



EVALUATION

Final evaluation of the performance and impact of Community Mediation through Community Mobilization Project



December 2016

PERFORMANCE AND IMPACT EVALUATION:

FINAL PERFORMANCE AND IMPACT EVALUATION OF COMMUNITY MEDIATION THROUGH COMMUNITY MOBILIZATION PROJECT IMPLEMENTED IN SIX TERAI DISTRICTS OF NEPAL

December, 16, 2016

CMCM Project implemented by Mandwi through USAID support

DISCLAIMER

This evaluation was undertaken by independent consultant Trilochan Bahadur Malla and the author's views expressed in this publication do not necessarily reflect the views of Mandwi and its implementation partners

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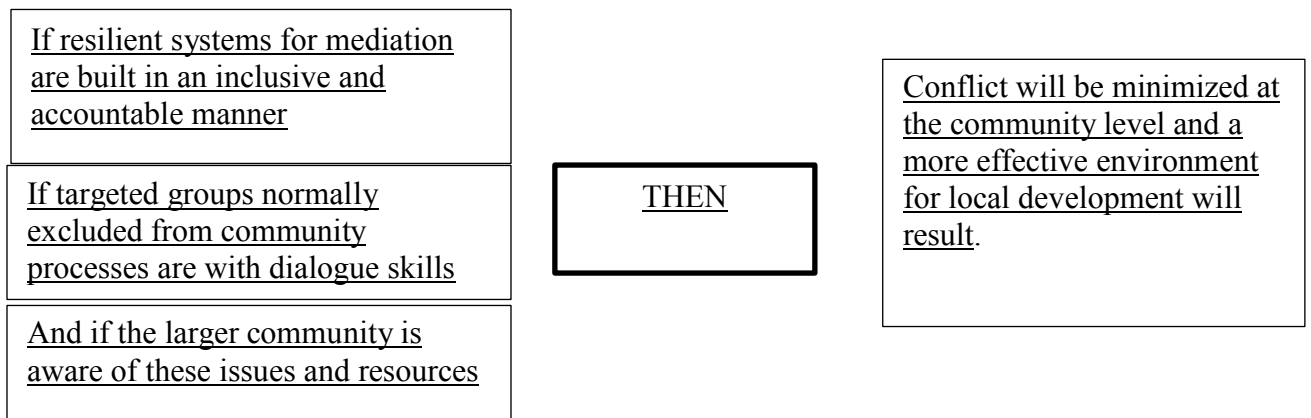
ACRONYMS

ADR	Alternative Dispute Resolution
CM	Community Mediation
CMCC	Community Mediation Coordination Committee
CMCM	Community Mediation through Community Mobilization
DDC	District Development Office
FGD	Focus Group Discussion
GESI	Gender Equality and Social Inclusion
KII	Key Informant Interview
PNGO	Partner Non-Governmental Organization
RBA	Rapid Based Assessment
TAF	The Asia Foundation
ToC	Theory of Change
ToT	Training of Trainers
USAID	U.S. Agency for International Development
VDC	Village Development Committee
WAP	Women Advocacy Platform
YAP	Youth Advocacy Platform

EXECUTIVE SUMMARY

Conflict Mitigation through Community Mediation (CMCM), a two and half year project implemented by Mandwi in partnership with local NGO's¹ in six terai districts (Saptari, Siraha, Dhanusha, Mahottari, Sarlahi and Rautahat) of Nepal with the objective to decrease conflicts that stem from issues of inclusion and access is a part of USAID/Nepal's larger Conflict Management and Mitigation (CMM) program. The project through preventive and proactive people-to-people approach has been found to have been implemented to achieve following objectives: 1) establish and mobilizes inclusive community mediation systems; 2) improve the relationship between marginalized groups and their local government; and 3) increase community awareness on conflict mitigation and management.

CMCM project has been designed based on following theory of change (ToC):



¹Save the Saptari; Samagra Jana Utthan Kendra (All Peoples Improvement Center); Community Family Welfare Association (CFWA); Aastha Nepal; Village Community Development Center (VCDC), And Community Power are the partner NGO's in Saptari, Siraha, Dhanusha, Mahottari, Sarlahi and Rautahat respectively

As directed by the project review meeting, an evaluation to assess the performance and impact of CMCM project was undertaken. The evaluation findings and the report are a result of meticulous analysis and interpretation of the primary and secondary information gathered through; face to face interaction through 35 KII's and 6 FGD's involving 110 respondents from all 6 project districts which enabled the drawing of „Thick descriptions“, then triangulated with the data and evidences generated by the project itself and the impressions from the participant observation during field work complementing the documentary analysis of project related documents, data and reports have been used to evaluate the performance and impact of the project.

The evaluation revealed that Community Mediation have been used to proactively resolve conflicts that boil to the surface, whilst relying on the Youth and Women community advocacy platforms to ensure inclusion of marginalized groups in decision making processes to prevent future conflict. Additionally, CMCM has made efforts to raise awareness amongst the larger community on conflict mitigation and management issues and resources.

Presence of functional Community Mediation (CM) Committees across the 24 VDC's in all 6 districts and positive appreciation regarding their role and ability to mediate and resolve the local level conflicts before they become exacerbated by overwhelming number of respondents consulted during the evaluation exercise (in particular by women and marginalized) indicates that CMCM projects has been very much successful in making noteworthy contribution towards the goal level expected outcome of „decrease in conflict over resources stemming from issues of inclusion and access“ reported as 40.57% change in target population that perceive conflicts mitigated.

