

Executive summary

The activities of the START Fund were designed in lieu of the communities' needs identified by the existing field staff monitoring flood situation and working in Muzaffargarh. As part of the activities, food packages were given and hygiene promotion sessions were conducted to inform the communities of the risk and prevention measures from COVID-19, water borne diseases

CARE International in Pakistan conducted post distribution monitoring study with 45 participants in selected union councils of District Muzaffargarh. The study was conducted to get beneficiaries feedback about the utilization of food package distribution process, beneficiaries' selection criteria, relevance, satisfaction about quality and quantity of kit items, feedback & complaint response mechanism, and COVID-19 information and compliance.

The key highlights of the findings were:

- According to the study, 100% of the reported beneficiaries received the food package assistance. There were no reservations made on the relevance, quality or the quantity of the distributed items.
- There was satisfaction over the laid out selection criteria but some respondents felt that there were deserving households that were missed out because the criteria were strict
- A large majority was aware of the multiple feedback and complaint response mechanism at their disposal. Registering concerns via the appointed field staff was the most commonly cited.
- There appeared to be inconsistency in the results for the knowledge versus the practice of the various COVID-19 precautionary measures known to the participants. There appears to be more noncompliance with the measure – staying at home.

PDM findings

Demography

The process of post distribution monitoring was facilitated by the IP staff members in two union councils (Chak Farazi and Rang Pur) of District Muzaffargarh. Gender composition of the sampled participants included 38% female and 62% male with an age range from 30 years - 70 years. The average family size was reported to be 6.9 individuals (minimum 2, maximum 15 people).

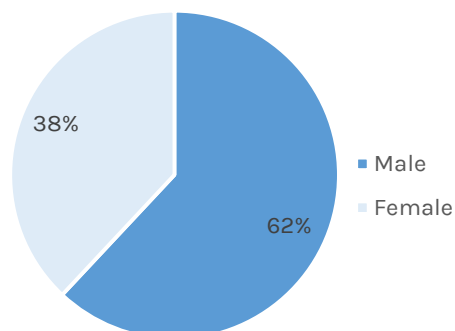


Figure 1: Gender disaggregation in PDM study

Kit receiving

100% of the sampled participants reported receiving food package distributed by CIP during the month of October 2020. When asked about the details of the package, the participants also verified that the types of items and the quantity of items received were in accordance to the set criteria. The respondents reported complete satisfaction on completeness of the package/kit and none of the participant reported any shortcoming in the quantity of items received in the package.

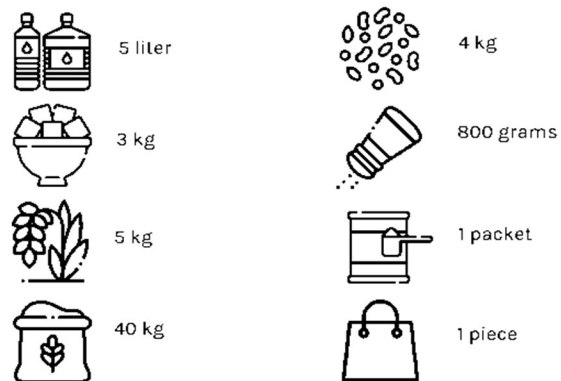


Figure 2: Commodities distributed in the package

Distribution process

The food packages were not distributed door-to-door rather the participants collected the package/kit from three designated collection points located at Jawana Bangla, Dadu Khudui, and Dera Samti. All the participants quoted the distribution process to be convenient and the beneficiaries did not face any difficulty while receiving the package/kits. Additionally, the participants quoted that a good treatment shown by the distribution staff towards the beneficiaries at the distribution site.

