

In Bentiu, Internews' Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Kondial 97.2 FM, a humanitarian radio station inside the Bentiu PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarian, please contact: Humanitarian Project Manager Akiiki Tusiime (atusiime@internews.org) or Team Leader Pout Tuor (ptuor@internews.org).

## What We Heard This Week

### Feedback from the Community

#### Additional chairs for CDC

Members from a listening group at the Community Disabled Center say they have few chairs at their place and are unable to accommodate everyone attending their meetings. They would like to know if there are any plans to provide their center with some furniture.

*Adults & youths, Sector 2, Block 5 ●*

#### Thanks IOM for supporting youths

After having had a few problems with fuel, a listening group with youth artists appreciated IOM's support which was extended to them with more fuel to carry out their peace activities in Bentiu town.

*Youths, PoC ●*

#### Thanks for the visit!

People living in the BBR areas who were visited by Kondial FM expressed appreciation to humanitarian agencies for the community needs assessment carried out in their home villages.

*Adults & Youths, MirMir, Koch & Thonyor ●*

#### The new design is good!

Residents say the new latrine design is good because it reduces spacing challenges and minimizes the bad smell emanating from therein. They appreciated WASH agencies for the smart design.

*Adults, Sector 3 Block 4 ●*

#### Sector 5 latrines are full

Members of a listening group say latrines in Sector 5 are full of waste and a challenging to use. They wanted to know if the de-sludging exercise will be carried out in their block soon.

*Adults & Youth, Sector 5, Block 4 ●*

#### Advance messaging was helpful

People in Bentiu PoC have extended appreciation to Welthungerhilfe for sending out messages in advance about food distribution which were aired on radio Kondial FM. Residents said the new arrangement enabled everyone to receive their food rations without missing out. All appreciated Welthungerhilfe for the job well-done.

*Adults, youths & children, PoC ●*



This week Internews collected  
**172 unique feedbacks:**

- Children (Under 10 years old) **2%**
- Youth (18-35 years old) **85%**
- Adults (over 35 years old) **13%**



Internews interacted with  
**2,985 people through:**

- Listening Group **4%**
- Informal Meeting **94%**
- Phone Call **2%**

#### Dignity kits needed

A listening group with adolescent school girls said they lack dignity kits which has led to school drop-outs due to menstrual hygiene challenges. They appealed for support with dignity kits.

*Adolescent, Sector 4, Block 12 ●*

#### Latrines replacement welcome

Residents of Sector 4 block 2 who have been having challenges with badly maintained latrines thanked Mercy Corps for replacing their dilapidated facilities with new ones.

*Adults, Sector 4, Block 2 ●*

Kondial FM correspondent interviews an adolescent in the PoC during reunification with parents after 5 years. @Internews



#### Holes in the PoC perimeters

Residents of PoC expressed concern about the gaps in the PoC barrier which allows easy passage for criminals. They are requesting for repairs to be done on the berm this year.

*Adults, youths and children, PoC ●*

#### Great Job CWW

Kondial FM listening group whose shelters were recently repaired sent a message of appreciation to Concern Worldwide for renovating their damaged shelters.

*Adults, Sector 5, Block 10 ●*

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# Internews Bentiu e-Bulletin

## Kondial 97.2 FM

### Weekly Program Highlights



#### BEYOND BENTIU RESPONSE (BBR)

While on a visit to Koch, Mayendit and Leer in Southern Unity to assess the conditions of civil population, Kondial FM gathered feedback from returnees and members of the host community. Talking on Kondial FM, Gany County executive director said that many returnees lack sufficient food and are relying on sharing with the host population. Those interviewed by Kondial FM expressed happiness to be back home after many years of absence but appealed for urgent food aid and other humanitarian support. •



#### BEYOND BENTIU RESPONSE (BBR)

A three day conference held in Bentiu town brought together communities from Northern Liech and Ruweng States. Held under the supervision of two state governments, it was aimed at enhancing free movement of the civil population. While speaking on Kondial FM, the

Northern Liech State adviser for peace confirmed that a number of resolutions were agreed upon including the creation of joint border markets, joint security patrol teams and joint border peace committees that would have jurisdiction over cattle raiding crimes and violators of the agreement. Chiefs and other participants interviewed by Kondial FM said the decision to have the conference came at right time and promised to own the peace initiative and cooperate with relevant authorities to ensure all agreements are implemented. •



