

# **Volunteer Manual**

**CWISH 2009**



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## 1 A Soft Landing

Dear volunteer, welcome to Children-Women In Social Service and Human Rights (CWISH), or as the Nepali's would say "Namaste". The following volunteer manual has been created to ease your transition to Nepal, as you are (possibly) thousands of kilometres away from your homeland. Although the manual is simply just a brief overview, it may answer some basic questions that you have about Nepal or CWISH in general, that are often overlooked or assumed to be general knowledge. Please contribute any additional information you think is useful!

According to *The Lonely Planet – Nepal (2006)*, "the human geography of Nepal is a remarkable mosaic of people who have not so much assimilated as learned to coexist. Kathmandu is the best place to see diverse ethnic groups, including Limbu, Rai, Newar, Sherpa, Tamang and Gurung. Simplistically, Nepal is the meeting place of the Indo-Aryan people of India and the Mongoloid people of the Himalaya". Nepal is a beautiful country, with equally as beautiful people. Remember throughout your volunteer experience to keep an open mind, be flexible and remain patient. The following section is a brief synopsis of the Nepali Visa, in order to prepare you for the chaos and crowds that you shall face when you land in Kathmandu, Nepal.



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## 2 Visa Information

You get your first visa on arrival to the airport. First you must fill out a two paged form, whereby a few tables are reserved for such a task. Make sure to bring two passport photos, as you will need one for your Visa application (Note: If you fail to bring a photo, no worries you can get one done at the airport for the cost of a an arm and a leg). You will also receive a receipt from your Visa purchase upon arrival. Make sure to keep this for your own records (although not essential). Other important tips for the airport is to have a pen handy (i.e. to fill out your Visa form), and have your contact information readily available (i.e. telephone numbers, and address while you are staying in Nepal). The airport is often hectic, and many taxi drivers will try to get you to ride in their taxi, before you do so, make sure you set a fare or ask for the standardized meter. Like most things in Nepal, the taxi system is all based on the barter system otherwise. Also, this may possibly be the most chaotic experience you shall have in Nepal...Just remember to STOP, PAUSE and BREATHE.

Here are the Nepal Visa details as of 12/2008:

Visa Facility	Duration	Fee
Multiple entry	15 days	US\$ 25 or equivalent
Multiple entry	30 days	US\$ 40 or equivalent
Multiple entry	90 days	US\$ 100 or equivalent

What about the fee for a "Tourist Visa Extension"?

\*Visa extension fee for 15 days or less is US \$ 30 or equivalent convertible currency and visa extension fee for more than 15 days is US\$ 2 per day

\*Tourist visa can be extended for a maximum period of 150 days in a single visa year (January - December).



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## 2.1 Renewing Your Visa while in Nepal

The immigration office is at Maitighar close to the Singha Durbar. It is behind a few houses that face the large roundabout (Maitighar Mandala). It is barely visible from the street. Look for a small sign “Immigration Office” on a lamp-post close to a bar called “Bulls” (see picture below). Walk past the bar down the alley and you’ll see the office, a large yellowish building (see picture below). Have your passport, copies of it (sometimes copies of previous visas are needed too), photos, money and patience with you. Note that they will not copy anything for you at the office, and there’s no ATM’s close by. It is best to arrive before 1pm (after 10.30am, the office opens at 10am, but nothing happens before 10.30). You will have to leave your passport to the officers, who issue new tourist visas every day (except Saturdays), and wait there (or go out for lunch) a few hours for the process to be done. The passports of the day will be distributed around after 3pm (ask the officer). The office closes at 4pm. No chance getting anything from there after 4pm.



Left: a picture of the alley leading to the Immigration office, right: the office building.



