



National Reconstruction Authority

# REBUILDING NEPAL

'Build Back Better'

## STEERING COMMITTEE INCREASES HOUSING GRANT AMOUNT

The Steering Committee of the National Reconstruction Authority (NRA) meeting of 26 September has decided to raise the housing grant for families who lost their homes during the earthquakes of 2015 to Rs. 300,000 (US\$ 3,000). The Steering Committee chaired by Prime Minister Pushpa Kamal Dahal also decided to continue housing grant distribution, and verification surveys of potential recipients in the other 17 districts that were affected by the earthquake.

The meeting has decided to provide Rs. 50,000 as the first installment, Rs. 150,000 as the second and remaining Rs. 100,000 as final installment. The meeting also approved the NRA budget of fiscal year 2016-2017 and the proposed organizational structure of the Authority.

The NRA began distributing the first installment of the housing grant in March 2016 and has till end-September completed distribution to 407,004 families. The earlier grant was Rs. 200,000 provided in three installments.

The Prime Minister chairs the Steering Committee that includes the leader of the Main Opposition party, senior government and NRA officials.

The meeting had reviewed the progress in grant distribution and issues and challenges facing the NRA and decided to establish district level NRA units to assist reconstruction in 14 districts, and to also allow the participation of local stakeholders in the process.



Prime Minister Pushpa Kamal Dahal at the Steering Committee meeting. (Source: NRA)

In the meeting, CEO of NRA Sushil Gyewali had presented the progress report of NRA. Gyewali said that NRA has been successful in rolling out a Nepali model in the reconstruction and rehabilitation effort. He added that activities it has led since establishment as regards policies and coordination of implementation have been praised by the international community.



A villager at Thulopakhar VDC of Sindhupalchowk signing the housing grant agreement. (Source: NRA)