#### SPECIAL SHOW WITH ADOLESCENT

Adolescents staying away from school has increasingly become an issue of great concern to the education and protection partners. Kondial FM's correspondent sat with group of adolescents in the PoC to listen to their side of the story. In recorded conversations, the adolescents blamed parents for keeping them at home doing domestic work and

sending them to receive food instead of pursuing education. They promised to go to school if they are allowed to do so. This issue is being addressed by the relevant partners and Kondial FM will look into mobilizing parents to grant the adolescents their rights to education. •



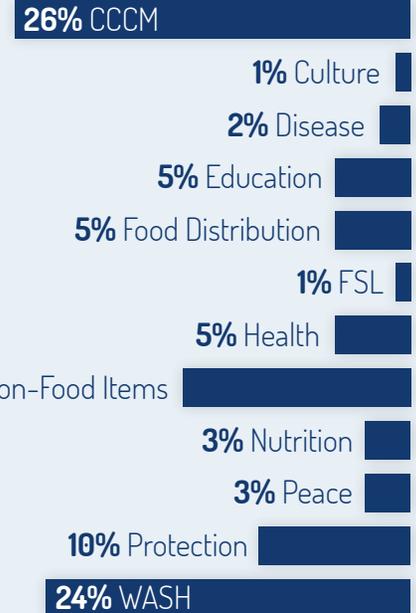
#### HEALTH/NUTRITION SHOW

Healthy child growth and care for babies are the core messages the nutrition partners have been passing across to create awareness in the community. While appearing on live Kondial FM, Care International nutrition official said that it's a collective responsibility to support and take good care of babies. She emphasized that a child must continuously be breastfed on the mother's milk and get supplementary foods after 6 months. She added that a child who depends on the mother's milk for 6 months has less health problems like diarrhea and other diseases. Callers on the program hailed the topic as important and educative and expressed appreciation. •



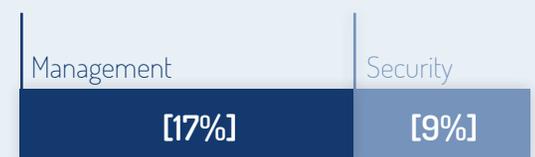
## Community Feedback

Internews Bentiu collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The chart below illustrates the overall categories in which feedback was collected this period.



#### Detailed: CCCM

This graph details the feedback on **CCCM** that was received this week.





February 28, 2019

# Internews Jamjang e-Bulletin

In Jamjang, Internews' Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Jamjang 89.4 FM, a humanitarian radio station in Ajuong Thok, conducting listening groups to gather community feedback. If you have information to be shared with refugees or humanitarians, please contact: Humanitarian Project Manager Jelena Savic (jsavic@internews.org) or Team Leader James Mafer (jmafer@internews.org).

## What We Heard This Week

### Feedback from the Community

#### Community still not buying-in double shift

Parents in Zone A Pamir camp complained over the continuation of double shift system in the primary schools adding that it has led to many students failing to attend classes regularly. They appealed to the relevant agency to find a solution.

*Adults, Pamir*

#### Refugees want their information verified

Refugees in Pamir camp complained that the families who did not do their verification exercise face challenges during General Food Distribution. They asked UNHCR to specify to them the dates that they will start the process of verification.

*Adults, Pamir*

#### 14 years olds should study in the morning

Some families in Pamir camp Zone B complained that a number of their children who are under 14 years are registered in ALP classes and are not happy with that arrangement. They want education agencies to consider registering their children for the morning classes.

*Adults, Pamir*

#### Guns terrify refugees

Refugees in Zone B Pamir camp expressed worry regarding the movement of people illegally carrying guns inside the camp. They asked the concerned authorities to intervene.

*Adults, Pamir*

#### No notebook to write school exercise

Students at Soba Secondary School reported that they could not write their lessons due to the lack of notebooks. They asked the responsible agency to avail them with notebooks to enable them to write their lessons.