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## 2.2 Random (But Useful) Information about Nepal

- Official working hours are from 10 to 4 pm and an official lunch hour fluctuates from day to day (Note: Some office staff eat their lunch while working, and some do not even take a lunch/snack).
- Saturdays are public holidays in Nepal. It is a six day work week. If you are based in the office, it is also closed on Sundays. Note: Schools and shops are open on Sundays as it is considered a regular working day in Nepal.
- Schools have only half day on Fridays.
- Nepal follows the Bikram Sambat calendar, which was devised 2000 years ago. The calendar is 57 years ahead of the Roman calendar, making year 2008 into 2065 in Nepal. Nepali New Year usually falls in the second week of April.
- TIP: Ask the office to give you the list of holidays for the year. There are more than 50 festivals celebrated in Nepal every year. While the national festivals have fixed dates, religious festivals are set by astrologers following the lunar calendar. On most of the festivals the office will be closed. Also make sure to keep on top of the local news, as rallies and strikes often occur within little notice, possibly effecting the status of the CWISH office (i.e. whether it is closed or open).
- Nepal drives on the left, also pedestrians walk on the left. When crossing the road, make sure to look left, right, left, right and repeat. Traffic, although officially is supposed to drive on the left side, often drives in both lanes.
- A lakh is a unit in the numbering system and widely used in Nepal. One lakh is one hundred thousand, 100 000. Thus for example, 26 lakhs is 2,6 million.



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### 3 A Brief Historical Background of Nepal

- Nepal took form as a Hindu monarchy in 1768 when many small kingdoms were unified by Prithvi Narayan Shah, who became the first king.
- Nepal was never colonised by the British Empire.
- After centuries of Shah kings and Rana prime ministers (latter since 1846) the recent history is marked by two “jana andolan” = peoples movements to demand for democracy. First one in 1989, second one in 2006.
- The first jana andolan forced the monarchy to accept constitutional reforms and to establish a multiparty parliament that took seat in May 1991. The King remained as the head of state with the Prime Minister as the head of the government.
- From 1996 until 2006, there was a civil war between government forces and guerrillas of the Communist Party of Nepal (Maoist).
- Second jana andolan (also called democracy movement) led to the king (again) giving sovereign power to the people. The House of Representatives was dissolved on April 24, 2006. The new interim House of Representatives unanimously passed a motion to curtail the power of the King and declared Nepal a secular state on May 18, 2006.
- On December 10, 2007, the interim parliament passed a bill that would make Nepal a federal republic, with the Prime Minister becoming head of state (the bill was passed by the Constituent Assembly on May 28, 2008).
- An election for the Constituent Assembly (CA) members was held April 10, 2008. The Maoist party won the largest number of seats (CA has 601 in total). The Maoist party has since formed the new coalition government, which includes most of the parties in the CA (but not the Nepali Congress). CWISH’s previous chairwoman, Shanti Adhikari became a member of the CA, after which she had to resign from her position at CWISH.
- The monarchy was officially abolished May 28, 2008 in the first meeting of the constituent assembly when it declared Nepal a democratic federal republic.



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## 4 Stats

Here are some statistics on Nepal that might interest you. The emphasis is on population and social issues. Sources: The World Bank, Human Development Report 2008 (UNDP) and CWIN Nepal.

- Total country area: 147,181 sq km
- Total population: 28.1 million (2008)
- Life expectancy: 63 years (female 63.7 / male 62.9)
- Population below *national* poverty line: 31%
- Working-age population under 24 years old: 38%
- Employment of population over 15: 58%
  - ➔ Employment of youth aged 15-24: 44%
- Children below 16 years: 40 %
  - ➔ There are 2,6 million child labours in Nepal (CWIN Nepal), contributing 6% of Nepal's total domestic production.
- Urban population: 17%
- 30% of total population have easy access to all weather roads.
- 27% of total population have access to improved sanitation facilities
- 89% of total population have access to improved water source.
- Female fertility rate: 3.1
  - ➔ Births attended by skilled health staff: 19%
- Literacy (of population age 15+): 49%
  - ➔ Female/Male aged 15-24: 60% / 81%
- Ratio of female to male primary enrolment: 95
  - ➔ Ratio of female to male secondary enrolment: 89
  - ➔ Ratio of female to male enrolments in tertiary education: 40
- Child malnutrition (children under 5): 39%
- 34 percent of all marriages are child marriages.



