

# Involving Organizations of Persons with Disabilities (OPDs) in World Food Programme Work in Nepal: Strengthening Feedback Mechanisms for Transparency and Accountability

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## Abstract

This study focuses on identifying potential strategies to enhance cooperation between the World Food Program (WFP) Nepal and national organizations of persons with disabilities (OPDs) during humanitarian and disaster situations. To achieve this objective, a comprehensive review of relevant documents was carried out, alongside conducting written surveys and interviews with OPD representatives from both national and local levels in Nepal.

Nepal, a landlocked country in South Asia, is divided into seven provinces and 753 local levels, with a total population of 29,192,480, according to the National Population Census 2021. The census data shows that 2.2 percent of the population in Nepal have disabilities, with 54.2 percent being male and 45.8 percent being female. The different categories of disabilities include physical disability, low vision, blindness, deafness, hard of hearing, deaf-blindness, speech impairment, psychosocial disability, intellectual disability, hemophilia, autism, multiple disabilities, and not stated.

The findings from this research suggest that involving OPDs in the implementation of the “Designing and implementing joint feedback mechanisms” guidelines, approved by the WFP and UNHCR in Nepal in May 2022, can significantly improve cooperation. The study concludes by offering recommendations based on the research findings.

**Keywords:** Nepal: Land, Population, Disability Data, WFP, Recommendations

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Special thanks go to the Federation of Women with Disabilities Nepal and its dedicated General Secretary, as well as IDA Bridge Alumni Mrs. **Rama Dhakal** and Mr. **Krishna Gautam** of Independent Living Center Lalitpur for their unwavering support and contribution to this study.

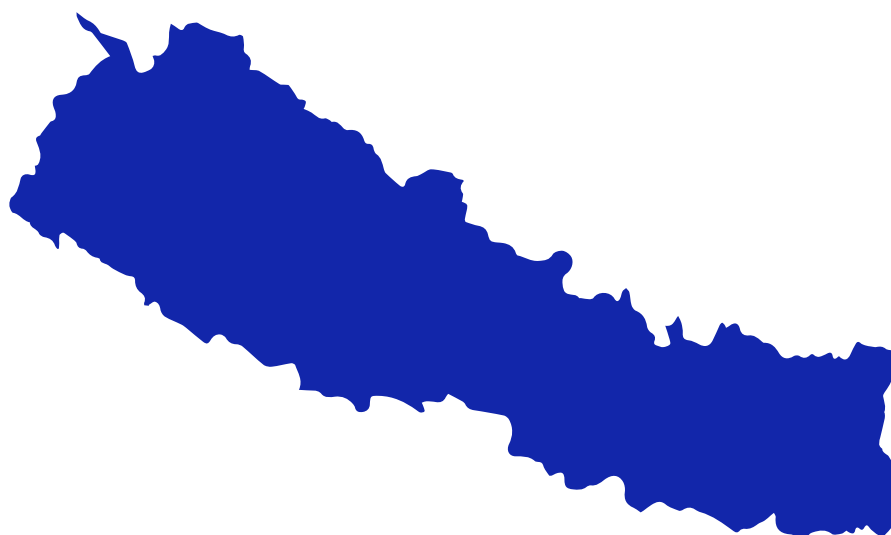
I would also like to extend our heartfelt appreciation to the National Federation of the Deaf Nepal and its esteemed President, IDA Bridge Alumni **Mr. KP Adhikari**, and IDA Bridge Alumni **Taranath Sigdel** from IDEA Nepal for their invaluable support throughout the research process.

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# 1. Overview

## Country profile

Nepal is situated in South Asia. It is also known as the land of Mt. Everest, the highest peak of the world and the birthplace of Lord Buddha, Lumbini. Nepal is a land locked country, which occupies 0.03 % and 0.3% land area of the World and the Asia respectively. The Constitution of Nepal has declared the country a Federal Democratic Republic with seven Provinces. It is further divided into 753 local levels including 460 Rural Municipalities, 276 Municipalities, 11 Sub metropolitan Cities and 6 Metropolitan Cities. There are 77 administrative districts in Nepal. According to the National Population Census 2021 preliminary report, the annual growth rate of population is 0.93 percent and the total population has recorded 29,192,480 with sex ratio 95.9 percent.