The key findings of the evaluation were;

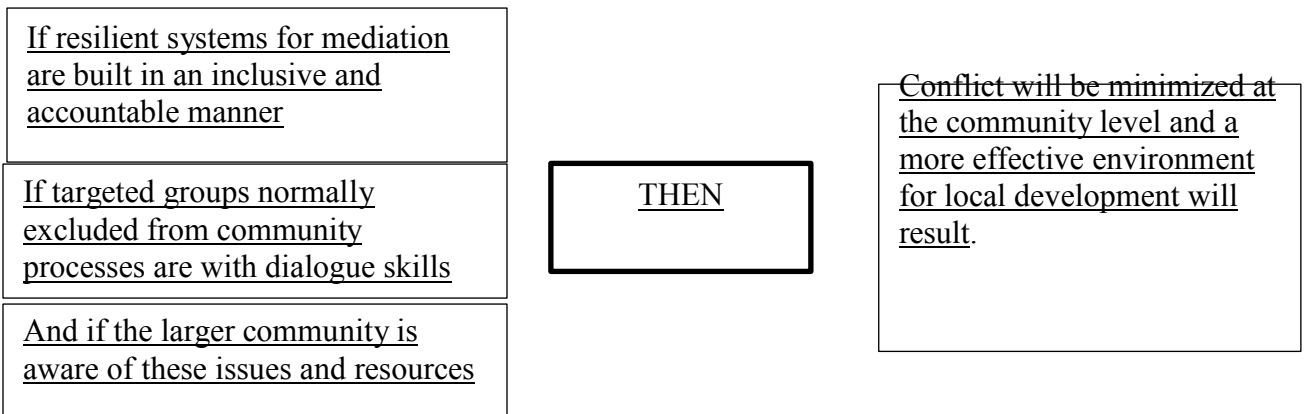
- ✚ CMCM project had trained more than 648 Community Mediators through the 36 Master Trainers and established Community Mediation as a credible approach to dispute resolution.
- ✚ The project had been successful in creating 48 functional advocacy networks in the form of Women and Youth Advocacy Platforms and implementation of awareness raising and sensitization campaigns in local languages through local radio networks as well as production and dissemination of 12000 IEC materials reaching out to more than 37000 beneficiaries.
- ✚ Resolution of 1006 out of 1043 registered cases of local disputes of diverse nature, is a testament of the effective impact of the CMCM project.

Having verified progress made against the findings of the Rapid Based Assessment and in the backdrop of the above findings and evidences, the evaluation concludes that the project has been able to meet its stated objectives and prove that the theory of change adopted by it was valid; considering the fact that the Community Mediation centers established supported by the mobilization of the Women and Youth Advocacy Platforms and the awareness raising initiatives helped in resolution of disputes in the local level and indeed resulted in the minimization of the conflicts at the community level, which in turn created a more conducive environment for the local development.

PROJECT BACKGROUND

Conflict mitigation through community mediation (CMCM) is a two and half year project implemented by Mandwi with the objective to decrease conflicts that stem from issues of inclusion and access. The project's stated objective is aimed to have been achieved through a people-to-people approach that: 1) establishes and mobilizes inclusive community mediation systems; 2) improves the relationship between marginalized groups and their local government; and 3) increases community awareness on conflict mitigation and management. Mandwi has implemented CMCM in six terai districts of Nepal (Saptari, Siraha, Dhanusha, Mahottari, Sarlahi and Rautahat) in partnership with six local organizations as local implementing partners in each of the project districts respectively: Save the Saptari; Samagra Jana Utthan Kendra (All Peoples Improvement Center); Community Family Welfare Association (CFWA); Aastha Nepal; Village Community Development Center (VCDC), and Community Power.

CMCM project's theory of change (ToC) is:



The program as described in the project document has taken preventative and proactive approach to conflict where Community mediation have been used to proactively resolve conflicts that boil

to the surface, whilst relying on the Youth and Women community advocacy platforms to ensure inclusion of marginalized groups in decision making processes to prevent future conflict. Additionally, CMCM has made efforts to raise awareness amongst the larger community on conflict mitigation and management issues and resources.

The project has been implemented by Mandwi and its local partners over two and a half years, targeting 24 Village Development Committees (VDCs) in six eastern Terai districts where Mandwi had existing strong ties with the local communities and the local partner organization. With considerable presence of conflict affected persons, and indigenous groups like the Madheshi and Tharu, other marginalized populations in the selected project district; these groups, and the women and youth within these groups, have been reported as being historically discriminated against by the center and likewise fall below the national development averages in terms of poverty, literacy, child marriage, and gender based violence.

CMCM is part of USAID/Nepal's larger Conflict Management and Mitigation (CMM) program. CMM is funded by USAID/Washington's Bureau for Democracy, Conflict, and Humanitarian Assistance, Office of Conflict Management and Mitigation, via an Annual Program Statement (APS), and administered by USAID/Nepal.

EVALUATION METHODS & LIMITATIONS

A total of hundred and ten (110) individuals comprising of project beneficiaries, local government officials, community leaders, project staff and associates were engaged through Key Informant Interviews (KII) and Focus Group Discussions (FGD) in the six project districts through a field work to undertake the evaluation. Thirty-five (35) KII's and Six (6) FGD's with more than hundred and ten respondents (Annex VI) and direct field observation in the localities of the beneficiary community were undertaken in the period of over one week complementing the documentary analysis of project related documents, data and reports have been used to evaluate the performance and impact of the project.

Objectives of the evaluation

As stated in the CMCM project review meeting, Mandwi, has conducted a formative light-touch evaluation to evaluate the CMCM project's activities. The specific objectives of the evaluation are;

- evaluate the performance of the CMCM project
- Assess the impact of the project interventions

Scope of the evaluation

The overall scope of the evaluation is to assess the performance of the CMCM project and also assess the impacts generated by the project interventions from the target audiences. They are envisioned but not limited to;

- Mandwi
- Community mediation committee

- Youth advocacy committee
- District advisory committee
- Beneficiaries along with other local people
- Local Partner Organization (PNGO)
- Government line agencies and actors

This evaluation covered the CMCM project areas, where by the field work conducted in the project's working project districts. In close coordination and consultation with Mandwi team, selection of respondents for the KII/FGD's will be done and field work and data collection conducted within in the field taking place in December of 2016.

