

# Sudan Humanitarian Flash Update #3

## Community Concerns and Needs

Since the start of the conflict in Sudan on **April 15, 2023**, between the Sudan Armed Forces and paramilitary group the Rapid Support Forces, **over 3 million people** have been displaced to different **parts of the country, and neighboring countries, including Chad, Egypt, Ethiopia, CAR, and South Sudan**. As of **14 July 2023**, the **Ministry of Health** confirmed that at least **1,136** people had died, and an estimated **12,000 are injured due to the conflict**.

In **June 2023**, Internews collected **230** community feedback, perceptions, and concerns from social media in Arabic and English, highlighting various humanitarian and information needs from different states, notably **Khartoum, North Kordofan, West Darfur, and AlGezira states**. The data was sourced from various social media platforms, including **Facebook, Twitter, WhatsApp, and Reddit**.

### Trending Humanitarian Concerns/ Needs on Social Media, June 2023

- Reports of GBV cases and calls for support to survivors
- Missing people's reports
- Death of dialysis patients in AlGeneina, West Darfur, and calls for access to dialysis
- Community perceptions that humanitarian aid is being sold in markets and is not reaching people that need it the most
- Civilians calling for protection of their lives and properties

**34**

Posts collected from private accounts/groups

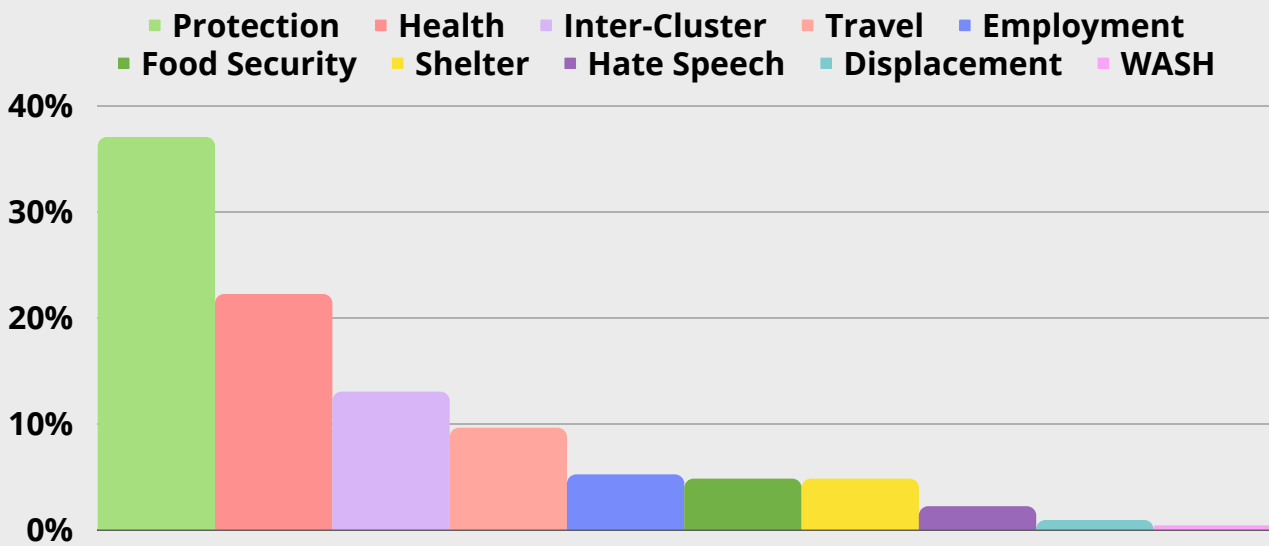
**196**

Posts collected from public accounts/pages/groups

In **June**, comments and posts about protection issues **surpassed health**, making it **the top humanitarian concern of the month**. Online discussions and posts about protection risks accounted for **37%** (80 posts) of the overall data, which is a significant increase from **May 2023** when protection concerns constituted about **23%** of total posts.