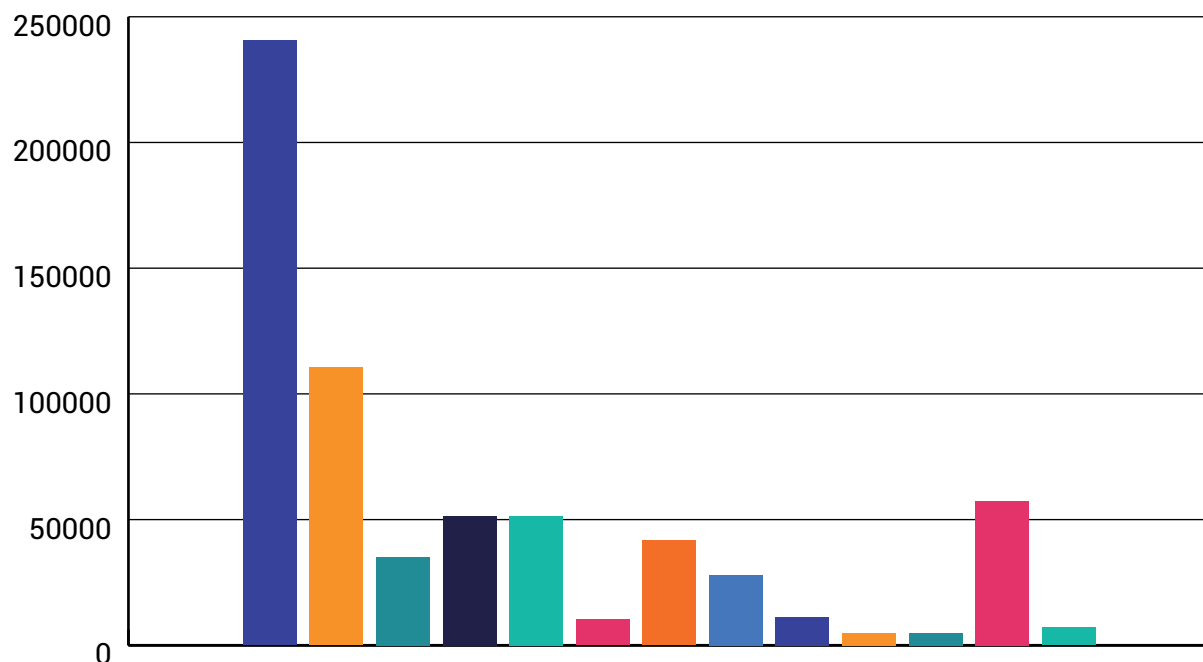
Map of Nepal














## Disability, data and categories in Nepal

According to the 2021 census data, 2.2 percent of the total population in Nepal have one form or another of disability. Among the individuals with disabilities, 54.2 percent are male, while 45.8 percent are female. This indicates that in the total population of Nepal, which stands at 29,164,578, there are 14,253,551 males and 14,911,027 females. Out of this population, 654,782 individuals have disabilities, with 354,889 being male and 299,893 being female.

The national census in Nepal collects data on disabilities under the following categories, each of which is shown with the number of people:

## Data on Nepal Disabilities



 Physical disability 240 609	 Psychosocial disability 28 045
 Low vision 110 525	 Intellectual disability 11 358
 Blindness 35 142	 Hemophilia 4 937
 Deaf 51 373	 Autism 4 886
 Hard of hearing 51 520	 Multiple disabilities 57 486
 Deaf and blind 10 187	 Not stated 7 038 <sup>1</sup>
 Speech impairment 41 676	

1. National Population and Housing Census 2021 Nepal. National Report.

Global estimates indicate that around 1.3 billion people, constituting 16% of the world's population, or 1 in 6 people, experience significant disabilities.<sup>2</sup> The discrepancy between global and Nepal's national level disability prevalence (2.2%) highlights the need for enhanced methods and thorough examination of the research methodology employed during the country's census process. Furthermore, it is worth noting that the disability statistics for Nepal available on the United Nations Statistics Division website date back to 2011 and have not been updated, warranting attention from the government to address this and improve the quality of data.<sup>3</sup>

## **The World Food Programme (WFP) Nepal Country Brief and feedback and complaint mechanism.**

The World Food Programme (WFP) has been operating in Nepal since 1963, supporting the Government to develop greater food security, nutrition and resilience among vulnerable communities and respond to disasters while building resilience.<sup>4</sup> In addition, WFP's work is closely connected with the Government of Nepal's efforts to improve nutrition, reduce risk, and develop capacity for sustainable food systems in climate-vulnerable and food-insecure communities.