*Youth, Ajuong Thok*

#### Coffins to bury the dead needed

Some of the refugees in Pamir complained that they have no coffins to bury their dead. They asked agencies to provide them with coffins.

*Adults, Pamir*

#### Give us back our IDs

Some families in Pamir camp reported that a number of their refugee IDs were confiscated by an agency during the distribution of soap last month. They asked the agency to return their IDs before General Food Distribution to enable them to receive their monthly ration.

*Adults, Pamir*



This week Internews collected **42** unique feedbacks:

- Youth (18-35 years old) **7%**
- Adults (over 35 years old) **93%**



Internews interacted with **353** people through:

- Listening Group **90%**
- Informal Meeting **10%**



Data collected from: **134** females (38%) and **219** males (62%)

#### Loitering animals are problematic in the camp

Refugees in Zone B complained over cases of random movement of livestock at night in the camp. They added that cattle could be stolen and which could cause problems between the host and refugee communities. They asked agencies and police to address the issue.

*Adults, Pamir*

Mentor Initiative team educating the community about ticks and fleas during a public health programme on Jamjang FM.



#### Primary 8 students for the year 2016 request for their certificates

Students who sat for the 2016 primary 8 examinations in Ajuong Thok said that they have not received their certificates up to date. They asked LWF to give them their certificates because without the certificates they will not be eligible to sit for South Sudan secondary examinations.

*Youth, Ajuong Thok*

#### Ease the process of regaining lost cards

Refugees in Pamir complained that the process of issuing new IDs to replace lost ones is too stringent. They asked UNHCR to make the process easier for them to enable them to get their IDs on time as well as to enable them to get access to humanitarian services.

*Adults, Pamir*



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## Jamjang 89.4 FM

### Weekly Program Highlights



#### Protection Program: Difference in names a hindrance

Ajuong Thok Camp Chairperson described cases of refugees changing their names on arrival at the reception center as an illegal. He explained that it can hinder the refugees from accessing humanitarian aid. Pamir camp chairperson urged the new arrivals to respect the humanitarian laws as well as to adhere to rules that govern refugees. The Humanitarian Development Consortium (HDC) protection officer added that using one's real names on the documents enables them access services. He appealed to the refugees to act responsibly and not change their names during registration. ●



#### Livelihoods Program: Making of fuel-efficient stoves

Jamjang FM team produced a

recorded program with an efficient energy production trainer in Pamir. During the program, the trainer explained that the production of fuel undergoes different steps, the first being collecting soil from an anti-hill, ashes, and grass as well as cow dung and then mixing them a process that takes three days where after the production stage begins. The trainer also added that the use of fuel stoves saves firewood and charcoal as well as controlling fire outbreaks. ●



#### Health Program: Ticks and fleas are public health hazards

Mentor Initiative manager described ticks and flea as the parasitic insects that feed on animals and human blood. Other guests from the same organization who were appearing on the show added that the insects live in moderate climate zones and feeding on pets

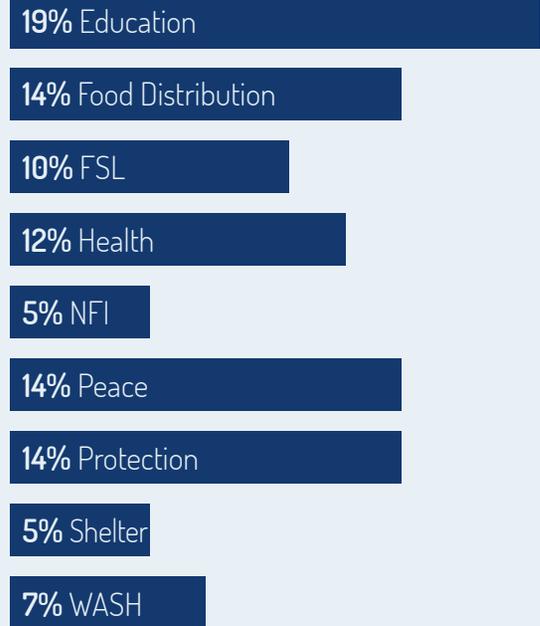


#### Health Program: Awareness on tuberculosis TB

Jamjang FM hosted AHA Ajuong Thok clinical officer who described tuberculosis (TB) as an infectious bacterial disease characterized by the growth of nodules in the lung tissues. The guest said that transmission occurs through cough, talking and breathing. He added that TB can be prevented by avoiding overcrowded places like homes and schools. He appealed to the community not to live in congested environments and to report any suspected cases of TB as a way of combating the spread of disease. ●

## Community Feedback

Internews Jamjang collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The chart below illustrates the overall categories in which feedback was collected this period.