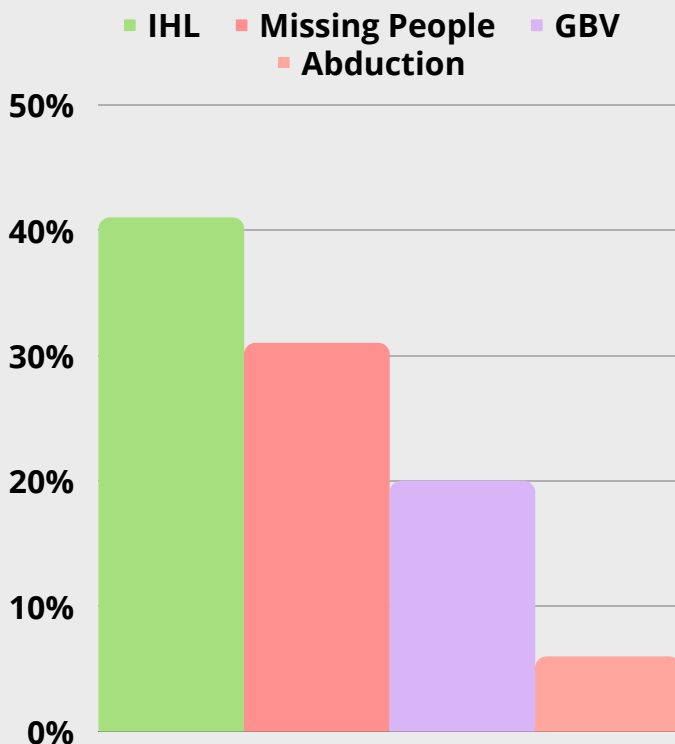
As the conflict intensifies, people continue to share reports of missing loved ones on social media. We have also recognized a new and concerning trend of armed individuals abducting civilians, and in one case demanding ransom from the family. This distressing development came to our attention through public posts shared by the Neighborhood Resistance Committees of AlUshar and AlHalfaya in Khartoum.

## Top Humanitarian Themes

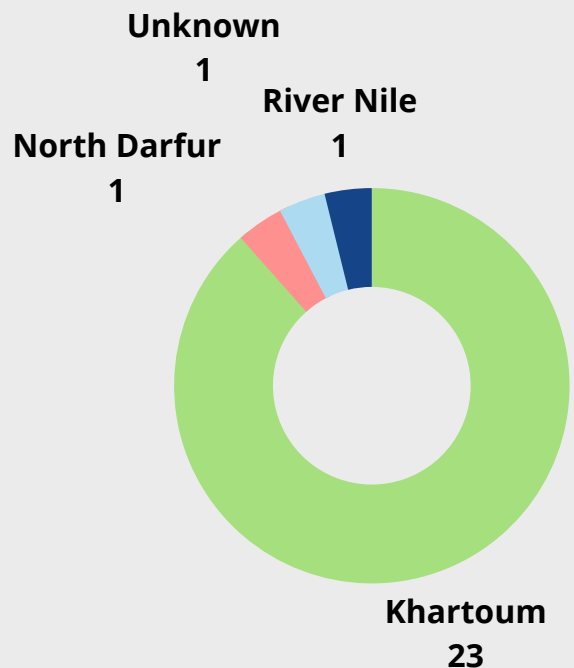


Social media posts about **dead bodies left out in the open in both AlGeniena, West Darfur and Khartoum** caused distress among community members. Because of the ongoing conflict, families and neighbors are unable to bury their loved ones properly, and at times insecurity results in delaying of burials. This has caused so much pain and anguish for the families. Online discussions have been drawing attention to the need to safeguard civilian homes and property, including factories and healthcare facilities. These topics continue to gain traction.

Within the first two weeks of June, **posts about gender-based violence (GBV)** were a key protection concern, with increasing calls for supporting survivors. On July 1st, 2023, the Ministry of Social Development’s Combating Violence Against Women Unit confirmed: **“the total number of sexual assault cases in Khartoum is 42, in Nyala is 25, and in Geneina, there have been 21 cases.”** However, the Unit and UN agencies have emphasized that this is most likely an undercount. Given that access to critical medical support is increasingly difficult for survivors, posts on social media primarily focused on seeking advice and support for the survivors and their families, such as medication, and contact information for a gynecologist and psychiatrist. One social media user noted the use of “panadol” as a form of birth control, signifying the difficulties survivors face in accessing care.