The World Food Programme (WFP) recognizes that persons with disabilities are often among the population facing food insecurity in Nepal, and therefore, they are considered beneficiaries of WFP's work. WFP has put in place multiple communication channels through its community feedback mechanism (CFM) to ensure effective two-way communication with affected populations. Along with the Namaste WFP (a toll-free hotline), WFP's other CFM pathways include WhatsApp, text messages, emails, dedicated help desks and a complaint and feedback box. This approach allows beneficiaries to provide feedback to WFP on its interventions and enables them to hold WFP and its cooperating partners accountable for meeting their food security needs in a way that reflects their views and preferences. WFP and its cooperating partners' staff have received training on CFM.<sup>5</sup>

## **Purpose of the research and significance of recommendations**

Nepal is among the world's poorest countries, ranking 148th out of 189, with a Human Development Index (HDI) score of 0.574 in 2019. Challenging geography, civil unrest and a lack of infrastructure complicate efforts to improve livelihoods, establish functioning markets and transport food. One-quarter of Nepal's population lives below the national poverty line, on less than US\$0.50 per day. Approximately 36 per cent of Nepali children under 5 are

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2. <https://www.who.int/news-room/fact-sheets/detail/disability-and-health>

3. <https://unstats.un.org/unsd/demographic-social/sconcerns/disability/statistics#!/countries>

4. WFP Nepal Country Brief September 2022

5. Nepal Annual Country Report 2022. <https://docs.wfp.org/api/documents/WFP-0000148005/download/>

stunted, while 27 per cent are underweight, and 10 per cent suffer from wasting due to acute malnutrition. Furthermore, food preferences have shifted from healthier and more nutritious traditional foods toward processed alternatives, compounding these problems. Vitamin and mineral deficiencies are widespread, and 48 per cent of pregnant women are anemic.

Malnutrition slows economic growth and feeds a cycle of poverty due to low productivity, poor cognitive function and increased health costs. The impacts of climate change are further expected to result in more frequent and intense disasters that threaten to undermine the country's progress to date. Located in one of the most seismically active zones in the world, Nepal is also subject to forceful earthquakes. The 2015 earthquakes wiped out 25% of that year's GDP, refocusing attention on this ever-present threat.<sup>6</sup>

During natural and man-made disasters, as well as in the aftermath, significant changes occur in basic human needs. This includes the need to ensure food safety and availability, access to clean water, and the ability to purchase necessary non-food items. For instance, after a flood disaster in certain districts of Ulaanbaatar, Mongolia in 2023, the prices of essential items such as fresh water, gas, and candle matches increased by 2-5 times in stores near the flood-affected areas. Additionally, items like protective shoes for crossing flood water and flood water protection, such as sandbags, were sold at high prices. While NGOs and volunteers distributed relief goods to individuals who could personally collect them from locations near the main road, those who were unable to leave their homes, such as the elderly, people with disabilities, and those with limited mobility, were left without assistance.

Implementing an efficient feedback and complaint system before the occurrence of a disaster can greatly streamline operations in a crisis. Regrettably, the World Food Program expresses reservations regarding the ability of individuals with disabilities to actively engage in everyday tasks, access crucial information, and effectively relay their concerns and grievances within the existing framework in Nepal.