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## 5 Administration

Nepal is administratively divided into **5 Development Regions**. They are as follows: 1). Eastern Region - the capital is Dhankuta; 2). Central Region - the capital is Kathmandu; 3). Western Region - the capital is Pokhara; 4). Mid-Western Region - the capital is Birendranagar; and finally 5). Far-Western Region - the capital is Dipaya.

Nepal is also divided into **14 zones** (following the development regions). And further into **75 districts** (following the zones). Each district is headed by a Chief District Officer (CDO) who is responsible for maintaining law and order, and coordinating the work of field agencies of the various government ministries.

The local governing system functions through the following:

- 1) District Development Committees (DDC) (75 districts)
- 2) Municipalities (58)
- 3) Village Development Committees (VDC)
- 4) Ward councils

Note: In addition there are toles, which are smaller areas inside wards, forming kind of communities. For example, the CWISH office is located in Gangahiti tole, within ward 7, inside Kathmandu Metropolitan City (KMC).

With the current structures of the state mechanism, the local governing system is based on a system of two levels. The first level is District Development Committee (DDC). Under DDCs there are: 1) Municipals for urban areas, which carry out municipal level programs and administration; and 2) Village Development Committees (VDCs) for rural areas, holding similar roles and systems as the Municipals. Under each Municipal and VDCs there are Ward Councils. The Ward Councils are very proactive and functional within the Municipals, but unfortunately not very active in the rural areas.



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## 6 Nepalese Culture - Embracing the Beauty within Nepal

How well you become involved in the Nepalese culture depends on YOUR PROACTIVITY. Within the CWISH office setting, Nepali is most often spoken, and English is rarely used. Do not become discouraged, as you may feel distant or left out of various conversations. Just remember, this may be an incentive for you to brush up or learn a few Nepali phrases. As a volunteer/intern, try to show interest in your fellow co-workers and be active in engaging people yourself. A great tip is to take the initiative without being overtly aggressive (i.e. a smile is a great start to this process). Once you become friends with Nepalis, you are truly taken care of and will feel wholly welcomed.

Dinners are great times to get to know people. If you are invited for dinner, consider this an honour and try not to decline the offer. At lunches, people tend to eat quickly and not waste time discussing much. Usually during "lunch hour" at the CWISH office, most people work and eat simultaneously. If you are working at the Drop-in Centres (DIC), lunch is often neglected, therefore it is okay to ask the facilitator to break for a few minutes to grab a beverage and/or a snack (if needed).

Usually when you are invited for dinner, the meal will not be served until conversations are flowing and snacks are served. Be careful not to get too full with the "snacks", as the rice will ALWAYS come shortly thereafter (and a lot of rice too). As a guest, you are expected to eat with a great appetite, and are usually served first. The host will often wait until his/her guests have been served.

In terms of some Nepali behaviour they usually do not like to give you ANY bad news. They will in fact do anything to avoid this. This can be very inconvenient (sometimes), when you would be ok with the "bad news" in the first place. For instance, when you ask for directions, a Nepali who does not know the place you want to go to will give you some directions anyway. Also, they will not tell you if they cannot do something. This concept or behaviour may seem different than what you are accustomed to - you are now in Nepal, and therefore just go with the flow. Most people are



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helpful and willing to aid you if you ask politely. Remember: Patience is KEY when travelling/working abroad and embracing the culture is a wonderful thing!



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## **7 About the Organization - Children-Women in Social Service and Human Rights (CWISH)**

### **Mission:**

"To protect and promote people's right of equal access to opportunity and benefits of development through creating community mobilization against the inequality, violence against women and children, social discrimination, and for the respect of human rights and social justice". (See: CWISH website - [www.cwish.org.np/](http://www.cwish.org.np/))

### **Objectives:**

- 1) Sustainable livelihood and development of deprived people.
- 2) Promotion of Human Rights and Social Justice.
- 3) Social mobilization.