Evaluation approach

A Theory-Based Approach to Evaluation the evaluation will adapt the 'Theory-Based Approach' to formative evaluation to examine the assumptions underlying the causal chain from inputs to outcomes and impact. This approach covered both process and impact evaluation; and had an emphasis to: a) understand the context, b) assess the logic of the programming, c) examine relevance, effectiveness, usage and efficiency of the program, d) establish rigorous factual analysis; e) involve participatory process; and f) use of mix-methods.

Assessment of theory of change: an assessment of theory of change is the central to the idea of theory-based approach to evaluation. Thus the evaluation made a rigorous assessment of the project logic of the CMCM project and its anticipated contribution to the targeted families in eastern Terai districts of Nepal. As such an analysis of ToC set a context to for the evaluation, that followed the following evaluation criteria.

Evaluation criteria and design Drawing on the theory-based approach to evaluation, the end line evaluation done by examining the project's ToC as discussed above as well as considering OECD-DAC criteria for evaluation of development programs to assess performance and impact of the project.

The performance of the project has been assessed by reviewing the accomplishment of the goals against the target for the key project objectives and related activities such as (Establish and mobilize inclusive community mediation systems: Community Mediators Centers Established and Services Provided); as well as by analyzing the perceptions of the respondents with regards to the ability of the project and its activities to address the issues being targeted such as volume of cases registered and mediated by the CM committees.

In order to measure the impact evaluation looked at the achievement towards the projects stated outcomes in particular the outputs such as (Inclusive community mediation systems established and mobilized: Number of cases resolved by established mediation systems); and cross checked them with feedbacks of the community members in particular the beneficiaries regarding the socio-cultural and behavioral changes brought about by project interventions and by analyzing the level of success being achieved through the activities such as the diversity of cases mediated from those registered at the community mediation centers etc. The findings are drawn from interpretation of qualitative data (narratives/perceptions) compiled through field work as well as analysis of quantitative data (numerical statistics) compiled by project partners.

Used evaluation methods and methodology

Overarching approach of the evaluation: A formative light-touch base methods using qualitative tools were used to be employed, comprising of the following qualitative tools to qualify the information generated through (i) documentary analysis/literature review (ii) field observation (iii) key informant interviews and (iv) Focus Group Discussions

Key data collection techniques:

Phase 1 – Desk Research – To inform and complement the evaluation, the evaluation under took documentary analysis and review of project related documents and information including the following:

- Project document
- The Rapid Base-line Assessment report
- The project M&E plan, strategies and indicators
- M&E reports
- District reports
- Annual reports

Phase 2 –Participatory research tools such as Key Informant Interview (KII), Focus Group Discussion (FGD) were employed during the field work to collect qualitative primary data for the evaluation purpose.

Key Informant Interview (KII): The KII's were conducted with the relevant district and VDC level government authorities, project staffs, beneficiaries and community leaders. At least 6 KII's (except for Saptari) were under taken in each of project implemented district.

S.N.	Respondents	Quantity
1.	VDC secretary/partner PC	1
2.	Mediator (one male and one female)	2
3	Members of Youth and Women advocacy forum (one each)	2
4	CM Coordination committee member at district level	1
	Total	6

Focus group discussion (FGD): Focus group discussion (FGD) with project stakeholders was another tool for data collection that has supplemented the data collected through KII and field observation. Potential FGD participants were identified in consultation with the project team members and stakeholders in districts. While doing so the evaluation team ensured that the participants came from a variety of backgrounds to ensure gender equality and social inclusion (GESI). FGDs were conducted in small groups and in participatory manner to ensure that comprehensible insights, concerns and feedback from the participants were documented. At least 1 FGD was conducted with community mediation committee in each of project implemented districts.

Using the checklist of questions to be used for KII's and FGD's (Annex IV), the field work was conducted to reach out to the pre-selected categories of respondents considered key for evaluation purpose as agreed with Mandwi. The KII's and FGD's were conducted in the places most convenient for the respondents such as the community gathering places in the villages i.e. local eatery (tea-shop), school premises and village center, VDC office and partner agencies office etc. Prior to every meeting or discussion, care was taken to explain the purpose of the

meeting and informed consent (Annex V) was sought with the each and every respondent engaged during the evaluation exercise prior to and after interview/discussions.

Position of the consultant/interviewer could be considered a limitation for the conduct of the interview/discussion that has been tried to be addressed by being as fair and transparent as possible in the approach. Other limitations worth mentioning applicable for the evaluation exercise and field work were the time period in which field work was conducted and the geographical and climatic adversities affecting the exercise both addressed to the extent possible through planning and coordination in advance with Mandwi and its local partners.

The evaluation findings and its report are a result of meticulous analysis and interpretation of the primary and secondary information gathered through; face to face interaction through KII's and FGD's with the respondents which enabled the drawing of „Thick descriptions“, then triangulated with the data and evidences generated by the project itself and the impressions from the participant observation during field work.

FINDINGS

Performance of the CMCM program (GESI, local knowledge and skills on resolving conflicts, # of conflicts resolved, formation of local mechanisms to resolve local conflicts)

Performance of CMCM program

Presence of functional Community Mediation (CM) Committees across the 24 VDC"s in all 6 districts and positive appreciation regarding their role and ability to mediate and resolve the local level conflicts numbering 1006 before they become exacerbated during the program implementation phase by overwhelming number of respondents from the concerned communities consulted during the evaluation exercise (in particular by women and marginalized) indicates that CMCM projects is very much successful in achieving its goal; to decrease the local level conflicts stemming out of the issues of inclusion and access through its proactive approach of taking preventive measures, advocacy and awareness raising.

