



Youth Webinar Report

Access to Basic Services

23 June 2020

Prepared by:

Electoral Support Project- UNDP

1. Executive Summary

A first youth webinar, which is part of a larger youth webinar series, took place on 23 June 2020 to discuss access to basic services at the community level in context of COVID-19. Moreover, the webinar also sought to provide recommendations on the ways to address these issues.

In the webinar, youth volunteers from all seven provinces in Nepal conducted surveys of the people in their community. The youth volunteers surveyed respondents from their communities for the survey, spread across Nepal. The volunteers asked the survey respondents questions relating to access to basic services, health care access, financial services, access to information, social accountability and transparency education, relief distribution.

From the responses, common trends that appeared include: respondents faced economic hardship and lack of food stock because of COVID-19. On the whole, miking, local radio, television and social media were means of accessing information on the pandemic in an easy manner. The respondents seemed to agree unanimously that the government needs to increasing testing of the virus and that lockdown should not be lifted. Although psycho-social counselling was available in some areas, it was not available in all and the need for it was asserted. The education of the school going children was greatly being affected as many did not have access to any sort of learning in this period.

The recommendations that emerged also revolved around providing support to the aforementioned issues. The youth volunteers offered innovative ideas on how they could also help in minimizing these issues with collaboration from other concerned stakeholders.

2. Introduction

2.1 Background & Rationale

The UNDP Electoral Support Project (ESP) and the Country Office (CO) collaborated to join forces in the fight against the COVID-19 pandemic. A joint analysis from the team concluded that a webinar conducted by and for the youth from across the provinces in Nepal would play a key role in informing about the ground realities. These would then also inform the five pillars for socio-economic framework including putting health first, protecting people, economic response and recovery, macro-economic response and multilateral collaboration and social cohesion and community resilience.

The first webinar was on Access to Basic Facilities. The opening remarks for the event was provided by Moon Gurung, Country Coordinator for United Nations Volunteers, who shared that the hard work and effort of the youth is always appreciated and is a good opportunity to build the capacity of the youth. She also stressed that such forms of learning-sharing may be complemented by trainings for the youth and encouraged them to share their innovative ideas in the fight against the pandemic, and beyond.

2.2 Objectives

- To bring issues of inclusion to the forefront.

- To engage the youth and capacitate them to get important information in the fight against COVID-19.
- To use the learnings from the youth webinars to inform future UNDP programming.

3. Key Findings (Province-wise)

Province 1, presentation by Sandhya Khatiwada

- *Respondents Demography*

There were a total of 53 respondents from seven districts of Province 1, including: Dhankuta, Ilam, Jhapa, Morang, Sankhuwasabha, Solukhumbu and Sunsari. Among the respondents, 45% were female; 2% below 20 years of age, 27% between 21-30 years of age, 18% between 31-40 years of age, 16% between 41-50 years of age, 16% between 51-60 years of age, 21% over 60 years of age. In terms of educational qualifications, 21% of the respondents were illiterate, 21% literate, 13% had received primary education, 16% secondary education, 2% higher secondary education, 27% had a Bachelor's Degree or a qualification higher than so.

- *Section-wise findings:*

General findings

The respondents shared that the problems they had to face in the rising context of the COVID-19 relate to: food security, 57%; economic hardship, 71%; mental stress, 38%; gender related, 5%; health related, 45%, transport related, 36%; domestic violence, 5%; and other issues, 4% gender based violence.

When asked what their families were doing to prevent themselves from the crisis, 25% said they were using gloves, 61% said they were using masks, 38% said they were using sanitizers, 82% said they were using soap-water to wash their hands, 59% said they were maintaining physical distancing, 70% said not leaving the house except for pressing matters, 61% said avoiding crowds, and 4% said they were adopting none of the aforementioned preventive measures.

Food Security

When asked how much food stock the family had, 45% said they had enough to last for over one month, 18% said they had enough for one month, 32% said they had enough for one week and 5% said they did not have any stock.

Health

In terms of health, 30% of the respondents shared that they need to walk for over an hour to reach the nearest health facility; 41% shared that the health facility did not have adequate basic medicines; 46% shared that they were not aware of COVID-19 examination centres. When asked about the facilities

available at their nearest health facility, 57% reported general services like before, 13% reported vaccination services, 11% reported that physicians services were available, 11% reported specialized doctors services were available, 23% reported additional tests related to COVID-19 were available, 13% reported availability of health counselling, 4% reported availability of psycho-social counselling, and 39% reported that they did not know.

Drinking water and sanitation

When asked about the precautions they took while drinking water, 31% reported that they took no precautions, 9% reported they did not have toilets in their houses. And when asked what they used to wash their hands, 96% said they used soap water, 2% reported using only water and 2% reported using mud or ash.

Access to information

When asked when the respondent learned about the COVID-19, 59% said after it appeared in China, 32% said after lockdown was imposed in Nepal, 4% said after a Nepali student returned from China, 4% said after hearing the ring tone of the phone services, and 2% said after it appeared in Europe.

When asked what was an easy means for them to access information, 34% reported it was community radio, 27% reported it was social media, 25% reported television, 11% reported it was other means whereas 4% reported it was the mobile ring tone.

Social accountability and transparency

When asked the means through which they obtained the information from the local level, 54% responded through miking, 36% through local FM, 13% through ward representatives, 7% through local groups, 9% through home-visits, 7% through local television and none through newspapers.

