



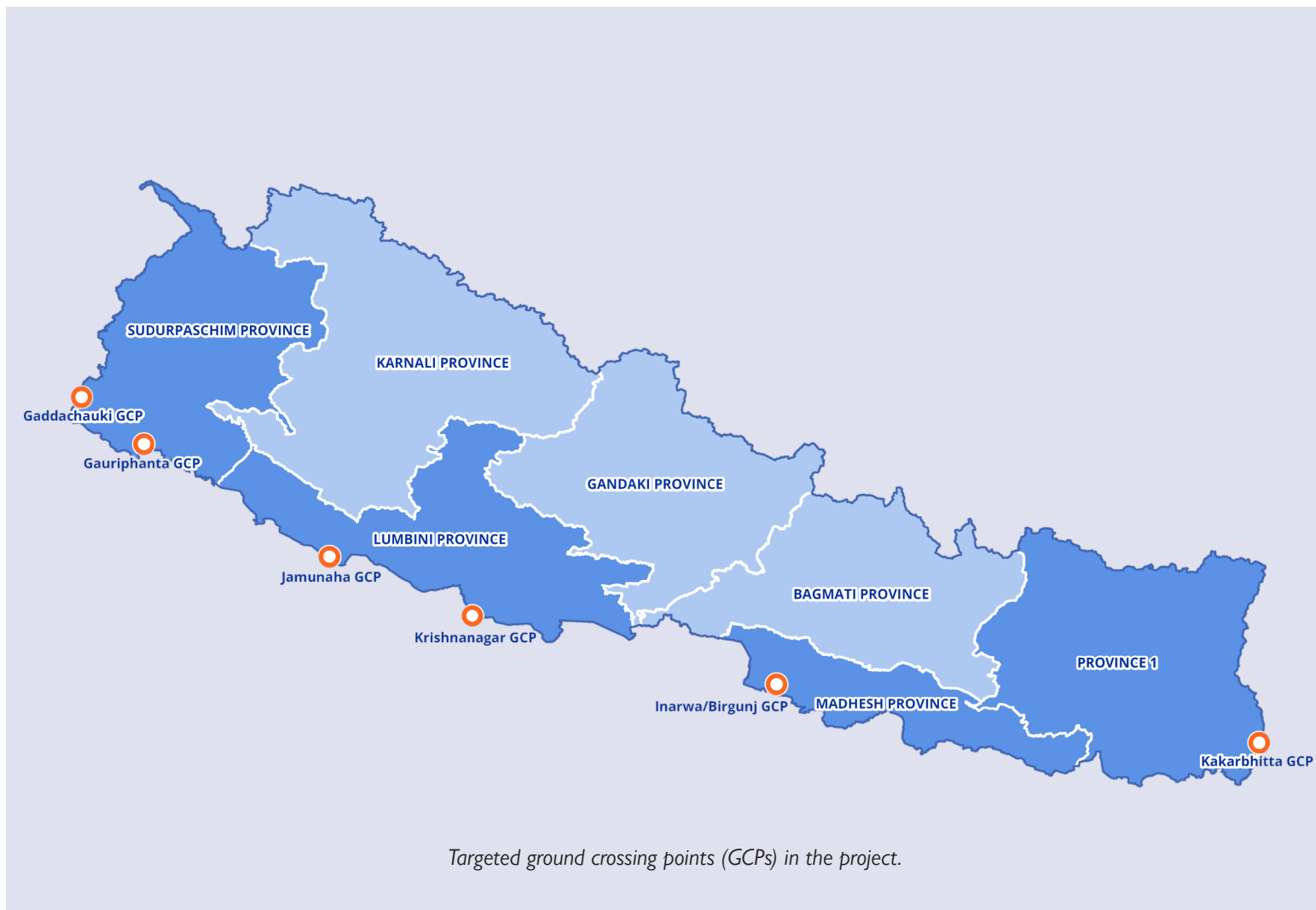
## Effective case management by strengthening Isolation Centres and Ground Crossing Points (GCPs) management for Rapid Response and Preparedness against COVID-19 Project



Funded by  
European Union  
Humanitarian Aid



**Save the Children**



The map is for illustration purposes. The boundaries and names shown, and the designations used on this map do not imply official endorsement or acceptance by IOM.

## A GLIMPSE

Nepal shares a long and open border with India, granting citizens of both countries free cross-border movement following the Treaty of Peace and Friendship in 1950. Along the border there are numerous ground crossing points (GCPs), of which the majority are informal and 14 are formal government-designated crossing points.

To stop the spreading of the COVID-19, also widely known as the novel coronavirus that emerged in December 2019, the Government of Nepal, while maintaining the open GCPs, established health desks for screening and testing for COVID-19 for migrants. Following the second wave in the country, several gaps at the GCPs were identified and raised, including low testing capacity, insufficient screening, recording and reporting of migrant movement and COVID-19 positive cases, lacking protection referral services and lacking access to isolation centres for identified positive cases.

