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NEPAL CRS COMPANY
नेपाल सि आर एस कम्पनी

QUARTERLY NEWSLETTER

Volume 1 | August - October, 2016

MESSAGE FROM MANAGING DIRECTOR

Welcome to the 2016/17 first quarterly newsletter. In this issue we have highlighted the major achievements of this quarter. From October 1, 2016, CRS has moved to the new cost allocation policy, which shall be implemented as part of its sustainability strategy and diversifying the funding base of the donors.

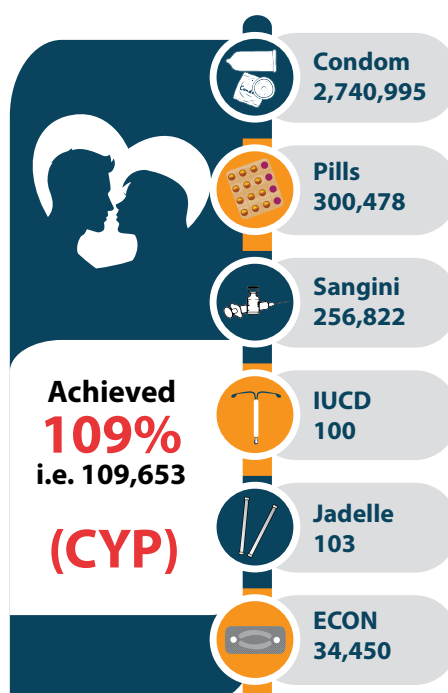
In order to improve the availability and accessibility at rural and hard-to-reach areas, CRS held a meeting with its distributors and wholesalers to motivate them to work with CRS to enhance access in the hard-to-reach areas. One such meeting was held in this quarter with an objective of motivating them to support CRS to serve the hard to reach areas of the country.

In this quarter, CRS also upgraded its Enterprise Resource System (ERP), NAV to the 2016 version to enable greater fund accountability in reporting the donors.

For the coming quarter, CRS will focus on collaborating with partner organizations such as Health Communication Capacity Collaborative (HC3) and FACT to ensure greater product availability in the HC3 project site as well as move ahead with implementing the FACT project on social marketing of CycleBeads in two pilot districts -Banke and Bardiya.

KEY ACHIEVEMENTS

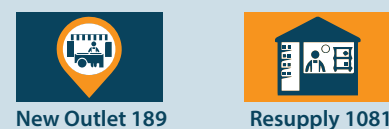
Couple Years of Protection (CYP)



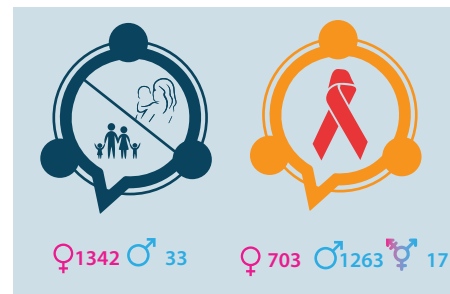
Hot Zone



GGMS Priority Districts



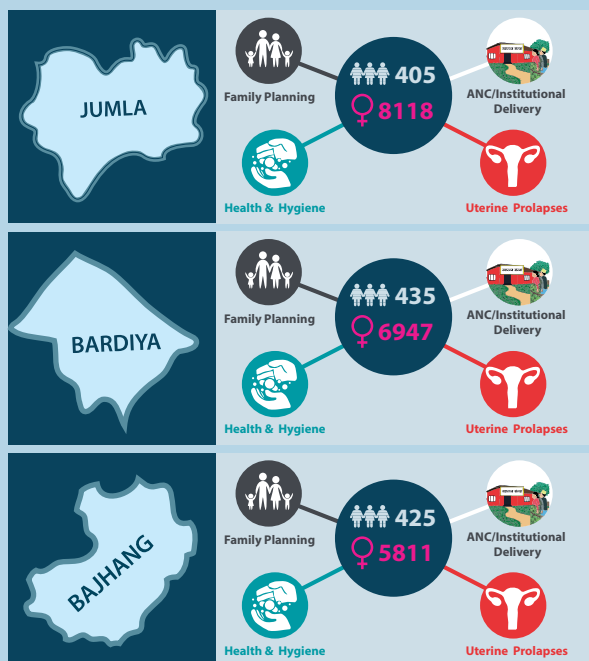
No. of outlet supplied with condom in hotzone and GGMS priority districts.



of people reached with FP/ RH and MCH, HIV/AIDS prevention messages with USG funding disaggregated by gender

ACHIEVEMENTS OF RAI

Women Group Meeting











REMOTE AREA INITIATIVE (RAI)

In 2014, as part of the Ghar Ghar Maa Swasthya (GGMS) project, CRS through its promising community-based initiative, RAI has been promoting and creating demand for Family Planning (FP), Maternal and Child Health (MCH) services amidst the rural communities, in hard to reach districts of Jumla, Bardiya and Bajhang. During the inception year, RAI covered 41 selected Village Development Committees (VDCs) in these three districts. In year two, RAI was scaled up to 28 new VDCs to cover 68 VDCs and one municipality through 47 CCAs.

In this quarter, Community Change Agents (CCAs) conducted refresher training, where combined information on FP, Ante-Natal Checkup (ANC) and care; health and hygiene; and treatment for uterine prolapse was provided to the community members. As required, CCAs also referred the community members to the nearest service center.

