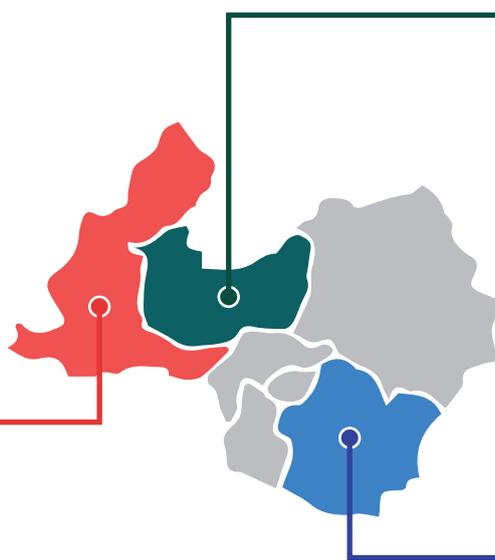


Welcome to the first **Citizen Helpdesk Bulletin**! The Citizen Helpdesks are groups of young volunteers (Community Frontline Associates) who gather and disseminate information on critical issues affecting Nepali citizens- to eliminate information gaps between the government, the media, donor organizations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

## Concerns



### KUMPUR, DHADING

“In villages, many people introduce themselves as authorized manpower agents. Are all of them agents? Do authorized agents exist?”

### KHARANITAR, NUWAKOT

“I am planning to go for foreign employment in a Gulf country with the help of my friend's uncle. I believe my friend, but I am not sure his uncle is an authorized agent or not?”

### RABIOPI, KAVREPALANCHWOK

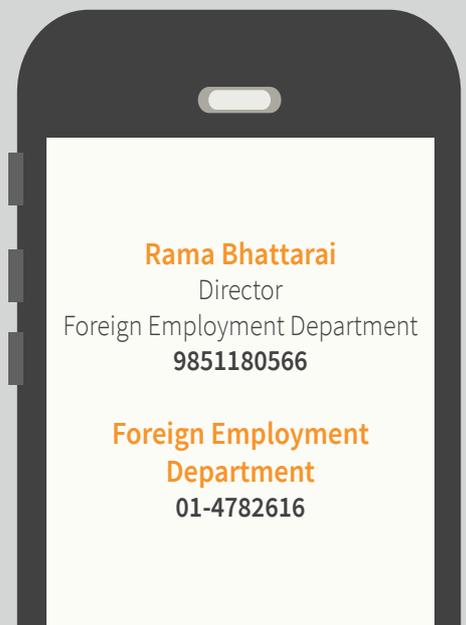
“Want to seek foreign employment but I hear that one might suffer from agent’s fraudulence.”

## Answers

The licencing process for such agents of Manpower agencies has been revoked by the decision of Department of Foreign Employment. As per rules, there are no such authorized manpower agents.

If a person is seeking foreign employment, then he/she is recommended to visit an authorised manpower agency that is operating legally and only then start the process.

*According to the Foreign Employment Act 2064, at present, there are only 754 manpower agencies authorised by the government and operating legally.*



**Rama Bhattarai**

Director

Foreign Employment Department

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**Foreign Employment**

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# Questions

## NALANG, DHADING

“For us, the grant agreement is in the name of my son while the land ownership document is in my name. However, within a week after the agreement was signed and the government started distributing the first instalment, my son left for foreign employment. Now, assuming that the bank won’t give the money without my son’s presence, I haven’t visited the bank to withdraw money. What should I do now?”



## NALANG, DHADING

## SUNKHANI, SINDHUPALCHWOK

“The grant agreement is made in the name of my husband. However, right after the agreement was made and when the government started distributing the grant, he left for foreign employment. Now, the bank won’t allow me to cash in the money without him. What should I do now?”

“If the beneficiary of the grant dies then his/her family will not receive the grant amount. Is it true?”

# Answers

If the land ownership certificate is in the name of a mother but the son has signed the grant agreement with her consent and has left for foreign employment, then the son has to send a power of attorney through Nepal Embassy operating in the country he is employed in. Following this action, the related person (in this case mother) will receive the second installment of the grant from the nearest bank. In case of the death of the land owner, the deceased’s next of kin (heir) would be eligible to apply for grants. In such a case the DDC will verify the documents along with the death certificate and agreement between the legal heirs. Only one person will be eligible to receive the grant.