In this context, IOM implemented a project entitled “Effective case management by strengthening Isolation centres and Ground Crossing Points (GCPs) management for Rapid Response and Preparedness against COVID-19” to support the government. The project is funded by European Union Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO). Based on the high mobility of the people, the project is implemented in six government designated GCPs, namely Kakarbhitta in Province 1, Inarwa/Birgunj in Madhesh Province, Krishnanagar and Jamunaha in Lumbini Province, and Gauriphanta and Gaddachauki in Sudurpaschim Province. The project is implemented under the leadership of Ministry of Health and Population (MoHP), in coordination with the Epidemiology and Disease Control Division (EDCD) and in partnership with Save the Children.

The project seeks to support the government on rapid response and preparedness against COVID-19 by strengthening the health desk and to promote safe, orderly and dignified migration. The planned interventions under project are as follows-

- i. Strengthened health-based facilities at 6 GCPs
- ii. Improved WASH facilities at 6 GCPs
- iii. Strengthened protection services at 6 GCPs

**Donor:** European Union Directorate - General for European Civil Protection and Humanitarian Aid Operations

**Implementing Agency:** International Organization for Migration (IOM)

**Lead Partner Institution:** Save the Children

**Geographic Coverage:** Province 1, Madhesh, Lumbini and Sudurpaschim

**Target Groups:** Returnee migrants, local governments, and provincial governments

**Duration:** September 2021 to March 2023

**Budget:** € 1,500,000





H.E. Nona Deprez, during the monitoring visit at the Gaddachauki health desk, Sudurpaschim Province. @2022 IOM Nepal



# MULTI-SECTORAL RISK ASSESSMENT OF SIX GROUND CROSSING POINTS ALONG THE NEPAL – INDIA BORDER

The project conducted a multi-sectoral risk assessment focusing on migrants and border management staff of six targeted GCPs along the Nepal-India border. The assessment collected data from key informant interviews with 30 government and non-government stakeholders, six stakeholder consultations with a total of 120 (88 males and 32 females) participants, and participatory observations (two days per GCP) at the six GCPs. Through the data collected, the assessment identified, analyzed and presented measures to mitigate to a total of 34 risks in the health, water, sanitation and hygiene and protection sectors that the migrants and frontline workers face. The assessment presents analysis and risk measures for 34 risks within project scope with four key recommendations for the project, and briefly analyzes 15 risks beyond project scope with 14 recommendations for mitigative measures.



*Key Informant Interview in Process. © 2021 IOM Nepal*

## STRENGTHENED HEALTH-BASED FACILITIES AT 6 GCPS

As per identified needs at the health desks, the project procured and distributed supplies to the health desk in coordination with Ministry of Health and Population.

List of items	Quantity	Province 1		Province 2		Lumbini Province				Sudurpaschim Province			
		Kakarbhitta		Inarwa/Birgunj		Jamunaha		Krishnanagar		Gauriphanta		Gaddauchauki	
		Isolation	GCP	Isolation	GCP	Isolation	GCP	Isolation	GCP	Isolation	GCP	Isolation	GCP
PPE SETS	3600 sets	300	300	300	300	300	300	300	300	300	300	300	300
IR thermometer	24 pcs	2	2	2	2	2	2	2	2	2	2	2	2
Antigen kits	22000 pcs	-	13000	-	1000	-	1000	-	5000	-	1000	-	1000
Chlorine solution	150 liters	-	25 liters	-	25 liters	-	25 liters	-	25 liters	-	25 liters	-	25 liters
Biohazard bags	252 pcs	21	21	21	21	21	21	21	21	21	21	21	21
Needle destroyer	6 pcs	1		1		1		1		1		1	
Waste bins with foot pedals, 100 ltr capacity	36 pcs	3	3	3	3	3	3	3	3	3	3	3	3
Disinfection machine	12 pcs	1	1	1	1	1	1	1	1	1	1	1	1
Disinfection/antiseptic solution	600 liters	50	50	50	50	50	50	50	50	50	50	50	50
Soap Dispenser	36 pcs	3	3	3	3	3	3	3	3	3	3	3	3
Soap Handwash refill	500 pkt	42	42	42	42	42	42	42	42	41	41	41	41
Sanitizer dispensers and Sanitizers	24 pcs	2	2	2	2	2	2	2	2	2	2	2	2
Sanitizer bottle	500ml	-	-	-	-	-	-	-	25	-	-	-	-

Table 1: Health supplies support to health desks at GCPS





Handover of essential supplies to the municipality. © 2022 IOM Nepal

## Technical Equipment Support

The project supported the health desks with technical equipment which has been instrumental in smooth functioning of the health desk. The staffs at the health desk can do their assigned tasks in an uninterrupted way from the support provided by the project. The project has also supported solar panels at the health desk that has been significant support to the usual functioning of health desks even during hydroelectric supply interruptions.