ACHIEVEMENTS OF RAI

Target Vs Achievement (August 2016 - October 2016)

	Condom Infotainment Programs in hotzones	Students Orientation Program on HIV/AIDS	NTO Retailer Orientation Program in hot zone
JUMLA	 ♂ 15 ♀ 4	 ♂ 92 ♀ 145	 ♂ 9 ♀ 11
BARDIYA	 ♂ 39 ♀ 2	 ♂ 57 ♀ 62	 ♂ 9 ♀ 11
BAJHANG		 ♂ 36 ♀ 19	 ♂ 20 ♀ 0

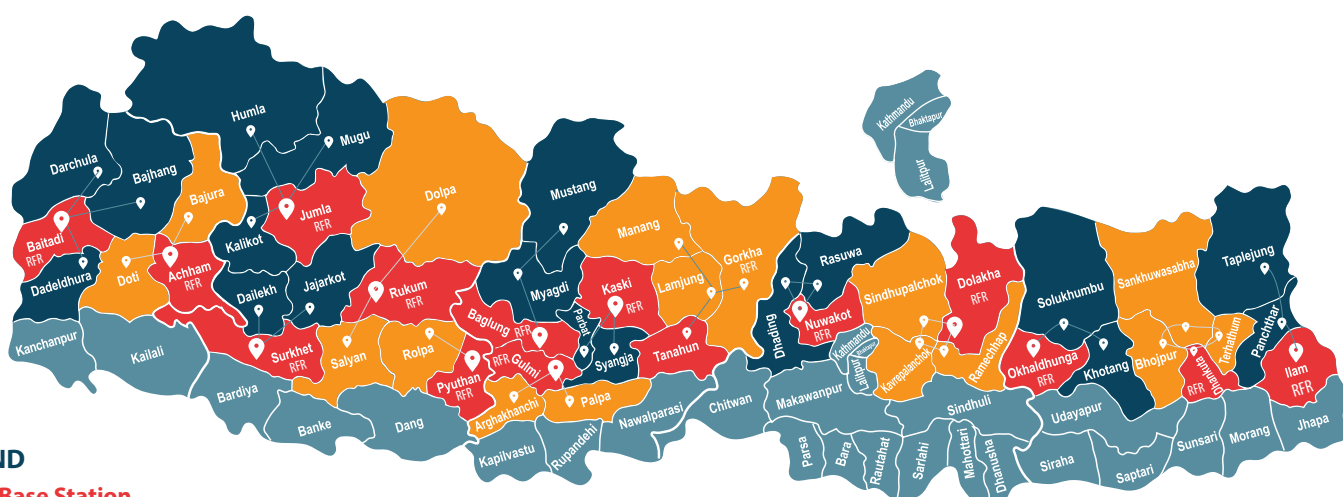
Number of women referred to various health facilities



MAJOR ACTIVITIES

Appointment of Rural Field Representatives (RFR)

During this quarter, CRS appointed six RFRs in each of these districts: Surkhet, Kaski, Tanahu, Baglung, Dolakha and Okhaldhunga. With these new appointments, CRS now has a total of 15 RFRs to cover all GGMS districts. RFRs are field representatives who are responsible for promoting and ensuring supply of products in remote and hilly areas. This includes creation of Non Traditional Outlets (NTOs), distribution and re-supply and promotional activities.



LEGEND

- RFR Base Station
- Districts covered by RFRs
- Non-GGMS Districts

Extend Media Plan in collaboration with HC3

In this quarter CRS obtained and reviewed the media schedule of USAID-supported HC3 projects and where possible and appropriate has planned its own media schedules to closely follow the HC3 campaigns. CRS expects to leverage on the generic campaign of HC3 to promote its own products. CRS has completed an initial desktop review of appropriate media platforms for products promotions, based on their existing coverage and popularity.



Branding of CRS field vehicles

VEHICLE BRANDING

In this reporting period, CRS initiated branding its field vehicles to increase product brand visibility. Branding of vehicles in Bagmati Area Office has been completed, while branding of vehicles of other area offices will be completed by December 2016.

APPROVAL ON NEW COST ALLOCATION POLICY

As part of its sustainability strategy and diversifying their funding base, CRS drafted a new cost allocation policy which was approved by the CRS Board of Directors and will be implemented from October 1, 2016.



Mr. Laxman Nepali, Training Officer, Nepal CRS Company briefing participants of Sangini Basic Training on importance of BCC materials. The training held on October 19-21, 2016 at Sandhikharka, Argakhanchi.

NEW BOARD OF DIRECTORS

In this quarter, CRS held its 27th Annual General Meeting to elect new board members. Mr. Mahesh R. Pant was elected as the new Chairman of the Board, and the Board also bid farewell to Mr. Padam Bahadur Chand, and thanked him for his contribution as Chairman of this board over the past two years.

1. **Mr. Mahesh R. Pant** - Chairman, Representative, CG Foods Nepal
2. **Dr. R P Bichcha** - Representative, FHD
3. **Mr. Pralhad Pant** - Representative, SWC
4. **Dr. Mukti Ram Shrestha** - President NMA
5. **Mr. Rajesh Kr. Rauniyar** - Representative, NEBICO Pvt. Ltd.
6. **Dr. Yaso Vardhan Pradhan** - BoD Advisor
7. **Mr. Pankaj Kr. Tiwari** - Managing Director, Nepal CRS Company

SOCIAL BEHAVIOR CHANGE COMMUNICATION (SBCC) Activities

CRS's core SBCC strategy for GGMS is to effectively communicate the benefits of FP, safe sex, safe motherhood and the prevention of waterborne diseases to the target population. In the hot zones, CRS's SBCC strategy is primarily focused on HIV prevention amongst the target groups. During this reporting period CRS conducted five SBCC activities to reach the target audience with HIV prevention messages.



INNOVATIVE SYSTEMS

CRS upgraded and customized the NAV ERP system to the 2016 version to enable greater fund accountability as well as donor reporting. CRS has trained its Admin/Finance Officers, Logistic Officer, MIS Officer, Finance Department on NAV 2016.

PARTICIPATION IN EVENTS AND FIELD VISITS

On September 18, 2016, CRS participated in the third 'Family Planning Day' celebration held at National Health Training Centre, Kathmandu. Dr. Senendra Raj Upreti, Health Secretary, Dr. Ram Padarth Bichha, FHD Director and Mr. Ghanashyam Pokharel, Senior Public Health Administrator, other government officials, representatives from donor organizations and INGOs attended this event. CRS showcased its different products, IEC/BCC and promotional materials at the event.