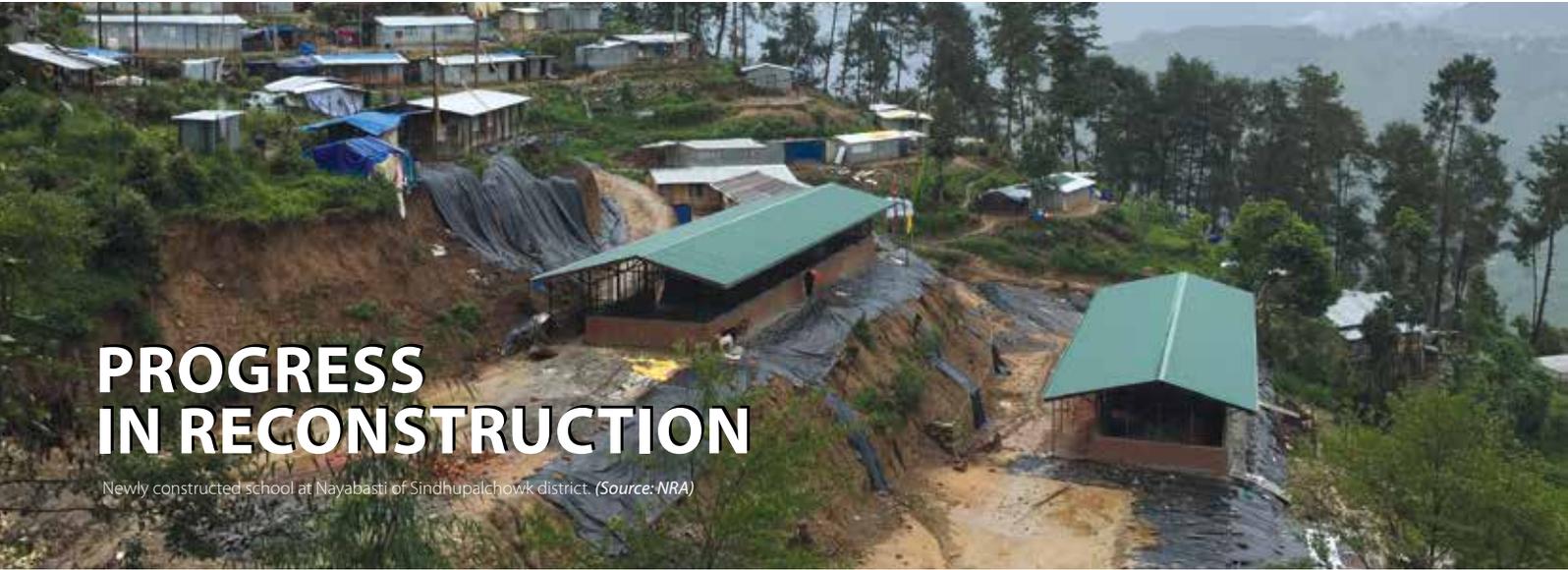


## A WORD FROM THE NRA SECRETARY

This is the beginning of the NRA's effort to periodically inform people, reconstruction partners and donors working on reconstruction activities. We welcome your suggestions on the type of information you want included in this newsletter, and the NRA team will continuously strive to provide that in the coming issues.

I wish success to the team working on this newsletter.

**Madhu Sudan Adhikari**  
*Secretary, National Reconstruction Authority*



# PROGRESS IN RECONSTRUCTION

Newly constructed school at Nayabasti of Sindhupalchowk district. (Source: NRA)

## HOUSING GRANT DISTRIBUTION AND RECONSTRUCTION

In end-September the NRA had completed housing grant agreements with 455,710 house owners in 11 districts that were worst affected by the earthquakes of 2015. Of these, over 407,004 have received the first installment of Rs. 50,000 through banks for use in building the foundation of the new houses.

Housing grant distribution gathered pace during the month-long campaign that began in mid-August in response to the Prime Minister's desire that the process be expedited. On 15 August when the campaign was launched 45,429 house owners had received the first tranche of the support. By 28 September this number had increased to 361,575 – a 91 per cent increase.

"We are satisfied with the progress in grant distribution and I wish to thank all government agencies that were involved in the process," said Sushil Gyawali, Chief Executive Officer, NRA. "We are continuing with the same zeal to ensure that we deliver the grants to eligible households that were affected by the earthquake as soon as possible."

The Prime Minister, the Parliament's Development Committee and some donors who are supporting reconstruction have expressed satisfaction at the pace of grant distribution, and urged the NRA to continue the effort to ensure coverage of all eligible earthquake-affected households as soon as possible.

The NRA began distributing housing grants in March 2016 following a survey using the Detail Damage Assessment methodology in earthquake affected districts. The surveys were first carried out by engineers in 11 districts that had been most-affected and were gradually extended to Kathmandu Valley districts. The NRA is planning to begin the surveys in the remaining 17 districts that were also affected by the earthquake as soon as possible.

Of 533,182 families eligible for housing grants, financing agreements had been completed with 455,710 on September.

## CONSTRUCTION OF SCHOOLS AND HEALTH FACILITIES

Different agencies have begun rebuilding schools and health-posts that were damaged in the earthquakes. The Post Disaster Needs Assessment (PDNA) had said 21,169 classrooms had been fully destroyed and 27,452 classrooms were partially damaged at 7923 schools. The Department of Education has begun reconstruction of 8856 classrooms, with support of different agencies. The government has so far built 8000 temporary classrooms and another 4000 have been built with the support of different organizations.

The government has also begun rebuilding 70 schools with the support of the Government of India (first phase), and another 13 are being built with the support of the Government of China. Donors such as the Asian Development Bank (ADB) and Japanese International Cooperation Agency (JICA) have also begun the process to reconstruct 514 schools, of which reconstruction of 89 are either in different stages of the tender process or have begun construction. Different I/NGOs have signed agreements with NRA to construct another 155 schools. The NRA has allocated a budget for rebuilding the Central Library at Kirtipur and 52 other libraries that had been destroyed in the 2015 earthquakes.

The earthquakes had damaged 1,080 health facilities and efforts are already underway to rebuild 444 of these institutions. This work is being done by different agencies including I/NGOs. The Government of Nepal will rebuild the remaining structures. So far about 200 health centers have begun operations using prefabricated structures and 100 have been handed over to the concerned agencies. These will be used to provide health services until the permanent structures are ready. At least 133 I/NGOs has sought approval for supporting the construction of houses, schools, health post and heritage sites in the affected districts.

