that there is less chances of being misutilization and misuse of relief materials. Ward citizen forum could be the one of the best mechanism of distributing relief materials.
- Effective monitoring mechanism should be formed at the distributions points so that there will not be any issues of duplications.

Tables

Table 1: Information on distribution date and time

Districts	Information on distribution date and time		
	Yes (%)	No (%)	Total(N)
Kavre	100.0	0.0	25
Makawanpur	78.6	21.4	28
Rasuwa	91.8	8.2	49
Kathmandu	89.9	10.1	69
Lalitpur	100.0	0.0	55
Bhaktapur	100.0	0.0	31
Sindhupalchok	94.3	5.7	53
Dolakha	100.0	0.0	40
Total	94.3	5.7	350

Table 2: Sources of information on date and time

Districts	Local authorities	Village leader	Neighbors	Others	Total
Kavre	0	68	32	0	25
Makawanpur	35.71	21.43	42.86	0	28
Rasuwa	6.12	6.12	87.76	0	49
Kathmandu	50.72	28.99	20.29	0	69
Lalitpur	20	21.82	56.36	1.82	55
Bhaktapur	64.52	9.68	25.81	0	31
Sindhupalchok	30.19	33.96	35.85	0	53
Dolakha	12.5	65	22.5	0	40
Total	28.57	30	41.14	0.29	350

Table 3: Notification on place of distribution

Districts	Notification on place		
	Yes (%)	No (%)	Total(N)
Kavre	96	4	25
Makawanpur	71.43	28.57	28
Rasuwa	91.84	8.16	49
Kathmandu	91.3	8.7	69
Lalitpur	96.36	3.64	55
Bhaktapur	100	0	31
Sindhupalchok	90.57	9.43	53
Dolakha	100	0	40
Total	92.57	7.43	350

Table 4: Items of Distribution

Districts	Items of Distribution		
	Yes (%)	No (%)	Total(N)
Kavre	100.0	0.0	25
Makawanpur	32.1	67.9	28
Rasuwa	81.6	18.4	49
Kathmandu	30.4	69.6	69
Lalitpur	32.7	67.3	55
Bhaktapur	35.5	64.5	31
Sindhupalchok	49.1	50.9	53
Dolakha	0.0	100.0	40
Total	42.9	57.1	350

Table 5: HHs who received ready to eat foods and basic foods (numbers)

Districts	Ready foods	Packed foods	Total
Makawanpur	23		28
Rasiwa	22	35	49
Kathmandu	69	2	69
Lalitpur	54	15	55
Bhaktapur	31		31
Sindhupalchok	5	53	53
Dolakha		40	40
Total	204	145	350

