



**World Vision International Nepal  
Government Engagement in COVID-19 Crisis**

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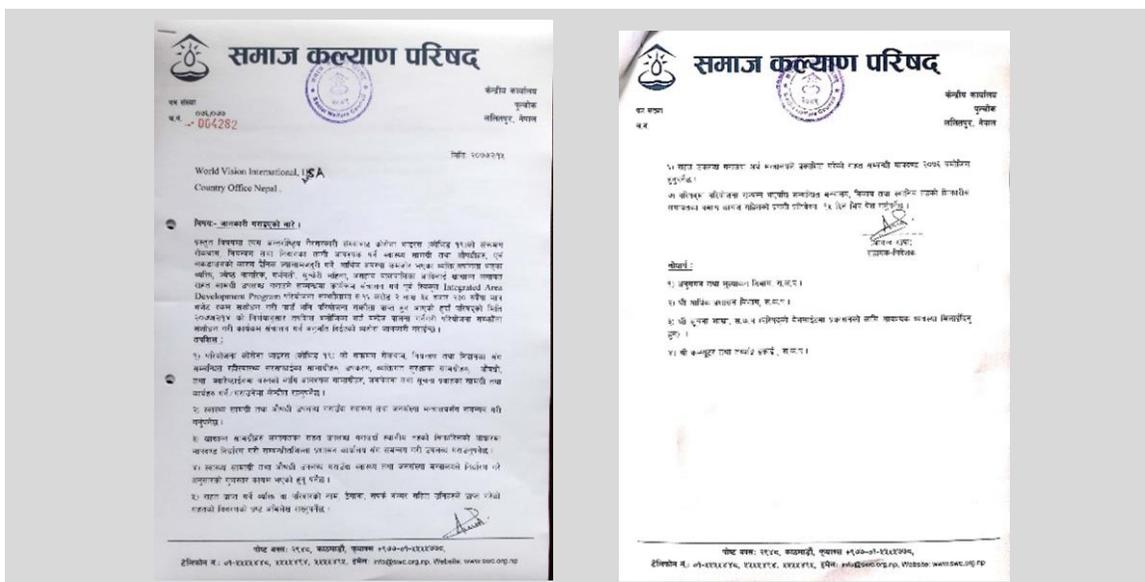
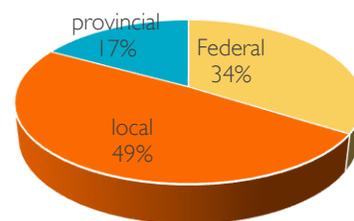
accountable. Thus, WVIN also prepared its strategy to work in COVID –19 response aligning with government policies. The major steps taken to work with government in Nepal COVER Project are as below:

- Work in close coordination with all 3 tiers (Federal, Provincial and Local) of government
- Follow the rules, regulations and policies of the Government of Nepal
- One door policy of Government of Nepal
- Communication and information sharing with the Governments
- Accountable to the governments and community
- Maintain transparency to the beneficiaries and stakeholders
- Contribute to the development plans and policies on COVID-19 through Cluster meeting in Federal Level, Province Level and District Level
- Emergency supports as per need and request of the governments on the basis of close guidance to each other
- Technical input & guidance through WVIN to local government on planning and implementing emergency response work during this situation

### Federal, Province and Local Government engagement

From the beginning of COVER Project implementation, WVIN has close and meaningful engagement with all 3 tiers of government. As per our strategy to work with government, WVIN took approval from the governments (Federal, Province and Local Government) to start the project activity. WVIN got approval from Social Welfare Council (SWC), governing body of I/NGOs. Updated government policies and procedures has been reviewed and aligned with our project activities before implementation of the project. WVIN worked in close coordination with Provincial government, DDMC, municipalities and Rural Municipalities for Selection of beneficiaries and endorsement, distribution process and monitoring of the project through its partners. WVIN have developed transition/exit strategy for smooth closer of the project. Sharing the NCP completion reports, good practices, learning and challenges with federal, Provincial and local/ district level government and stakeholders and exit meetings are planned as an exit process of the NCP. A total of 172 meetings with Federal, Province and Local government took place in this period (15 May to 15 July 2020).