When asked to what extent the respondents were abiding by the lockdown imposed by the government, 45% responded they were partially abiding by it, 48% were completely abiding by it, 4% were not abiding by it and 4% were not aware about the government directive.

When asked to what extent the information disseminated at the local level was effective, 43% responded it was effective, 23% responded it was not effective and 34% responded it was somewhat effective.

When asked about the effectiveness of the government (including the local level) in providing services in the context of the pandemic, 36% said it was effective, 32% said it was not effective, 30% said it was partially effective and 2% said it was very effective.

Financial services

When asked what the primary source of income for the family was, 2% said business, 23% said agriculture, 13% said jobs, 34% said daily wage, 16% said self-employment, 13% responded others, and none responded that it was small and cottage industry or remittance.

When asked how they were performing their financial transactions, 82% responded with cash, 34% responded through banks, 23% responded through cooperatives, 11% responded through cards, 9% through mobile banking, and 48% through loans.

54% respondents said that the income source of the family decreased post COVID-19, 32% said that their income sources were completely closed. And 50% responded that someone in their family lost their job because of the pandemic.

When asked if their production or sales had decreased because of COVID-19, 15% said it had had no effect, 60% said it was more difficult than before, 26% said they did not have sales because of a lack of market and none said that it had become easier than before.

When asked what measures could be taken to combat the economic implication of COVID-19, 73% said facilitate market, 77% said tourism sector should be developed, 48% said development of small and cottage industries and 9% said it should be done via other means.

Relief Packages

80% of the respondents shared that relief package had been distributed and those who did not receive it said it was because of a lack of access to information about the relief distribution.

When asked if they received the relief package, 55% said they did not need it, 33% said they received it, whereas 13% said they did not receive it.

Education & Social Security

When asked how their children were continuing their schooling, 45% said school had not started, 41% said they did not have school going children, 9% said they had online classes and 5% said through other means.

When asked how social security allowance was being distributed to the senior citizens, people with disabilities, single women in their community, 11% said through the office, 20% said it was being distributed at the doorsteps, 48% said they did not know how it was being distributed, 9% said through banks and 13% said the allowance was not being distributed.

When asked how the people from outside the community were being perceived while entering the community, 54% in an average manner, 27% said their entrance to the village was being stopped, 20% said through social stigmatization.

Province 2, presentation by Namrata Pariyar

- *Respondents Demography*

There were a total of 48 respondents from seven districts of Province 2, including: Bara, Dhanusa, Parsa, Rautahat, Saptari, Sarlahi and Siraha. Among the respondents, 62% were female; 6% below 20 years of age, 42% between 21-30 years of age, 27% between 31-40 years of age, 10% between 41-50 years of age, 15% between 51-60 years of age.

- *Section-wise findings:*

General findings

The respondents shared that the problems they had to face in the rising context of the COVID-19 relate to: food security, 58%; economic hardship, 75%; mental stress, 71%; gender related, 10%; health related, 54%, transport related, 44%; domestic violence, 8%; and other issues, 2% gender based violence.

58% were not aware of the quarantine facility at the local level; 83% reported that the COVID-19 spread because of a returnee migrant; and 96% shared that they use soap water to frequently wash their hands.

Food Security

When asked how much food stock the family had, 23% said they had enough to last for over one month, 29% said they had enough for one month, 31% said they had enough for one week and 17% said they did not have any stock.

Health

In terms of health, 19% reported that the health of the family deteriorated than before; 63% reported that the nearest health facility is at a 15-minute walking distance, 88% reported that the necessary basic medicines are inadequate in the nearest health facility and 52% did not know about COVID-19 testing centres.

Drinking water and sanitation

When asked about the precautions they took while drinking water, 48% reported that they took no precautions; and 38% drink boiled water; 4% reported they did not have toilets in their houses. And when asked what they used to wash their hands, 98% said they used soap water.

Access to information

When asked when the respondent learned about the COVID-19, 75% said after it appeared in China. For 50%, radio was the means to receive information on the pandemic, whereas for 48%, it was television. 52% of the respondents did not receive any information on how to receive basic services during the times

of the COVID-19.

When asked what was an easy means for them to access information, 31% reported it was community radio, 29% reported it was social media, 21% reported television, 4% reported it was the mobile ringtone, 2% reported it was newspapers and 13% reported it was local representatives.

Social accountability and transparency

52% responded that they were generally aware of the activities of the government (including the local government) to prevent COVID-19.

73% reported that the role of the media in disseminating information was satisfactory, 17% said it was good, and 10% reported it was not satisfactory.

29% reported that the information disseminated through the local level is not effective.

Among the respondents, 33% saw the immediate response by the government (including the local level) as effective, 15% as not effective, 42% as somewhat effective and 10% as very effective.

When asked about the effectiveness of the government (including the local level) in providing services in the context of the pandemic, 23% said it was effective, 19% said it was not effective, 46% said it was partially effective and 13% said it was very effective.

Financial services

When asked what the primary source of income for the family was, 4% said business, 27% said agriculture, 21% said jobs, 35% said daily wage, 2% said remittance, 8% said self-employment, 2% said other sources, and none said that it was small and cottage industry.

When asked how they were performing their financial transactions, 65% responded with cash, 40% responded through banks, 19% responded through cooperatives, 10% responded through cards, 17% through mobile banking, and 67% through loans.