Over

# 455,710

have signed housing grant agreements

Over

# 407,004

have received the first installment of Rs. 50,000 for use in building the foundation of the new houses

Reconstruction of

# 8,856

 Classrooms

has begun by the Department of Education

## 115,000 HOUSEHOLDS SURVEYED IN KATHMANDU VALLEY

The Central Bureau of Statistics (CBS) has completed the survey of 115,000 houses that were damaged by the April 2015 earthquake in the three districts of Kathmandu Valley (Kathmandu, Bhaktapur and Lalitpur). In end-September the CBS had completed the survey of 53,149 households in Kathmandu District, 32,038 in Bhaktapur and 30,661 in Lalitpur. The NRA has begun preparing lists of households that would be eligible for housing grants.



Engineer at a survey of an earthquake damaged house in discussion with a family in Kathmandu. (Source: NRA)

## CONSTRUCTION OF HERITAGE SITES

The 2015 earthquakes had damaged or destroyed about 700 cultural heritage sites. The Government has begun the reconstruction of 49 cultural sites and the others are also in different stages of preparation. Sites already under reconstruction include Rani Pokhari, Patan Manimandap, Krishna Mandir, Anantapur (Soyambhu), Faside (Bhaktapur) Bansagopal Temple (Hanuman Dhoka), Boudhanath Stupa, Bajrayogini (Sankhu).

The Government of India will support reconstruction at some other important sites like Bungmati, Khokana, Sankhu and another 23 cultural sites

as first phase. The Basantapur Durbar Square area and the Nuwakot Durbar will be rebuilt with the support of the Government of China. Similarly, Kathmandu Valley Preservation Trust will rebuild Patan Durbar Square area and the Government of Germany will support the reconstruction of the heritage sites in the Bhaktapur Durbar area.



Reconstruction underway at the Boudhanath Stupa. (Source: NRA)

## TAKING STOCK OF RECONSTRUCTION FINANCING



**Bhisma Kumar Bhusal, Ph.D.**  
*Under-Secretary, National Reconstruction Authority*

The National Planning Commission (NPC) carried out an exhaustive participatory assessment in collaboration with national experts and development partners to take stock of the damage, loss and needs after the devastating earthquake of April 2015. This led to the preparation of the Post Disaster Needs Assessment (PDNA) guided by the concept of Build Back Better from the Sendai Framework for Disaster Risk Reduction (SFDRR). The PDNA covered 23 thematic areas and estimated that loss was in the tune of NRs. 706 billion (USD 7 billion). The PDNA estimated that the recovery need would be NRs. 669 billion (USD 6.69 billion). The PDNA also concluded that the recovery effort would need contributions of one an all – the private sector, NGOs and international development partners. In June 2015, the Government of Nepal organized the International Conference on Nepal's Reconstruction (ICNR) and used the platform to disseminate PDNA findings and seek technical and financial support for reconstruction

### Pledges and commitment

All pledges made during the ICNR have not been fully funded. The pledges as of September 2016 is as follows:

#### Pledges and agreements

Country	Grant (A)	Soft Loan (B)	New Pledge (C)	Existing/Re-allocation (D)	Total (A+B)	Agreement made (USD)
China	766,927,000	0	489,528,000	277,399,000	766,927,000	610,000,000
India	650,000,000	750,000,000	1,000,000,000	400,000,000	1,400,000,000	1,000,000,000
Japan	520,000,000	208,000,000	260,000,000	0	260,000,000	247,000,000
Norway	15,965,500	0	15,965,500	0	15,965,500	0
USA	130,000,000	0	68,000,000	62,000,000	130,000,000	10,700,000
ADB	0	600,000,000	250,000,000	350,000,000	600,000,000	215,000,000
WB	0	500,000,000	300,000,000	200,000,000	500,000,000	300,000,000
EU	111,890,000	0	111,890,000	0	111,890,000	111,890,000
EU (TA)	5,594,500	0	5,594,500	0	5,594,500	5,594,500
UK (DFID)	110,000,000	0	62,854,800	47,145,200	110,000,000	129,500,000
Austria	1,200,000	0	1,200,000	0	1,200,000	0
Australia	4,635,300	0	4,635,300	0	4,635,300	0
Canada	105,000,000	0	105,000,000	0	10,500,000	10,000,000
Bangladesh	502,815	0	502,815	0	502,815	0
South Korea	10,000,000	0	10,000,000	0	10,000,000	0
Pakistan	1,000,000	0	1,000,000	0	1,000,000	0
Switzerland	25,000,000	0	25,000,000	0	25,000,000	0
Sri Lanka	2,500,000	0	2,500,000	0	2,500,000	0
Saudi Arabia	0	300,000,000	0	0	30,000,000	0
Netherlands	26,000,000	0	26,000,000	0	26,000,000	0
Sweden	10,000,000	0	10,000,000	0	10,000,000	0
Finland	2,237,800	0	2,237,800	0	2,237,800	0
Germany	33,567,000	0	33,567,000	0	33,567,000	34,000,000
Turkey	2,000,000	0	2,000,000	0	2,000,000	0
IMF	0	50,000,000	50,000,000	0	50,000,000	50,000,000
<b>Total</b>	<b>1,971,519,915</b>	<b>2,13,80,00,000</b>	<b>2,742,975,715</b>	<b>1,336,544,200</b>	<b>4,10,95,19,915</b>	<b>2,723,684,500*</b>

Notes: (1) Although pledged amount is USD 4.1 billion, the adjusted (actual) was only USD3.43 billion as USD670 million was for regular programs. (2) Of USD 3.43 billion pledged for reconstruction and recovery, USD 2.7 billion (79.3% of pledge) has been confirmed through MOUs. (3) Support in kind has not been shown. USA (USD 9.6 million), Swiss Development Cooperation (USD9.0 million), Canada (Canadian Dollars 10 million) and other donors have also contributed in Multi-donor Trust Fund.

## PDNA TO PDRF

The NRA prepared a comprehensive recovery framework, the Post Disaster Recovery Framework (PDRF) in May 2016. The PDRF has a clear vision and strategic objectives for guiding the resilient recovery. It also defines time frames, priorities, institutional arrangements and financial planning. It not only pays attention to repair and reconstruction of houses but also emphasizes the inclusion of the vulnerable populations by supporting livelihoods, restoring social infrastructure, and restoration of heritage sites destroyed by the earthquake, among others. The re-estimated recovery cost is USD 8.38 billion. In September 2016 the government decided to increase the housing grants by Rs. 100,000 (USD 1,000) for each recipient of housing support. It is also considering a Rs. 100,000 support for retrofitting. This will add another USD 0.8 billion rupees (estimating the total number of recipients at 800,000) to the PDRF estimate making it USD 9.18 billion.

However, available source is scanty to fulfill such huge amount. Even the aid agreement made so far is focused on some geographical areas and concentrated on particular sector. Most of the resources agreed cannot be utilized within a single year or two. The following table is the self-evident:



Former Prime Minister KP Oli unveiling the PDRF. CEO NRA Sushil Gyewali (left) and former Deputy Prime Minister Kamal Thapa (right) are also seen in picture. The PDRF was launched on 12 May 2016. (Source : NRA)

## Sectoral allocation of foreign aid in reconstruction

Development partner	Support components	USD (in million)	Details of support	
World Bank Grant	Budgetary Support	100	Earthquake affected districts	
World Bank Loan	Housing Grant	185	85000 beneficiary of Dolakha, Dhading and Nuwakot Districts	
	Disaster Risk Management System	10		
	Project Implementation Support	5		
	<b>Total Project Cost</b>	<b>200</b>		
Asian Development Bank	Roads and Bridges	81	Construction of 135 km of Strategic Roads, rehabilitation of 450 km Rural Roads	
	School	87	Construction of 700 schools will including 5 Model Schools in 8 districts	
	District level Government Facilities	Disaster preparedness and management capacities	36	Rebuild or retrofit about 300 district-level Government offices in 10 district except (Kathmandu, Lalitpur and Bhaktapur)
			9	
	Contingencies	14.4		
	Vehicle purchase	1.6		
	Financing charges	3		
<b>Total Project Cost (ADB 200 million)</b>	<b>232</b>	(Including 32 million as counterpart fund)		