Figure1: Knowledge on Complain Handling Mechanisms

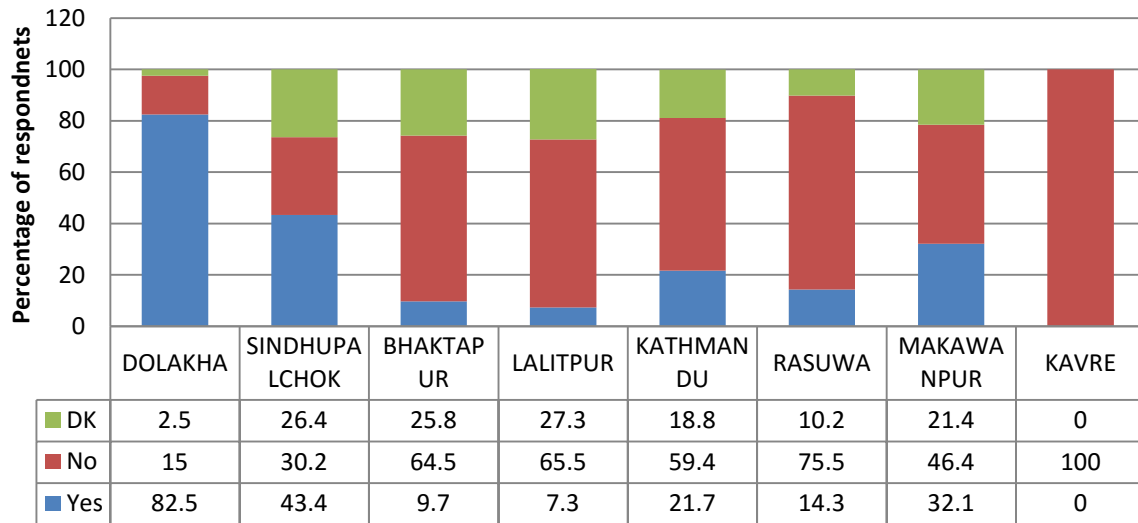


Figure 2: Staus of registered complain

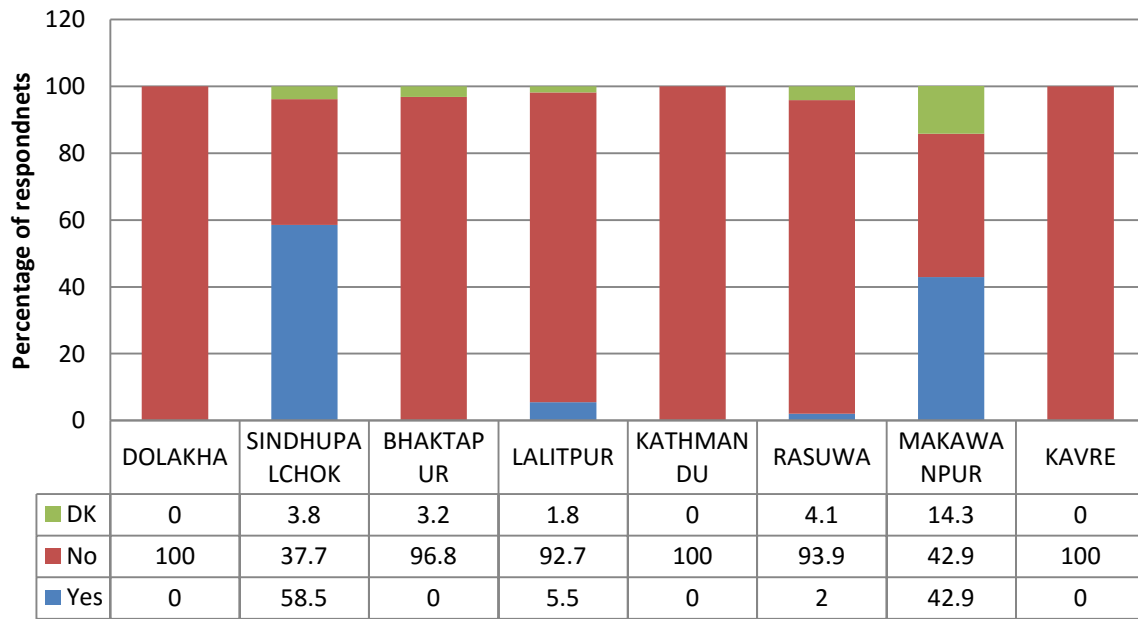
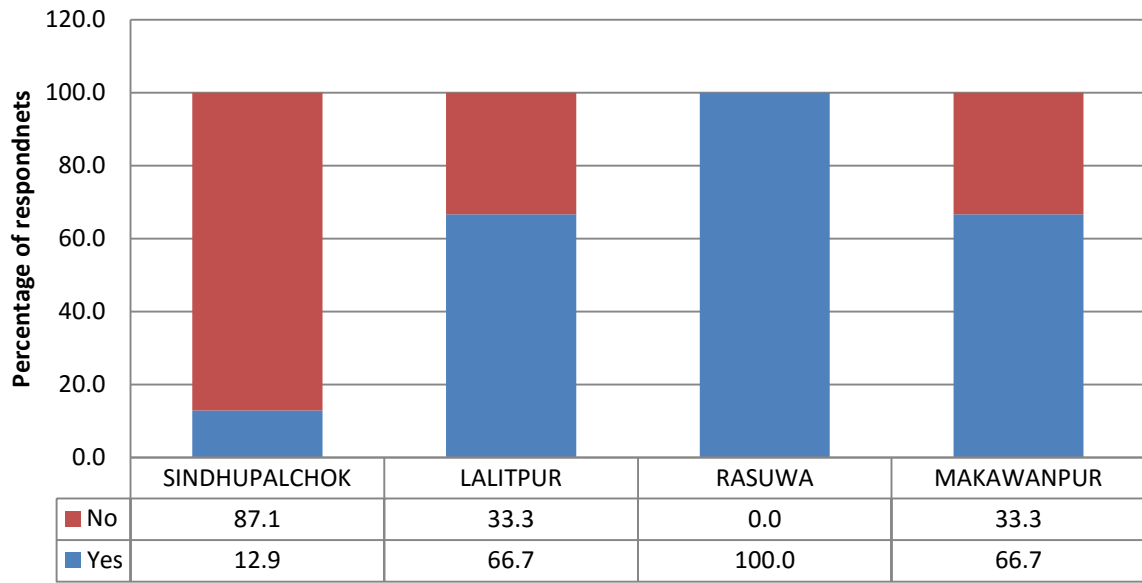


