

Welcome to the third **Citizen Helpdesk Bulletin!** The Citizen Helpdesks are groups of young volunteers we call Community Frontline Associates (CFAs) who gather and disseminate information on critical issues affecting Nepali citizens- to eliminate information gaps between the government, the media, donor organizations and communities; and improve collective decision-making.

## Concerns

### NALANG, DHADING

“What are the countries that the government has restricted for Nepali migrant workers? Why?”

### RABIOPI, KAVREPALANCHOWK

“We’ve heard that the government has restricted foreign labor migration. Is it restricted in all countries or a few?”

## Answers

Department of Foreign Employment at the Ministry of Labour and Employment has opened up 110 countries for foreign employment through recruiting agencies. Due to security and political instability, the Government of Nepal has restricted foreign employment in Libya, Iraq, and Afghanistan until further notice.

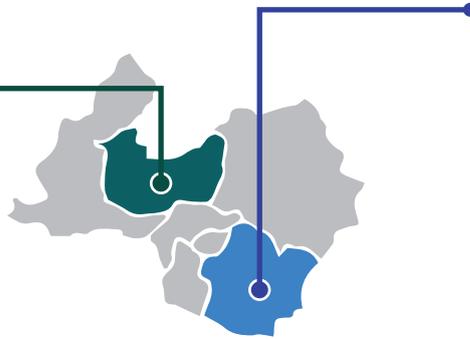
### Department of Foreign Employment

Ministry of Labour and  
Employment  
01-4782454

# Questions

## KHARANITAR, NUWAKOT

“The engineers inspected our house, but we were not mentioned on the beneficiary list to receive the first installment grant. Nothing happened even after we filled out a grievance form. Can we fill another grievance form? What is the procedure to fill it a second time?”



## MAHADEVSTHAN, KAVREPALANCHOWK

“We have not received a response even after filling out a grievance form. Will we, the real victims, ever find justice?”

# Answers

To make sure the earthquake victims get justice, the Government of Nepal has established an Appeals Committee under the supervision of the incumbent justice who will serve as the Judicial Appeal Authority.

If the NRA has not addressed citizens' grievances, then the Judicial Appeal Authority will conduct an investigation to ensure the citizens receive justice.

You may file a complaint directly to the Appeals Committee in Kathmandu. Or you can also file a complaint to the NRA branch offices at your district, which will then be forwarded to the Appeals Committee in Kathmandu.

The Appeals Committee will conduct a thorough investigation taking into consideration both victim's and NRA's perspective and make the final decision.



**Bhishma Raj Kadariya**

Member, Appeals Committee  
9851094834

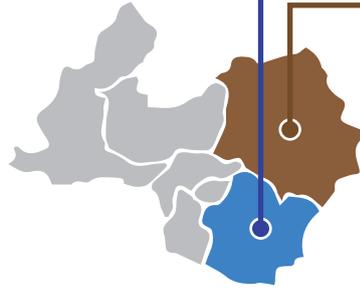
**Dr. Bhishma Kumar Bhusal**

Deputy Spokesperson  
National Reconstruction Authority  
985117757

# Rumours

## SHARADABATASE, KAVREPALANCHOWK

“We’ve heard that the second installment amount is going to be increased so that local parties can get more votes in the local elections.”



## KALIKA, SINDHUPALCHOWK

“The local elections are coming up and we’ve heard that we will have to wait till the elections are over to receive our second installment of earthquake relief grant.”

# Facts

The Election Commission of Nepal confirmed that the local elections happening on 14th of May, 2017 will not in any way affect or hinder the reconstruction process.

The NRA is sharing the National Commission’s announcement through radio PSAs through local community radios in all the earthquake-affected districts, in order to clarify any confusion among the citizens.