Name of GCPs	Tablets	Desktop	Multiplug	Pendrive	Printers	Charging Stations	Thermal Scanner	Recharge Cards	Laptops	CC TV Camera
Kakarbhitta	4	3	13	10	1	1	2	50	3	6
Birgunj	4	3	13	10	1	2	2	50	3	6
Krish-nanagar	4	3	13	10	1	1	-	50	3	-
Jamunaha	4	3	13	10	1	2	2	50	3	6
Gauriphanta	4	3	13	10	-	2	4	50	3	12
Gaddachauki	4	3	13	10	1	1	2	50	3	6
<b>Total</b>	24	18	78	60	5	9	12	300	18	36

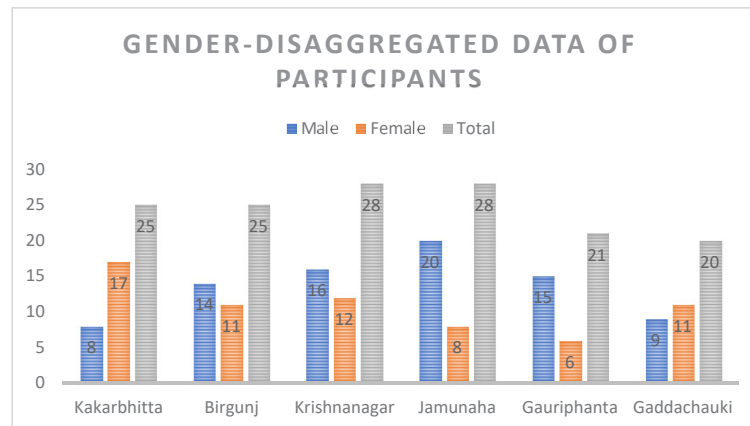
Table 2: Office supplies to the health desks at GCPs





## Training on COVID-19, International Health Regulation (IHR, 2005), recording and reporting, use of safety gears and medical equipment, and infection prevention and control (IPC) methods

Through this project, a total of 147 individuals (M: 83, F: 64) from the GCPs were trained on COVID-19, International Health Regulation (IHR, 2005), recording and reporting and use of safety gears and medical equipment, Infection Prevention and Control (IPC) methods. The trainings strengthened and increased the capacity of staffs at GCPs which function as a front line to ensure disease surveillance and Infection Prevention and Control (IPC) by providing them with training to made them well familiar with IHR (2005), IPC and use of medical equipment for better response and preparedness.







Training session in progress. © 2022 IOM Nepal



# Assessment and Workshops for the Development of the Public Health Emergency Contingency Plan

The project supported the Ministry of Health and Population (MoHP), in technical support from World Health Organization (WHO), to organize local level assessment of the health desks and two sub-national review workshops to help draft the Public Health Emergency Contingency Plan (PHECP) for the GCPs, an initiative for preparedness and response. The pandemic and emerging public health emergencies has highlighted the importance of PHECP. The PHECP supports the arrangement for the management of infectious disease based on IHR (2005) which remains a paucity for the health desks in Nepal. Hence, through this project, IOM played a facilitatory role in multisectoral collaboration to guide draft a PHECP for the GCPs.