This was evident from the claim by the participants in the FGD at Siraha;

It was learnt during the evaluation that following the formalities of the program launching such as the contractual arrangements including with local partners identified, coordination established with key and concerned district line agencies/stakeholders and a Rapid Baseline Assessment conducted in 36 VDC"s of 6 districts, 4 VDCs in each district and 24 VDCs in total appears to have been finalized for CMCM project implementation through coordination with the District Development Committees (DDC) from each implementing districts.

“Earlier people used to approach Panchayats, then Police stations, now after the initiation of CM program- people come to CM centers. There is a case every 2-3 days”

Projects aim of institutionalizing and steering the Community Mediation at the district level through a coordination mechanism s is successful owing to the fact that Community Mediation Coordination Committee (CMCC) were found existing in each district constituted as a loose group with representation from district line agencies, judicial, quasi/semi judicial bodies and civil society organizations. District level CMCC members interviewed confirmed that the Committee had worked effectively to monitor the program, guide and provide feedback for streamlining the Community mediation work as envisioned.

The performance of the CMCM program with regards to the set objectives were found as following;

Objective 1: Establish and mobilize inclusive community mediation systems

The project successfully achieved its first objective; Establish and mobilize inclusive community mediation systems as a total of 36 (female 12, Dalit 4 and Janajati 2) Master Trainers were found prepared following 8 days Masters Trainers Training imparted by Mandwi using The Asia Foundation (TAF)'s technical support in ensuring quality of the training with Mediation Council's authority and approval to conduct training Mediation in accordance with the Mediation law. The Master Trainers under the supervision and support of Mandwi reportedly imparted basic Mediation training to would be community mediators numbering 648 (female 263, Dalit 100, Janjati 100 and Muslims 29) (27 per VDCs in 24 project VDCs) selected in close consultation

with VDC authorities

Objective 2: Improve the relationship between marginalized groups and the local government

In order to increase the participation of youth and women in the process of community mediation, local resources mobilization and planning processes. The 24 Youth Advocacy Platform (YAP) and 24 Women Advocacy Platform (WAP) appear to have been established at VDC level by PNGOs. The interviewed members of YAP and WAP reported having received project orientation including their roles and responsibilities as platform members. Both YAP and WAP reportedly engaged through monthly meeting to share local problems to link with mediation services as well as advocacy strategy to engage in local planning processes.

A total of 1043 cases of 20 different categories such as physical assaults, dispute over land boundary bender based violence etc(details in Annex II)appears to have been registered at the 24 Community Mediation committees established by the project in the 24 VDC"s selected for CMCM project implementation through coordination with the District Development Committees (DDC) from concerned districts

Case No.	Description
9100	...
9101	...
9102	...
9103	...
9104	...
9105	...
9106	...
9107	...
9108	...
9109	...
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9148	...
9149	...
9150	...

Registration of the Cases at a Mediation Center

Objective 3: Increase community awareness on conflict management and mitigation.

In order to increase the awareness of the community on conflict management and mitigation, Mandwi has developed Information, Education Communication IEC materials i.e. brochure and pamphlets with the information on community mediation related services, benefits, mediation centers and contact persons. These IEC materials were reportedly disseminated in the project VDCs through PNGOs, mediation centers, community mediators, YAP, WAP and local level other institutions.

Community members reported having benefitted from radio programs and Public Service Announcement (PSA) on community mediation including in local language Maithili and Bajjika helping local people to receive and learn about mediation services. Based on the responses of the community members especially women and the elderly, local people were found well sensitized on the benefits of community mediation and thereby motivated to resolve the conflict using the services of the local CM committee/centers established in their VDC"s to resolve the disputes locally as elaborated by a respondent in Saptari.

Sensitization and engagement of the elders who played a role in the "panchayats" of the local communities such as the „Pradhans" and „Mukhiya"s and leaders and representatives

"It"s best to resolve local issues at local level, which also helps to maintain harmony and peace in communities" (KII-SAP-05)

of the political parties from the early on phase of project implementation have been effective in minimizing the resentment and obstruction to the work of the CM committees to an extent. It was also noted from response of people interviewed that some of the mediators selected in some

VDC"s for the CM committees were the individuals working earlier as members of panchayat; evident from a CM Committee coordinators complaint about these individuals occasionally trying but failing to discredit the CM work. Whilst there were claims by PNGO"s of having sensitized the police, responses of many of the CM committed coordinators and WAF/YAF members indicated that coordination and sensitization could have done more to get better support and buy in from local police units, who often were seen influenced by the estranged middlemen and former pancha"s who had lost their influence and role to benefit from local disputes as stated by a CM coordinator of VDC in Dhanusha;

“Political party reps feel undermined and are trying to discredit the CM centers” adding further on inquiry about the CM selection that “Political cadres are also selected who are defaming the CM work”(KII-DHA-02)

Inclusion:

The fact that women comprised of a third of the Mediators working in the CM committees as well as the data showing high number of cases being addressed associated with Dalits, Janjatis"s and Muslims; indicates the program was gender and socially inclusive.

Sustainability:

Active involvement of the VDC officials in supporting the work of the CM committees and evidence of all 24as opposed to original target of 12 VDC"s taking initiatives for continuing to support the CM committees work beyond program support phase by providing space to work and some funds, demonstrated the fact that project had a very good local engagement and it was able to achieve a degree of success towards sustainability.



A VDC office with well-established Community Mediation Center

Impact of the CMCM program

Whilst assessing the actual impact of the project was understood to be beyond the scope of this particular evaluation, the efforts were made to examine the extent to which the project outputs, achievements contributed towards achievement of the stated project outcomes.