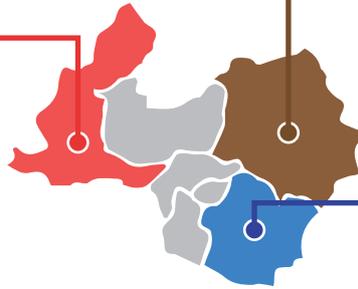
### Bijaya Shah

Branch Manager  
Himalayan Bank,  
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# Rumours

## KUMPUR, DHADING

“If the house building process is not started right away, the government will take back the first installment of Rs.50 thousand. Plus, they say the second installment won’t be provided.”



## LISHANGKHU, SINDHUPALCHWOK

“If the first installment is obtained but the houses are not started to build with it then the government will take back the grant money.”

## MANGALTAAR, KAVREPALANCHWOK

“Some people have said that the second installment won’t arrive. Whether it will or not, we want to know for sure.”

# Facts

If the beneficiary has received the first installment as per the agreement and completed the foundation of the house, the designated engineers will inspect to verify for further procedure.

If the beneficiary fulfils the set of standards while building their houses, they will be eligible for the second instalment.

While receiving the first instalment, the beneficiary signs the house reconstruction grant agreement paper. The agreement states that the grant amount should only be used to build a house. The grantee should also make sure that the house will be built according to the prescribed quality, standards and technology by the government. Therefore, the grant amount cannot be used for other purposes.

If it is found that the foundation of the house is not laid within the given time even after receiving the first installment, the National Reconstruction Authority is planning to make new decision for custodial action against such activities, which could include taking that money back to the national reserve.

**Dr. Bishma Kumar Bhusal**

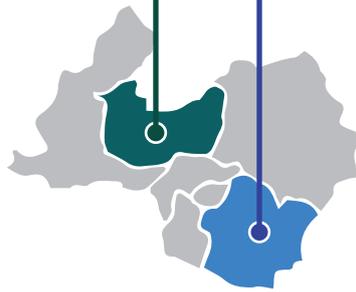
Deputy Spokesperson  
National Reconstruction Authority  
985117757

**National Reconstruction  
Authority**  
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## Concerns

### **KHARANITAAR, NUWAKOT**

“They say that if the beneficiary applying for the grant has already built a house by themselves before the grant agreement was signed then he/she will not receive the grant.”



### **MAHADEVSTHAN, KAVREPALANCHOWK**

“A year has passed with the expectation of grant from the Government. So, we built our houses by ourselves. They say that the government will provide grant for us as well but how to receive it?”

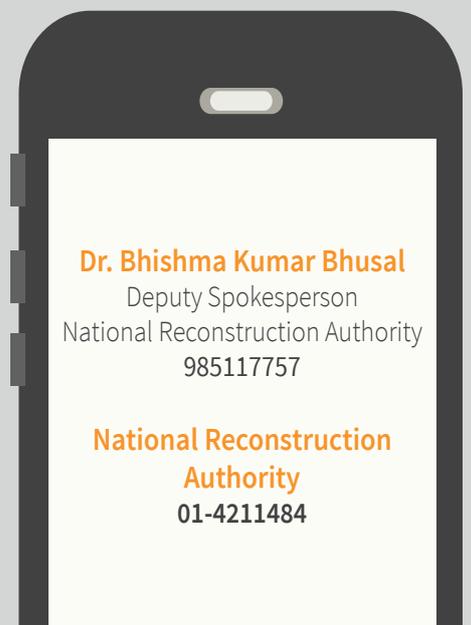
## Answers

Those who are eligible for the grant as per Central Bureau of Statistics (CBS) data, but have built their house before making the grant agreement, will still receive the grant if the houses built by them are verified by designated engineers as per the building code.

The owner has to notify their VDC office. In any case, the grant will be provided to those who do not possess any other houses fit for living.

After receiving such information, the VDC will inform the District Development Committee (DDC). DDC office will then forward it to the District Treasury Controller Office for financial settlement/disbursement.

As soon as the above processes are completed, the beneficiary will receive the grant.



## Know Before You Go - the latest Government Decisions

- Policy guidelines on house reconstruction grant 2073 ([Link](#))
- Cabinet decisions from Dec. 14, 2016 – Jan 13, 2017 ([Link](#))
- Insurance of foreign employment increased to 2 Million NRS ([Link](#))
- All foreign employment services now available online ([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 500 people in 4 districts between 1st – 28th January 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**.