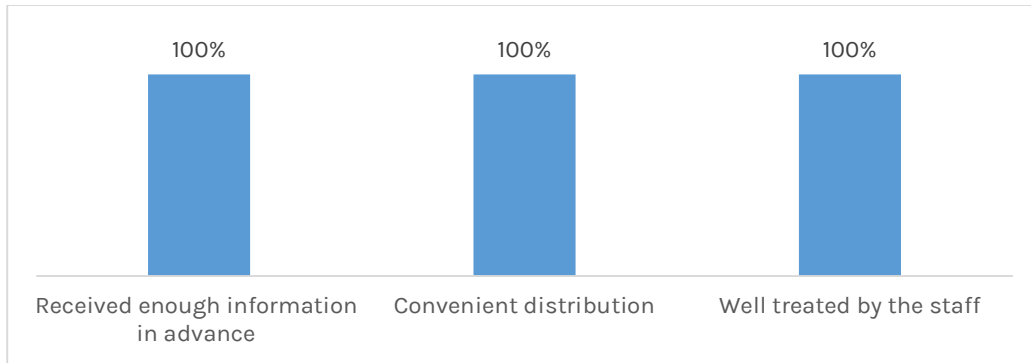


Figure 3: Package distribution process

Targeting

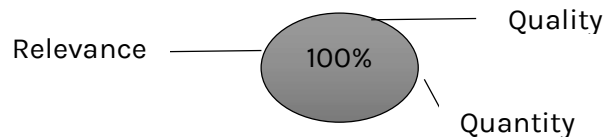
All the selected participants expressed full satisfaction over the selection process of the project beneficiaries. However, when the participants were asked whether there were households in the community which could have benefited but were missed, 69% of them said yes (24 participants in Chak Farazi and 7 participants in Rang Pur). The reason they were missed out was due to the strict selection criteria¹ laid out in the project plan. Additionally, the non-availability of the family at the time of the assessment was also a reason why some beneficiaries were missed.



Figure 4: Reasons for missing out beneficiaries

Beneficiary satisfaction

When enquired about the relevance and use of the food package, 100% of the participants reported that the contents of the food package were relevant to their household needs. The participants also appreciated the quality and quantity of the food items received in the package. 100% of the participants said that the quantities included in the food package were enough for their family's need for at least one month.



Feedback and complaint response mechanism

Respondents were asked about their familiarity with the feedback and complaint response mechanism (FCRM) of the assistance provider organization. 100% of the respondents reported familiarity with the feedback and complaint mechanism.

¹ Preference was given to families living in slums and underserved locations, particularly those with limited access to marketplaces, and those who do not have a source of income or other assistance. Female-headed households, daily wage workers, persons with disability, ethnic and religious minorities, and households with elderly members were also preferred.

The awareness with the feedback and complaint mechanism was reflected in varied responses. Around 53% of the participants were aware of providing feedback and complaint to project staff through the field staff and 38% were aware of using a telephone line to register their concerns. A large majority was also familiar with multiple platforms for feedback and complaint mechanism, however, “banner” was the least familiar method to the participants of the study.



Figure 5: Commonly used FCRM

Provision of feedback/Complaint

The results showed that 27% of the participants quoted that they provided complaint or feedback to the project staff about the project activities. All of those who registered feedback received a response in a timely manner and were fully satisfied with the response handling process. There were also additional remarks noted by the field staff where the participants asked for the provision of tea in future food package. Others also added spices and cleaning detergents to be included as part of future food/package distribution campaign.

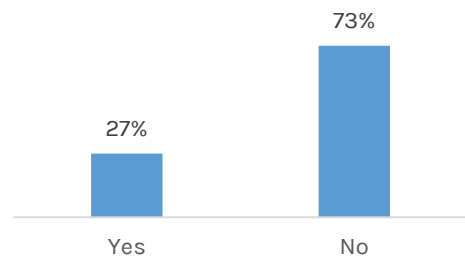


Figure 6: Provision of feedback

Information sources of COVID-19

Except for one participant, everyone responded that they have received information about COVID-19 through different means. Information through the sessions was reported as the primary source of information by 96% of the selected participants, TV was reported by 62% of the study participants, while radio was reported as a source of information by less than 1% of the participants. None of the participants quoted that they received any information through IEC material.

COVID-19: knowledge of precautionary measures vs the practice of precautionary measures

There appeared to be inconsistency in the results for the knowledge versus the practice of the various precautionary measures known to the participants.