#### Detailed: Education

This graph details the feedback on Education that was received this week.

Primary, Secondary **19%**

In Juba, Internews' Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Boda Boda Talk Talk, a mobile audio service inside the UN House PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarian, please contact: Humanitarian Project Manager Siobhan McEvoy (smcevoy@internews.org) or Humanitarian Multimedia Trainer Tidio Betty (tasaya@internews.org).

## What We Heard This Week

### Feedback from the Community

#### Community leaders appreciate re-opening of roads

The community leaders applauded the good work done by ACTED and CMC of reopening and reorganizing the main roads in the market area along zone C and D. However, they said what remains to be done is to resurvey the block and open the roads within the blocks to ease access.

*Community leaders, POC 3, Zone D ●*

#### Complaints over lack of employment opportunities

Some community members are complaining about lack of employment opportunities in the camp. They said if casual jobs are availed to them it will help them get some small cash for sustenance because they are currently depending on the food ration without other basic needs.

*Listening group, Block B ●*

#### Return Information desk

Some residents are requesting for ACTED information desk to be reinstated because it was helping them. "When we are in need of reporting or requesting some things from agencies we used to go there"

*Resident, POC1, Block B ●*

#### Overcrowding at the health facility

Some residents in the community are saying that having only one health facility in the camp is leading to overcrowding. They said due to the large number of people, at times the doctors just prescribe medicine without carrying out any tests. "We are asking that no drugs should be given to untested persons"

*Residents POC 3, Zone C ●*

#### Reopen sewage tunnels

Some residents in the community requested the responsible agencies to repair sewage tunnels. They said many of the tunnels are full of garbage which is very dangerous. They are worried that when it starts raining water will stagnate leading to diseases like cholera.

*Residents, POC 1, Block C ●*

#### Reinforce night patrol

Community leaders are requesting for night patrols and imposition of curfew to control random movements in the PoC. They said this will curb gangs of youth who are causing trouble for families and making noise at night. They added that late night video watching in clubs needs to stop.

*Community Leaders, POC 3, Zone D ●*

90

This week Internews collected **90** unique feedbacks:

- Children (Under 10 years old) **2%**
- School Age (11-18 years old) **12%**
  - Youth (18-35 years old) **23%**
- Adults (over 35 years old) **60%**
- Elderly (Over 60 years old) **2%**

670

Internews interacted with **670** people through:

- Listening Group **39%**
- Informal Meeting **61%**



Data collected from:  
**286** females (43%)  
and **384** males (57%)

#### Need for jerry cans

Women are asking for the distribution of water jerry cans to the community. They said some of their jerry cans are now leaking.

*Women, POC3, Zone I ●*



BTT's Paul Tong interviewing a mother who has come to collect nutrition supplements from Concern @ Internews

#### We need sports tournaments for the under 17

Some students in Hope Primary School are requesting for sports materials and tournaments in the PoC schools. Some of the young boys said they also need to have football tournaments for the under 15 and 17 to keep them busy putting their talents to use. "We really need to show our talents so we need to be given a chance to do so"

*Youth, POC 3, Zone E ●*

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## Boda Boda Talk Talk

### Weekly Program Highlights



#### Malnutrition among pregnant mothers

In an interview with BBTT, the PoC nutrition partner Concern Worldwide said that they have so far admitted 86 malnutrition cases in the month of January and February this year. The nutrition officer said that they are giving the mothers CSB++, soap and mosquito nets for malaria prevention. He added that, when they distribute the materials some mothers go and use only part of what they are given and consume others with their families yet they are not meant to be shared. He continues that they are disseminating the nutrition messages to the community through their initiated lead mother groups. ●



#### Support to the elderly

In an interview with BBTT, Humanity and Inclusion rehabilitation officer said that