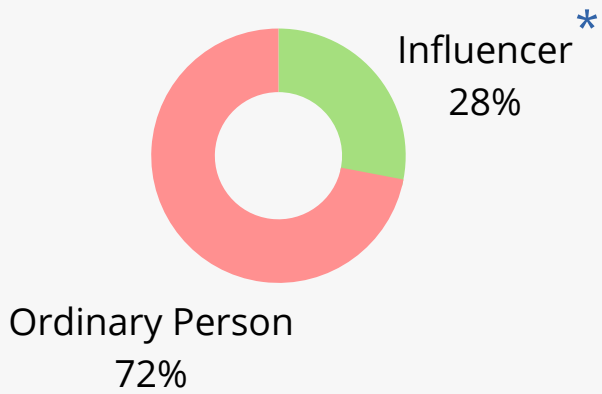


**Breakdown of Protection Concerns**



**Missing People by State**

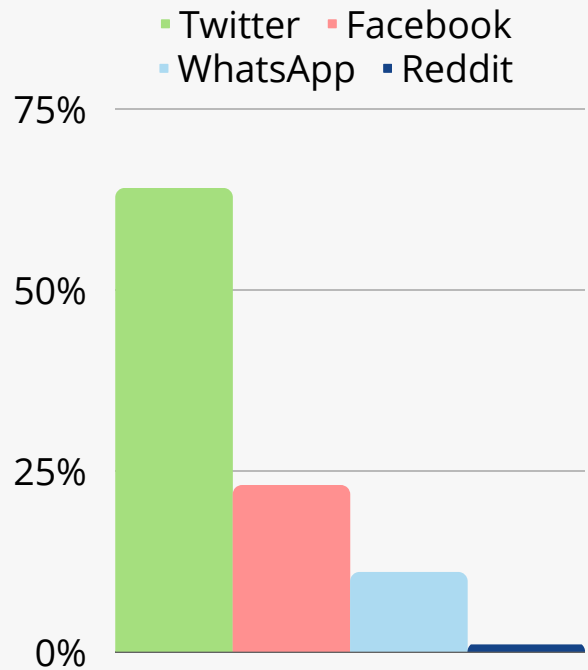
## Content Creator Type



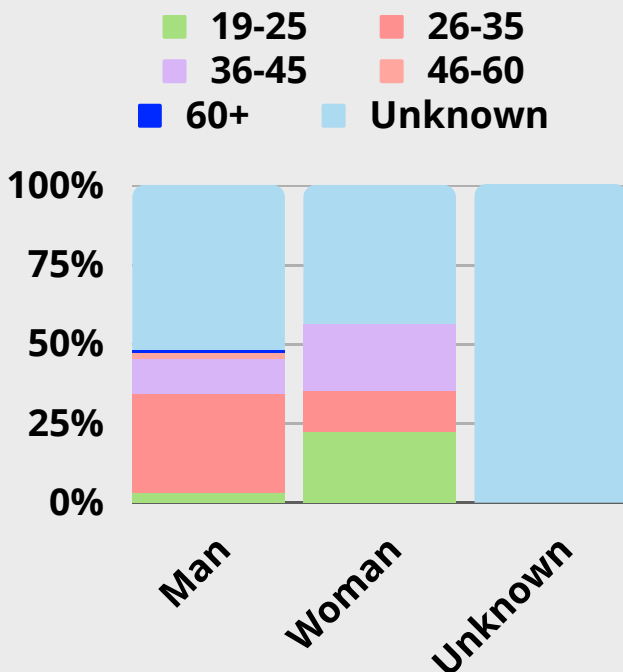
This is a breakdown of 230 social media posts and comments by content creator type.

\* Internews considers a user an 'Influencer' if they are an active user with a high number of followers.

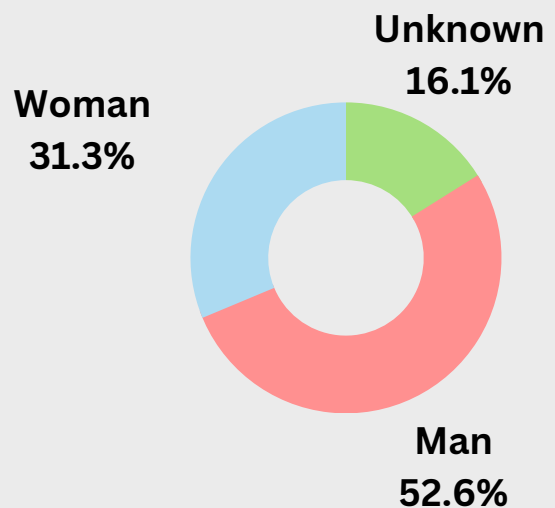
## Platforms



## Age vs Gender



## Gender



Although this chart illustrates the age and gender of those sharing humanitarian needs and complaints on social media, it may not accurately reflect the demographics of those who hold these concern.