Engagement with Governments



SWC approval documents

Working with the government in NCP, WVIN has been engaged in policy level to implementation level as below:

- Participated and provided input in federal level meetings. Lead Health cluster, Protection cluster, Education cluster at federal level and supported in formulation of COVID-19 Response Contingency Plan.
- Participated province level meeting like education, DRR, health and protection cluster along with province level COVID-19 response team and Supported formulation of COVID-19 Response Plan. Provincial and District level cluster meeting brings more discussion upon the situation and can analyze it together as well as bring out the ways of supports to community.
- Inception meeting of project, its activities and budget approval for implementation
- Supported to LG with facilitation on budgeting and planning indicating the current situation
- At local level all of our partners were participated face to face or virtual meeting with Local Government for inception, getting approval, beneficiary selection, support and analyzing the data of needy people, distribution and local level COVID-19 response team meeting.
- Assessment of CVP and other approach with palika head or representatives.
- Taking regular update on COVID-19 situation through local and provincial government
- Resolving the issues or disputes that aroused among community people with the involvement of RM/Ward representative

Level	Sector		Role
Federal	Food Security Working Group		Lead
	Disaster management Working Group		Lead
	Livelihood/ Food Security – cash working group		Lead
	Health Working Group		Co-Lead
	Child Protection Working Group		Co-Lead
	Education Working Group		Co-Lead

Province 1	AIN		Lead
	Protection cluster		Co-lead
	Education cluster		Co-lead
Province 2	Shelter Cluster		Lead
	Education cluster		Co-lead
	AIN		Co-lead
Sudurpashchim	AIN		Co-lead
District-level	DLSA Morang	DLSA	Lead

## Government response during engagement

However, it was challenging to implement the project in this pandemic situation, especially virtual coordination and communication with governments, we found overall positive responses. As a result of regular coordination with governments, we are able to implement the project within our timeline. Getting approval for Nepal COVER Project from SWC on time and receiving 100% approval of project activities and beneficiaries from the local government reflects the trust towards WVIN and our level of engagement. Engagement of Governments/ Palika chairs on distribution, providing community data/information with full approval, positive response on quarantine management (essential supplies, manpower, makeshift toilets etc.) are few example of good response from government. WVIN also received numbers of appreciation letters form governments for the COVID-19 response/ COVER project and following the one door system of Government was also appreciated by government. However there were few allegations that I/NGOs not doing much in this pandemic situation, this project helped to overcome those allegations and revived good feedback from governments for close coordination in future.



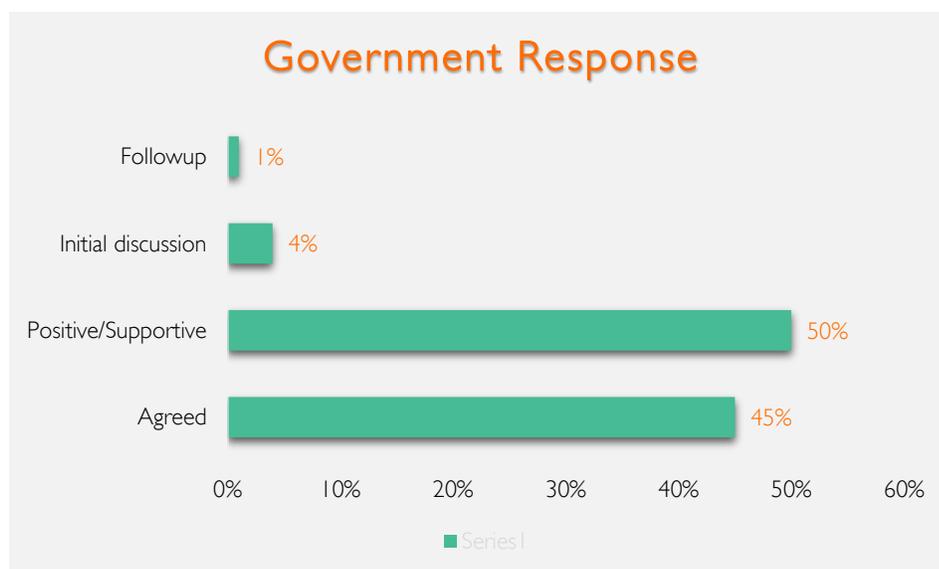
*"I am so happy because in support of WVIN, DBS has distributed food and other essentials to the people who are in need during this crisis of COVID-19 with the collaboration of local government. They also consulted LG and took approval of beneficiaries. Many people of community are in vulnerable situation due to COVID-19. In this pandemic DBS has done good work. I would like to thank DBS and WVIN. Keep it up."*

**Bikram Chaudhary**  
Chairperson, Bhajani municipal-3, Kailali



*The COVER project helps us in multiple sector, WVIN and NGO staff coordinate with ward level through me for beneficiary selection. Especially the criteria developed for beneficiary selection for food support made us easy for finalizing the beneficiary, hence I would like to thank for your work.*

**Gagendra bahadur Khadka**  
Chairperson, Rautamai Rural Municipality,  
Udayapur



## Challenges faced and resolved

Though we have successfully implemented Nepal COVER Project, we faced some challenges and learnings during the implementation of projects most of which were resolved.