This research has highlighted complaints from national OPDs about WFP relationships with OPDs and WFP's feedback and complaint system. One respondent said:

*"Some time ago, I read in a newspaper that WFP distributed date-expired or damaged food in remote areas of Nepal. And they stored the rice but distributed it after a long time, which is not healthy to eat."*

Further investigation uncovered additional details. The Nepali government has prepared a set of rules for community schools to adopt in their midday meal programme to ensure that children get healthy and nutritious diets. The community school midday meal programme is being run in 42 of the 77 districts in the country. While the government manages the programme in 33 districts, WFP provides midday meals to children of select schools in nine

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6. <https://www.wfp.org/countries/nepal>

districts.<sup>7</sup> Informal Sector Service Centre (INSEC), a well-known human rights organization in Nepal, has expressed concern about the poor-quality of food grains used in this midday meal program of schools in Karnali and Sudurpaschim Provinces. INSEC, which is recognized both nationally and internationally for its reliable database on human rights violations, released the following statement:

*"Our attention is drawn to the fact that the food grains for the mid-day meal program of schools in Karnali and Sudurpaschim Provinces, under the World Food Programme, were found to be of poor quality. The incident of procuring 54 thousand kilos of wet, milled, and rotten rice grains, to distribute in Nepal is a violation of the right of the Nepali people to healthy food and is against the best interests of children."<sup>8</sup>*

The *Kathmandu Post* also raised an issue (published August 19<sup>th</sup> 2022) titled "Misuse of midday meal budget in Kalikot." They stated:



7. <https://kathmandupost.com/national/2019/08/14/government-prepares-diet-plan-for-community-school-midday-meal-programme>

8. <https://inseconline.org/en/press/world-food-programme-should-conduct-mandatory-standard-tests-of-food-before-distribution/>

9. <https://kathmandupost.com/karnali-province/2022/08/19/mid-day-meal-budget-misused-in-kalikot>



However, according to one of the heads of the national reference Organization of Persons with Disabilities (OPDs) interviewed for this report, there is currently a lack of information regarding the inclusion of children with disabilities and their schools in the Midday Meal program under the World Food Program. There is a dearth of knowledge about the specific food program being implemented in schools for children with disabilities. This lack of information indicates potential challenges that may arise in the future if an emergency occurs.

In compliance with international humanitarian law and national disaster and humanitarian policies, the activation of the national cluster system is crucial during disasters. Within this system, the WFP has a significant role in ensuring food security, emergency telecommunications, and logistical support. As a result, it is imperative to gather feedback and complaints from individuals with disabilities, both in times of crisis and during day-to-day operations.

## 2. The importance of collecting feedback and complaints from persons with disabilities

### Understanding the importance and functioning of feedback and complaint mechanisms

To enhance their operations and accountability, many international and local organizations have established individual or partial feedback and complaint systems. For instance, Action Against Hunger, a global humanitarian organization combatting hunger and its underlying causes, has developed its own Feedback and Complaint Mechanisms alongside comprehensive guidelines.

According to them and ALNAP - a global network of NGOs, UN agencies, members of the Red Cross/Crescent Movement, donors, academics, networks, and consultants dedicated to learning how to improve the response to humanitarian crises, a Feedback and Complaint Mechanism (FCM) can be defined as “a set of procedures and tools formally established and used to allow humanitarian aid recipients (and in some cases other crisis-affected populations) to provide information on their experience of a humanitarian agency or of the wider humanitarian system. Feedback and Complaint Mechanisms can function as part of broader monitoring practices and can generate information for decision-making purposes<sup>10</sup>.”

In May 2022, the United Nations High Commissioner for Refugees (UNHCR) and WFP created a new technical resource “Designing and implementing joint feedback mechanisms” guidelines. This states:

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10. Humanitarian Feedback Mechanisms Research - CDA Collaborative

*"both WFP and UNHCR are committed to being accountable to affected people in their operations, including through the establishment of feedback mechanisms. The two agencies aim to ensure that all formal and informal communication from community members, both positive and negative, informs protection, assistance, and solutions programming, and that corrective action is taken based on feedback and complaints data that is fed into programmatic and senior management decision-making to continually adapt and improve assistance at the agency as well as the response level."<sup>11</sup>*

It is unclear if these guidelines have been implemented or utilized by WFP Nepal, and there is a lack of information regarding the current status of their adoption within the organization.