# Healthcare Shortages

Among various themes, health continues to be a significant concern, accounting for **51 posts in June**, representing **22% of total data**. The conflict has resulted in significant challenges for the health sector in Sudan. In June, the key issues that emerged as a consequence of this conflict include **limited access to medicine, particularly treatment and medications for cancer patients, and those in need of dialysis**. The availability of dialysis services has been severely affected, posing a threat to the lives of people dependent on this life-saving treatment.

*A man from Alklakla, Khartoum on Facebook shared “Urgent, an emergency and urgent case, need for Kidney dialysis unit or hospital”.*

People with chronic diseases have specific medical needs, for instance, many struggle to find essential medications, like insulin and blood pressure medications. With supplies running out, patients who rely on these medications face potentially life-threatening consequences.

For example, *a man between age 36 and 45 from Kafouri, Khartoum shared on Facebook “Insulin need for a patient in Kafouri, he is very tired”.*



**“All dialysis patients in El Geneina have died....”**

*Woman, 36-45, Twitter, ElGeneina, West Darfur*



Northern, River Nile, and AlGezira states are experiencing a surge in the demand for healthcare, due to the arrival of people fleeing the conflict in Khartoum. The growing displaced population has led to stretching the already fragile health system across Sudan with limited staff and resources making it even more challenging to provide sufficient health services to the local population, as well as newly displaced people.

***A man from AlGezira shared on Facebook, "I am asking about a vascular specialist in Madani."***

**#Urgent \_ need, we need these medicines (OPTIMA CAST 6 BLUE, CASODEX 50MG 28TAB, ZOLADEX 3.6 SYRINGE (F)) for an older person in ElObeid.**

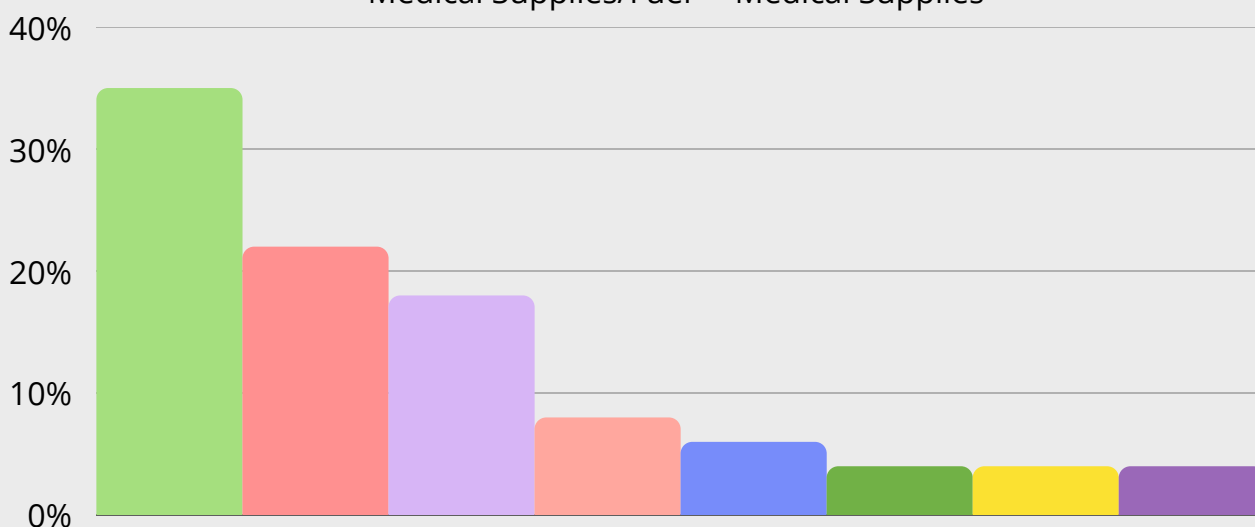
***Man, Twitter, ElObeid, North Kordofan***