Photo: CRS staff presenting memento to the Health Secretary



Photo: USAID representatives having interaction with CCAs at Bajhang

From September 30 - October 1, 2016, CRS and USAID team conducted a joint market observation visit to one of the RAI project districts, Bajhang. Mr. Netra Bhatta and Mr. Gajendra Rai from USAID and Niraj Khanal, the Field Director of CRS visited Chainpur and observed a women group meeting & also interacted with CCAs. The team also met the Immunization Officer, DHO, Bajhang Mr. Bhanu Joshi.



Photo: Jasmine Baleva, Senior Private Sector Advisor (Bureau for Global Health) and USAID/Nepal team interacting with a Sangini provider.

From August 23-25, 2016, Jasmine Baleva, Senior Private Sector Advisor from Bureau for Global Health, USAID visited Jhapa and Illam districts. The objective of the visit was to review and recommend new programming resulting from the Private Sector Landscaping Assessment (PSLA), provide SHOPS Plus project oversight and recommend programming ideas as well as to provide any inputs related to the new Health Systems Strengthening project design.

Ms. Baleva along with the GGMS AOR Ms. Ivana Lohar and the CRS team headed by the Deputy MD, Mr. Jiblal Pokharel, visited Sangini outlets, traditional outlets as well as NTOs. As part of this visit, the team also met with and interacted with the District Public Hospital and Health Post officials in these districts.

NEW INITIATIVES

On 23rd September, 2016, CRS held a trade meeting with 18 distributors and wholesalers in Baglung. The main objective of this was to brief the distributors and wholesalers about CRS's social mandate and its products and services. The meeting also focused on motivating them to support and serve the hard to reach areas of the country.

SUCCESS STORY

SMALL ACTION, BIG CHANGE



Beneficiary Name : Sushil Pandey

Age: 24

Address: Butwal, Nepal

Recently I've been blessed with a baby boy, he is healthy and I too can say with pride that today I'm living a second and a healthy life. Before marriage, I was involved in regular sexual activities with my ex-girlfriend. I always insisted for intercourse without using any protection, as I did not feel like I needed any protection. When our relationship ended and I met another woman with whom I was considering a relationship, I started getting a discharge from my penis and it ached whilst urinating. Next day I went for a check-up and was diagnosed with gonorrhea.

I had a wakeup call. I couldn't imagine being infected. I was healthy and never had any serious health issues until now. Despite gonorrhea being curable, I was still traumatized. The doctor advised me to use condoms, along with medications and said it's curable. I heaved a long sigh of relief. Even though I grew up with Nepal CRS's Dhaal and Panther's advertisements, but had never noticed the core message. Later in the evening after check-up, I went to a coffee shop and saw the same advertisement, I could then fully relate to it. As advised by doctors, I continued to use antibiotics and also Panther and D'zire condoms on a regular basis. Today, I feel proud and relieved I no longer carry the disease. I am grateful to Nepal CRS Company for its continuous effort of keeping consumers posted and aware about multiple reproductive health issues. I also have attended several street dramas regarding health issues organized by Nepal CRS Company. I have also started spreading information about issues and inviting people to attend these sessions and learn about the different CRS products, before it's too late.

KEY PRIORITIES FOR THE NEXT QUARTER CRS

- To enhance collaboration with the HC3 project, increase product availability through private networks in the HC3's catchment area- CRS will supply its products at outlets near HC3's project working area.
- Focus on strengthening Quality of Care (QoC) at the Sangini outlets; conduct seven Sangini basic trainings and six refresher trainings for Sangini providers. The technical assistant project, SHOPS Plus, will also conduct a QoC assessment of the Sangini network.

For Further Information :



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NEPAL CRS COMPANY AND GGMS PROJECT

Since its inception in 1978, Nepal CRS Company with support of United States Agency for International Development (USAID) has established itself as the leading social marketing organization in Nepal. Until now, CRS has introduced 13 Family Planning (FP), HIV prevention and Maternal & Child Health (MCH) products, and many of CRS's products have become household names throughout the country.

In 2010, CRS started implementing the USAID-supported Ghar Ghar Maa Swasthya (GGMS) or 'Healthy Homes' project which seeks to improve the health of disadvantaged populations in Nepal via improved accessibility and availability to health products and services, especially in hard-to-reach rural areas. The primary strategies of the GGMS project are:

1. Increase demand for FP and Reproductive Health (RH), MCH and Sexually Transmitted Infections (STI)/HIV prevention commodities and services through an evidence-based and consumer-oriented approach.
2. Increase and improve access to products and services in hard to reach areas and hot-zones, through innovative, entrepreneurial approaches and partnerships.
3. Create an efficient based social marketing platform that will provide donors with attractive and cost effective option to fund incremental health outcomes.
4. Strengthen the organizational policies, procedures and skill sets of CRS to achieve GGMS project objectives.

NEWSLETTER 2015/16



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MESSAGES

USAID



USAID is a proud partner of Nepal CRS, a pioneering social marketing organization working in Nepal for over 38 years. CRS has been able to provide safe and affordable products for FP and RH, MCH, and STI and HIV prevention through robust social marketing of its health commodities in all 75 districts of Nepal.

Since 2010, CRS has been implementing the USAID-supported GGMS, "Healthy Homes" project, and to date, the GGMS project has provided more than 2.3 million Couple Years of Protection (CYP). Through the support from USAID, GGMS has sold over 3.4 million vials of Sangini (a 3 month injectable contraceptive) to women from 3,381 outlets, this is an impressive achievement for CRS for its flagship product.

USAID remains a long-standing health partner in Nepal and together with CRS, we are committed to helping all Nepalis achieve FP goals and making FP, RH, MCH and STI/HIV prevention commodities accessible to the people that need the most.