### Challenges

- Contradiction/ dispute on beneficiaries selection through local level
- Due to active monsoon, flood and landslide, local roads were disturbed. It affected on fleet management and distribution in the field. Beneficiaries could not reach to the distribution point to receive the food and other hygiene materials. Distribution was delay for few days and delayed the process of handover of hand-washing corner in WFO districts. However the distribution was 100% accomplished.
- Lack of local vendor consumed time to make availability of goods in community
- More demand and less addressed, but addressed most vulnerable, ultra-poor and most needy people and community
- In some places, local government not wanted to involve openly in distribution process (as limited beneficiaries were selected, disputes were there on the selection). But whenever the issues were there, they were ready to resolves the issues through discussion with community people.
- Problem in doing message SIKKA did not work properly.
- Lack of proper communication due to network problem in some place, and hinder the orientation session sometime.



## Resolved

- proper coordination, communication, and meetings with governments and making common understanding about the nature of the project
- Series of consultation with stakeholders
- Orientation on the project activities and implementation modality. Communicate with the SIKKA expert time to time for best result
- Lobbying to local government for budget for RCs
- Modification of plans based on the situation (road situation, flood and landslide)
- Vehicle request to local government for supported materials delivery during lockdown
- Use of alternative means of communication

## LGs/P government perception on WVIN COVID19 response

WVIN received positive response from LGs and they easily accept and cooperate to implement COVER project and its modality. Majority LGs make their meaningful involvement during distribution. The local governments critically accepted the project however they opined the NCP was lately implemented. We have received appreciation letters from majority of the local governments recognizing our programmes. For the same time, the local governments have advised us to implement such projects having proper coordination and consultation with the local government. They also advised to design the project based on local government recommendation and covering areas beyond the WVIN APs in emergency response. Province / local government also express their expectation to get support in second and third session too.



*All the schools were closed due to the COVID -19 and children were about to forgot what they learned in school. Helping by providing alternative and self-learning materials in this crisis situation is very helpful for children and it is very appreciative. This will support children in self learning at home while school is closed and support to reduce stress in some extent.*

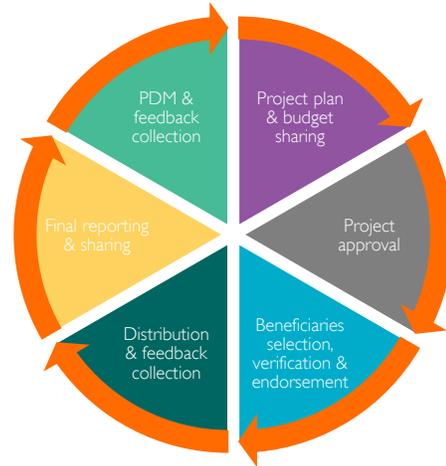
**Uddhav Sing Thapa**  
**Chairperson, Tapli Rural Municipality,**  
**Udayapur**

## PNGOs roles on Government relation

WVIN is working on partnership modality and has been implementing its all projects through local NGO partners. As an implementing partner PNGOs directly engaged with government in all steps of project cycle like; planning (consultation with government for planning and get approval), implementing (beneficiary selection, endorsement and make involvement of LG), monitoring/evaluation (engagement of LG for quality monitoring, distribution, and post distribution monitoring, submit achievement report to LG). During the COVER project implementation, PNGOs works as front liner to coordination and collaboration with government. Major role of the PNGOs on the government during the COVER project was as mentioned below.

## Roles of PNGOs

Working on field as frontline, PNGOs has roles and responsibilities to submit COVER plan and get approval from local government, hold project inception meeting (Sharing of activity, clarity on approach and budget), beneficiary selection endorsement and endorsement from the local government. Regular coordination, collaboration and involvement of local government, distribution of goods (CVA, Hygiene kits, NFIs, PPE, WASH, quarantine support), post distribution monitoring (PDM) and submit final report to government, evidence gathering of project activities (photo, video, voice, report). Transparency on the support we provided with every details like quantity, rate and total price, make functional accountability tools for feedback by local government or community people, represent WVIN and themselves in the different forum at district and local level as per requirement and communicate right information to communities and follow the Standard Operating Procedures (SOPs) of the activity management are other major responsibilities of PNGOs.



## Learning and Way forward

Major learning	Way forward
<ul style="list-style-type: none"> <li>• Regular sharing at district &amp; provincial level helps our work operate smoothly and position ourselves at all levels.</li> <li>• Local elected ward representatives owned distribution process &amp; helped resolve issues when raised.</li> <li>• Reviewing WVIN's documents timely based on updated government's policy helps us for smooth implementation, maintain organizational reputation and reduce reputational risk during crisis situation.</li> <li>• Based on government's procedure and protocol, we should have some buffer points to deal and negotiate. Because we never know when our intervention gets influenced by government's updated plan &amp; policy.</li> <li>• Local to federal level dialogue helps top level authority to understand community issues and amend the program and policy accordingly. This also creates WVIN visibility at higher level.</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation and detail information to the local government has to be done before the start of the project so that they understand the limitation and project objectives as well.</li> <li>• Strengthen community and stakeholder consultation from planning process to project evaluation.</li> <li>• WVIN should organize federal level dialogue separately with different concerned ministries and related stakeholders.</li> </ul>

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