Development partner	Support components	USD (in million)	Details of support
JICA Housing Loan	Housing	97	Construction of about 40000 houses Gorkha and Sindhupalchowk
	Consulting services	7.43	
	Interest during construction	0.036	
	Contingency	4.839	
	<b>Total Project Cost</b>	<b>109.305</b>	
JICA Loan for Schools	Civil work and procurement of equipment	102	School reconstruction in Dhading, Makawanpur, Lalitpur, Gorkha, Nuwakot and Rasuwa Districts
	Consulting services	15	
	Interest during construction	0.50	
	Contingencies	10	
	<b>Total Project Cost</b>	<b>127.5</b>	
JICA Grant	Public Construction	36.457	Paropkar Maternity and Women's Hospital, Reconstruction of Bir Hospital, Rehabilitation of damaged water supply system in Chautra, Sindhupalchowk District, Bridge construction in Barkilo-Barpak Road in Gorkha District.
China	Housing Grant	10	Budgetary support
	Grant for reconstruction	500	Heritage sites, schools, health posts and other facilities
ADB (JFPR)	Grant funding		14 Model Schools in 14 Districts
	Civil works	6	
	Equipment and supplies	0.50	
	Capacity building and training	1.50	
	Consulting services	0.65	
	Credit Line (Subtended to SFDB)	5.5	
	Unallocated	0.70	
<b>Total project cost</b>	<b>15.00</b>		
WB	<b>Budget support</b>	<b>100</b>	
EU	<b>Budget support</b>	<b>112.25</b>	
	<b>Complementary support</b>	5.61	USD 3.37 m for TA, evaluations, audits, communication and visibility, USD 1.12 m for grant contract TIN, USD 1.12 m for indirect management with ADB
IMF (ICF)	Budgetary Support Loan	50	

Development partner	Support components	USD (in million)	Details of support
India	<b>Total grant</b>	<b>250</b>	
	Housing grant	100	
	School construction	50	
	Construction of health infrastructures	50	
	Construction of cultural heritage	50	
India	Line of Credit (Loan from Exim Bank)	750	
Germany KFW	<b>Total grant</b>	<b>34</b>	
	Construction of cultural heritage	13	
	Construction of health infrastructures	13	
	Rural electricity distribution in the Chilime-Trishuli Corridor	7	
KOIKA	<b>Total Grant</b>	<b>8.5</b>	
	Construction of health infrastructures	8.5	1 hospital and 10 health posts in Nuwakot
MDTF	<b>Housing grant</b>	<b>15</b>	
DFID	Total grant	93.07	Core intervention in Rasuwa, Nuwakot, Gorkha and Dhading Districts
	Housing grant	6.51	
	Investment component	45.95	Operationalize PDRF at district level
	Enrolment component	4.56	Beneficiary enrolment support
	Leave no one behind	22.78	Including cash transfer for most vulnerable
	Coordination and capacity development	6.51	Build capabilities of GoN and key partners
	Policy reform through MEL (monitor, evaluate and learn)	5.21	

Despite the generous support from development partners the NRA still has many challenges, these include:

1. Implementing agreements. Even though around 80 per cent of pledges have gone beyond agreements, real expenditure has been slow except in housing grant distribution. NRA is working to ensure rapid implementation in a transparent and accountable manner.
2. The tie-up of aid to sectors/regions has limited flexibility in resource use. There is a wide resource gap in housing, education, government buildings and the heritage sector – more than 70 per cent of the resource needs remain to be fulfilled.

### Conclusion

NRA has a clear framework for reconstruction. What is now needed is finances, some of which has been assured by different development

partners. NRA is committed to ensuring efficient use of resources with full transparency by putting in place a robust financial management system. Development partners can assist the NRA by helping to strengthen financial management and by providing flexible funds through the country system to allow it to function with the required sense of urgency.

*Estimated recovery cost*

**US \$ 9.18**  
billion

# NEWS BRIEFS

## PRIME MINISTER ADDRESSES DEVELOPMENT COMMITTEE

Prime Minister and chair of the NRA Steering Committee Pushpa Kamal Dahal briefed the Development Committee of Parliament on progress in reconstruction on 5 September, and

expressed satisfaction with the increased pace of housing grant distribution. He informed that the number of housing grant agreements that had been made on 4 September (275,000). It was at this meeting that the Prime Minister had first proposed increasing the housing grant from Rs. 200,000 to Rs. 300,000.