42% respondents said that the income source of the family decreased post COVID-19, 52% said that their income sources were completely closed. And 27% responded that someone in their family lost their job because of the pandemic.

When asked what measures could be taken to combat the economic implication of COVID-19, 85% said facilitate market, 83% said tourism sector should be developed, 60% said development of small and

cottage industries and 4% said it should be done via other means.

Relief Packages

90% of the respondents shared that relief package had been distributed in the community: 17% received the relief package from the government and 25% through support from family and friends. 15% said that they did not need the relief package.

Education & Social Security

79% said that their children's education was discontinuing. 58% reported that the people coming in from outside were stigmatized.

When asked what areas the government needs to make more effect to control the spread of the pandemic, 46% responded that the lockdown should be enforced more strictly, 54% said that the modality of the lockdown needs to change, 0% said that lockdown needs to be lifted, 50% responded that only the highly affected areas should be lockeddown, 77% said the size and scope of testing should be increased, 71% said that proper health and quarantine facility needs to be managed, 73% said that the relief distribution should be made more transparent, and 44% said that awareness against this pandemic needs to be vigorously increased.

Bagmati Province, presentation by Nir Shrestha

- *Respondents Demography*

There were a total of 66 respondents from nine districts of Province 3, including: Bhaktapur, Dhading, Dolakha, Kathmandu, Kavrepalanchowk, Makwanpur, Lalitpur, Sindhuli and Sindhupalchowk. Among the respondents, 59% were female; 9% below 20 years of age, 29% between 21-30 years of age, 21% between 31-40 years of age, 27% between 41-50 years of age, 6% between 51-60 years of age, 8% over 60 years of age. In terms of educational qualifications, 9% of the respondents were illiterate, 26% literate, 12% had received primary education, 17% secondary education, 18% higher secondary education, 18% had a Bachelor's Degree or a qualification higher than so.

- *Section-wise findings:*

General findings

The respondents shared that the problems they had to face in the rising context of the COVID-19 relate to: food security, 38%; economic hardship, 64%; mental stress, 59%; gender related, 55%; health related, 73%, transport related, 6%; domestic violence, 2%; and other issues, 3% gender based violence.

When asked what their families were doing to prevent themselves from the crisis, 23% said they were using gloves, 71% said they were using masks, 48% said they were using sanitizers, 94% said they were using soap-water to wash their hands, 80% said they were maintaining physical distancing, 76% said not

leaving the house except for pressing matters, 62% said avoiding crowds, and 2% said they were adopting none of the aforementioned preventive measures.

Food Security

When asked how much food stock the family had, 33% said they had enough to last for over one month, 41% said they had enough for one month, 18% said they had enough for one week and 8% said they did not have any stock.

Health

In terms of health, 20% of the respondents shared that they need to walk for over an hour to reach the nearest health facility; 50% shared that the health facility did not have adequate basic medicines; 42% shared that they were not aware of the testing centres for COVID-19. When asked about the facilities available at their nearest health facility, 33% reported general services like before, 38% reported vaccination services, 38% reported that physicians services were available, 8% reported specialized doctors services were available, 27% reported additional tests related to COVID-19 were available, 30% reported availability of health counselling, 18% reported availability of psycho-social counselling, and 24% reported that they did not know.

Drinking water and sanitation

When asked about the precautions they took while drinking water, 15% reported that they took no precautions, 3% reported they did not have toilets in their houses. And when asked what they used to wash their hands, 97% said they used soap water.

Access to information

When asked when the respondent learned about the COVID-19, 79% said after it appeared in China.

When asked what was an easy means for them to access information, 23% reported it was community radio, 35% reported it was social media, 29% reported television, 2% reported it was other means, 6% reported it was local representatives, whereas 4% reported it was the mobile ring tone.

When asked what means they received the information on COVID-19 from, 58% said radio, 59% television, 23% newspapers, 31% local representatives, 53% social media, 18% community based organizations, 50% mobile ring tone, 7% political party workers, 43% through their near and dear ones.

Social accountability and transparency

75% respondents said they did not receive information on COVID-19 from the local level. The local level primarily used miking to reach the citizens (52%), 64% responded that they were generally aware

of the government's efforts to combat COVID-19.

64% said that the media played a satisfactory role in the spread of information on the virus, 18% said it was good, whereas 18% said it was not satisfactory.

When asked to what extent the respondents were abiding by the lockdown imposed by the government, 32% responded they were partially abiding by it, 62% were completely abiding by it, 6% were not abiding by it and none said that they were not aware about the government directive.

When asked to what extent effectiveness of the immediate response of the local level, 29% responded it was effective, 39% responded it was not effective and 30% responded it was somewhat effective.

When asked about the effectiveness of the government (including the local level) in providing services in the context of the pandemic, 30% said it was effective, 40% said it was not effective, 27% said it was partially effective and 3% said it was very effective.

When asked about the role of civil society organizations in implementing the government directives, 56% said it was average, 5% it was dissatisfactory, 5% it was great, 34% said it was satisfactory.

Financial services

When asked what the primary source of income for the family was, 5% said business, 32% said agriculture, 35% said jobs, 15% said daily wage, 9% said self-employment, and none responded that it was small and cottage industry or remittance or anything else.