It can also be seen that representative organizations of people with disabilities are interested in effective cooperation with WFP Nepal. An OPD representative interviewed for this study stated that :

*"World Food Programme is for all. It is most important for persons with disabilities because disability and poverty are interrelated. Persons with disabilities are the most marginalized among the marginalized. Disability is increasing day by day due to malnutrition, lack of hygienic food, poverty, etc. I strongly urge the World Food Program to address the issues of persons with all types and all grades of disabilities. "No one left behind" is the motto of SDG. Therefore, WFP should address disability and disabilities among the marginalized."*

To involve people with disabilities in Nepal and representative OPDs more effectively in the work of WFP Nepal, it is necessary to initiate joint activities. For instance, the guidelines on "Designing and implementing joint feedback mechanisms" jointly issued by UNHCR and WFP can be tested and enhanced by including people with disabilities and national OPDs. An OPD representative emphasized the significance of *"feedback and complaint mechanisms for transparency and accountability for all."*

## **What are the benefits of a Feedback and Complaints mechanism in the World Food Programme in Nepal?**

Collecting feedback and complaints from persons with disabilities is essential to ensuring effective work and accountability during humanitarian and WFP Nepal work. It provides a direct line of communication between those affected by decisions and those making them, allowing anyone with an opinion to be heard and taken seriously. Through feedback, organizations can gain insights into the needs and expectations of those with disabilities, better understand where there are gaps in service delivery, and identify areas for improvement.

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11. Designing and Implementing Joint Feedback Mechanisms - WFP-UNHCR Joint Hub ([wfp-unhcr-hub.org](http://wfp-unhcr-hub.org))

Having a clear complaint and response mechanism also increases transparency and accountability. It allows organizations to take action in response to feedback, ensuring that services are continuously improving to meet the changing needs of all beneficiaries.

When collecting feedback or complaints from people with disabilities while working with WFP in Nepal, it is important to provide special care and consideration. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) recognizes the right of people with disabilities to equal access and opportunities concerning all aspects of life, as well as having their opinions and views heard.

It is essential to ensure that processes are designed in an accessible and user-friendly manner. This process should take into account any specific needs based on the type, severity of disability and the age of the person. It should also consider the language needs, communication barriers, as well as any environmental and physical limitations. To ensure accessibility, it may be necessary to provide assistance and support in the form of interpreters, additional materials, or other appropriate forms of support.

If WFP Nepal intends to adopt the WFP and UNHCR guidelines for country-level operations, it is crucial to involve individuals with disabilities and their representative organizations, including national OPDs, in the process. This collaboration is essential to ensure the optimization of accountability, effectiveness, and efficiency while developing and executing joint feedback mechanisms.

It may be necessary to train staff members on the necessary sensitivity to provide appropriate and respectful service to people with disabilities. This should include the ability to respond to special requests, and to interact with individuals in a way appropriate to their disability.

People with disabilities should also be aware of how their feedback is securely collected, stored, and used. Clear and transparent communication is essential to ensure levels of trust, comfort, and safety.

## **3. The essential laws and documents that serve as the foundation for establishing an effective feedback and complaint mechanism**

### **1. United Nations Convention on the Rights of Persons with Disabilities**

The Convention on the Rights of Persons with Disabilities (CRPD) is an international human rights treaty of the United Nations that endeavors to protect the fundamental rights and

dignity of persons with disabilities. The Convention obliges parties to promote, protect, and ensure the full realization and enjoyment of human rights by persons with disabilities, and to guarantee that persons with disabilities have equal rights under the law. As the first human rights treaty of the twenty-first century, the CRPD marks a significant step forward in the global disability rights movement by shifting away from viewing persons with disabilities as objects of charity, medical treatment and social protection, and instead affording them the same recognition and respect as any other members of society.

## **2. The Inter-agency Standing Committee (IASC) Guidelines, Inclusion of Persons with Disabilities in Humanitarian Action, July 2019**



Inter-agency Standing Committee (IASC) Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action outline essential actions that humanitarian actors must take to effectively identify and respond to the unique needs and rights of persons with disabilities who are most vulnerable to exclusion in humanitarian settings. With persons with disabilities being placed at the core of humanitarian action, the actions recommended in each chapter draw upon and further build upon existing standards and guidelines.

## **3. “Designing and implementing joint feedback mechanisms” guidelines of WFP and UNHCR, May 2022**

This document guides WFP and UNHCR country operations to maximise accountability, effectiveness and efficiencies through the design and implementation of joint feedback mechanisms. The guide can also be used to navigate the participation of other UN or NGO partners in any closely coordinated or joint feedback mechanisms.