Evidence of significant numbers of disputes registered and resolved locally before they became exacerbated into bigger conflicts by the Community Mediation Centers established in the Project implemented VDC's indicates that the project has made noteworthy contribution towards the goal level expected outcome of „decrease in conflict over resources stemming from issues of

inclusion and access“ reported as 40.57% change in target population that perceive conflicts mitigated.

The achievement with regards to the specified expected outcomes by the project are as following;

Expected Outcome 1: inclusive community mediation systems established and mobilized

Record shows that out of 648 community mediators selected by Mandwi and partners for training on Community mediation, 263(40.58%) were female, 100(15.43%) were from Dalit community, 100(15.43%) were from Janjati, 29 (4.47%) were from Muslim, 48(7.40%) were from Brahman Chhetri and 369(56.94%) were from other community. Similarly, 43(6.63%) participants were from Hill Migrants community. It was found that in total 75.91% participants were selected from marginalized population i.e. Women, Dalit, Muslim and Janjati. Some of those selected candidates were experienced (some of them) in Panchayat (a traditional alternative dispute resolution method) and committed to pursue their responsibilities effectively.

Evidence that a total of 1006 local disputes being resolved out of 1043 disputes registered at the CM committees which have one third women as mediators indicates that inclusive community mediation systems have been established and are being mobilized. Appreciation of the CM committee’s work in helping to diffuse the local level disputes exacerbating further into bigger conflict is a strong evidence of the above as indicated by response from a woman who also happened to be a member of the Women Advocacy Forum mobilized to strengthen the Community Mediation mechanism;

“Being myself a victim and embroiled in land issue with my brother in law, I got served justice through the CM center”(KII-RAU-02)

It was reported that handover workshops were organized by Mandwi in collaboration with its PNGO's in all 24 VDCs and municipalities from the six CMCM project districts with the objective of signing the handover MOUs with concerned VDCs and municipalities. Record shows a total of 578 (100 Dalit, 108Janjatiand 216female in attendance) relevant government stakeholders along with YAP, WAP members, community mediators, local political leaders, mother groups members, representative from health posts, VDC secretary, technician and school representatives took part in the handover workshops

Expected Outcome 2: improved relationship between marginalized groups and local government

The project was found to have created a Youth Advocacy Platform and an Advocacy Platform established in each of the 24 VDC's of project districts which were mobilized in the community to increase the access of the marginalized community people to the mediation centers. There were in total 462youth advocacy platform of which 114 (24.68%) were female, 97 (21.00%) Dalit, 77 (16.67 %) Janjati, 15 (3.25%) Muslim and 319 (69.05%) Madhesi. Likewise, from amongst the 448 women advocacy platform members in 24 VDCs 113 (25.22%) dalit, 72 (16.07 %) Janjati, 16 (3.57%) Muslim and 310 (69.20%) Madhesi.

It was also learnt that joint WAP and YAP meetings with the VDC secretary/technician were organized by local project implementing partners in all 24 project VDCs in August 2016 to strengthen the relationship between the marginalized groups and local government authorities.



Meeting between members of mediation center and VDC official

Expected Outcome 3: Community awareness on conflict management and mitigation increased

As part of the awareness raising and sensitization, radio programs were reported to have been produced and broadcasted in Maithili (for Dhanusha, Mahottari, Saptari and Siraha) and Bajjika (for Rautahat and Sarlahi) languages with the close coordination with local FM radio. The main focus of the radio program reportedly was to sensitize the marginalized community about the community mediation program, its significance and how the program was helping the saving of time and money of people but also promoting peace and harmony in the community. Experience sharing of the success community mediation in the community had encouraged people to attend the mediation centers if any disputes (including gender based violence and disputes related to women and marginalized communities) occurring in the community. The significance and value of the mediation through CM center was being well understood as one VDC CM coordinator from Rautahat explained.

“Mediation is challenging but achievable when parties are made aware about the costs involved and the hassle of the court/kacheri”(KII-RAU-06)

Further, a total 12000 pieces of Community Mediation IEC materials i.e. Brochure and Pamphlets were reported to have been produced in local language and distributed to key community stakeholders in the CMCM project area through youth and women advocacy platform members, community mediators and female child health volunteers etc. to sensitize people on community mediation services.

As a distinct impact of the above, most of the respondents consulted during the evaluation especially the community members claimed that being fully aware of the troubles they were no longer going to the police or courts to settle the disputes as one WAP member in Sarlahi remarked;

“Police forces parties to reconcile and takes fee, the issue is resolved temporarily but “man mutab” remains” (KII-SAR-06)



Notice at a local police unit barring engagement of middlemen and brokers

Comparative analysis of RBA and Evaluation findings:

In addition to the above, following were the updates/changes noted against some of the relevant findings of the Rapid Based Assessment undertaken by the project, which may be helpful in indicating the impact of the CMCM project implementation.

	RBA findings	Evaluation findings
1	Most of VDC officials as well as DLAs were unaware about community mediation program, community mediation act 2068 and community mediation regulation 2070. So, they are not implementing it at their institutions and for community	All the VDC officials consulted expressed positive appreciation for the CM program and some VDC's were found allocating office space and resources
2	In most of the district there were no any Coordination and Communication Bodies, Committee and Network existing at district level. In some district there was presence of local peace committee touching some part of conflict resolution, peace and harmony but there was no any specific intervention on community mediation.	All 6 Project districts had Community Mediation Coordination Committee (CMCC) constituted as a loose group with representation from district line agencies, judicial, quasi/semi judicial bodies and civil society organizations and were reportedly monitoring the program, guiding and had provided feedback for streamlining the Community mediation
3	Most of the people were not satisfied with the existing mechanism of dispute resolution in the community because of biasness, political interference, no trust among each other, conservative, caste and gender based discrimination, expensive, complex, time taken, no fair decision and	Majority of the respondents consulted through KII/FGD's reported the same feeling