Ivana Lohar

Team Leader for Family Planning
HIV and Social Marketing
USAID Nepal

CHAIRMAN



It gives me immense pleasure to present the 2015-16 issue of CRS Newsletter. As the pioneer social marketing company in Nepal since 1978, CRS has helped to raise awareness to the community by making FP, HIV/ STI and MCH products and services available and accessible in hard- to- reach areas of the country. CRS has always fulfilled its mission to complement and supplement the health programs of Nepal Government. CRS commenced operation in Nepal at a time, when discussing HIV/ AIDS and FP was considered a taboo. CRS' Behavior Change Communication (BCC) activities has helped remove the stigma attached to HIV and condoms.

The contribution of CRS in FP in 2015/16, was very commendable. CRS' contribution in CYP this year increased by 11.4% over the last year.

Lastly, I want to thank USAID, KfW and other donor agencies for their generous support to CRS for achieving the social mandate. And I am also thankful to CRS Staff and CRS Board for uplifting Nepal CRS up to this height and making 2015/16 a successful year.

Dr. Padam Bahadur Chand

Chief- Policy, Planning and
International Cooperation Division,
Ministry of Health Population

MANAGING DIRECTOR



Welcome to this year's issue of CRS Newsletter. In this issue, we have highlighted some of the major achievements of CRS in 2015/16. CRS achieved over 447 thousand CYP in 2015/ 16.

While implementing the USAID GGMS project, CRS has also expanded its portfolio to collaborate with other donor agencies to integrate into other services. It collaborated with the Micronutrient Initiative (MI), Canada to promote and make 'ORS with Zinc' available at pharmacies in Palpa, Rautahat and Dhading districts. Similarly, CRS will also bring in new programs such as the social marketing of CycleBeads (CB) in days ahead.

CRS has continuously been complementing the FP, HIV/AIDS and MCH programs of the Government of Nepal and will keep doing so. I would like to sincerely thank USAID, KfW and our other donor organizations for the support shown to CRS's social marketing initiatives.

Pankaj Kumar Tiwari

Managing Director
Nepal CRS Company

GGMS - KEY HIGHLIGHTS

PRODUCT SALES AND ACHIEVEMENT OF CYP

CYP is the estimated protection provided by contraceptive methods during a one year period, based upon the volume of all contraceptives sold to clients during that period.

PRODUCT	SALES AUG 15-JUL 16	CUMULATIVE SALES AS OF JULY 2016
Condoms (Dhaal, Panther and D'zire)	14,615,465	304,642,470
Pills (Sunaulo Gulaf and Nilocon White)	1,525,238	23,176,756
Injectable (Sangini)	765,220	6,666,474
ECP (Econ)	524,106	2,928,458
LARC (IUCD and Jadelle)	1,615	48,974

Fig i: CRS product sales

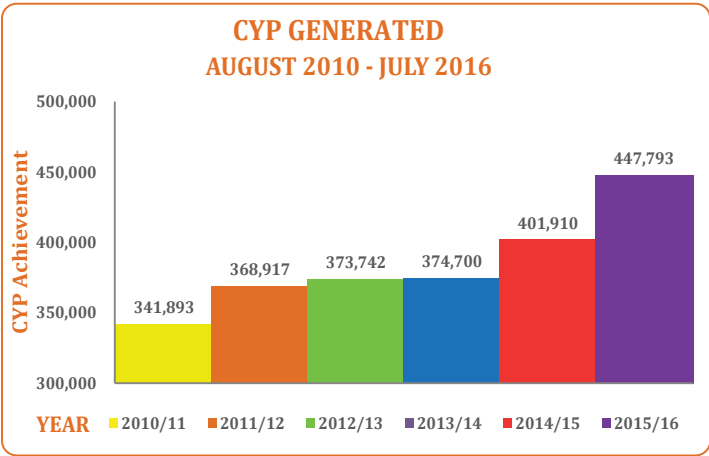


Fig ii: CYP achievements from 2010 to 2016

EXPANSION OF SANGINI OUTLETS IN ALL DISTRICTS OF NEPAL

In 2015/16, CRS certified 229 medical retailers to administer Sangini, a three monthly injectable. With this addition, Sangini, is now available through 3,381 medical outlets. Out of this total number, 1169 of outlets are in 49 hilly and mountainous districts. In 2015/16, 765,220 vials of Sangini were sold through these outlets, which marks a 22% growth over the last year.