Earlier, Rabindra Adhikari, the chair of the Development Committee had expressed appreciation to the efforts of the NRA to expedite housing grant distribution.



PM Pushpa Kamal Dahal addressing the Development Committee of Parliament on 5 September. (Source : [cmprachanda.com](http://cmprachanda.com))

## WORLD BANK PRAISES HOUSING GRANT DISTRIBUTION



Prime Minister Pushpa Kamal Dahal with The World Bank Country Director for Nepal Qimiao Fan. (Source : [The World Bank](http://The World Bank))

The World Bank has welcomed the progress made by the NRA in housing grant distribution. Qimiao Fan, Country Director to Nepal met Prime Minister Pushpa Kamal Dahal on 22 September and complemented the government and the NRA leadership for accelerating housing grants distribution.

The World Bank also informed the Government of Nepal about additional financing that could be available if the momentum in reconstruction was maintained, and suggested that the government expedite programs beyond rural housing to use the assistance pledged by donors at the ICNR 2015.

Mr. Fan also informed Mr. Dahal about the potential to increase concessional financing for 2017-2020 period with improvement in issues in financial management, procurement, contract management and project staffing.

According to a World Bank press release the Prime Minister said that post-earthquake reconstruction and infrastructure development were top economic priorities of the Government of Nepal.

## ADDRESSING GRIEVANCES A PRIORITY: CEO GYEWALI

NRA organized a public hearing at Dhulikhel, Kavrepalanchowk District on 13 September to listen to and respond public concerns related to reconstruction.

The Chief Executive Officer and senior official of NRA attended the half-day consultation that was attended by over 100 participants from different parts of the district. District level officials including the Chief District Officer and the Local Development Officer (LDO) were also present.

Tekraj Niraula, LDO informed the meeting about the progress, issues and challenges in reconstruction that was followed by questions from the participants.



CEO Suhil Gyewali listening to grievances during a visit to Sindhupalchowk District. (Source : NRA)

Sushil Gyewali, CEO, NRA responded to the questions from the participants and said that managing and addressing the grievances that had been collected were priorities. He added that the people should not hesitate to register their grievances because there could be issues that have not been addressed and that the NRA was open to ensuring that all local concerns received a fair hearing.

Other public concerns were about keeping a watch on wages of construction workers, the prices of construction materials and to ensure that people from marginal communities were included in trainings on building construction planned by the NRA.

Others at the hearing pointed out to problems in the banking arrangements and sought NRA interventions to ensure that the process of obtaining cash from the banks was hassle-free.

On 12 September the NRA had received more than 170,000 grievances from the 11 earthquake affected districts.



NRA and CLPIU staffs at a communication training organized by the NRA. (Source : NRA)

## TRAINING ON COMMUNICATION

NRA organized a training on communication for staffs of the Authority and the Central Level Project Implementation Units (CLPIUs) at different ministries on 17 September. The training focused on the importance of communication, coordination in messaging and managing communication efforts during emergencies.

An expert supported by National Democratic Institute led the training sessions supported by the NRA communication team. The training covered briefing on the NRA communication strategy and findings from the media monitoring underway since April 2016.

The other sessions covered working with the media, crisis communication and general strategies for effective communication.

Sushil Gyewali, CEO, NRA addressed the inaugural session and dwelt on the importance of communicating the same messages in order to avoid confusions among people who need support from the government for rebuilding their homes and livelihoods.

Likewise, Madhusudhan Adhikari, Secretary, NRA also joined the participants and provided them guidance on NRA's communication approach and policies.

Bernie Campbell, communication expert, led the training sessions.



Communication Expert Bernie Campbell at a training on communication. (Source : NRA)

## PDRF LOCALIZATION TRAINING

NRA has begun efforts to localize the Post Disaster Recovery Framework (PDRF).