### **7.1 Departments and Personnel**

CWISH is governed by an independent and volunteer executive board consisting 7 people. Currently there are 6 women and 1 man in CWISH executive board. The executive board of CWISH is elected in every three years by it's general members. CWISH has 24 general members. At the moment Ms. Bimala Janwali is the chair of CWISH Executive Board.

The CWISH office holds the following three main departments:

#### **Advocacy & Empowerment**

This department works to raise awareness, and to advocate and empower stakeholders/rights holders (children, youth and women) to reclaim their human rights. The Department of Advocacy & Empowerment organizes different kinds of trainings, workshops, consultations, community meetings, rallies and orientations, as well as school awareness programs. It also produces publications, promotes local networking and lobbies for policy changes.



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### **Education and Support**

CWISH believes that through education the life of an individual as well as the social power structure can be influenced for the better. CWISH provides non-formal education, promotes children and youth access to formal school education, helps strengthen the local government schools and organizes different kinds of vocational skill trainings and business skill education.

### **Rescue, Relief and Care**

Rescue relief and care focuses on providing emergency care, support, protection and legal aid for the victims and survivors of abuse and violence. Special attention is placed on taking care of children and youth who have been victims of sexual abuse, or other kinds of violence. CWISH can also provide psychosocial care, short-term shelter and medical services for the victims.

### **Personnel:**

#### 1) Program Operation and Administration

- Milan Dharel and Writu Bhatta

#### 2) Finance and Administration

- Pramod and Sujata, Kedar, Manita and Sita-didi

#### 3) Rescue Relief and Care

- Purnakala and Bishnu for Psychosocial Care and Support

- Kamal Guaragain and Pradeep Dangol for Rescue and Legal Aid

#### 4) Education and Support:

- Mahima, Kamal, Sunita and Indramaya

#### 5) Advocacy and Empowerment:

- Yuba Raj, Anita and Prem

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## 7.2 Placement Induction

The first day at CWISH, you will most likely meet with Milan (the Executive Director), and your fellow staff members at the main CWISH office (located in Chabahil). During this "meet and greet", you will probably be given a briefing on the various departments, and projects that CWISH is engaged in. Milan will most likely outline your tasks while volunteering/interning with CWISH and later develop a (tentative) schedule as to what sort of goals you would like to achieve during your stay. Many projects or tasks are often presented to you with very little notice, so be prepared to shift gears, and change from one project to the next. Expect your first week with CWISH to be an introductory to the functioning of the NGO, whereby you will be exposed to the literature and various reports that CWISH, or other partners have composed. If you ever experience a time whereby you are seeking projects/tasks, it is always helpful to read the vast information in the staff library (located on the first floor). Remember, you can always come up with projects or tasks that you envision for CWISH. There are always reports, research or tasks that need completion, especially utilizing the volunteer's extensive English knowledge. Just make sure to ask your supervisor before you proceed, and more often than not, you will be given the go-ahead!

## 7.3 Office attire

The office attire at CWISH is business casual. Obviously, jogging pants and ragged t-shirts will not be suitable for such a setting as a level of professionalism is needed in such an environment. Cargo pants, jeans or long skirts for females, is often deemed functional, and for men, khakis, or jeans will be fine. Make sure your blouse or shirt is not too provocative, with suggestive writing or bearing too much skin. A good rule of thumb is to view what your fellow co-workers are wearing and follow suite. In the winter time the office can get very cold, while it is hot in the summer. The buildings in Nepal do not have central heating nor insulation, thus even on a 20 (degree) C day in the wintertime, you may need to bundle up with a hat, mitts and scarf. It is always advisable to wear lots of layers, and to bring extra socks (as shoes are not worn in the office or home setting).