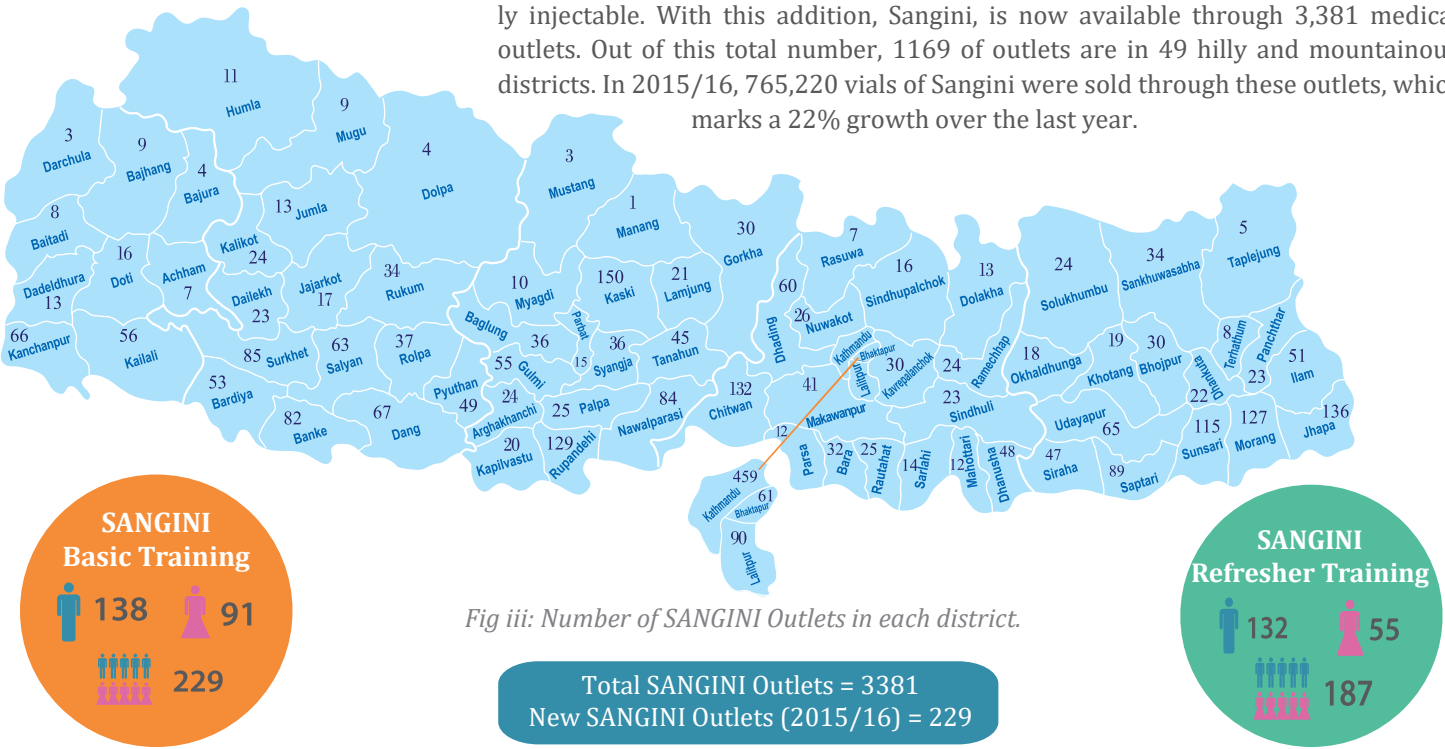


Fig iii: Number of SANGINI Outlets in each district.

NTOs OPENING AND RESUPPLY

In 2015/16, CRS conducted 40 orientation sessions for Non Traditional Outlets (NTOs) retailers. These sessions focused on: messages on HIV/AIDS and other STIs and promoting safe sex, particularly through condom use. CRS directly retails condoms in NTOs such as *pan pasal, grocery and departmental stores, etc* to increase accessibility and availability at hotzones and hard to reach areas. These NTO retailers are motivated to stock and sell condoms through their stores.