Figure 3: Addressing the complain, queries & grivances



Questionnaires

Post Distribution Monitoring Survey THE LUTHERAN WORLD FEDERATION (LWF) 2015

Post-Distribution Monitoring Form

1	District	1. Dolakha 2. Sindhupalchok 3. Bhaktapur 4. Lalitpur 5. Kathmandu 6. Rasuwa 7. Makawanpur 8. Kavre
2	VDC/Municipality Name	
3	Ward	
4	Village Name	
5	Name of Respondents	
6	Surveyer Name	
7	Date of Interview	

Hello, my name is _____ and I am working for _____ (name of NGO). We are interviewing households that received assistance from _____ (name of NGO). in your community. We would like to ask you some questions to find out if you are satisfied with our services so far and to understand ways to improve our service delivery. What you will say will be kept confidential and will not be revealed to any other group. This survey will take approximately 15 minutes to complete.

1. BACKGROUND INFORMATION

SN	Questions	Coding Categories
101	Sex	1. Male 2. Female
102	Age	

103	Caste	1. Brahmin/Chhetri 2. Janajati 3. Dalit 4. Madhesi 5. Others.....
104	Sex of household head	1. Male 2. Female
105	Total family members Number of children (up to 18 years) Number of senior citizen (65+ years)numberboys and girlssenior citizen
106	Type of accommodation	1. Host family 2. Relatives 3. Collective shelter 4. Rented apartment 5. Others (tent, public places).....
107	Do any beneficiaries' members of HHs suffer from any vulnerability?	1. Yes 2. No
108	If yes, what type of vulnerability?	1. Single parent 2. Physically disabled 3. Chronic diseases 4. Mental disability

2. INFORMATION ON DISTRIBUTION

SN	Questions	Coding Categories
201	Did you receive notification about the date and time of the distribution?	1. Yes 2. No
202	How did you know about the distribution of relief materials?	1. Local authorities 2. Village or area leader 3. Neighbour 4. Local media 5. LWF office 6. Others.....
203	Did you receive notification about the place of the distribution?	1. Yes 2. No
204	Did you receive information about the type of items to be distributed?	1. Yes 2. No

205	How long did it take you to travel to the distribution point?	<ol style="list-style-type: none"> 1. ≤ 15 min 2. 15 -30min 3. 30min-1hour 4. 1-2hours 5. >2hours
206	How far was the relief distribution point?	<ol style="list-style-type: none"> 1. 1km 2. 1-5 km 3. 5-10 km 4. More than 10 Kms
207	Which primary means of transportation?	<ol style="list-style-type: none"> 1. Walk 2. Bus 3. Car 4. Taxi 5. Others:
208	How long did you wait at the distribution site before receiving your items?	<ol style="list-style-type: none"> 1. ≤30 min 2. 30 min- 1 hour 3. 1 -1.5 hours 4. 1.5 - 2 hours 5. > 2 hours