**"...Urgent need, we need 3 blood bottles for a leukemia patient in Al-Zara Hospital in Madani. Since yesterday, there is no blood of her type (O-)..."**

***Woman, Facebook, Madani, ElGezira***

## Breakdown of Health Needs

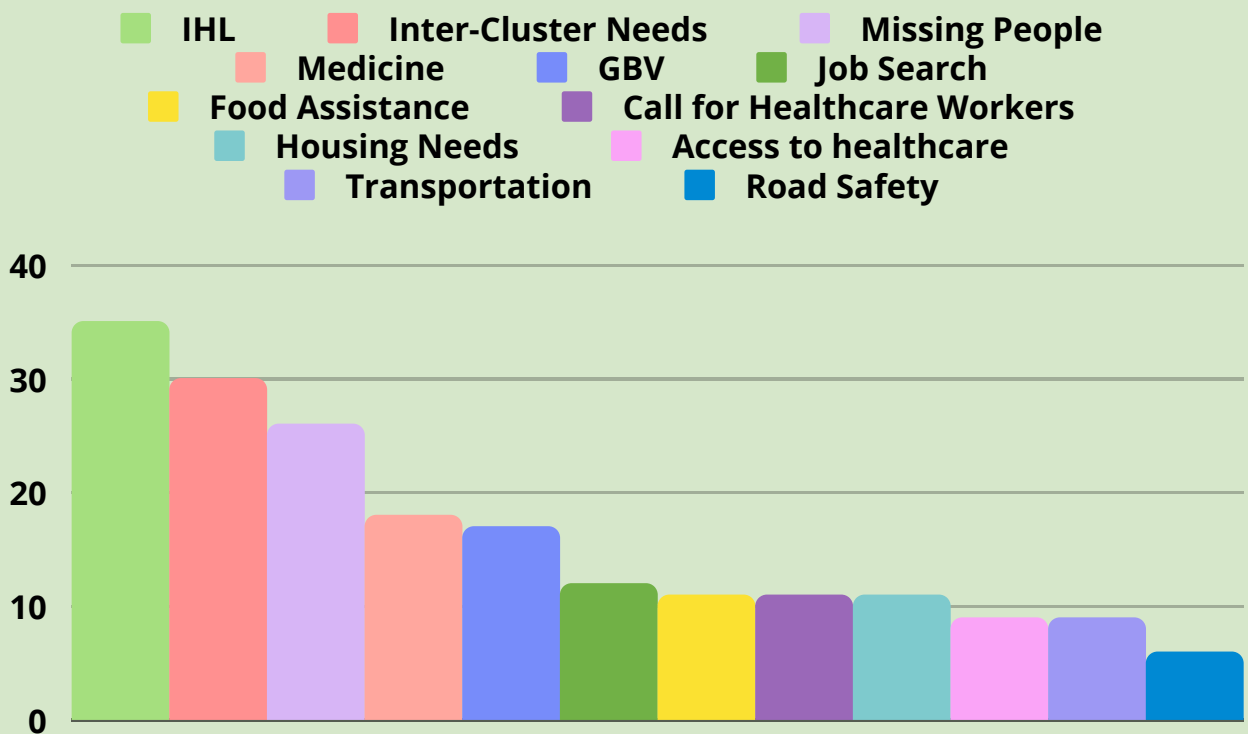
- Medicine
- Call for Healthcare Workers
- Access to healthcare
- Blood Donation
- Ambulance Appeal
- Medical Support
- Medical Supplies/Fuel
- Medical Supplies



Other issues that are also being raised on Sudanese social media are **appeals for ambulances**. The conflict has resulted in **increased injuries and medical emergencies**, making timely transportation to healthcare facilities a necessity. However, the limited availability of ambulances has created a reliance on regular vehicles for transportation to healthcare facilities. With rampant insecurity and pre-existing shortages of ambulances, people are forced to seek support from neighbors who serve as means of transportation for medical emergencies.

*A woman between 36 and 45 from AlGezira shared on Facebook: "An urgent need for an ambulance, a person with a bleeding head and needs surgery, from Omdurman to Madani"*


## Top Community Concerns and Needs




The top humanitarian priority for people affected by conflict was protection of civilian lives and properties, which falls under international humanitarian law (IHL) in the chart.