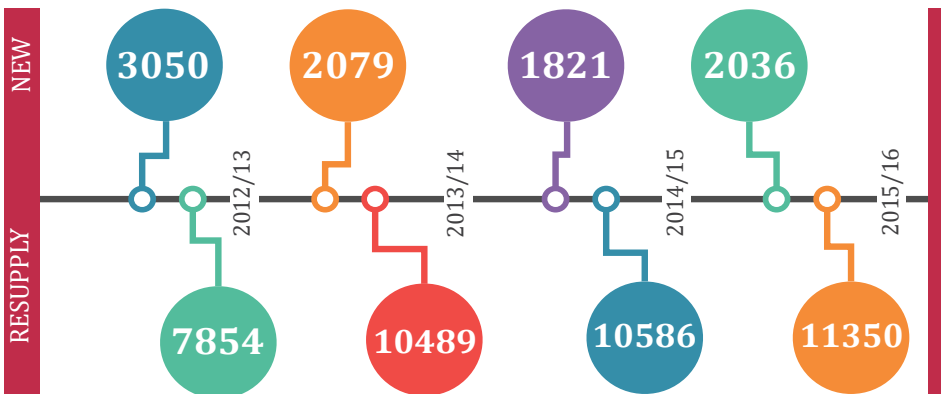


Fig iv: Number of outlets opened and resupplied by CRS from 2013 -2016

RAI

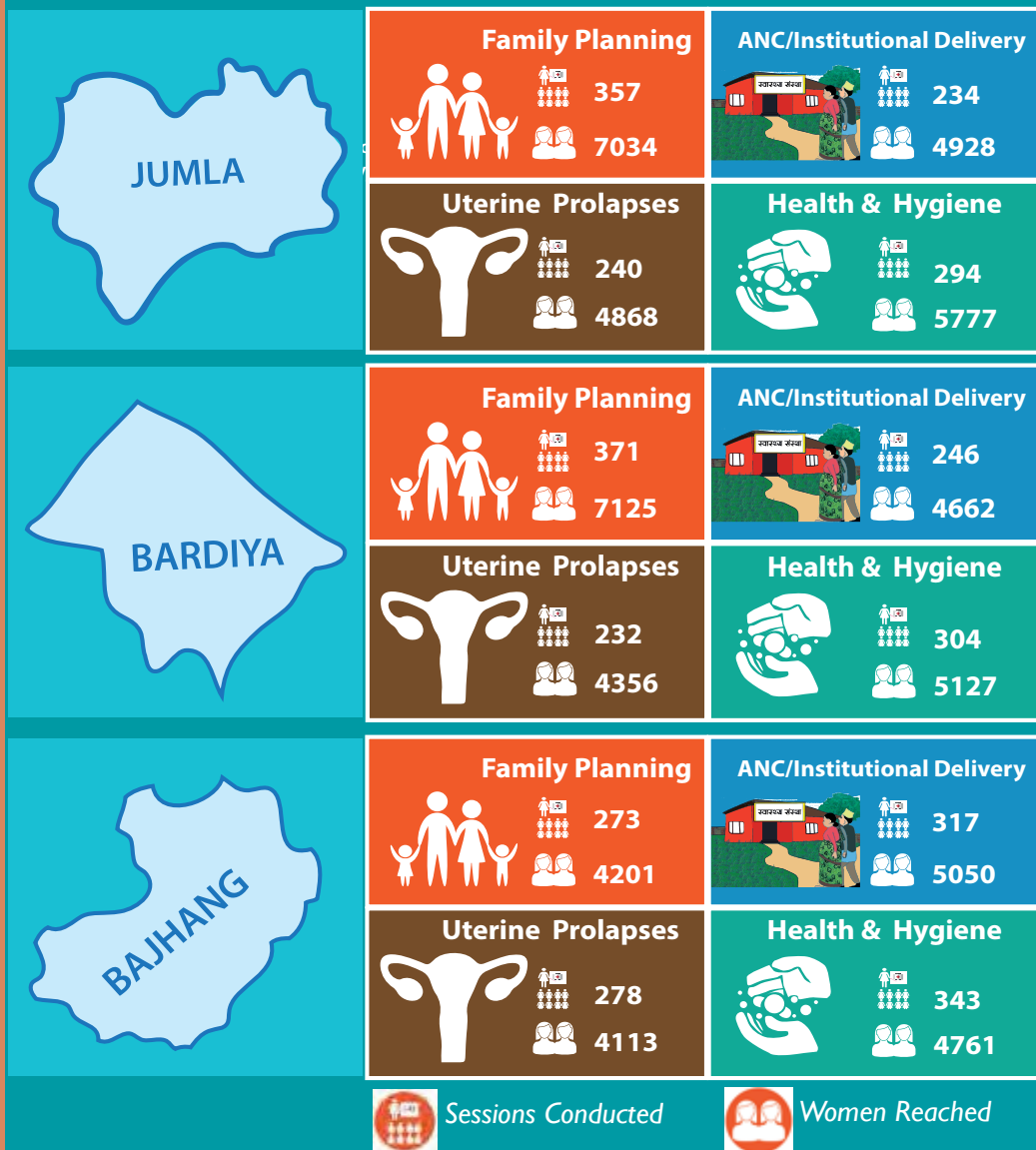
REMOTE AREA INITIATIVE

CRS as part of GGMS, in 2014/15, initiated the Remote Area Initiative (RAI) in Jumla, Bajhang and Bardiya Districts. RAI's major objective is to reach directly to consumers/users from hard to reach (remote) areas to create demand and improve access for FP/MCH services/products.

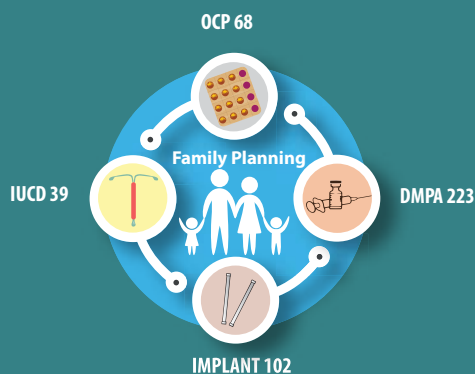
During the inception year, RAI initiative covered 42 selected Village Development Committees (VDCs) from these 3 districts. During 2015/16, CRS expanded the RAI program to 27 new VDCs. At the end of the reporting period, RAI covered 68 VDCs and one municipality through 47 Community Change Agents (CCAs). CRS plans to cover all the VDCs in 3 districts by July 2017. The CCAs are recruited from the RAI VDCs, conduct village women group meetings during which they disseminate information primarily in health and hygiene, antenatal check-up and care, FP and prevention and treatment of uterine

ACHIEVEMENT OF RAI PROJECT

AUGUST 2015 - JULY 2016



NUMBER OF WOMEN REFERRED TO HEALTH FACILITIES



MAJOR ACTIVITIES

PARTICIPATION IN FAMILY PLANNING DAY

On September 18, 2015, CRS participated in the second 'Family Planning Day' celebration held at National Health Training Center. The Director of Family Health Division (FHD), other government officials, representatives from donor organizations and INGOs attended this event, where CRS showcased its different products, IEC/ BCC and promotional materials.



PARTICIPATION IN FAMILY PLANNING COMMUNICATION CAMPAIGN LAUNCH EVENTS

On August 21, 2015 CRS collaborated with USAID- supported Health Communication Capacity Collaborative (Nepal HC3) project on the Family Planning campaign launch organized by HC3. This high-profile event was inaugurated by the former Health Minister Mr. Khaga Raj Adhikary, and attended by representatives from FHD, donor agencies and INGOs. At this event, CRS showcased its FP products and informational brochures on FP at the CRS booth. The main theme of the communication was "Pariwar Niyojan Smart Bancha Jiwan". CRS also actively collaborated with HC3 on the FP communication regional launch events held at Pokhara and Chit-

PARTICIPATION IN WORLD AIDS DAY (WAD)

On December 1, 2015, CRS participated in the 28th WAD event held in Kathmandu. The theme of WAD for this year was "90-90-90" i.e. 90% of all living with HIV will know their HIV status, 90% of all will receive sustained antiretroviral therapy and 90% of all receiving antiretroviral therapy will have durable viral suppression. During this event, CRS showcased its BCC materials and also used an electric circuit game to attract visitors and convey HIV/AIDS prevention messages with correct and consistent use of condoms. Similarly, to educate people about condom usage, CRS also organized a 'Visibility, Accessibility and Touch' session, in which participants were encouraged to demonstrate on correct method to put condom on dummies. Approximately 300 people visited the CRS booth during this event.



ANNUAL CONFERENCE 2015/16

From July 28-31, 2016, CRS organized an annual conference at Pokhara to plan the sales activities and strategies for the year 2016/17, and to review the activities of reporting period. All CRS staff, USAID representatives, and members of CRS Board attended the conference. The Area Managers presented the achievements of their area offices vis-à-vis the set targets. Biratnagar Area Office was recognized for its stellar performance, Department heads also presented the accomplishments of their specific sections and key

priorities moving forward. Updated contraceptive training was provided to CRS staff to familiarize them about the latest developments in contraceptives. The GGMS AOR, Ms. Ivana Lohar appreciated CRS's efforts and USAID representative, Mr. Pravaran Mahat presented on USAID Branding and Marking Guidelines.