3. SAFTY AND SECURITY INFORMATION

SN	Questions	Coding Categories
301	The level of security you felt at the distribution site was:	<ol style="list-style-type: none"> 1. Good (secure) 2. Fair (moderately secure) 3. Poor (insecure) 4. No opinion/ undecided/don'tknow
302	In your view, the overall treatment by distribution staff towards you at the distribution point was:	<ol style="list-style-type: none"> 1. Friendly/polite 2. Moderately friendly/polite 3. Not friendly/polite 4. No opinion/ undecided/don'tknow
303	Level of crowdedness at the distribution site:	<ol style="list-style-type: none"> 1. Comfortable 2. Moderately comfortable 3. Not comfortable 4. No opinion / don't know/undecided
304	Was there separate provision for the kids, disabled and old people at the distribution point for relief distribution?	<ol style="list-style-type: none"> 1. Yes 2. No 3. Do not/not sure
305	Was there provision of security personal to maintain security situation in the distribution sites?	<ol style="list-style-type: none"> 1. Yes 2. No 3. Do not know/not sure

Item	# of Item Received	Quality	Pack aging	Timing of Distribution	What have you done with the item since you received it?	How useful was the item
Ready to eat food(Bitten rice-2kgs,Nodles-10pkts, biscuits,(12 packs)-1 pack) Dry Food packet						
Dry Food packets		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Basic Food items packet- 38 kgs(rice- 30 kgs, pulse- 3kgs,oil,sugur and salt-3 kgs, WSB-2 kgs)						
Basic food items packs		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Non food Items						
Mattress(no)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Blanket(no)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Tarpaulin(sheet)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Mosquito Net(pcs)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Kitchen Set(set)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful

Solar Light(pc)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
WASH items						
Face mask(no)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Aqua tab(tob)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Sanitary Pad(pkt)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Water Tank(pcs)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Water Filter(no)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Hygiene Kit(kit)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful
Bathing Soap(bor)		1. Good 2. Fair 3. Poor 4. DK	1. Good 2. Fair 3. Poor 4. DK	1. Too early 2. On time 3. Too late 4. DK	1. Currently using item 2. Have item but not used yet 3. Sold item 4. Exchanged item	1. Very useful 2. Useful 3. Average 4. Not useful

4. SATISFACTION WITH THE DISTRIBUTION PROCESS

401	Are you satisfied the distribution mechanism?	1. Yes 2. No 3. Don't know
402	Do you know how to put complain on distribution mechanism?	1. Yes 2. No 3. Don't know
403	Have you ever submitted a complain?	1. Yes 2. No 3. Don't know
404	have any complain box within the distribution point?	1. Yes 2. No 3. Do not know
405	If yes, have you got any response on your complain?	1. Yes 2. No 3. Do not know
406	Do you have any unmet needs and any further assistance required?	1..... 2..... 3.....
407	Do you have any suggestions on distribution process?	
408	Did anyone come for follow up once they distributed relief materials?	1. Yes 2. No 3. Do not know

Questionnaires

Post Distribution Monitoring Survey THE LUTHERAN WORLD FEDERATION (LWF) 2015

FGD Checklist

- Problems on distribution
- Was there any abuse of NFI and FI agency staff, local elites or authorities involved in distribution?
- If local people did not receive assistance from LWF how will you manage?
- In your family who decide how to use the assistance?
- How did you carry?
- Is there anyone severely affected households in community have been highly benefitted by LWF?
- Unmet needs
- Ideal sources of communication of distribution mechanism
- Prior to receiving the item distributed to you, were you able to purchase items like it on your own?
- If yes, how did you cover the expenses?
- After receiving the item, were you able to improve aspects of your quality of life?
- What other items that you haven't received you think you need
- Complain mechanism



CU

Discussion with Community members about the study activities at Bhirkot VDC, Dolakha District



Relief Distribution Point at Bhirkot VDC, Dolakha District



Focus Group Discussion with women group at Majhi tole, Bhirkot VDC, Dolakha District

10 August 2015

Country Director
Lutheran World Federation Nepal (LWF)
Chundevis, Maharajgunj
Kathmandu, Nepal

Sub: Final Report Submission

Dear Sir,

First of all study team of "Post Distribution Monitoring (PDM) Survey 2015" would like to thank LWF for giving us this opportunity. Now, I would like to submit the final report on the behalf of the study team. Study team hopeful there will be further opportunities while we will work together in the future as well.

Thanking you.

With best regards,

Ashwasthama Pokhrel
Coordinator