The questionnaire findings suggest that 87% of the respondents have knowledge of maintaining 6 feet distance as precautionary measure but it is practiced by only 84%. Similarly, 62%% know that wearing mask in public places is a known precaution to prevent COVID-19 but it is followed by 56%; and staying at home is practiced by 24% of the sampled respondents while it is known to 56%.

During the feedback collection 82% respondents reported washing of hands with soap for 20 seconds as a precautionary measure to avoid the contracting COVID but this practice is carried out by 89%. A similar inconsistency in having less knowledge and but doing more

practice is observed for the measure, not touching mouth before washing hands (53% vs 56%).

None of the participants recorded any additional precautionary measure heard or observed elsewhere.

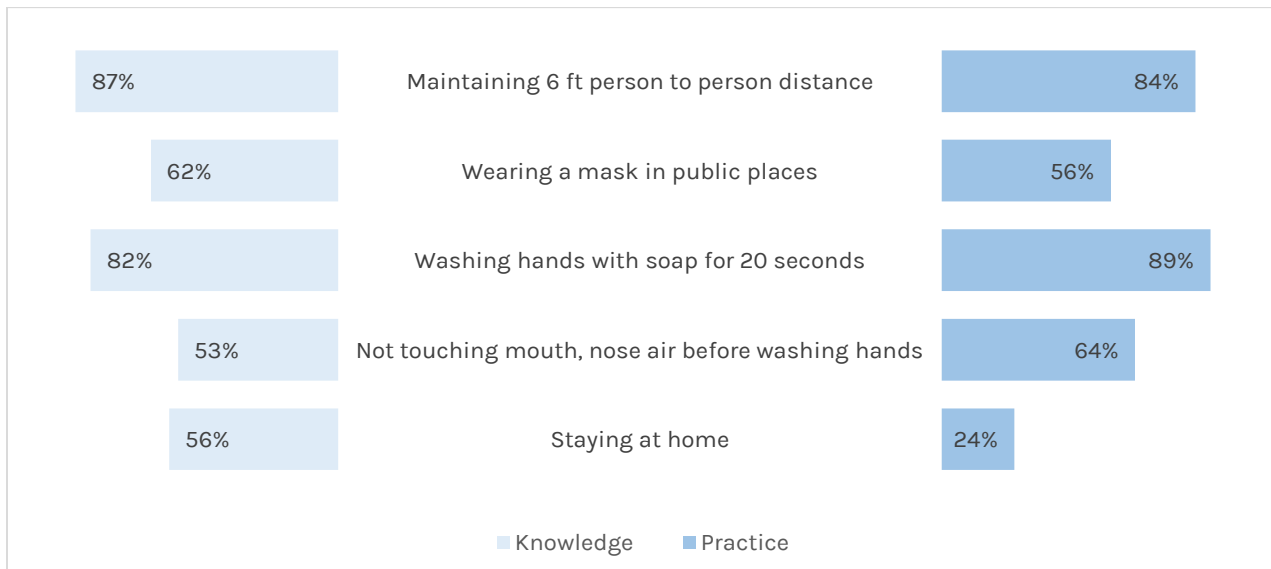


Figure 7: COVID-19: knowledge of precautionary measures vs the practice of precautionary measures

Annex

Post Distribution Monitoring Tool – Food Packages

CI-ERF Funded COVID-19 Emergency Response Project, District Muzaffargarh.

Purpose: The purpose of this tool is to solicit beneficiary feedback in a systematic way on the usefulness (quality, quantity, relevancy and utilization etc.) of the Food Package/Kit.

Instructions: The list of HH to participate in the PDM will be pre-selected from the list of HHs who received Food Package. The interview will be preferably conducted with male or female head or other adult person in the HH. Please introduce yourself and purpose of the data collection and inform the respondent that the information will be kept confidential and will only be used to improve future programming. Obtain the willingness of respondent before proceeding to the interview questions.

Willingness: Are you willing to participate in the survey? <i>(The survey will take 20-25 minutes)</i>	Yes	No
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Staff Name	Designation	Date of Visit

General Information of Respondent:

Name:		Village:	
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female	Union Council	
Family Size:		Tehsil	
Age:			

Beneficiary Feedback:

A-Utilization:		
S.#	Question	Options
	Did beneficiary family receive Food Package/Kit assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
	When did you receive the food package/kit?	