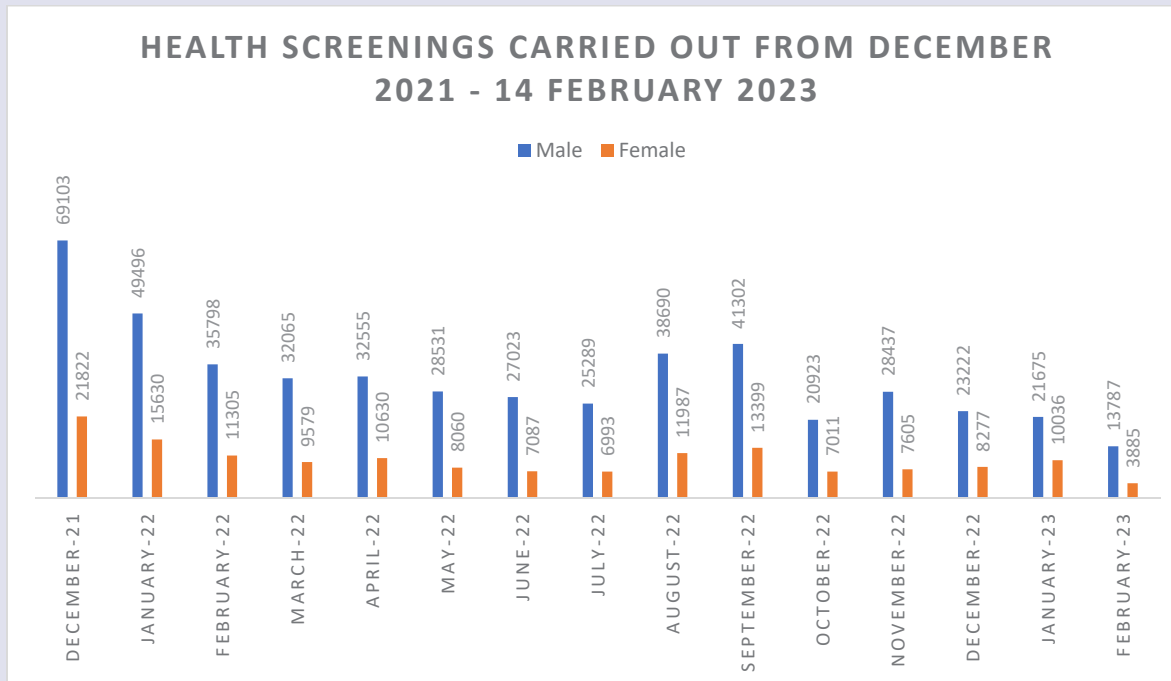


*The workshop in progress. © 2023 IOM Nepal*



## Recording and Reporting Support

Public health consultants were mobilized to the health desk at all 6 GCPs to support the day-to-day recording and reporting tasks and provide additional technical support to the health desk.



*Number of incoming migrants screened from the six targeted health desks with support from the public health consultants*

## IMPROVED WASH FACILITIES AT 6 GCPs

### Child-friendly Handwashing Station

To enhance infection prevention and control measures (IPC), project provisioned for child-friendly handwashing with soap at all six GCPs as one of the critical interventions to prevent the spread of the COVID-19 and other infectious diseases. To ensure continuity of handwashing services, soap dispensers and liquid handwashing refill were provided at all six GCPs.



Migrants using the handwashing station. © 2023 IOM Nepal

## Gender and Disability-friendly Toilet

Gender and disability friendly toilets (6 female, 6 male and 2 gender-neutral) were constructed at four GCPs namely, Kakarbhitta, Birgunj, Gauriphanta and Gaddhachauki with provision of 4 washrooms to enhance the access to improved sanitation and hygiene services.



*Gender and disability friendly toilets. © 2022 IOM Nepal*



## Water Filtration and Cooling Unit

The project supported with the construction of deep tube wells and installation of water filtration and cooling unit at all six GCPs to provide access to safe drinking water and to ensure adequate and uninterrupted availability of water for multiple use.



*Migrant using drinking water facility at the health desk. © 2023 IOM Nepal*



## Safe Waste Management

For safe waste separation and disposal, color-coded and foot pedal operated 36 waste bins of 100 liters capacity were placed in all six GCPs. The waste bins were labelled for solid waste management to ensure adequate use by beneficiaries and health desk staff. Additionally, 12 disinfection machines and 600 liters antiseptic/disinfection solution were provided at all six GCPs and isolation centers for safe disinfection of equipment and disinfection of surfaces; 252 units of biohazard bags and 6 needle destroyers were distributed at all six GCPs for safe waste management and disposal.



The waste bins placed at the health desk. © 2022 IOM Nepal



## Information, Communication and Education for Safe WASH Practices

To enhance knowledge, awareness and improve safe WASH practices among beneficiaries, risk communication and community engagement materials on handwashing techniques, importance of handwashing, hygiene behavior and information on communicable and non-communicable diseases were placed at all six GCPs.



*Migrants using child-friendly handwashing stations. © 2023 IOM Nepal*

## STRENGTHENED PROTECTION SERVICES AT 6 GCPS

### Crowd Management

12 field monitors were deployed in 6 GCPs (2 at each GCP, 1 male and 1 female) to manage the influx of migrants at the health desk during peak COVID-19 wave. The field monitors assisted in ensuring the social distance, screening the vulnerable migrants and prioritizing the elderly, pregnant and lactating mother, and person with disability and other vulnerable group for the testing of COVID-19 and services at the health desks.