When asked how they were performing their financial transactions, 79% responded with cash, 35% responded through banks, 29% responded through cooperatives, 23% responded through cards, 24% through mobile banking, and 18% through loans.

54% respondents said that the income source of the family decreased post COVID-19, 32% said that their income sources were completely closed. And 50% responded that someone in their family lost their job because of the pandemic.

When asked if their production or sales had decreased because of COVID-19, 31% said it had had no effect, 56% said it was more difficult than before, 11% said they did not have sales because of a lack of market and 2% said that it had become easier than before.

When asked what measures could be taken to combat the economic implication of COVID-19, 71%

said facilitate market, 74% said tourism sector should be developed, 47% said development of small and cottage industries and 2% said it should be done via other means.

Relief Packages

77% of the respondents shared that relief package had been distributed and 33% received it, whereas 51% received it partially and 16% did not receive it.

When asked if they received the relief package, 55% said they did not need it, 33% said they received it, whereas 16% said they did not receive it.

Education & Social Security

When asked how their children were continuing their schooling, 47% said school had not started, 17% said they did not have school going children, 23% said they had online classes and 14% said through other means.

When asked how social security allowance was being distributed to the senior citizens, people with disabilities, single women in their community, 15% said through the office, 6% said it was being distributed at the doorsteps, 45% said they did not know how it was being distributed, 15% said through banks and 18% said the allowance was not being distributed.

When asked how the people from outside the community were being perceived while entering the community, 47% in a normal manner, 24% said their entrance to the village was being stopped, 29% said through social stigmatization.

When asked what areas the government needs to work on to control COVID-19, 12% said increase lockdown, 44% said change the modality of the lockdown, 65% implement the lockdown in the most affected areas, 85% said by increasing the size and scope of the testing against the virus, 68% said by managing proper health and quarantine facility, 67% said by making the relief distribution transparent, 50% said by spreading information on it and none said by ending the lockdown.

Gandaki Province, presentation by Roshni Baral

- *Respondents Demography*

There were a total of 54 respondents from eight districts of Province 4, including: Baglung, Gorkha, Kaski, Lamjung, Nawalpur, Parbat, Syanja and Tanahu. Among the respondents, 52% were female; 11% identified as gender minority; 7% below 20 years of age, 28% between 21-30 years of age, 20% between 31-40 years of age, 11% between 41-50 years of age, 13% between 51-60 years of age, 20% over 60 years of age. In terms of educational qualifications, 24% of the respondents were illiterate, 17% literate, 11% had received primary education, 19% secondary education, 15% higher secondary education, 15% had a Bachelor's Degree or a qualification higher than so.

- *Section-wise findings:*

General findings

The respondents shared that the problems they had to face in the rising context of the COVID-19 relate to: food security, 56%; economic hardship, 72%; mental stress, 0%; gender related, 65%; health related, 65%, transport related, 78%; domestic violence, 2%; and other issues, 0%.

Moreover, 85% of the respondents were aware of the quarantine facility at the local level, and 83% said that COVID-19 spread because of the returnee migrants.

Food Security

When asked how much food stock the family had, 35% said they had enough to last for over one month, 46% said they had enough for one month, 19% said they had enough for one week and 0% said they did not have any stock.

Health

In terms of health, 9% of the respondents said that the health of their family members had deteriorated than before; 30% said that they needed to walk over an hour to reach the nearest health facility; 57% reported that the necessary medicines were in short supply in the health facility; and 35% reported that they were not aware of the COVID-19 testing centres. When asked about the facilities available at their nearest health facility, 39% reported general services like before, 37% reported vaccination services, 35% reported that physicians services were available, 20% reported specialized doctors services were available, 28% reported additional tests related to COVID-19 were available, 41% reported availability of health counselling, 2% reported availability of psycho-social counselling, and 17% reported that they did not know.

Drinking water and sanitation

When asked about the precautions they took while drinking water, 27% reported that they drink boiled water, 36% drink filtered water, and 33% take no precautions. 2% of the respondents do not have a toilet in their homes. And when asked what they used to wash their hands, 89% said they used soap water, 7% said only water and 4% said they use ash or mud. Furthermore, the primary source of drinking water in the respondent's families were as follows: 55% private tap, 39% public tap or well, and 4% water tanker or jar.

Access to information

When asked when the respondent learned about the COVID-19, 44% said after it appeared in China, 7% said after the Nepali student returned from China, 35% said after the lockdown in Nepal, 9% said through the mobile ringtone, and 4% said after it appeared in Europe.

When asked what means they received the information on COVID-19 from, 41% said through television,

35% through social network and 33% through the radio. Moreover, 72% respondents did report to receive information on accessing basic facilities in the time of COVID-19.

Social accountability and transparency

85% respondents said they received information on COVID-19 from the local level; 89% reported a general understanding of what the government (including the local level) were doing to mitigate the effects of COVID-19; 80% reported that the media was playing a satisfactory role in disseminating information about the pandemic, 17% said the role was good and 4% said it was not satisfactory.

When asked to what extent the respondents were abiding by the lockdown imposed by the government, 32% responded they were partially abiding by it, 62% were completely abiding by it, 6% were not abiding by it and none said that they were not aware about the government directive.

When asked to what extent effectiveness of the immediate response of the local level, 19% responded it was effective, 12% responded it was not effective and 69% responded it was somewhat effective.