	punishment etc	
4	Most of the people were not ready for the existing dispute resolution at community level because of expensive, time consuming, biasness, politically influenced, punishment and discrimination.	Almost all respondents preferred CM committees over the other mechanisms for dispute resolution
5	Most of the people expressed there were no participation of women in dispute resolution. The causes behind no participation of women in dispute resolution mechanism were social control, tradition, conservative thought, illiteracy; gender based discrimination, patriarchal or male dominant society, humiliation, hesitation, no access in services, lack of awareness, leadership, information and less priority to female.	It was noted that at least a third of the mediators of the CM committees were women and there was presence of a Women Advocacy Forum in each of the project VDC.
6	Cases like kidnapping, land, beating, school, line of control, caste based violence, land, women violence, road, migration and beating were not resolved at community level and become injustice and referred to police and court due to political hindrance, polarization, lack common understanding, disagree, biasness from mediator, not convinced, no environment of trust.	Whilst cases of serious nature and demanding legal action were being dealt by the Police and Courts, respondents especially the CM Committee Coordinators claimed that majority of minor disputes were being reportedly resolved at the community level by the CM committees.
7	People who knew about community mediation expressed that community mediation means mediation in the participation of both parties in dispute and	People consulted were found to be very much aware and sensitized about the significance and value of Community Mediation as a tool for alternative dispute resolution. There was

<p>keep dispute far from court, mediation that held at community level, mediation between both conflicting parties, and mediation by respecting the views of both parties, solving problems rampant in community, bonding people in the community, mutual cooperation, conflict managed at local level and mediation at low cost.</p>	<p>evident trust and belief in the CM mechanism and its contribution towards promoting of social harmony in the communities.</p>
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CONCLUSIONS

It is safe to argue that the CMCM project was well grounded from the onset based on the fact that the project managed to conduct a Rapid Baseline Assessment early on in the project implementation phase and form a Community Mediation Coordination Committee (CMCC) in each district to ensure proper coordination, effective guidance and stakeholder buy in for the project implementation in the targeted districts. Project is also effective in establishing the required local structure and conducive environment as well as producing required human resources capacity to implement the community mediation work by having;

- ✚ Trained more than 648 Community Mediators through the 36 Master Trainers prepared for Community mediation. Its performance to establish the Community Mediation as a credible approach to dispute resolution was also noteworthy.
- ✚ The project's ability in creating 48 functional advocacy networks in the form of Women and Youth Advocacy Platforms and implementation of awareness raising and sensitization campaigns in local languages through local radio networks as well as production and dissemination of 12000 IEC materials reaching out to more than 37000 beneficiaries. By largely meeting the specific stated outcomes, the project has demonstrated its success in achieving the immediate impacts envisioned.
- ✚ Resolution of 1006 out of 1043 registered cases of local disputes of diverse nature, successful mobilization of significant number of marginalized and disadvantaged community members in the Women and Youth Advocacy platforms as well as overwhelming belief and trust of the community members to seek resolution of disputes through the Community Mediation centers is a testament of the effective impact of the CMCM project.

To conclude, the evaluation finds that the project has been able to meet its stated objectives and prove that the theory of change adopted by it was valid; considering the fact that the Community Mediation centers established supported by the mobilization of the Women and Youth Advocacy Platforms and the awareness raising initiatives helped in resolution of disputes in the local level and indeed resulted in the minimization of the conflicts at the community level, which in turn created a more conducive environment for the local development.

ANNEXES

Annex I: Data regarding disputes registered and resolved by Community Mediation Centers (Source: Project Database)

Nature of Disputes					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Abuse	136	13.0	13.0	13.0
	Allocation of Property	25	2.4	2.4	15.4
	Border/boundary of land	271	26.0	26.0	41.4
	Compensation for damage of crops	7	.7	.7	42.1
	Construction of Houses	38	3.6	3.6	45.7
	Deposits except those under No. 5 of that Chapter	5	.5	.5	46.2
	Except those cases referred to in Annex-1 and Annex-2 of the Government Cases Act, 2049 (1993)	6	.6	.6	46.8
	Physical Assaults	177	17.0	17.0	63.8
	Forced labor or Wage	11	1.1	1.1	64.8
	Gender based violence	36	3.5	3.5	68.3
	Interpersonal Conflict	39	3.7	3.7	72.0
	Missing and finding of Quadrupeds	5	.5	.5	72.5
	Money Transaction	96	9.2	9.2	81.7
	Partition	35	3.4	3.4	85.0
	Pasture land, grass, fuel woods	122	11.7	11.7	96.7
	Resource based conflict	19	1.8	1.8	98.6
	Uses of water bank and security of public property	7	.7	.7	99.2
	Entering into, staying in or attempting to enter in or stay in other's house forcefully	3	.3	.3	99.5
	Kalyan Dhan (hidden and unclaimed properties)	1	.1	.1	99.6
	Quadrupeds other than the killing of cow	4	.4	.4	100.0
Total	1043	100.0	100.0		

Sex of First Party					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	M	877	84.1	84.1	84.1
	F	166	15.9	15.9	100.0
	Total	1043	100.0	100.0	

Sex of Second Party					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	M	911	87.3	87.3	87.3
	F	132	12.7	12.7	100.0
	Total	1043	100.0	100.0	

Sex * Successfully Mediated Cases					
Count					
		Follow Month 1			Total
		Settled	On process	Pending	
Sex	M	846	0	31	877
	F	160	1	5	166
Total		1006	1	36	1043

Successfully mediated local level disputes among women=160

Ethnicity * Successfully Mediated Cases					
Count					
		Follow Month 1			Total
		Settled	On process	Pending	
Ethnicity	Dalit	210	0	4	214
	Janjati	101	0	3	104
	Brahman/Chhetri	59	0	2	61
	Muslim	30	0	0	30
	Others	606	1	27	634
Total		1006	1	36	1043