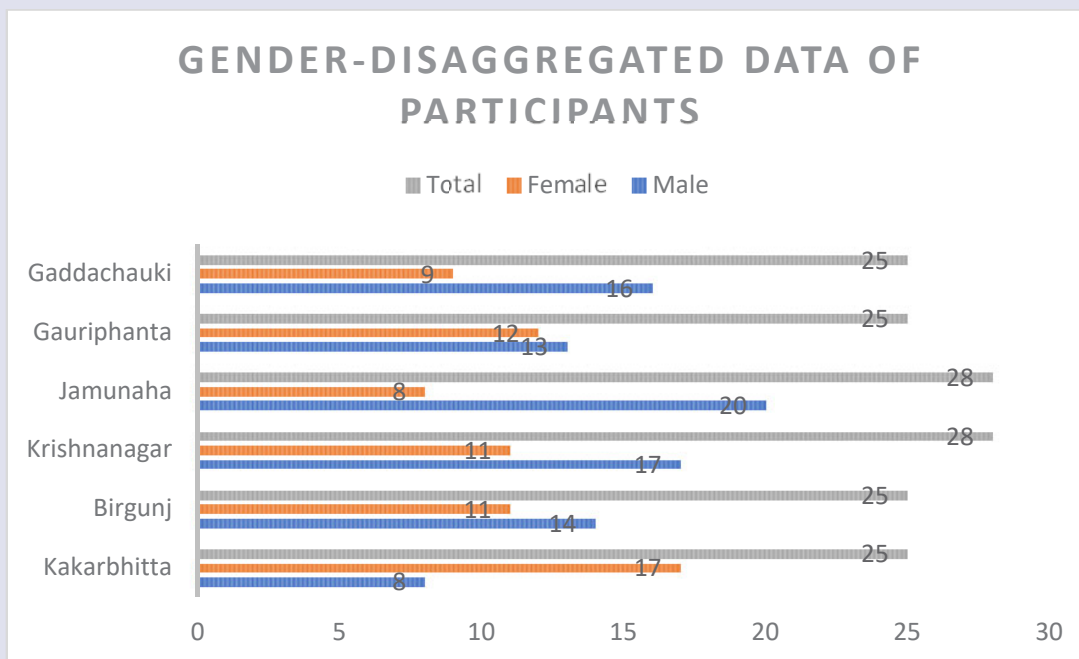


*Field monitor assisting migrants to ensure social distancing while they wait for COVID-19 testing. © 2022 IOM Nepal*



## Training on risk communication and community engagement, human rights and state obligation at international borders, gender sensitive screening and protection mechanism

Altogether 156 frontline workers (88 males and 68 females) participated in the training on risk communication and community engagement (RCCE), and human rights and states' obligation at international border and on protection issues and protection mechanism for better identification, prevention, and response of vulnerable groups at GCPs.

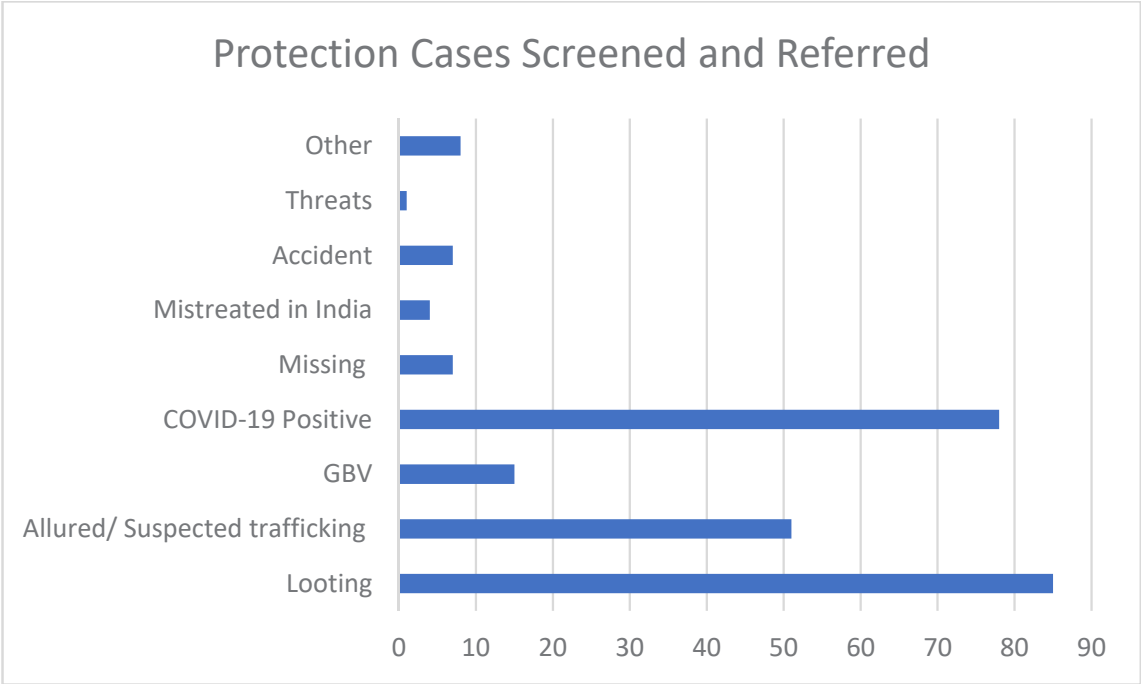






# Screening and Referral Mechanism

A total of 644,082 migrants which includes 490,099 males and 153,983 females were screened. Through the screening process, the major issues identified were allured/suspected trafficking, gender-based violence, looting, COVID-19 positive cases, missing, mistreated in India, accidents, threats, among others. 256 cases (154 males, 79 females, 23 children) were supported with referral cases.



In addition to screening and referral mechanism, project supported the beneficiaries as per the need and nature of cases. Cash support for basic needs and transportation was provided to 74 cases, psychological first aid (PFA) support was provided to 68 cases, family reunification support was provided to 42 cases while 28 cases were supported by provision of dignity kits.