HI gives mobility aids like wheel chairs, walking sticks, urinary containers and psychosocial support after assessments in the PoC because vulnerabilities differ from the other needs. HI also gives protection kits like blankets, mats and mosquito nets. In their message, HI urged the whole community to take good care of the distributed mobility devices because they are expensive and not easily replaceable. ●



#### Distribution of shelter materials

In an interview with BBTT, Concern Shelter Program said that they have changed the system of doing mass distribution of NFI materials to the IDPs. They now give materials as demanded by an individual and this is done through the ACTED complaints desk, where a case is forwarded to Concern and then an assessment

is made and if confirmed that something is damaged and needs repair, then Concern automatically gives the materials. ●

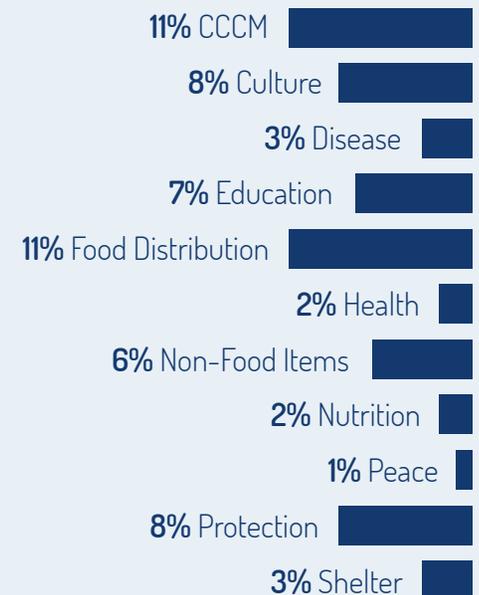


#### Reconstruction of local bridges

In an interview with BBTT, ACTED the Camp Managers said that they carry out annual renovation of the bridges before the rainy season. The targeted renovation is of those that link the latrines to the showers. As of this year ACTED is planning to increase the width of the bridges from the usual 150 cm to a width that will favor the persons with disabilities in wheel chairs. According to ACTED they said that they are planning to start the renovation of bridges early this month and will first work on the already identified gaps and then later to the recently reported cases. ●

## Community Feedback

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### 38% WASH

#### Detailed: WASH

This graph details the feedback on **WASH** that was received this week.

Water	Hygiene	Sanitation
[9%]	[14%]	[14%]

In Malakal, Internews' Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Nile 98.0 FM, a humanitarian radio station inside the Malakal PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager and Trainer Nimaya Manasseh (nmanasseh@internews.org) or Team Leader Dau Chol (dchol@internews.org; +211 916930440).

## What We Heard This Week

### Feedback from the Community

#### Reduce dogs in the PoC

Residents are concerned about the number of stray dogs in the PoC after six children got bitten. They requested agencies to look into the issue of stray dogs urgently and find ways of getting rid of the animals in the PoC. They said the people with the dogs have refused to kill their pets and are worried that more children will get bitten.

*Youths & Adults, location: sector 1 block E ●*

#### Mothers lack treatment for their teething babies

Residents said some mothers lack treatment for their babies when they are developing teeth. They said some of them use traditional ways for treating the children. They asked humanitarians to create awareness for mothers so they can follow proper medical treatment instead of using crude methods.

*Adults, location: Sector 1 ●*

#### Employ more people to handle grinding mill cash

At the food distribution centers residents said that there are delays in paying out cash for grinding mills. They said the staff handling payments are not sufficient during the food distribution. They asked the concerned agencies to employ more people to lessen the period spent waiting for payments.

*Youths & Adults, location: sector 1, 2, 3 & 4 ●*

#### Residents requested to organize a peace campaign activity

PoC residents in Malakal thanked UNMISS Civil Affairs Department (CAD) for the peace program which is helping spread messages about peaceful co-existence between the communities in the PoC and Malakal town. They requested UNMISS CAD to organize a big peace campaign between the PoC and Malakal town communities.

*Youths & Adults, location: sector 1, 2, 3 & 4 ●*

#### Coordinate with PTA

Parents requested agencies operating in the education sector to coordinate with their Parents Teaching Associations (PTAs) so as to solve the issue of absenteeism in the schools. They said that the situation was bad last year. They added that the coordination between PTA and agencies would help their children get good academic results for this year.