## **4. Enhancing Accessibility for Inclusive Feedback Mechanisms**

If WFP Nepal intends to integrate the guidelines into their operations, it is essential to include specific suggestions for targeting individuals with disabilities. Given that the guidelines are intended for the general public, it is imperative to incorporate a dedicated section catering to individuals with disabilities. This section would serve two purposes:

-  to enable guidelines to be activated promptly during emergency and disaster situations to ensure immediate assistance;
-  to address grievances and feedback on a day-to-day basis.

Both of these operations aim to ensure equal access for individuals with disabilities and proactively gather feedback from them regarding the World Food Program. This approach is particularly crucial in disaster scenarios and public contexts where people with disabilities may face challenges in making independent judgments and effectively communicating their needs.

The following supplementary guidance could assist in optimizing the organization of the aforementioned mechanisms:

- I** defining how and when feedback/complaints will be invited from persons with disabilities;
- II** how complaints and feedback from persons with disabilities will be responded to;
- III** how feedback and complaints will be incorporated into future operations;
- IV** how persistent or repeated problems or complaints by persons with disabilities will be addressed.

This guidance is outlined in more detail below.

## **i. How and when feedback/complaints will be invited from persons with disabilities**

WFP Nepal is dedicated to regularly engaging with persons with disabilities in all of their humanitarian and emergency work and is establishing specific and accessible mechanisms under this policy for collecting feedback or lodging complaints. This includes dedicated email addresses and telephone numbers, as well as local representatives stationed in affected areas. Complaints from persons with disabilities should be received through the organization's website and any other forms described in this policy document. Furthermore, targeted measures and meetings with persons with disabilities should be conducted both during and after humanitarian efforts to ensure that feedback and grievances are heard.

## **ii. How to respond to complaints and feedback received from persons with disabilities**

WFP Nepal has a rigorous hierarchical process for addressing feedback and complaints from people with disabilities, under its internal regulations. This process covers: a) basic procedures for responding to complaints; and b) organisational correspondence procedures. All complaints and issues being raised should be thoroughly examined, documented, and catalogued, and the response time will be determined by standard operational procedures. It is a priority to keep the complainant informed on the progress of their complaint investigation and to review and implement appropriate modifications and solutions according to the feedback received.

### **iii. How to incorporate feedback and complaints received from persons with disabilities into future operations**

WFP Nepal strives to incorporate feedback and complaints from persons with disabilities to continuously improve future operations. As part of this policy, WFP centrally coordinates the gathering of feedback and complaints, reviews and updates associated policies and procedures, creates monitoring systems, and promotes education and awareness initiatives amongst staff, volunteers, and partners. By doing so, we endeavour to ensure that persons with disabilities can access humanitarian and emergency services in a safe, inclusive, and prompt manner.

### **iv. How to address any persistent or repeated problems or complaints by persons with disabilities**

WFP Nepal employs various strategies to address persistent or repeated problems or complaints. This includes developing accessible support systems, consulting and advocating with the disability community, ensuring the participation of persons with disabilities in planning and implementation, enforcing rights and protecting persons with disabilities, conducting monitoring and assessments, and promoting a strong disability-inclusive culture. These efforts aim to create an inclusive environment and effectively address any issues or concerns raised by persons with disabilities.

Overall, WFP Nepal is committed to inclusivity and actively seeks to incorporate the feedback and complaints of persons with disabilities into their operations, ensuring their rights, needs, perspectives, and active participation are taken into account.

## **5. Procedure for Gathering Feedback and Complaints From Persons With Disabilities**

The Procedure for Gathering Feedback and Complaints From Persons With Disabilities aims to establish an inclusive and effective system for receiving and addressing feedback and complaints directly from persons with disabilities. WFP Nepal acknowledges the importance of accessible communication channels and tailored means of communication to accommodate different disabilities and individual needs. They commit to maintaining a log of feedback and complaints to monitor satisfaction levels and take corrective measures when necessary, emphasizing the need for respectful and prompt responses.

To implement this procedure, the following steps are outlined.