## Safe Waiting Space

A safe waiting space was constructed in all 6 GCPs for the migrants.



Migrants resting in safe waiting space. © 2022 IOM Nepal



## Internet Connectivity

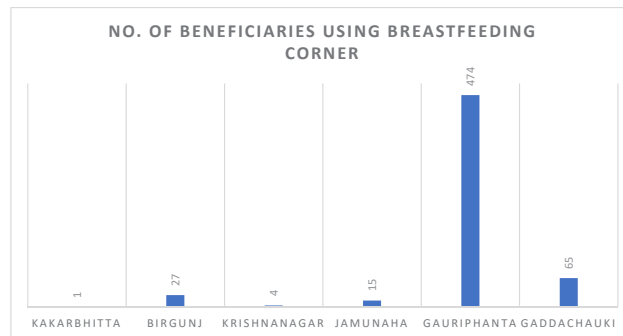
WI-FI services were provided at all 6 GCPs to support in strengthening protection services and connecting migrants to their families.





## Breastfeeding Corner

Breastfeeding corners were built in all 6 GCPs for supporting lactating mothers to breastfeed her child in a dignified manner.



Beneficiaries using the breastfeeding corner. © 2022 IOM Nepal



## Complaint Response Mechanism

Suggestion boxes were installed in all 6 GCPs with an aim to collect feedback and suggestions. A committee led by health desk in-charge including security personnel and representatives of local NGOs/CBOs were formed to address the suggestions and feedbacks received through suggestion box. In addition, a procedural guideline for complaint response mechanism was developed and endorsed in coordination with respective municipalities.

Feedbacks received from beneficiaries:

1. The services such as Wi-fi, health check-up, CCTV camera and solar power are beneficial for us.
2. Toilets, safe waiting space and breastfeeding corner has supported migrants.
3. There is need of safe drinking water.
4. CCTV camera installed at GCP has supported me to find my lost bags. Thank you for providing such service.
5. All services managed at GCP is a support to us.



Suggestion box placed at GCPs. © 2022 IOM Nepal

## Risk Communication and Community Engagement and Accountability (RCCEA)

Six LED display boards with audio systems were installed in 6 GCPs to disseminate information about public health and social measures for COVID-19 and raise awareness related to the protection issues. Information, communication and education (ICE) materials and radio jingles on protection issues like GBV, mental health, anti-trafficking was developed both in Nepali and local languages such as Tharu, Doteli and Bhojpuri. A wallet book consisting of contact details of protection services was developed and distributed in the GCPs.



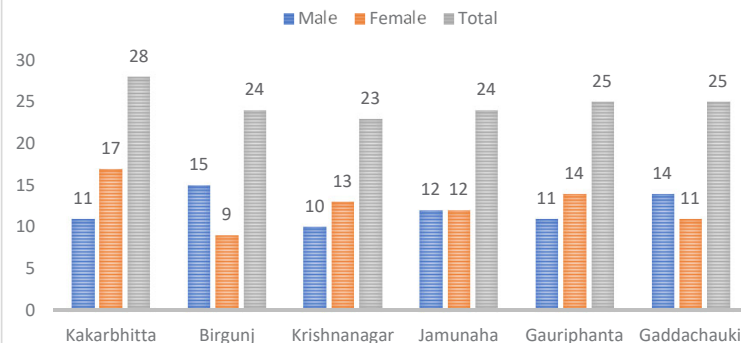
RCCEA contents placed in safe waiting space. © 2022 IOM Nepal



## Training on Psychological First Aid

Altogether 149 frontline workers (73 males and 76 females) increased their knowledge on the basic concept of psychological first aid (PFA), explored and practiced real time PFA handling methodologies and increased their understanding on the aspects of self-care and distress/suicide prevention.

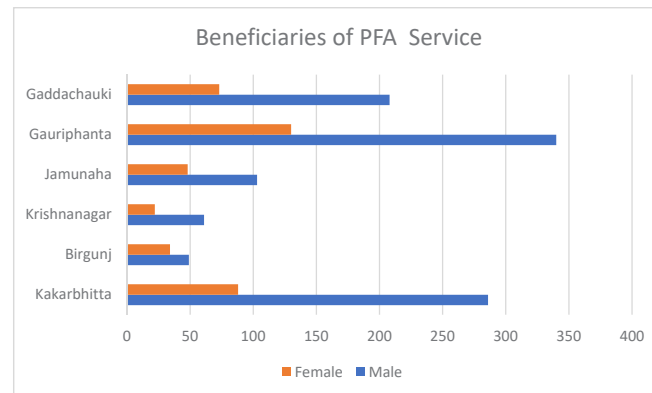
GENDER-DISAGGREGATED DATA OF PARTICIPANTS



Group photo after the training. © 2022 IOM Nepal

## Psychological First Aid (PFA) Service

A total of 1,442 migrants (1,047 males and 395 females) received PFA service at the GCPs.