When asked what means were being used to disseminate information at the local level, 48% said miking, 37% said local FM, 28% said ward representative, 7% said local groups, 6% said print media, 4% said home visits and 22% said local television.

Financial services

When asked what the primary source of income for the family was, 7% said business, 31% said agriculture, 13% said jobs, 28% said daily wage, 6% said self-employment, and none responded that it was small and cottage industry, but 6% reported it was remittance and 6% reported something else.

When asked how they were performing their financial transactions, 85% responded with cash, 44% responded through banks, 9% responded through cooperatives, 7% responded through cards, 7% through mobile banking, and 57% through loans.

54% respondents said that the income source of the family decreased post COVID-19, 32% said that their income sources were completely closed. And 50% responded that someone in their family lost their job because of the pandemic.

When asked if their production or sales had decreased because of COVID-19, 22% said it had had no effect, 48% said it was more difficult than before, 30% said they did not have sales because of a lack of market and none said that it had become easier than before.

When asked what measures could be taken to combat the economic implication of COVID-19, 61% said facilitate market, 81% said tourism sector should be developed, 57% said development of small and cottage industries and none said it should be done via other means.

Relief Packages

44% of the respondents shared that relief package had been distributed and they received it. 87% said the community distributed the relief material, and 35% said that they received the relief material from the government, 11% through support from near and dear ones, and 6% through other organizations.

Education & Social Security

When asked how their children were continuing their schooling, 60% said school had not started, 24% said they did not have school going children, 7% said they had online classes and 9% said through other means.

When asked how social security allowance was being distributed to the senior citizens, people with disabilities, single women in their community, 15% said through the office, 4% said it was being distributed at the doorsteps, 52% said they did not know how it was being distributed, 11% said through banks and 19% said the allowance was not being distributed.

When asked how the people from outside the community were being perceived while entering the community, 37% in a normal manner, 46% said their entrance to the village was being stopped, 17% said through social stigmatization.

When asked what areas the government needs to work on to control COVID-19, 4% said increase lockdown, 63% said change the modality of the lockdown, 54% implement the lockdown in the most affected areas, 89% said by increasing the size and scope of the testing against the virus, 80% said by managing proper health and quarantine facility, 74% said by making the relief distribution transparent, 61% said by spreading information on it and none said by ending the lockdown.

Province 5, presentation by Prakriti Gyawali

- *Respondents Demography*

There were a total of 29 respondents from five districts of Province 5, including: Arghakhachi, Bardiya, Gulmi, Parasi and Rupandehi. Among the respondents, 31% were female; 7% below 20 years of age, 48% between 21-30 years of age, 17% between 31-40 years of age, 17% between 41-50 years of age, and 10% between 51-60 years of age. In terms of educational qualifications, 3% of the respondents were illiterate, 14% literate, 17% had received primary education, 14% secondary education, 34% higher secondary education, 17% had a Bachelor's Degree or a qualification higher than so.

- *Section-wise findings:*

General findings

The respondents shared that the problems they had to face in the rising context of the COVID-19 relate to: food security, 41%; economic hardship, 86%; mental stress, 72%; gender related, 0%; health related, 52%, transport related, 90%; domestic violence, 3%; and other issues, 3%.

When asked of the precautions they were adopting against COVID-19, 20% said use of gloves, 57% use of masks, 30% use of sanitizers, 87% washing their hands with soap water, 72% maintaining physical distancing, 76% not leaving the house except for essential work, 46% avoiding crowds, and 9% not adopting any of the measures listed above.

Moreover, 92% of the respondents were aware of the quarantine facility at the local level, and 88% said that COVID-19 spread because of the returnee migrants.

Food Security

When asked how much food stock the family had, 48% said they had enough to last for over one month, 28% said they had enough for one month, 17% said they had enough for one week and 7% said they did not have any stock.

Health

In terms of health, 14% of the respondents said that the health of their family members had deteriorated than before; 31% said that they needed to walk over an hour to reach the nearest health facility; 38% reported that the necessary medicines were in short supply in the health facility; and 27% reported that they were not aware of the COVID-19 testing centres. When asked about the facilities available at their nearest health facility, 76% reported general services like before, 59% reported vaccination services, 48% reported that physicians services were available, 7% reported specialized doctors services were available, 7% reported additional tests related to COVID-19 were available, 17% reported availability of health counselling, 7% reported availability of psycho-social counselling, and 11% reported that they did not know.

Drinking water and sanitation

When asked about the precautions they took while drinking water, 37% reported that they drink boiled water, 19% drink filtered water, and 11% take no precautions. 3% of the respondents do not have a toilet in their homes. And when asked what they used to wash their hands, 100% said they used soap water.

Access to information

When asked when the respondent learned about the COVID-19, 86% said after it appeared in China, 3% said after the Nepali student returned from China, 10% said after the lockdown in Nepal, 0% said through the mobile ringtone, and 0% said after it appeared in Europe.

When asked what means they received the information on COVID-19 from, 21% said through television, 41% through social network and 21% through the radio. Moreover, 66% respondents reported to receive information on accessing basic facilities in the time of COVID-19.

Social accountability and transparency

38% reported that the immediate response of the government (including the local level) was effective, 28% said it was not effective, and 34% said it was somewhat effective.

When asked how effective the information being disseminated from the local level is, 38% said effective, 52% said somewhat effective and 7% said not effective.