## Food Insecurity

The ongoing conflict in Sudan has led to **food shortages**, and many individuals and families struggle to access essential food supplies. The situation is worsened by increasing food prices and **a dire need for food assistance, with food support appeals** for vulnerable households, particularly those headed by mothers. A few social media posts highlighted the dire situation in **Tutti Island**, Khartoum due to the closure of a vital bridge connecting people in Tutti with other parts of Khartoum. The post highlighted that people were **“trapped”** unable to secure their daily needs for food. Other social media posts shed light on the closure of the **Halfya bridge**, which is vital for those fleeing the conflict in Khartoum heading north of Sudan.



**“Tutti is besieged, and people seem to be starving, due to the closure of the bridge and the prevention of movement...”**  
*Man, Facebook*




**“... we need food supplies. The house is empty of everything... sugar, rice, lentil flour, anything...”** *WhatsApp*



**“...Closes Halfaya Bridge and prevents citizens from leaving Khartoum...”**  
*Twitter*

**“We have a need for a widowed mother with 4 children who need food supplies...”**  
*Woman, Twitter*





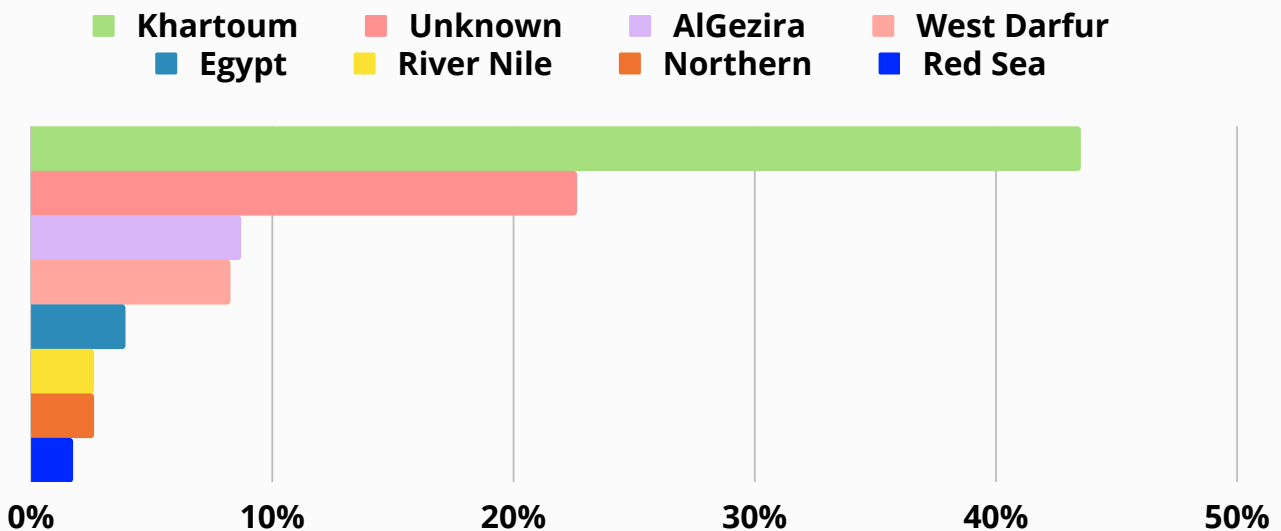
## Perceptions of Humanitarian Aid

People affected by conflict in Khartoum shared their perceptions about humanitarian aid. Some noted **they are not receiving any aid**, while others shared that **aid materials are being sold in markets**. Also, queries about who has received humanitarian assistance are being shared by some social media users to understand the reach of this aid. Humanitarian organizations and donors can address this information gap by providing more detail about the type of humanitarian support and services being provided, and which geographical locations they are reaching.

*"Aid has been sold in markets it's available in Port Sudan Souq and Sabreen Souq Omdurman"*  
*Man, Facebook*


*"I swear there is no assistance in the Thawart [Omdurman Thawra district]"*  
*Woman, Facebook.*

### Social Media Posts by State




We acknowledge that self-reported data sourced from social media platforms can be at times unreliable and it may not accurately reflect the demographics of their users. Digital access limitations prevent many people from sharing their needs and concerns in online spaces and the lack of data coming from some regions does not indicate a lack of need.