Successfully mediated local level disputes among marginalized community=341

Dalit-210

Janjati-101

Muslim-30

Annex II: Summary Performance Indicator Data (Source: Project Database)

S.N.	Indicator	Target for Project Period	Result	Contributing Factors
1	% change in conflicts stemming from issues of inclusion and access	52%	40.57%	Awareness of community people increased and they are living together in the community with social harmony in peaceful environment.
2	% change in target population that perceives a reduction in conflicts over resources stemming from issues of inclusion and access	79%	93.93%	Access of marginalized community people increased to the CMCs. The local level disputes resolved by community mediators at local level.
3	Number of successfully mediated local level disputes among women, youth or people from marginalized groups as a result of USG assistance	736	874	Disputes facilitated by the trained community mediators adopting 7 steps of community mediation
4	% change in target population that perceive conflicts mitigated	31%	33%	The maximum number of local level disputes resolved by community mediators at local level
5	# of conflict issues identified in the working VDCs with an objective of addressing those conflicts	1050 including women 357, dalit 214, janajati 171, Muslim 128	907 including women 142, dalit 191, janajati 95, Muslim 26	With the mobilization of community mediators, youth and WAPs and in coordination with concerned VDC
6	% of established mediations centers continued by local government at project close	12	24	With close coordination with concerned VDCs and Municipalities
7	# of new groups or initiatives created through USG funding, dedicated to resolving the conflict or the drivers of conflict	72(CMC-24, YAP-24, WAP-24)	72 (CMC-24, YAP-24, WAP-24)	Functional and regular coordination by PNGOs with VDCs, district line agencies and stakeholders like Bar Association, District Administration Office, and district court etc.
8	# of local women participating in a substantive role or positions in a peace building process supported with USG assistance	474	479	Facilitation of local project implementing partners on importance of participation of women and their mobilization for their rights to community stakeholders and VDCs
9	# of advocacy platforms established and functional	48	48 (YAP-24, YAP-24)	Functional and regular coordination by community mediator coordinator with VDCs, and local stakeholders like youth and women etc
10	% of annual VDC budget allocated to community mediation and marginalized community	10%	NA	In the first year, VDC council has been completed before the establishment of CMC. In the second year, there was agitation

S.N.	Indicator	Target for Project Period	Result	Contributing Factors
				by Madhesi Morcha and VDCs has documented the VDC council and reported to DDC without intervening. Therefore, there is no any significant achievement seen. However, VDCs allocated target groups amount to youth and women. Such data will be collected during end line and reported.
11	Number of people from marginalized groups participating in a substantive role or position in a peace building process supported with USG assistance	NA	71	Facilitation of local project implementing partners on importance of participation of marginalized groups and their mobilization for their rights to community stakeholders and VDCs
12	Number of host national inhabitants reached through USG-assisted public information campaigns to support peaceful resolution of conflicts	37000	37200	IEC materials like brochure and pamphlets production and distribution as well as community mediation program designed, produced and broadcasting in local languages i.e. Maithili and Bajjika.
13	Number of stories disseminated with USG support to facilitate the advancement of reconciliation or peace processes	2	<ul style="list-style-type: none"> • 2 (Radio program, PSA production) 	Radio program, jingle production, and broadcasted in local languages i.e. Maithili and Bajjika.
14	#of USG-funded events, trainings, or activities designed to build support for peace or reconciliation on a mass scale	38	37 <ul style="list-style-type: none"> • OCA-1 • MTOT (Mater Training of Trainers) -1 • Basic Mediation Training -24 • CMCC Formation-1 • CMCC Review-4 • CM yearly sharing meeting-2 • Advocacy Platform Meeting-3 • Project partners trained on ME-1 	Master Trainers mobilized by PNGOs in respected districts Functional and regular coordination by PNGOs with VDCs, district line agencies and stakeholders like Bar Association, District Administration Office, and district court etc Strictly follow the selection criteria of community mediators and focus on gender and inclusion, people to people and do no harm strategies

Annex Iii: Data Collection Instruments

A. Potential Participants/Respondents

a) FGD

FGDs with CM members- 8-10 (women and men)

b) KII

- KIIs with VDC secretary/partner PC
- KII with Mediator (one man and one women)
- KII with members of Youth and Women advocacy forum (one from each forum)
- KII with one CM Coordination committee member at district level

B. Illustrative questions to be used for KII and FGD

1. Where do you (people) normally go when you have a conflict at the local level? (place for conflict resolution) (Community elders (panchayat / VDC authorities / Community Mediation Centers / Paralegal committees/ Police Stations / Courts)
2. What are the major actions taken by them to resolve local conflict when they are reported? (actions taken)
3. How do you (people) resolve the GBV or DV related conflicts in your community? (GBV/DV related issue resolution)
4. What and How do you (people) feel when you (they) go to and engage with court or police station to get justice? Please explain (Perception of justice delivery mechanism)
5. Are you (people) happy with the court or police decisions made in instances of local conflict? Please explain (satisfaction level)
6. What has been the learning with regards to future implementation of CMCM? (learning and recommendations)

Annex IV: Informed Consent format

Informed Consent before Key Informant Interview/FGD

Namaste! My name is We are here to get information related to Mandwi/USAID project on Community Mediation through Community Mobilization. We will be asking you questions about CMCM projects and where required will seek to see various records too. This information will be used to conduct evaluation of CMCM project with a view to document the lessons learnt and provide recommendation for future implementation of similar programs.