On 30-31 August the NRA, Ministry of Federal Affairs and Local Development (MoFALD) and the National Planning Commission

organized a training of trainers for taking the PDRF messages to the local level. Officials based in the 14 districts that were most-affected by the earthquake attended the training.

The United Nations Development Programme (UNDP) had supported the training based on a Guidance Note prepared by MoFALD in collaboration with the NPC and NRA. The Guidance Note complements the District Periodic Planning Guide by focusing on issues related to the post-

disaster recovery using the risk reduction framework.

The training on the Guidance Note was expected to take the information on reconstruction priorities to the sub-national levels where the local level plans are prepared and implemented. It covers approaches for integrating recovery, reconstruction and disaster risk reduction in the district, municipality and VDC development plans.



NRA CEO Suhil Gyewali at a training session on the localization of PDRF. (Source : NRA)

## PRESS MEET

NRA organized a press briefing on 15 August to inform media about activities planned for a month-long campaign to expedite housing grant distribution.

At a press meet, Sushil Gyewali, CEO had said that NRA would complete distributing the first tranche of the housing grant in 11 districts within a month by mobilizing additional human resources for the work.

The NRA had also announced that all Government staff working on reconstruction would work seven days a week and on public holidays to reach the largest possible number of households who were eligible for the housing grants.

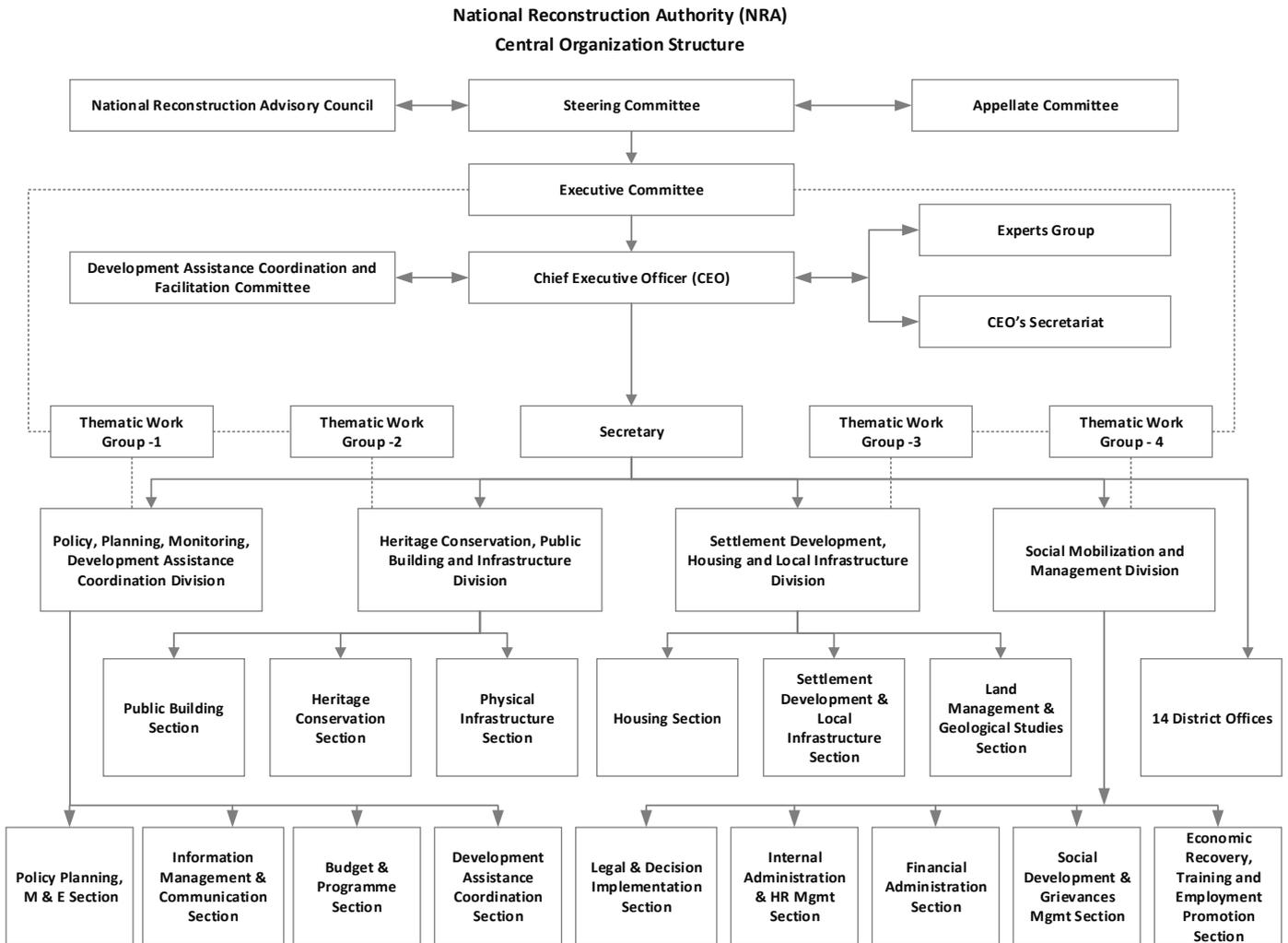
The CEO and other senior officials responded to questions raised by journalist. NRA organizes regular meetings with media to inform them on progress in reconstruction.