PARTICIPANTS



BCC ACTIVITIES

1451 60 1511

Condom Infotainment Programs in Hotzones

Provide message on HIV/AIDS and correct and consistent condom use to transport workers, men in uniform and to general youths at hotzone areas through games.

2040 2250 4290

School Orientation Programs

Provide information on HIV/AIDS and condoms; and Oral Rehydration Salt (ORS) to students in government schools of grades nine and ten.

3069 446 3515

Visibility, Accessibility and Touch

Provide message on HIV/AIDS and to desensitize the target audience on condom usage through dummy demonstration at various events.

725 65 790

NTO Retailer Orientation Programs in Hotzones

Provide message on HIV/AIDS and correct and consistent condom use to NTOs located near hotzones.

115 603 718

Orientation to Most at Risk Population (MARP)

To provide message on HIV/ AIDS; correct and consistent condom use and better condom negotiation skills through interactive group discussions to the at-risk population located in hotzone areas.

269 100 369

Contraceptive Update Training to Pharmacists

Provide first-hand and updated information to medical outlet owners/retailers through a health professional or doctor.

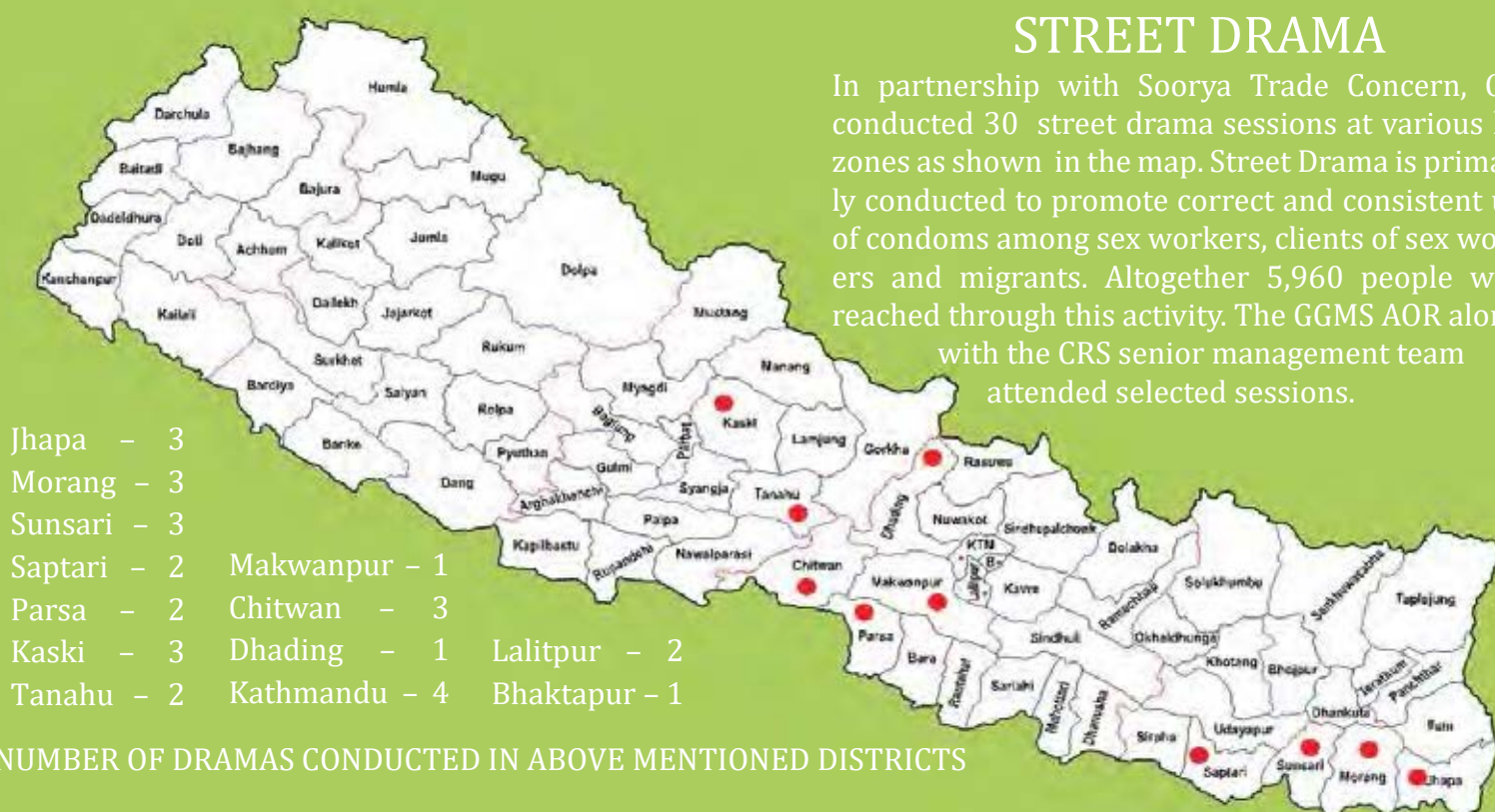
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Village Group Meeting

Provide information on FP and MCH to village women groups through discussions and participatory meetings.

STREET DRAMA

In partnership with Soorya Trade Concern, CRS conducted 30 street drama sessions at various hot zones as shown in the map. Street Drama is primarily conducted to promote correct and consistent use of condoms among sex workers, clients of sex workers and migrants. Altogether 5,960 people were reached through this activity. The GGMS AOR along with the CRS senior management team attended selected sessions.