## Implementing Direct Feedback Sessions

WFP Nepal is committed to ensuring meaningful engagement with persons with disabilities in emergency and humanitarian actions. To this end, the agency shall introduce direct feedback sessions in the form of one-on-one or small group conversations. Through these sessions, persons with disabilities can articulate their experiences and needs in meaningful ways. WFP Nepal also encourages the use of age-appropriate communication tools and accessible environments to ensure that these sessions can be conducted in meaningful ways.

## Survey development

Surveys should be developed to gather quantitative data and feedback from a wide variety of people with disabilities within Nepal concerning their experiences during emergency or humanitarian actions. This will offer valuable insights into the overall situation and help in better understanding the needs of people with disabilities during such events.

## Reach out online

WFP Nepal strives to create an environment that is inclusive of individuals of all abilities. To further this goal, WFP invite individuals with disabilities to provide written feedback on their work via the use of social media platforms and online forums. Through these platforms, individuals with disabilities can express their experiences and input.

## Word-of-mouth

WFP Nepal encourages individuals with disabilities to vocalize their feedback and experiences to their peers in order to amplify their voices and ensure they are heard by the organization. Word-of-mouth is an essential tool for mobilizing disabled individuals to speak out and be heard.

## Virtual meetings

In order to best assess the effectiveness of emergency and humanitarian actions in WFP Nepal, the organization should host virtual meetings and conferences to bring together individuals with disabilities from various regions. This will allow for the collection of all opinions and promote discussions that will be valuable in helping to further our mission.

## **In-person meetings**

In order to capture personal complaints and feedback, WFP Nepal will host in-person meetings specifically for disabled persons requiring reasonable accommodations and special interviews.

## **A website or an online form**

To ensure an efficient way for individuals to provide feedback, WFP Nepal has created a dedicated website with an online form. Through this website, individuals will be able to easily and conveniently submit their complaints promptly, allowing for quick processing and actionable feedback.

## **Listen to local authorities**

WFP Nepal will collaborate with local disability organizations, civil society organizations, and national government entities to obtain their insights on the conditions of persons with disabilities during emergency or humanitarian initiatives. This is a policy to ensure that the rights and needs of those facing disabilities in such situations are taken into consideration.

In addition to the above steps, WFP Nepal recognizes the importance of involving community leaders with knowledge and influence related to the experiences of persons with disabilities in affected areas. To this end, WFP Nepal is dedicated to working with organizations that represent persons with disabilities to ensure voices are included and their feedback is collected properly. Additionally, WFP Nepal provides training and support to staff to ensure they are effectively communicating in a disability-inclusive manner and continuously reviews and improves feedback mechanisms. Finally, WFP Nepal understands the importance of protecting the confidentiality and privacy of persons with disabilities and complies with all applicable data protection and privacy laws.

By engaging persons with disabilities in the implementation of a comprehensive procedure for collecting feedback and complaints, WFP Nepal can ensure their emergency and humanitarian actions are informed by the needs of those affected.



## 6. Tools to express opinions, make complaints, and give feedback to WFP Nepal

### A. Accessibility Details:

In WFP Nepal operations, accessible communication tools and reasonable accommodations will serve as the primary avenues for individuals with disabilities to voice their opinions, express complaints, and submit claims.

#### Accessible communication platforms

- ➔ Collect responses through accessible platforms, such as online survey tools, text-based platforms, or interactive voice response (IVR) systems.
- ➔ Ensure these platforms are designed to be accessible to persons with disabilities.
- ➔ Include options for oral, visual, or text-based responses, as well as the ability to upload images or videos.
- ➔ Provide options to request additional accommodations if needed.

#### Multilingual accessibility

- ➔ All platforms and associated instructions should be available in multiple languages to cater to the diverse linguistic needs of persons with disabilities.

#### Staff training

- ➔ Train staff and contractors on how to adequately serve persons with disabilities, including disability etiquette, language, effective communication techniques, and accessibility features of the platforms used.
- ➔ Emphasize the importance of respecting the rights and dignity of persons with disabilities.

## Timely response



Commit to addressing feedback and complaints promptly, aiming to respond within seven days.



Maintain regular communication with individuals, keeping them informed of the progress and outcome of their feedback or complaints.

## Accessible information



Ensure information about feedback opportunities and complaint submission processes is accessible to persons with disabilities.