CEO Sushil Gyewali addressing journalists at the press meet. Other NRA officials also seen in picture. (Source : NRA)

# NEW ORGANIZATION STRUCTURE FOR NRA

The NRA Steering Committee meeting of 26 September has approved an organization structure of the Authority. According to the newly approved organization structure, the NRA will have four thematic work areas based on the PDRF, four divisions and supporting sections. The new structure also has a Development Assistance Coordination & Facilitation Committee and an Experts Group supporting the CEO. Executive Committee Members will coordinate the work of the Thematic Work areas and policy activities.



## EMPLOYEES AWARDED FOR PERFORMANCE

NRA has recognized six employees for outstanding performance towards speeding up reconstruction work. The prizes were given away at a function organized to celebrate Civil Service Day-2016 on 30 September.

CEO of NRA Sushil Gyewali felicitated Joint Secretary of NRA, Dwarika Shrestha, Jitendra Basnet, Joint Secretary at NRA Gorkha Sub-regional Office, Prem Ghimire, Under Secretary, Ganga Subedi Bhattarai, Officer, and Gyan Prasad Bhattarai and Mitra Lal Luitel, both junior officers.



CEO Sushil Gyewali felicitates Joint Secretary Jitendra Basnet, Chief of Sub-regional office Gorkha. (Source : NRA)

## NRA BEGINS ADDRESSING GRIEVANCES

The National Reconstruction Authority (NRA) has begun the process to address grievances registered by the earthquake-affected people who for some reasons have not been eligible for housing grant support. The grievances registered so far fall into the following categories: missed during surveys, not listed in beneficiary lists despite being surveyed, complaints against recipients who own more than one house, and recipients not having land ownership certificates.

In end-September, there were 90,499 grievances referred to the NRA – these are grievances that could not be addressed locally.

At least 5,700 grievances are already in the final phase of redressal. Engineers at the NRA have reviewed and developed a database of 37,980 grievances. There were 172,519 grievances registered as of 28 September.

Joint Secretary at NRA Kali Prasad Parajuli, a member of Central Grievance Redressal Committee said that grievances received from the district are being verified.

“The grievances are verified using the Management of Information System (MIS) and are sent to the Central Grievance Redressal Committee that recommends ways to address them to Executive Committee that takes the final decisions,” he said.

According to the Grievance Management Directive-2016, grievances can be addressed at both the center and at the local level. At the local level there is the VDC/ municipality/ ward level Grievance Redressal Committee coordinated by VDC secretary or head of the municipality.

These committees handle grievances related to simple errors in names, last names, and ward numbers. Grievances that cannot be dealt at the VDC and municipality are sent to the District Development Committee.

The District Grievance Redressal Committee coordinated by Chief District Officer oversees grievances related to land ownership issues. Other grievances such as people missed in the survey, not listed on the beneficiary list, multiple ownership of house, and technical issues are handled at the central level.



An engineer at the NRA reviewing grievances received from different districts.  
(Source : NRA)



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*This newsletter is published with support from the UNDP (More information is available at: [www.nra.gov.np](http://www.nra.gov.np))*