NEW INITIATIVES

SOCIAL MARKETING OF CYCLEBEADS

CRS and FACT collaborated on piloting the social marketing of CB in two mid-western districts of Nepal, Banke and Bardiya. CRS planned to implement the project based on the findings from the qualitative study conducted by FACT on acceptability and willingness to pay for CBs by key informants (including women, men and mother-in-laws) in these two districts.

The feasibility study conducted by Institute for Reproductive Health highlighted that most of the women would be ready to use CBs due to the absence of side-effects; the method's simple application. However, the study also highlighted that the support of spouses was necessary for use of CBs.

Pricing suggestions elicited from the participants in the formative research, ranged from Rs. 50 to 100 for a single string of CBs. CRS and FACT have prepared a SOW, action plan and budget for this project till 2018. Project implementation will start once the MOU is signed between Nepal CRS Company and Institute of Reproductive Health (IRH).

FEASIBILITY OF PROVIDING SEPSIS TREATMENT THROUGH SANGINI

In this reporting period, Save the Children's Saving Newborn Lives project in collaboration with CRS, conducted a situational analysis of the Sangini outlets, private outlets other than the Sangini outlets, and selected public health facilities to explore the feasibility of engaging private outlets to provide treatment to newborns with sepsis.

This exploratory study included qualitative data collection to measure public and private services providers' knowledge, attitude and practice to treat possible severe bacterial infection among children below six months. Six districts were selected for this study: Sankhuwasabha, Kathmandu, Dailekh, Morang, Rautahat and Kailali in the mountain, hill and terai ecological zones.

As part of this study, a total of 84 health care service centers were enrolled, including five Sangini outlets, five non-Sangini medicine shops and four public health centers/ health posts from each of the six study districts. CRS and Save the Children, conducted a joint monitoring and coordination visit to Sankhuwasabha. Overall, the study showed potential for private outlet involvement in sepsis treatment.

MICRONUTRIENT INITIATIVE

CRS and MI collaborated on the "Incorporation of zinc in existing social marketing of ORS" project to improve the knowledge and capacity of private sector outlets associated with CRS, to offer zinc and ORS as first line treatment for diarrhea, and provide appropriate counseling to caregivers. Rautahat, Dhadhing and Palpa districts were selected to be part of this pilot. Key project components included: orientation of pharmacists, teachers and school students on zinc and ORS; supply of zinc job aids, program highlights and display racks to the medical retailers; and training on data collection, monitoring and supervision.

Throughout the project period (December 2014-January 2016), 329 medical retailers were oriented on the importance and use of zinc along with ORS for diarrheal treatment. Similarly, more than 22,000 zinc strips were sold through these outlets.

Anecdotal reports showed that the orientation on 'zinc and ORS' provided by CRS to medical retailers, teachers and students have helped change attitude towards these products in the program districts. The success of this pilot project merits considering future scale up of the program.

STUDY VISIT TO SOCIAL MARKETING COMPANY (SMC), BANGLADESH

From January 31- February 4, 2016, the CRS senior management team went on a study visit to Social Marketing Company (SMC) Bangladesh aiming to explore innovative approaches adopted by SMC Bangladesh, which is widely recognized as the most successful Social Marketing Organizations of the region. CRS team observed SMC's product basket, pricing structure, distribution network, advertising and promotion campaigns, BCC tools and techniques, community mobilization programs, and franchising network. Similarly, the team also observed SMC's donor specific cost sharing strategies, product wise cost allocation methodology, and program income utilization practices.



ANNUAL

DISTRIBUTORS CONFERENCE

On May 6, 2016, CRS held its Annual Distributors conference. The focus of the conference was to get feedback from distributors regarding appropriate distribution channels for CRS commodities, especially in hard to reach areas.



CAPACITY BUILDING OF CRS EMPLOYEES

In this FY, CRS conducted multiple trainings: salesmanship trainings for field officers, logistics and procurement trainings for administrative staff and motivational trainings for drivers/promoters. CRS also provided trainings to its human resource staff on key performance indicators.

TESTIMONY FROM A RAI PROGRAM BENEFICIARY

Beneficiary: SHARADHA ADHIKARI District: BARDIYA Age: 60 YEARS OLD

A year ago while I was doing some household chores, I experienced intense pain in my lower abdomen, which I initially neglected thinking it would go away on its own. A week later, I experienced severe hip pain and white vaginal discharge. I was uncomfortable with sharing my situation with anyone, and refrained from visiting a medical facility. In the midst of this, I attended an awareness and information session conducted by Ms. Prabha Gautam, CCA of the RAI project. When I discussed my situation with her, she immediately took me to the nearest health facility. According to the doctor at the facility, my uterus needed to be amputated as it had prolapsed. I underwent surgery for my condition, and a year later, I have fully recovered.

I am very grateful to RAI and CRS and now am better informed about family planning, ante-natal care, and uterus health. I have also shared the information with my daughter in laws. There are many women in my village who have problems with their uterus and are shy to come forward to treat the problem. But with support of the CCAs, and during the information sessions, it has been easier for women to openly discuss these issues without feeling stigmatized and form close bonds with other women who are facing similar situations.



CONSTRUCTION HETAUNDA WAREHOUSE

In February 2016, CRS started the construction of its warehouse. The warehouse is funded by USAID through N-MARC fund. The location has been strategically chosen because of its easy accessibility to cater products efficiently across the country.

TECHNICAL SUPPORT VISIT OF SANGINI OUTLETS

In this FY, CRS has recruited in-house Quality Assurance Officers (QOAs) for each area office to conduct technical support visits of the Sangini outlets located especially in 33 hilly and 16 mountainous districts. The QOAs have conducted a total of 586 Technical Support Visits. Out of the outlets visited, 70% were compliant with the minimum quality standard of FP/ MCH products and provision of care.

QUARTERLY/ MONTHLY MEETINGS

CRS has regularized Area Managers' meeting every quarter and departmental meeting every month. The meetings have improved the analytical, communication and presentation skills of employees.