The conflict has resulted in a **severe and prolonged water crisis** in Bahri, Khartoum. The scarcity of water supplies in Bahri is linked to the impact of the conflict on essential infrastructure, such as water treatment plants, pipelines, distribution networks, and electricity. The absence of clean and safe water poses serious health risks, including an increased risk of waterborne illnesses and inadequate sanitation practices. This prolonged water shortage may have severe complications for the daily lives and well-being of the local population. Social media posts and firsthand sources have confirmed that since the onset of the conflict families have been obtaining water from the Nile and wells to fulfill their needs.



**"More than 50 days and the people of Bahri are still without water due to the breakdown of the Bahri water station, and...preventing workers from reaching it for maintenance .."**

*Man, Twitter.*



**"Is there any place in Khartoum other than old Bahri where there has been no water for 77 days and electricity is out for 58 days? So we can know whether this story is conditions of war, or direct targeting and deliberate?"**

*Women, Facebook*

**High rental prices** are affecting families fleeing the conflict in Khartoum in finding affordable housing options. Host communities are covering many of these pressing shelter needs by accommodating relatives, friends, and others in need of shelter. Posts on social media expressed their urgent need for short-term accommodation in Madani, like this post seeking support for a family coming from Khartoum via Kassala to Madani for medical support:

**"...We want a family to receive them until they complete tests, and because their circumstances do not allow them to rent an apartment..."**

*Woman, 19-25, Twitter*

**" Guys, if there is a place for one person for two weeks in Madani, this is very necessary "**

*Woman , 26-35. Twitter*

**"Required room or studio apartment for rent in #Gedaref at a reasonable price"**

*Twitter*

**" We want a house in Atbara or AlDamer for a family of 15 people.. In need to have an English bathroom and air conditioner because there are old people"**

*Man. Twitter*

Similar needs for housing were expressed in **Atbara, AlDamer, Port Sudan, and AlGedaref**. Individuals and families are seeking housing in these areas due to various reasons. Some families have been compelled to relocate after being forcibly displaced and pushed out of their homes. Some are looking for operating health facilities, or as expressed in one post in June, for other specific living requirements, such as the presence of "English Bathrooms" or "air conditioning" to accommodate older people in their family as expressed by a man on Twitter.

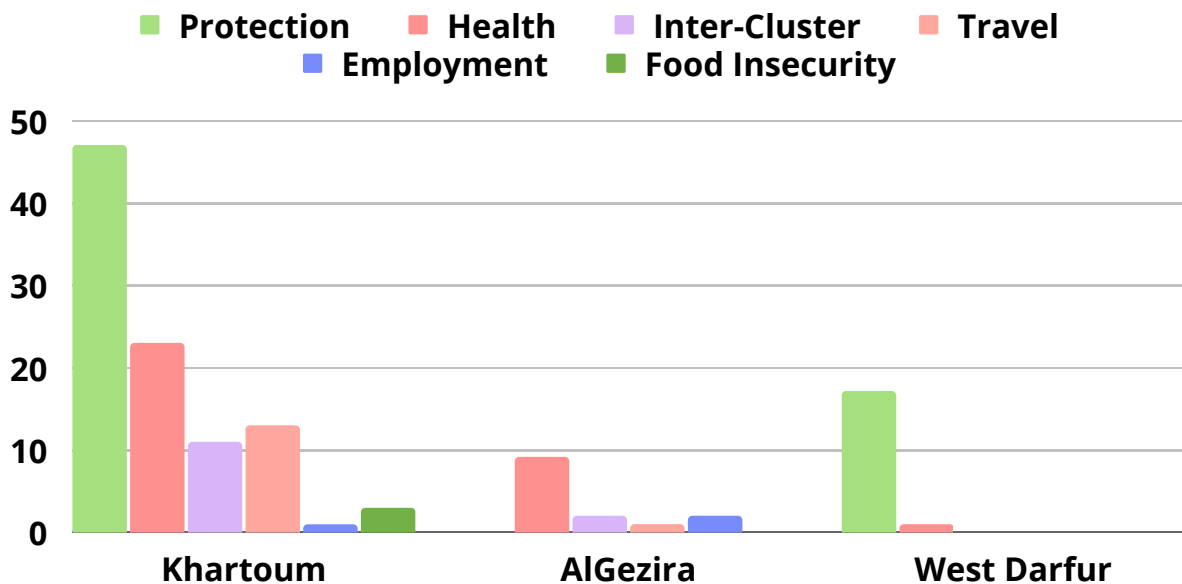
Additionally, one post highlighted the need for tents in certain camps:

**“...Aswar camp ...which has 2,103 people, and the Awda School camp, which has 1,084 people. These people are sitting in the sun, there are no good trees, and there is no shade..”**

***Woman, Facebook***

The appeal for providing tents or shade demonstrates the importance of ensuring basic living conditions and protection from harsh weather for camp residents.

