

## MODULE 5 BENEFICIARY AND COMMUNITY

### ENGAGEMENT

#### PART 6 Case Study 5

In this part of module 5, we will explore the **fifth case study concerning the Nepal earthquake.**

In 2015, a severe earthquake of 7.8 magnitudes struck near the city of Kathmandu in central Nepal. The earthquake triggered an avalanche on Mount Everest and another avalanche in the Langtang valley. In total, approximately 9,000 people were killed, thousands more were injured, and over 600,000 buildings and residences were damaged or destroyed. Hundreds of thousands of Nepalese people were rendered homeless and UNESCO world heritage sites in the Kathmandu Valley were flattened.

The first responders to the crisis were volunteers, members of local communities, and local NGOs who used their extensive networks to provide critical information to the military and humanitarian actors. With help from the United Nations, the Government of Nepal, and over 450 humanitarian agencies, critical life-saving aid was effectively delivered to many affected communities. The Humanitarian Country Team also launched the Nepal Earthquake Flash Appeal to provide protection and humanitarian relief to those affected; this reached around 3.7 million people.

Following the delivery of immediate humanitarian assistance, the UN-funded **The Feedback Project**. This *collected community and beneficiary feedback through periodical perception surveys, rumors and concerns tracking, as well as existing agency feedback mechanisms. Collected information was formulated into consolidated reports which were subsequently shared with humanitarian stakeholders, as well as civil society and district authorities. These reports identified many*

*inequalities between different districts and provinces, and rising and falling levels of beneficiary satisfaction.* This resulted in adaptive programming and planning on behalf of *humanitarian stakeholders who ensured that response efforts were aligned with community-raised concerns and needs.*

This is one of the most effective examples of **collaboration amongst humanitarian stakeholders at all levels and national authorities, as well as thorough beneficiary engagement conducted through coordinated humanitarian efforts.** It illustrates that *only by working together* with local communities, authorities, and other development *actors can humanitarian support be truly effective* in addressing the needs and concerns of affected populations.