



Accountability - How effective was client feedback and its impact?



Overview of WVIN's Community Feedback and Response Mechanism (CFRM)

WVIN puts community feedback at heart of accountability and recognizes the right of beneficiaries and community members to raise their complaints and feedback and seek responses from implementers affecting them through its relief and development program operation.

Therefore, WVIN has established community feedback and response mechanism (CFRM) across all programmatic districts since Dec 2015. There has been a comprehensive guideline with well-defined protocol for receiving and responding feedback. A number of methods of feedback collection have been provisioned across all ADPs/LPAs and earthquake response districts so as to enable children, community people, partners and stakeholder to raise their concerns and complaints with regards to our work. These methods are (i) Face to face talk (one to one meeting) with staff members, (ii) Telephone/toll free mobile numbers (iii) Suggestion box, (iv) Help desk in distribution camp (v) Focus group discussions (vi) Community consultation/meetings (vii) Workshop/Training (viii) and (ix) E-mail: npl_feedback@wvi.org



Turn Around Time

- Operational and programmatic feedback – within 7 days of receipt
- Serious complaints (e.g. allegations of fraud, misuse of funds, corruption, child abuse, harassments etc.) - within 21 days of receipt.

Accountability Officers/MEAL Coordinators at the ADP/LPA/districts and Accountability Coordinators/Manager at National Office are responsible personnel in WVIN for ensuring feedback registration, referring feedback to responsible sectors/officials for making appropriate response and action, recording responses and updating it with actions taken in response to feedback or complaints until the issue is resolved.

The methods of feedback are one to one meeting, community meeting/ consultations and toll free mobile phone numbers and help desk while relief material distribution events. The feedback data record indicates that people prefer to raise feedback more directly through face to face interactions.

Feedback analysis reports are produced and shared among concerned officials in the organization on fortnightly, monthly and quarterly basis in order to facilitate making timely responses and closing the feedback loop.



Summary of feedback - Gorkha and Nuwakot

By using these mechanism, community people had provided 802 entries of feedback on the livelihood activities 449 entries from Gorkha and 353 from Nuwakot in between Jan, 017 to Dec, 017. Among the total feedback received 55% of feedback require no further action and 45% of feedback were responded.

1.1. Evidences and case studies on contribution of community feedback mechanism

While undertaking the action research, details of feedback and response were reviewed and analyzed. A number of cases and evidences found contributing directly to improve quality of inputs, services, behavior of staff. It was also found that the feedback mechanism established by WVIN also contributed to enhance responsive management as well as to correct mistakes timely.

A. Contribution to selecting right beneficiaries while delivery of inputs and services

The following are some of examples and cases that contributed to select appropriate beneficiaries due to community feedback and helped to reach the target beneficiaries.

Feedback details	Response and corrective action taken	Effect of feedback
I was selected and registered for agro-input support but in final beneficiary list displayed I do not find my name. (Gorkha , August 2017)	Checked the register and found that he did not get benefit in any other program. Informed – “you are eligible for agro-input support”.	Included as the beneficiary of agricultural input after the feedback correcting the mistake.
Two different people from the same family has been entered in two different activities. (Nuwakot, June 2017)	Verification of the beneficiary was done and corrected accordingly	Duplication of the beneficiary from same family was removed.

B. Contribution to availability, quality and quantity of inputs (training materials, agro inputs)

Feedback was received which relates to quantity and quality of inputs and materials and their timely availability. Such feedback raised from community people helped to pay attention to make provision of materials on time as well as improve the quality of inputs.

Feedback details	Response from WVIN	Effect or contribution
Though the mobile repairing training has been started from June 25, 2017, but there is not adequate equipment (i.e. <u>Chimti</u> , iron, multi meter etc.) which have affected for learning properly (<u>Gorkha, July 2017</u>)	Responsible staff undertook the visit and interacted with participants. The feedback was found valid and corrective action taken with proper instruction to PNGO	Materials were supplied and made available contributing to improve the quality of training program.
Participants of House wiring training have requested to make DSA payment weekly so that it would be better to manage their lodging and food expenses. (<u>Gorkha, Aug 2017</u>)	Consultation was done with the beneficiary and agreed to do the payment biweekly	Participants received DSA biweekly.

C. Quality of activity and inputs and timeliness related with infrastructure construction work

While reviewing the feedback, it was found that there were concerns raised to WVIN from community people and stakeholders and labourers regarding quality and availability of construction materials, timely payment of labour cost from contractors etc.

Feedback details	Response from WVIN	Contribution or effects
People from Bidur-9, <u>Nuwakot</u> complaint that they have received only the partial payment of their total work for the rehabilitation of the irrigation canal. (<u>Nuwakot, Aug 2017</u>)	Accountability officer in coordination with sector and PNGO done the verification and found that the payment of some days were remaining due to the lacking in documentation.	Due payment was done.

2. Feedback through community consultation are a powerful tool to understand community concerns as well as to increase responsive management

WVI has proven experience in community consultations for beneficiary selection through community meetings at village level where stakeholders and potential beneficiaries are invited to participate and key criteria for beneficiary selection are discussed and shared. While undertaking community consultations, it is ensured active participation of people from various social groups, civil society members and local leaders of political parties in order to promote inclusive participation. In such consultations, community people are provided opportunity to provide their concerns, feedback and complaints on the selection or selected persons if they feel the selected person does not meet set criteria. Based on the valid feedback, the list of beneficiaries is reviewed and revised and finalized demonstrating transparency and accountability towards communities.



Overall impacts of the feedback mechanism

- Increased ownership
- Enhanced understanding of local needs and concerns
- Increased responsiveness with quick turnaround times
- Trust built with the community
- Contributed to improve quality of program in term of inputs and services