Financial services

When asked what the primary source of income for the family was, 10% said business, 24% said agriculture, 17% said jobs, 7% said daily wage, 28% said self-employment, and none responded that it was small and cottage industry, but 14% reported it was remittance and 0% reported that it was something else.

When asked how they were performing their financial transactions, 86% responded with cash, 62% responded through banks, 10% responded through cooperatives, 10% responded through cards, 10% through mobile banking, and 24% through loans.

69% respondents said that the income source of the family decreased post COVID-19, 21% said that their income sources were completely closed.

When asked if their production or sales had decreased because of COVID-19, 7% said it had had no effect, 62% said it was more difficult than before, 31% said they did not have sales because of a lack of market and none said that it had become easier than before.

When asked what measures could be taken to combat the economic implication of COVID-19, 61% said facilitate market, 81% said tourism sector should be developed, 57% said development of small and cottage industries and none said it should be done via other means.

Relief Packages

86% of the respondents shared that relief package had been distributed and that 14% received it; 7% received the government package and 10% received support from the near and dear ones.

Education & Social Security

When asked how their children were continuing their schooling, 68% said school had not started, 24% said they did not have school going children, 4% said they had online classes and 4% said through other

means.

When asked how social security allowance was being distributed to the senior citizens, people with disabilities, single women in their community, 0% said through the office, 0% said it was being distributed at the doorsteps, 21% said they did not know how it was being distributed, 79% said through banks and 10% said the allowance was not being distributed.

When asked how the people from outside the community were being perceived while entering the community, 28% in a normal manner, 44% said their entrance at the village was being stopped, 28% said through social stigmatization.

When asked what areas the government needs to work on to control COVID-19, 7% said enforce lockdown more strictly, 97% said change the modality of the lockdown, 79% implement the lockdown in the most affected areas, 97% said by increasing the size and scope of the testing against the virus, 90% said by managing proper health and quarantine facility, 55% said by making the relief distribution transparent, 48% said by spreading information on it and none said by ending the lockdown.

Karnali Province, presentation by Laxmi BC

- *Respondents Demography*

There were a total of 25 respondents from three districts of Province 6, including: Daikhi, Jajarkot and Surkhet. Among the respondents, 40% were female; 4% below 20 years of age, 36% between 21-30 years of age, 16% between 31-40 years of age, 28% between 41-50 years of age, and 12% between 51-60 years of age. In terms of educational qualifications, 16% of the respondents were illiterate, 36% literate, 12% had received primary education, 4% secondary education, 12% higher secondary education, 20% had a Bachelor's Degree or a qualification higher than so.

- *Section-wise findings:*

General findings

The respondents shared that the problems they had to face in the rising context of the COVID-19 relate to: food security, 76%; economic hardship, 92%; mental stress, 80%; gender related, 0%; health related, 64%, transport related, 48%; domestic violence, 4%; and other issues, 8%. 92% of the respondents said that the COVID-19 spread because of returnee migrants in their community.

When asked of the precautions they were adopting against COVID-19, 96% said they were washing their hands with soap water.

Food Security

When asked how much food stock the family had, 32% said they had enough to last for over one month,

36% said they had enough for one month, 32% said they had enough for one week and 0% said they did not have any stock.

Health

In terms of health, 24% of the respondents said that the health of their family members had deteriorated than before; 24% said that they needed to walk over an hour to reach the nearest health facility; 36% reported that the necessary medicines were in short supply in the health facility; and 40% reported that they were aware of the COVID-19 testing centres.

When asked about the facilities available at their nearest health facility, 88% reported general services like before, 28% reported vaccination services, 16% reported that physicians services were available, 0% reported specialized doctors services were available, 12% reported additional tests related to COVID-20 were available, 0% reported availability of health counselling, 8% reported availability of psycho-social counselling, and 11% reported that they did not know.

Drinking water and sanitation

When asked about the precautions they took while drinking water, 85% reported that they drink boiled and filtered water, but 15% take no precautions. 4% of the respondents do not have a toilet in their homes. And when asked what they used to wash their hands, 88% said they used soap water.

Access to information

64% of the respondents knew where to get information on accessing basic facilities in the current context, and 44% respondents received this information through the radio.

When asked what an easy mean of accessing information on COVID-19 was, 16% said through television, 16% through social network and 36% through the community radio, and none through the newspapers.

Social accountability and transparency

92% of the respondents were aware of what their government was doing (including the local level) to mitigate the effects of the pandemic.

84% were completely abiding by the lockdown and other measures imposed by the government, whereas 14% were partially abiding by it. 68% of the respondents said the role of the media in disseminating information in this context is satisfactory, and 32% said that it is good.

When asked how they were receiving their information, 76% said through miking, 52% through local

FMs, 28% through ward representatives, 24% through local groups, 20% through newspapers, 24% through home visits and none through television.

Financial services

When asked what the primary source of income for the family was, 4% said business, 16% said agriculture, 16% said jobs, 32% said daily wage, 8% said self-employment, and none responded that it was small and cottage industry, but 4% reported it was remittance and 20% reported that it was something else.

When asked how they were performing their financial transactions, 52% responded with cash, 24% responded through banks, 20% responded through cooperatives, 8% responded through cards, 4% through mobile banking, and 80% through loans.