## Social Media Themes by State



## Travel and Relocation Support

Social media queries about travel procedures, including **passport renewals and visa processes for Egypt and other countries, continue to be an information gap.** In addition, people **trapped or stuck in conflict areas in Khartoum** appeal to people living nearby to help evacuate them to a safer location within Khartoum or to another state.

As demonstrated by the social media data, people are still living in some neighborhoods in conflict-ridden areas in Khartoum and AlGeneina, despite challenging circumstances. However, exceedingly harsh conditions are making it difficult for them to communicate with others, and access vital aid and relocation support. People looking to relocate are searching for assistance or advice from social media. These individuals and families are mostly based in Khartoum and are looking for **buses and safe routes** taking them to a safer state. A few social media users were also looking to return to Khartoum to pick up their travel documents, and other important papers, like university degrees.

"A bus or Hiace is required for a family from Al-Qadisiyah, Sharg Elnile, to Al-Damer, White Nile, as soon as possible."

*WhatsApp*

Is the road safe for a small car from Wad Al-Bakhit to Omdurman to AlGedaref?"

*Man, Twitter*

"How's the situation in Almujahideen.. someone coming from Madani to take papers and go back, is the road safe?"

*Man, Twitter*

"A personal need!! Our father is old in the Kafouri 3 area he is sick and need medicines and there is no available food we need to get him out to Kosti, Madani Al-Hasahisa or Rifa'a If there is a person leaving please contact me"

*Woman, 26-35, Twitter*

## Livelihoods and Employment

Displacement has disrupted the livelihoods of many individuals, leading them to actively **seek employment opportunities** in different cities. People expressed their need for employment opportunities in **Madani, Atbara, and even among those who traveled to Egypt.**

Several individuals, including college students who are unable to complete their studies, are looking for job opportunities in order to support themselves and their families.

**"I'm looking for a job in Madani even if it's a day-by-day job.. I'll do anything..."**

**Man, Twitter**

**"I'm in Khartoum I need a job urgently, and of course, due to the absurd conditions of this war, there are no available jobs..."**

**Medical Student, 19-25, Facebook**

Individuals on Sudanese social media have also expressed their willingness to work outside of their fields of expertise, this willingness reflects the challenges they face in finding suitable employment opportunities.

**"Sudanese in Alexandria, I need a job, any job to cover my expenses, I'm running out of money. Help me with a retweet"**  
**Woman, 19-25, Twitter**

Displaced individuals may have skills and qualifications that are underutilized in their current situation. As a result, they are open to accepting employment in fields or positions that do not align with their educational or professional expertise.

## How can Social Media listening contribute to Accountability?

Internews' timely social media listening activities can help humanitarian organizations plan and adapt their programs and activities, to ensure they are responding to communities' needs and priorities and identifying harmful misinformation or information gaps. Listening attentively to people's concerns through social media, and understanding their priorities allows people affected by the conflict to influence and shape the humanitarian response to ensure it remains relevant and responsive to needs that are voiced. Social media listening is one way to ensure accountable humanitarian support is being provided.

## Internews Methodology

Internews' analysts gather feedback and concerns posted on social media by individuals affected by conflict and displacement in Sudan. The example posts featured in this report are representative of the most common concerns seen across the data set. All data is collected in the original language and categorized by theme to support analysis that aligns with and supports humanitarian coordination mechanisms and response.

This analysis is produced as part of the ARISE project, a collaboration between Internews, the Communicating with Disaster Affected Communities (CDAC) Network and Diaspora Emergency Action and Coordination (DEMAC).

To access the anonymized data set that supports this analysis, please contact Asia Kambal, [akambal@internews.org](mailto:akambal@internews.org).

[www.internews.org](http://www.internews.org)