Provide accessible formats, such as Easy Read, audio recordings, or sign language videos, to ensure equal comprehension and participation.

## Physical accessibility



Ensure that locations where feedback can be provided or complaints received are physically accessible.



Provide accessible entrances, exits, hallways, restrooms, and parking facilities.



Accommodate mobility devices and other assistive devices, such as wheelchairs or hearing aids.

## Accessible Technology



Ensure electronic feedback systems comply with Web Content Accessibility Guidelines (WCAG).



Provide accessible communication devices, such as text-only versions of websites or closed captioning services, to facilitate engagement.

## Sensory accessibility

- ➔ Consider the diverse sensory needs of persons with disabilities, including those with vision or hard of hearing.
- ➔ Provide descriptive versions of audio and videos, and tactile regulations as necessary.

## Accommodating processes

- ➔ Allow persons with disabilities to communicate their feedback or complaints using accessible methods.
- ➔ Utilize sign language interpreters, digital forums, and alternative formats (Easy Read, audio recordings) to ensure accessibility.
- ➔ Ensure all digital forums are accessible for persons with disabilities to use.




## Direct engagement

- ➔ Engage directly with persons with disabilities to understand their individual needs and preferences.
- ➔ Provide dedicated personnel to assist persons with disabilities in expressing their feedback or complaints effectively.



## Accessible locations

- ➔ Ensure persons with disabilities can access complaint and feedback centers.
- ➔ Create safe and secure pathways with sufficient lighting for persons with disabilities to travel to these centers.

## Active listening

-  Listen attentively to persons with disabilities, taking their feedback and complaints seriously.
-  Prioritize their needs and respond promptly to their concerns.
-  Collaborate with local community groups and organizations to maximize the potential impact for persons with disabilities.

## Accessible information provision

-  Provide information in accessible formats, such as Easy Read, audio recordings, and sign language.
-  Translate information into multiple languages to accommodate diverse language needs.

## b. Reasonable Accommodation Details

### Communication modalities



Install dedicated options including text messaging (SMS), for individuals with disabilities to make a video call or text with their questions, concerns, or complaints.



Provide video conferencing options for those who may require visual communication support.



Ensure the availability of phone lines or communication channels that accommodate individuals who may not be able to communicate verbally, such as those who use text-to-speech or voice recognition programs.

## Dedicated staff assistance

- ➔ Assign designated staff members who are trained to provide face-to-face assistance for individuals with disabilities to discuss their feedback or complaints.
- ➔ These staff members should possess the knowledge and skills of UNCRPD and IASC Guidelines to effectively communicate with individuals with diverse disabilities, ensuring a supportive and inclusive environment.

## Access to personal assistive technology

- ➔ Prioritize access to personal assistive technology devices that individuals with disabilities may require to provide feedback or make complaints.
- ➔ Examples include Braille keyboards, service dogs, or voice-to-text assistance tools.

## Timely review of feedback and complaints

- ➔ Allocate staff members to promptly review and address any additional feedback or complaints submitted by individuals with disabilities.
- ➔ Ensure that there are clear procedures in place for handling and responding to these submissions, with a focus on efficiency and inclusivity.

## Alternative feedback methods

- ➔ Offer alternative methods for individuals with disabilities to provide feedback or make complaints, such as mail, fax, or in-person delivery, to accommodate their specific needs and preferences.

## Proactive accessibility integration

- ➔ Integrate accessibility features and considerations into all feedback and complaint-gathering conventions from the outset.
- ➔ Ensure that platforms, processes, and materials are designed and implemented in compliance with accessibility guidelines to promote equal participation for persons with disabilities.

## Staff awareness and duties

- ➔ Increase awareness among all staff members about reasonable accommodations based on the UNCRPD and IASC Guidelines and their responsibilities to provide them when necessary.
- ➔ Provide training and resources to ensure staff members are knowledgeable about different disabilities, assistive technologies, and communication techniques, fostering an inclusive work environment.

By implementing these reasonable accommodations, the WFP in Nepal can ensure that persons with disabilities have equal opportunities to provide feedback and make complaints during humanitarian and emergency work, promoting inclusivity, accessibility, and effective communication.