56% respondents said that the income source of the family decreased post COVID-19, 44% said that their income sources were completely closed.

When asked if their production or sales had decreased because of COVID-19, 4% said it had had no effect, 63% said it was more difficult than before, 29% said they did not have sales because of a lack of market 4% none said that it had become easier than before.

When asked what measures could be taken to combat the economic implication of COVID-19, 72% said facilitate market, 80% said tourism sector should be developed, 24% said development of small and cottage industries and 20% said it should be done via other means.

Relief Packages

76% of the respondents shared that relief package had been distributed and that 58% received it; 16% received the government package, 16% received support from the near and dear ones, and 4% from other organizations.

Education & Social Security

When asked how their children were continuing their schooling, 68% said school had not started, 24% said they did not have school going children, 4% said they had online classes and 4% said through other means.

When asked how social security allowance was being distributed to the senior citizens, people with disabilities, single women in their community, 0% said through the office, 0% said it was being distributed at the doorsteps, 21% said they did not know how it was being distributed, 79% said through banks and 10% said the allowance was not being distributed.

When asked how the people from outside the community were being perceived while entering the community, 28% in a normal manner, 44% said their entrance at the village was being stopped, 28% said through social stigmatization.

When asked what areas the government needs to work on to control COVID-19, 24% said enforce lockdown more strictly, 72% said change the modality of the lockdown, 60% implement the lockdown in the most affected areas, 64% said by increasing the size and scope of the testing against the virus, 76% said by managing proper health and quarantine facility, 60% said by making the relief distribution transparent, 48% said by spreading information on it and none said by ending the lockdown.

Province 7, presentation by Bikash Singh Mahata

- *Respondents Demography*

There were a total of 8 respondents from two districts of Province 7, including: Kailali and Kanchanpur. Among the respondents, 38% were female; 38% below 20 years of age, 38% between 21-30 years of age, 13% between 31-40 years of age, and 13% between 41-50 years of age. In terms of educational qualifications, 13% had received primary education, 50% higher secondary education, 38% had a Bachelor's Degree or a qualification higher than so.

- *Section-wise findings:*

General findings

The respondents shared that the problems they had to face in the rising context of the COVID-19 relate to: food security, 50%; economic hardship, 63%; mental stress, 88%; gender related, 0%; health related, 75%, transport related, 88%; domestic violence, 0%; and other issues, 0%. 88% of the respondents said that the COVID-19 spread because of returnee migrants in their community. 88% are aware of the quarantine centres in their community.

Food Security

When asked how much food stock the family had, 37% said they had enough to last for over one month, 63% said they had enough for one month.

Health

In terms of health, 13% of the respondents said that the health of their family members had deteriorated than before; 38% said that they needed to walk over an hour to reach the nearest health facility; 88% reported that the necessary medicines were in short supply in the health facility; and 13% reported that they were not aware of the COVID-19 testing centres.

When asked about the facilities available at their nearest health facility, 38% reported general services like before, 50% reported vaccination services, 50% reported that physicians services were available, 25% reported specialized doctors services were available, 38% reported additional tests related to

COVID-20 were available, 75% reported availability of health counselling, 13% reported availability of psycho-social counselling, and 0% reported that they did not know.

Drinking water and sanitation

When asked about the precautions they took while drinking water, 13% reported that they drink boiled water, 36% drink filtered water, and 36% take no precautions. All of the respondents had a toilet in their homes. And when asked what they used to wash their hands, all of them said they used soap water. 88% of the respondents had a private tap in their homes.

Access to information

When asked what an easy means for receiving information was, 88% said social media and 12% said community radio. When asked what means they were receiving their information through, 63% responded radio, 100% television, 75% newspapers, 13% local representatives, 100% social media, 13% community-based organizations, 50% mobile ringtone, 0% political party workers and 38% through near and dear ones.

Social accountability and transparency

75% respondents said that the local level provided them with information on the pandemic; 88% said they were aware of what the government was doing (including the local level) to mitigate the effects of the pandemic; and 88% said they were satisfied with the role of the media in disseminating information about the pandemic, and 13% said that their response was good.

When asked how they were receiving their information, 63% said through miking, 50% through local FMs, 13% through ward representatives, 25% through local groups, 25% through newspapers, none through home visits and none through television.

Financial services

50% respondents said that the income source of the family decreased post COVID-19, 38% said that their income sources were completely closed. 63% said that someone in their family lost a job because of the pandemic. For the majority of the respondents, the main source of income was agriculture, with 50% of the respondents claiming so.

When asked how they were performing their financial transactions, 88% responded with cash, 50% responded through banks, 13% responded through cooperatives, 13% responded through cards, 0% through mobile banking, and 50% through loans.

When asked if their production or sales had decreased because of COVID-19, 0% said it had had no

effect, 88% said it was more difficult than before, 12% said they did not have sales because of a lack of market 4%, and none said that it had become easier than before.

When asked what measures could be taken to combat the economic implication of COVID-19, 100% said facilitate market, 100% said tourism sector should be developed, 75% said development of small and cottage industries and 0% said it should be done via other means.

Relief Packages

75% of the respondents shared that relief package had been distributed and that 75% did not need the relief package.

Education & Social Security

When asked how their children were continuing their schooling, 88% said school had not started, and 12% said through online classes.