Annex V: Sources of Information

Respondent database- CMCM project evaluation							
S.N	Coding	Date	Name	Organisation/ occupation	Gender	Address	Note-taking (Y/N)
KIIs							
1	KIISAP01	27.11.2016	Sabita Gautam Koirala	Women Advocacy Platform Coordinator/ CM trainer	F	Rajbiraj-8	Y
2	KIISAP02	27.11.2016	Sadhana Karn	Trainer (ToT) on CM	F	Rajbiraj-5	Y
3	KIISAP03	27.11.2016	Narendra Yadav	CM District Coordination committee	M	Boriya VDC-5	Y
4	KIISAP04	27.11.2016	Ruby Yadav	Community Mediator	F	Narghu VDC (Currently Farset VDC)	Y
5	KIISAP05	27.11.2016	Shiv Kumar Yadav	Youth Advocacy Forum Coordinator	M	Fulkati VDC	Y
6	KIISIR01	28.11.2016	Gajendra Prasad Yadav	CMCM Prog Coordinator	M	Mahdewa VDC	Y
7	KIISIR02	28.11.2016	RenuKarn	Trainer (ToT) on CM	F	Bhagwatipur VDC	Y
8	KIISIR03	28.11.2016	Bali Ram Yadav	VDC secretary, Badaharamal VDC	M	Siraha- 6	Y
9	KIISIR04	28.11.2016	Kaushal Shrestha	Youth Advocacy Forum Coordinator	M	Sitapur VDC-6	Y
10	KIISIR05	28.11.2016	Shiv Kumar Yadav	Youth Advocacy Forum Coordinator	M	Fulkati VDC	Y
11	KIISIR06	28.11.2016	Sunil Kumar Shah	District CM Coordination Committee member	M	Lahan Municipality-10	Y

12	KIISIR07	28.11.2016	Krishna Shahi	Youth Advocacy Forum Coordinator	M	Lahan Municipality-22	Y
13	KIIMAH01	29.11.2016	Nitu Mishra	CM WAP coordinator	F	Ekrahiya VDC-2	Y
14	KIIMAH02	29.11.2016	Yasudhin Sheikh	CM YAP coordinator	M	Sisuwakatariya-4	Y
15	KIIMAH03	29.11.2016	Hira Devi Jha	Community Mediator	F	Ekrahiya VDC-1	Y
16	KIIMAH04	29.11.2016	Dulari Devi Barahi	CM WAP coordinator	F	Ekrahiya VDC-1	Y
17	KIIMAH05	29.11.2016	Radhesahyam Tiwari	CM Committee coordinator	M	SisuwaKataiya VDC-9	Y
18	KIIMAH06	29.11.2016	Chndan Kumar Mishra	CMCM Program Coordinator	M	Jaleswor-13	Y
19	KIIDHA01	30.11.2016	Babita Sharma	Community Mediator	F	Baniniya-2	Y
20	KIIDHA02	30.11.2016	RasilalPandit	CM committee Coordinator	M	MithileshworMuhai	Y
21	KIIDHA03	30.11.2016	Fulgen Yadav	CM committee Coordinator	M	Baniniya-2	Y
22	KIIDHA04	30.11.2016	Ram Babu Shah	CM committee Coordinator	M	Mithileshwor Nikas-7	Y
23	KIIDHA05	30.11.2016	Amindra Shah	CM YAP coordinator	M	Mithileshwor Nikas-7	Y
24	KIIRAU01	1.12.2016	Manoj Prasad Yadav	DC Technical assistant	M	Jhunkuwa -1	Y
25	KIIRAU02	1.12.2016	SunitaKumari Devi	Community Mediator	F	Jhunkuwa -2	Y
26	KIIRAU03	1.12.2016	SagarPati Yadav	Community Mediator	F	Jhunkuwa -2	Y
27	KIIRAU04	1.12.2016	Wakil Ray Yadav	Ward Community Mediator	M	Jhunkuwa -1	Y
28	KIIRAU05	1.12.2016	Mukesh Kumar Yadav	CM YAP coordinator	M	Jhunkuwa -1	Y
28	KIIRAU06	1.12.2016	BinodYadav	VDC CM coordinator	M	Jhunkuwa -2	Y
29	KIISAR01	2.12.2016	Gita Dahal	CM WAP coordinator	F	Rajghat -9	Y
30	KIISAR02	2.12.2016	Gita Upendra Chaudhary	VDC CM coordinator	M	Sundarpur Chowraha- 8	Y
31	KIISAR03	2.12.2016	RuhitaAdhikari	CM trainer	F	Rajghat -9	Y
32	KIISAR04	2.12.2016	NirojDahal	CMCM Program coordinator	M	Haripur- 8	Y
33	KIISAR05	2.12.2016	Mithun Chaudhary	CM YAP coordinator	M	SundapurChworaha- 8	Y
34	KIISAR06	2.12.2016	Dhauri Devi Ray Yadav	CM WAP coordinator	F	Harkunuwa-5	
35	KIISAR07	2.12.2016	Sukhkumar Yadav	CM YAP coordinator	M	Harkutuwa-1	

FGD							
1	FGDSIR01	28.11.2016	FGD with mixed group	CM's, Political party rep, VDC officials, Community members	Mixed	Badaharamal VDC, Siraha	Y
2	FGDSAP01	27.11.2016	FGD with mixed group	CM's and Community members	Mixed	Sakarpura VDC, Saptari	Y
3	FGDMAH01	29.11.2016	FGD with mixed group	Mixed Group (CM's & Advocacy Forum coordinators))	Mixed	Jeleshwor	Y
4	FGDDHA01	30.11.2016	FGD with mixed group	Mixed Group (CM's & Advocacy Forum coordinators)	Mixed	Janakpur	Y
5	FGDRAU01	1.12.2016	FGD with mixed group	Mixed Group (CM's & Advocacy Forum coordinators)	Mixed	Jhunkhuwa VDC	Y
6	FGDSAR01	2.12.2016	FGD with mixed group	Mixed Group (CM's, WAF/YAF & Program staff)	Mixed	VCDC office, Haripur VDC	Y