Training session in progress. © 2022 IOM Nepal



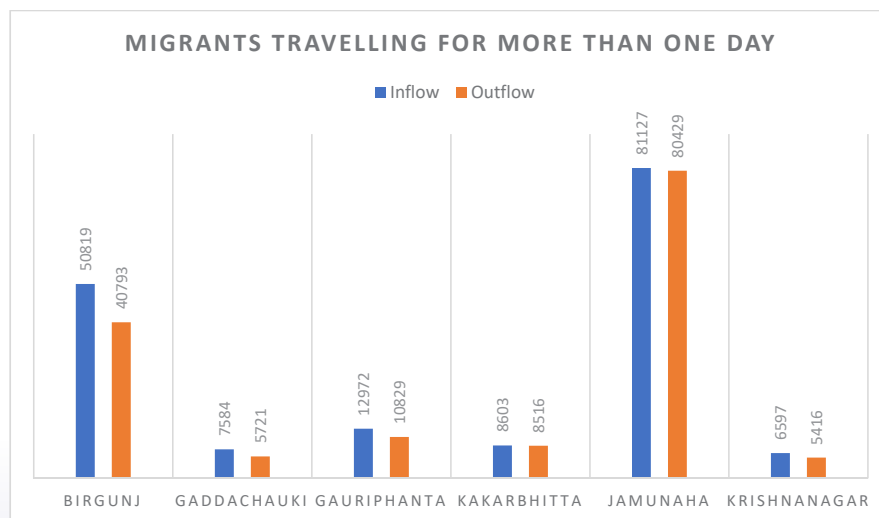
## Displacement Tracking Matrix – Flow Monitoring

The Displacement Tracking Matrix (DTM), developed by IOM, is a system to track and monitor displacement and population mobility and subsequently, provide critical information to decision-makers and responders in events of crises, and contribute to increased understandings of population flows in the region. DTM is implemented in humanitarian response across various stages to contribute to support planning and to inform activities in different stages, mainly, preparedness, transition, and recovery, and additionally, support the various clusters with targeted information needs.

The project implemented DTM survey to collect data at 12 ground crossing points (GCPs) - six formal and six informal, to better understand the migration between India and Nepal. The exercise intended to collate feedback from the migrants for improving COVID -19 related response and deliver multisectoral services, ultimately contributing to strengthen the GCPs' capacities, providing safe and regular crossing for migrants. The report presents data collected on flows, demographics profile of migrants, services available to the migrants at the formal GCPs and suggestions for improvement of services. The survey at the informal GCPs was conducted to primarily assess the intentions of migrants for using informal GCPs.

Formal GCPs	Informal GCPs
Kakadbhitta	Bhadrapur
Birgunj	Sirsiya
Krishnanagar	Yatru Gate
Jamunaha	Jamunaha Gau 1
Gauriphanta	Nang Gau
Gaddachauki	Brahmapur

Table 3: Survey locations



The data presented in the graph is from baseline headcount assessment conducted in six formal GCPs from 22 February 2022 to 05 March 2022.

## Protection Mainstreaming Key Outcome Indicator (PM KOI)

The PM KOI survey was administered in all 6 GCPs by the Public Health Consultants and Field Monitors to received feedback on the services provided and ensure meaningful integration of protection mainstreaming principles.

Few examples of feedback received and corrective measures applied -

Feedback Received in March 2022	Corrective Measures
Extortion by hotel/lodge staff and police, unsafe environment around the GCP and lack of services for support on safety, harsh treatment by police while implementing law and order	RCCEA developed to aware migrants on risks and safety measures during migration, dissemination of information on COVID-19 virus and its symptoms through LED display board, security personnel and other frontline workers at GCP were trained on protection mechanism, protection issues and how to provide protection services in a right based dignified and non-discriminatory manner to migrants, field monitors deployed at GCP for crowd management and provide services to vulnerable group in priority basis and dignified manner, installation of wifi to establish connection between migrant with their family.
Communication required through different medium to reach all beneficiaries	LED screens placed at health desks to provide relevant information on Health, protection and WASH such as preventive and safety measures of COVID-19, WASH, vaccine promotion, PSA being aired on child Psychosocial support, Domestic violence and human trafficking in nepali and local languages like Tharu, Awadi, Bhojpuri and Doteli to reach out all beneficiaries, Developed and disseminate posters on self-care, sexual harassment, and safe breastfeeding.
Feedback Received in June 2022	Corrective Measures
Need of provision to provide information to all queries from migrants	Trainings on RCCE, Human Rights and State's Obligation at International Borders, Gender Sensitive Screening and Protection Mechanism provided to officials at health desk and GCP to train them on related concerns raised by migrants, skilled human resource is deployed at GCP to address possible queries from migrant, installed suggestion box at GCP to collect and address the feedback received from migrants about the services provided at GCP.