When asked how social security allowance was being distributed to the senior citizens, people with disabilities, single women in their community, 13% said through the office, 63% said it was being distributed at the doorsteps, 13% said they did not know how it was being distributed, 0% said through banks and 13% said the allowance was not being distributed.

When asked how the people from outside the community were being perceived while entering the community, 12% in a normal manner and 88% said their entrance at the village was being stopped.

When asked what areas the government needs to work on to control COVID-19, 24% said enforce lockdown more strictly, 72% said change the modality of the lockdown, 60% implement the lockdown in the most affected areas, 64% said by increasing the size and scope of the testing against the virus, 76% said by managing proper health and quarantine facility, 60% said by making the relief distribution transparent, 48% said by spreading information on it and none said by ending the lockdown.

4. Observation from field

- A majority of the respondents said they had to face economic hardships and lack of food stock because of COVID-19.
- The respondents also shared that they did not have the necessary food supplies in the local market.
- Most of the respondents were also not aware of how the pandemic spread.
- On the whole, miking, local radio, television and social media were means of accessing information on the pandemic in an easy manner.
- Most respondents were aware of the government responses against COVID-19; most were satisfied with the response. However, some noted that civil society organizations did not make any effort to implement the governments decisions and that the media could play a better role to facilitate information flow.
- The respondents seemed to agree unanimously that the government needs to increasing testing of the virus and that lockdown should not be lifted.
- Although psycho-social counselling was available in some areas, it was not available in all.

- The education of the school going children was greatly being affected as many did not have access to any sort of learning in this period.

5. Best Practices/Lesson Learned

4.1 Programme modality (*Including IT aspects*)

- The lesson learned in terms of the programme modality was that it was a very lengthy programme. Because of this the number of attendees decreased over the period. In order to mitigate this, the programme modality of the ensuring webinars will be altered to keep account of time.
- The participants expected sign language interpretation.
- The need for Nepali to English translations can be decided based upon the participants request. For this, the facilitator can request the participants to “raise hand” if the participants need English translations. If it is found that there are people with hard of hearing attending the webinar, sign language interpretation should be arranged accordingly.

3.2 Content

- The content was very long and covered a lot of issues. Because of this the presenters had to jump from one issue to the next without elaborating on any of them.
- A recommendation from an expert was to include behavioral indicators in the future surveys.

3.3 Participation

- The participation was mainly from the youth volunteers.
- There were approximately 70 participants at the beginning of the programme.

6. Major Discussion questions

Basanti Tamang, Deputy Mayor of Dakshinkali Municipality, Kathmandu

- There is no COVID-19 cases till date in Dakshinkali Municipality.
- Health workers, security forces have undergone PCR tests for the front-line workers of this municipality.
- This is a very new virus so we all have to learn how to better respond to it.
- The municipality distributed hygiene kits, sanitizer, soap in public areas, they maintained social distancing during business hour.
- The municipality coordinated with food suppliers to deliver food items for home delivery.
- Established 4 health desks in the municipality for preliminary check up with full security and health facilitators in Chaimale, Kritipur.
- Good coordination with security forces to maintain law and order.

- The future work of the municipality targets: socio economic improvement, youth focused programmes, warehouse and procurement process, awareness programme at the community level.

Ramesh Adhikari, National Program Manager, PLGSP

- This is a highly professional presentation with important information for government federal, province and local government.
- The Government is also aware of some of the issues concerning gender-based violence and social accountability and it working to improve them. In fact, a tool called Crisis Management Information System (CMIS) has been formulated.

Tritha Kumari Gurung, Ward Member, Pokhara Metropolitan City-11

- Awareness programme for community members.
- The ward carried our relief distribution of to over 2000 households.
- They arranged for the management of quarantine with 25 beds in Shiva Sakti Secondary School in their ward.
- Distribution of hygiene kits to all quarantine centre.
- Mobilization of security forces at ward.

Yanki Ukyab, Development Economist, UNDP

- This is a very positive effort from the youth.
 - Helps to develop the right programme in the days to come for UNDP.
 - The way the questionnaires are very developed is praiseworthy and relevant.
- Encouraged the participants to focus on more need based assessments.
- The youth can support the older generations to find creating ways of using digital technologies to address the current problems.
- people.

Kundan Das Shrestha, Senior Electoral Advisor, ESP

- Youth are representatives from our cross-sectional group of our society.
- Thanks to all presenters though facing technical problems.
- Thanks to all panellists and election team.
- He briefly described ESP project and can use this platform for democratic participation, civic and voter education.

7. Recommendations

(Recommendations from volunteers, experts, audiences)

- *Expectations of the respondents should also be included while doing the survey.*
- *The volunteers should be encouraged to do more need-based assessment.*

8. Conclusion

The event was filled with enriching insights from the presenters of the seven provinces. The experts also shared how they were working to address the myriad issues caused by the pandemic. The event echoed the need to work together to collectively combat COVID-19. The programme is turned out to be a good initiative in terms of engaging young people across the country to access the ground reality.

A. ANNEX

Annex 1: List of Experts

- Basanti Tamang, Deputy Mayor of Dakshinkali Municipality, Kathmandu

- Ramesh Adhikari, National Program Manager, PLGSP
- Tritha Kumari Gurung, Ward Member, Pokhara Metropolitan City-11
- Yanki Ukyab, Development Economist, UNDP

Annex 2: Few Photographs *(With Captions)*