Please confirm the items and quantity of each item. <i>Note: Numerator has to ask about each item and the quantity.</i>	Item Description	Qty	Y/N	Comment
	Cooking oil	5 Ltr		
	Sugar	3 kg		
	Rice	5 kg		
	Wheat Flour	40 kg		
	Pulses	4 kg		
	Iodized Salt	800 gm		
	Dry milk	1 pack		
	Bag (can contain 40 kg weight)	1 piece		
Distribution Process:				
Did you receive enough information in advance about; Note: Please ask about each type of information and mark accordingly.	Type of Information	Y/N		
	Items in the package			
	Quantity of items			
	Date and time of the distribution			
Did you get food package/kit at your door step?	<input type="checkbox"/> Yes <input type="checkbox"/> No			
If no, Where from you get the Food package/Kit?				
Was the distribution process convenient for you?	<input type="checkbox"/> Yes <input type="checkbox"/> No			
If no, why?	<input type="checkbox"/> Wait was for too long to get the food package <input type="checkbox"/> Others			
Did the staff at treat you well?	<input type="checkbox"/> Yes <input type="checkbox"/> No			
If no, please specify.	<input type="checkbox"/> Harsh behaviour <input type="checkbox"/> Not providing enough information			

	<input type="checkbox"/> Wait for too long <input type="checkbox"/> Other (specify) -----
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Targeting:

Are you satisfied with the beneficiary selection process for food package/kit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If no, why you are not satisfied?	<input type="checkbox"/> Selection is not fair <input type="checkbox"/> Deserving people are missed <input type="checkbox"/> Criteria were strict <input type="checkbox"/> Other
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Were there households in your community who could have benefited but were missed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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In your opinion, why were they missed?	<input type="checkbox"/> Due to strict criteria <input type="checkbox"/> Due to inappropriate registration process <input type="checkbox"/> Other (specify) -----
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Satisfaction on Quality and Quantity:

Are the items included in the Food Package/Kit were relevant to your household needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If no, why not? <i>(Please specify which items and why?)</i>	
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1.	Are you satisfied with the quality of the items included in the food package/kit?	Item	Good	Fair	DK	Poor	If poor, why?
		Cooking oil					
		Sugar					

	Rice						
	Wheat Flour						
	Pulses						
	Iodized Salt						
	Bag (can contain 40 kg weight)						
	Daal channa						
	Daal masoor						
	Dry milk						
	Transportation pack						
2.	Are the quantity of items included in the Food Package/Kit were sufficient at least for one month for your household?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.	If no, which items and why?						
Feedback Complaint Response Mechanism (FCRM):							
4.	Do you have knowledge about the ways/channels to provide feedback and complaint to project staff?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.	If yes, which channels?	<input type="checkbox"/> Field Staff			<input type="checkbox"/> Suggestion Box		
		<input type="checkbox"/> Telephone Number			<input type="checkbox"/> Help Desk		
		<input type="checkbox"/> Other:					
6.	Did you provide feedback or complaint?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.	If yes, did you receive response to your feedback or complaint?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
8.	If yes, was the response timely?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.	If yes, are you satisfied with the response?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.	If no, why not?						

11.	Do you have any other feedback you would like to share?
12.	<u>Observations/Remarks:</u>

	Did you receive information about the safety measures regarding COVID-19?	<ul style="list-style-type: none"> • Yes • No
	If yes, where from you get the information?	<ul style="list-style-type: none"> • Radio • TV, • IEC • Session • Other
	What precaution measures one need to take to contend the COVID-19?	<ul style="list-style-type: none"> • Maintain 6 ft person to person distance • Wearing mask in public places • Washing hands with soap for 20 seconds • Not touching mouth, nose air before washing hands • Stay at home. • Other
	What precaution measures you are following/acting?	<ul style="list-style-type: none"> • Maintain 6 ft person to person distance • Wearing mask in public places • Washing hands with soap for 20 seconds • Not touching mouth, nose air before washing hands • Stay at home.

		Other
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