## GAURIPHANTA HEALTH DESK : A journey to a superstart of GCP

Mr Ganesh Saud, the health desk in-charge at Gauriphanta has witnessed the birth and growth of the health desk at Gauriphanta. An employee of Epidemiology and Disease Control Division (EDCD), Mr Saud has been serving to the health desk since the emerge of the COVID-19 pandemic. In the Government of Nepal's effort to fight against COVID-19, Mr Saud was employed for the overall management of the health desk. Not before long, Mr Saud realized that only the availability of human resource would not avail all the services at Gauriphanta Ground Crossing Point (GCP) nor the health desk at the GCP. Mr Saud says "as the health desk started the operation, it was merely a forest. There were neither any facilities, equipment nor adequate human resources. The health desk was operating in a tent-based structure with 2 human resource only. The Government of Nepal had strong vision about the health desk operation, however, the capacity and resources were extremely limited. It is the development partners that came together to support the strengthening of the health desk".

The health desk operation has been designed in a way that all the migrants at the border cross through the health desk, they are screened, and tested for COVID-19 and other communicable diseases, recorded and reported here and provided with required services. At Gauriphanta GCP, IOM was the first organization to support the health desk space creation, water supply support and support with basic facilities for the health desk operation.

Since the beginning and until today, Mr Saud is in an agreement that the services and support extended by the development partners have greatly supported the efforts of COVID-19 response and preparedness. GCP, that accumulated nothing but two human resources, operated under the open sky with not even a basic amenity of drinking water facility in the initial days, now accesses, a semi-permanent structures of health desk, multi stocked essential NFIs such as PPE sets, antigen kits, IR thermometer, has all office set up furniture, conducts recording and reporting through the technological use of laptops and tablets. Further for its independency in operation and sustainability, the GCP enjoys its free electricity, through the installation of the solar panel as a power back, disseminates the information to all the migrants for increased awareness through the first of its kind of LED screen set up as well as by providing free internet services to all the migrants, alongside, adequate human resources to support the crowd management and recording and report at the health desk.

Mr Saud is aware, supports and elaborates that, adding to above, IOM through ECHO funded project has also planned for the intervention around support of clean water supply with water filtration for multiple use, gender and disability friendly sanitation facilities, gender and child friendly waiting spaces and breast feeding corner. He supports that these interventions are of utmost importance to serve to the diverse needs of the people in move at the GCP.



Funded by  
European Union  
Humanitarian Aid

आप्रवासन सम्बन्धी संयुक्त राष्ट्र संघीय निकाय, अन्तर्राष्ट्रिय  
आप्रवासन संगठन (आइ.ओ.एम.) नेपालबाट, स्वास्थ्य तथा जनसंख्या  
मन्त्रालय, गृह मन्त्रालय, सङ्घीय मामिला तथा सामान्य प्रशासन  
मन्त्रालय, सामाजिक विकास मन्त्रालय-सुदूरपश्चिम प्रदेशको समन्वय  
र युरोपेली आयोगको आर्थिक सहयोगमा कोभिड-१९ विरुद्ध द्रुत  
प्रतिकार्य र पुर्व तयारीको निम्ति आइसोलेशन केन्द्र र सिमानाकाको  
सबलिकरण मार्फत प्रभावकारी केस व्यवस्थापन परियोजना अर्न्तगत  
गड्डाचौकी स्थल सिमानाकाको गड्डाचौकी हेल्थ डेस्कमा स्वास्थ्य,  
खानेपानी तथा सरसफाई र संरक्षण सम्बन्धी सेवाहरु सञ्चालन गर्न  
संरचनाहरुको निमार्ण कार्य सम्पन्न भई उद्घाटन सुसम्पन्न भयो ।

२०७९ साल श्रावण २ गते  
सुदूरपश्चिम प्रदेश, कञ्चनपुर जिल्ला, भिमदत्त नगरपालिका, वडा नं. ११, गड्डाचौकी



Save the Children



NNSWA  
Nepal National Social Welfare Association  
Kanchanpur, Sudur Paschim Province

Inauguration of health, WASH and protection facilities at the health desk. © 2022 IOM Nepal





Mother and her child drinking water from water filtration and cooling unit. © 2023 IOM Nepal





A mother resting with her child at the breastfeeding corner. © 2023 IOM Nepal





For more information, please contact:

**IOM NEPAL**

768/12, Thirbam Sadak, Baluwatar-5, P.O. Box 25503, Kathmandu, Nepal

Tel: +977 1 4426250 Fax: +977 1 443522, Email: [iomnepal@iom.int](mailto:iomnepal@iom.int) | URL: <http://nepal.iom.int>

Facebook: [@iomnepal](https://www.facebook.com/iomnepal) | Twitter: [@IOMNepal](https://twitter.com/IOMNepal) | Instagram: [@iomnepal.unmigration](https://www.instagram.com/iomnepal.unmigration)