*Adults, location: sector 1A, 1B & 2 ●*



This week Internews collected **60 unique feedbacks:**

- Children (Under 10 years old) **3%**
- Youth (18-35 years old) **23%**
- Adults (over 35 years old) **73%**



Internews interacted with **1,930 people** through:

Listening Group **100%**



Data collected from:

**856 females (44%)** and **1074 males (56%)**



UNMISS CAD guest of honor speaks to Nile FM correspondent at grinding mill handover event @ Internews

#### Fix the broken footbridge

Members of the community in sector 1 are worried about the broken footbridge which is making their lives very difficult especially when trying to access water points. They requested the concerned agencies to fix the footbridge so they can move around service locations without difficulty.

*Youths & Adults, sector 1 block B1 & B2 ●*

#### Irrigators will improve crop growth

Farmers in sectors 1, 2, and 3 expressed gratitude to Oxfam for providing them with irrigating machines. They said the machines would help them to water their vegetables. They requested for more machines so that all farmers are catered for.

*Youths & Adults, location: sector 1, 2 & 3 ●*

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# Internews Malakal e-Bulletin

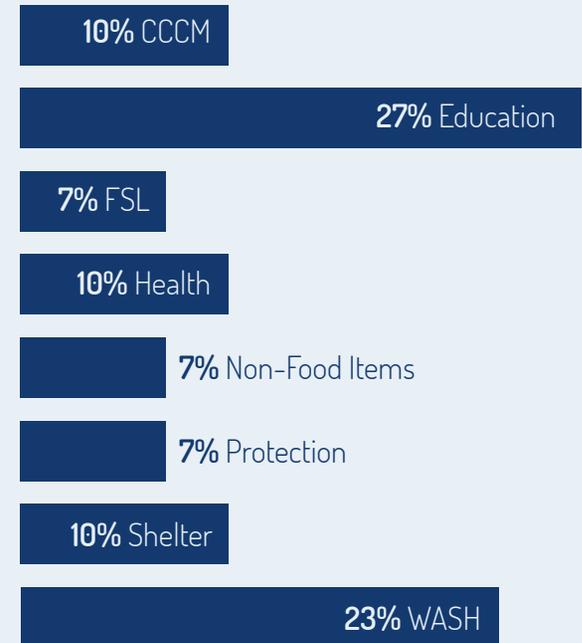
## Nile 98.0 FM

### Weekly Program Highlights



## Community Feedback

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### Detailed: WASH

This graph details the feedback on **WASH** that was received this week.



### Health Program: raising awareness on pneumonia among

#### children

Feedback received from the community indicates that some people share medication with their children. To help create awareness about this problem, Nile FM health program producer talked to IMC medical assistant and brought up the issue during a show that focused on pneumonia and colds among the children. The IMC doctor said that lung infections are caused by bacteria and asked listeners not to bathe their children late when it's cold. The official urged people who have children affected by pneumonia not to share medication and seek medical attention from qualified health personnel. ●



### CCCM Program: re-placement of Community Watch Group

#### members

Nile FM CCCM program producer mobilized CWG leaders to discuss the issue of youths working with Community Watch Group (CWG) who randomly beat up people and show no respect for elders and women. The leader of sector 1 of CWG said that a lot of feedback implicated CWG members as being involved in bad behavior. He added that they decided to investigate those accused and have them replaced with new ones who will carry out their work with respect of community members during the night patrols. He further explained that the new volunteers aged between 24 and 40 years of age would be trained in the coordination with UNPOL so they can have good night patrolling skills. ●



### Business program: handing over grinding mills to the commu-

#### nity representatives

Nile FM correspondent covered an event where Oxfam handed over grinding mills to the community representative groups at the organization's center in Sector 2 in the PoC. During the event, representatives of the four groups said they would work hard to safeguard the three grinding mills, put them to proper use by ensuring that no stealing or damage to the assets would take place. The guest of honor from UNMISS Civil Affairs urged the representative groups to handle the facility well so that the community members can benefit from them. The Oxfam representative thanked the groups for their patience in receiving the grinding mills. ●