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## 7.4 Your work tasks

What comes to your work assignments, CWISH encourages you to express your interests and be proactive. You will have a chance to discuss and state your opinions on all assignments planned for you. Some possibilities where you could contribute are:

- Report writing
- Teaching children, youth and women at a Drop-in Center
- Documenting case stories of children/youth/women
- Research related work and analyses
- Working with the youth clubs associated with CWISH
- Developing the CWISH newsletter and/or writing in it
- Developing the IT skills of the office staff

## 7.5 On going projects of CWISH

CWISH is currently working with various partners with the following projects:

### **Reducing child labour through enhancing education (supported by INTERPEDIA, Finland)**

- This project focuses on promoting quality education to reduce child labour. It targets especially child domestic workers and urban government schools.
- Includes among others: 2 Drop-in Centers (DIC), community mobilization through local actors like child protection committees (CPCs) and involving 8 government schools to enhance the quality of education through school infrastructural support, teacher training, child clubs and health programs.

### **Empowering governmental and civil society actors at municipal level on ending urban child labour (supported by INTERPEDIA, Finland).**



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- In this project CWISH works in 11 urbanized municipalities in 9 districts
  - Aim is to engage the local governance and support them in their work to eradicate child labour in their respective municipalities.

#### **Combating silent suffering of children (supported by Save the Children Nepal)**

- This project aims to protect children from all kinds of violence and abuse against them, especially sexual abuse.
- The project includes various activities with children, community people, schools, police, medical and state justice system, as well as other NGOs.

#### **Brighter future project (supported by World Education Inc.)**

- This program supports working children's education with the aim to withdraw them from worst form of child domestic labour.

#### **Women's empowerment through economic activities (WETEA) (Supported by MITRATAA Foundation, Australia)**

- WETEA promotes women's opportunities for running small-scale businesses by providing business skill education and funding for businesses. The project also includes components to educate women on reproductive health, women's rights, gender equality and HIV/AIDS.

#### **Community Initiated Development Action (CIDA) (Supported by BIKAS Belgium)**

- CIDA is a rural development program focusing on women and children. It is currently running at Hattimudha and Dangraha VDCs of Morang and Sardi area of Nawalparasi.
- The project includes components in infrastructural development, education, health, water and sanitation, as well as income generation for poor communities.

#### **Education Sponsorship**



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- CWISH runs a sponsorship programs to ensure children's and youth's right to an education. These sponsorship programs are run by INTERPEDIA Ry Finland and MITRATAA Foundation Australia for girls' education in particular.



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## 8 CWISH OFFICE STAFF

### OPERATIONAL AND TECHNICAL DEPARTMENT



From left: Milan, Executive Director and Writu, Program Coordinator

### FINANCE AND ADMINISTRATION



From left: Pramod, Manager and Sujata, Account Officer



From left: Kedar, Office Assistant, Manita Management Assistant and Sita didi, Support Staff



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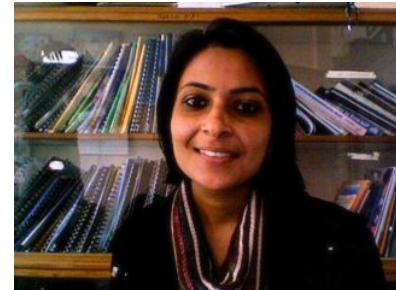
## **RESCUE RELIEF AND CARE DEPARTMENT**

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TIFF (Uncompressed) decompressor  
are needed to see this picture.



From left: Purnakala, Program Coordinator, Pradeep, Program Officer and Bishnu, Counselor.

## **EDUCATION AND SUPPORT DEPARTMENT**



From left: Mahima, Program Coordinator, Kamal & Sunita, Program Officers

## **ADVOCACY AND EMPOWERMENT DEPARTMENT**



QuickTime™ and a  
TIFF (Uncompressed) decompressor  
are needed to see this picture.



From left: Yuba Raj, Program Coordinator, Anita & Prem, Program Officers