### Surya Prasad Sharma

Spokesperson  
Election Commission of Nepal  
01-4226800  
9851108292

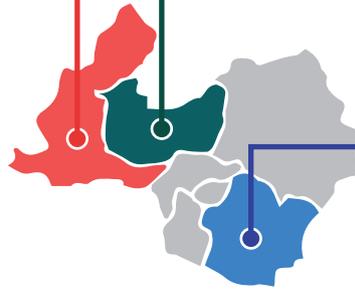
### Dr. Bhisma Kumar Bhusal

Deputy Spokesperson  
National Reconstruction Authority  
985117757

## Questions

### NALANG, DHADING

“We can’t find wood anywhere, not in the forest, not even in the market. We can’t even reuse the wood from our old house. We have the money to buy the wood, but we aren’t able to find any, so we can’t start rebuilding our house. How can we find wood?”



### KOIRALACHET, NUWAKOT

Around 70 households have received the first installment to rebuild their houses but they are unable to start rebuilding because of the lack of wood. “We aren’t able to get wood from the forest. We asked the Forest Officer and he said they aren’t able to provide wood. The wood we already have isn’t very durable, it wouldn’t last more than two years. If there is no wood, we can’t rebuild our houses. What shall we do?”

### RABIOPI, KAVREPALANCHOK

“Because of the lack of wood in the community forests, the people affected by the earthquakes are unable to start or continue rebuilding their house. There is no wood in the forest, and we haven’t received any wood that the government promised either. So, what can we use instead of wood to start rebuilding our house?”

## Answers

The Government of Nepal has decided to allow the earthquake-affected districts to use wood from the local community forests to rebuild their houses. If your local community forest doesn’t have enough wood, then the government will provide wood from the nearest local community forest, as stated in the [2072 B.S. Directory of Wood Production, Compensation, and Management](#) approved by the Ministry of Forest and Soil Conservation.

When requesting for wood, the earthquake victim must present their earthquake victim ID card and a recommendation from the respective VDC/municipality/sub-metropolitan city/metropolitan city. If your request is not addressed, then you may file a complaint to the National Reconstruction Authority (NRA).

To make the wood supply and distribution process easier, each district affected by the earthquake has a Wood Management Committee led by the Chief District Officer.

#### Yagyanath Dahal

Information Officer  
Ministry of Forest and Soil  
Conservation  
9841208317

#### Department of Forest and Soil Conservation

Babarmahal, Kathmandu  
01-4221231

#### Padam Nepal

District Forest Officer  
Nuwakot  
9849563322

# Story from the Field



## Krishna Kumari Shrestha

Irkhu, Sindhupalchowk

Two years ago, Thag Bahadur Shrestha, a 42 year-old man from Irkhu-3, Sindhupalchowk district spent NPR 1,95,000 to go to Malaysia for foreign employment. When his wife, Krishna Kumari spoke to him on the phone on 15th June 2016, he told her he would send her some money to pay off some loans. She hasn't heard from him since then.

Recently, Thag Bahadur's friend from the same village, Netra Bahadur Lama called Krishna Kumari to inform her that Thag Bahadur is in prison. Krishna Kumari tried calling her husband's mobile phone many times, but was unable to get an answer. In the last two months, someone is answering the phone, but it's not Thag Bahadur. When Krishna Kumari asks the person on the phone about her husband, they say there are no Nepalis here. Thag Bahadur's family contacted the manpower agency that sent him to Malaysia for more information, but they said they don't take responsibility for arrests made outside of the company so are unable to do anything about it.

Thag Bahadur's family doesn't know why he has been arrested, and aren't aware of the legal processes to bring him back home. It's been ten months since his family has been trying to get in touch with Thag Bahadur, and now they are at a loss for what to do next.

## Know Before You Go - the latest Government Decisions

- 2072 B.S. Directory of Wood Production, Compensation, and Management ([Link](#))
- Call for application for National Recognition Award ([Link](#))
- List of organization providing orientation to foreign employment ([Link](#))
- Application format to request for financial support in the case of physical damaged caused by accident during foreign employment ([Link](#))
- List of countries opened by GoN for foreign employment through recruiting agencies ([Link](#))

The sources of the information, rumours and issues presented here were collected from CFAs, community meetings, development agencies and face-to-face discussions in communities with over 538 people in 4 districts between 1st – 31st March 2017. The issues highlighted were chosen on the basis of prevalence and relevance. The information presented here is correct at the time of issue.

Citizen Helpdesk Bulletin is brought to you by **Accountability Lab** in collaboration with **Local Interventions Group**.

