

# Sudan Humanitarian Flash Update #4



10 AUGUST 2023

## INTRODUCTION

In **July 2023**, Internews collected **213 rumors, perceptions, and concerns** in Arabic and English from **Facebook, Twitter, and WhatsApp** shared by people affected by conflict in Sudan. This month, **health** surpassed protection as the top humanitarian concern, with appeals for medicine accounting for about **23% of the overall data**. In this edition of the Sudan Humanitarian Flash Update, we explore trends of displacements, community perceptions about humanitarian aid, and key information needs.

## TOP SOCIAL MEDIA TRENDS IN JULY 2023

1. Appeals for medicines, blood donations, and doctors across Sudan
2. OHCHR shares alleged reports of mass graves in Darfur
3. AlKalakla residents expelled from their homes and need transportation to leave the area
4. People searching for housing to rent in different states, like Sennar, AlGezira, and Red Sea
5. Fear of famine in Sudan, due to water shortages and the effects of conflict on farming
6. Bahri suffers from water shortages, and well water has become impure

**36**

posts collected  
from private  
accounts/groups

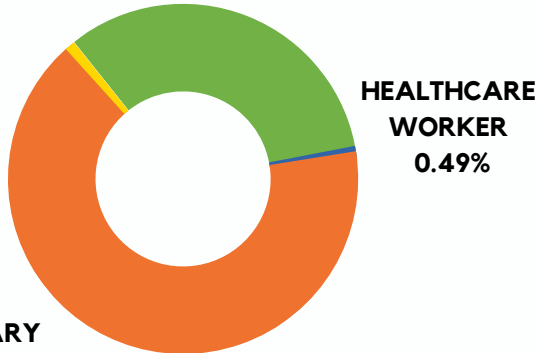
**177**

Posts collected  
from public  
accounts/pages/  
groups

## CONTENT CREATOR TYPE

**LOCAL/COMMUNITY LEADER**  
0.98%

**INFLUENCER\***  
32.68%



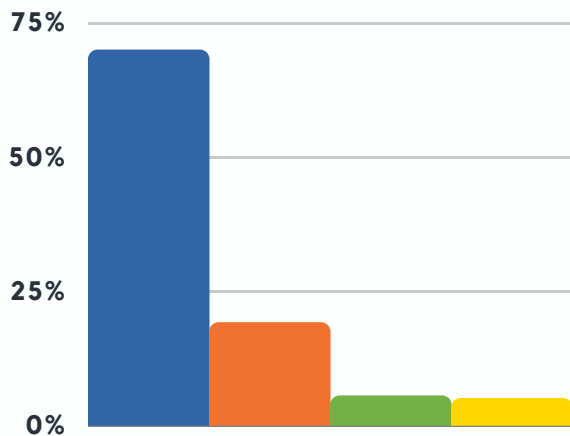
**ORDINARY PERSON**  
65.85%

This is a breakdown of 213 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.

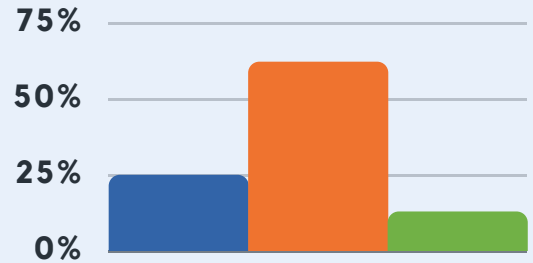
## DATA TYPE

■ SUGGESTION/REQUEST  
■ CRITICISM/COMPLAINT  
■ QUESTION  
■ BELIEF/OBSERVATION



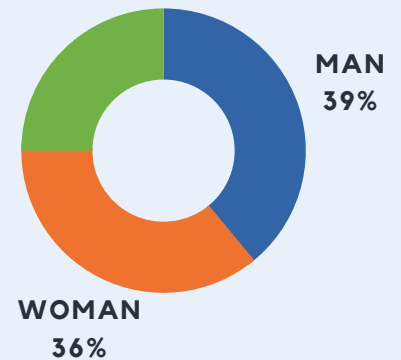
## PLATFORMS

■ FACEBOOK  
■ TWITTER  
■ WHATSAPP



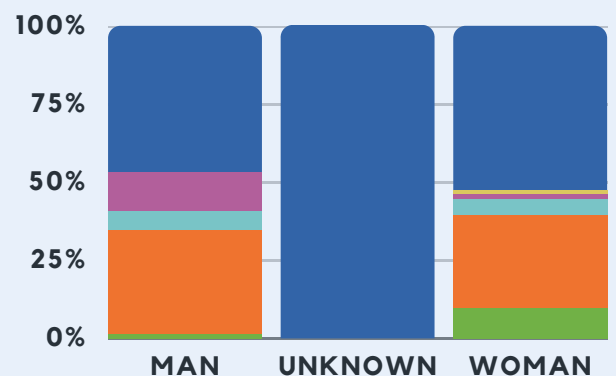
## GENDER

**UNKNOWN**  
25%



## AGE VS GENDER

■ 19-25    ■ 26-35  
■ 36-45    ■ 46-60  
■ 60+    ■ UNKNOWN



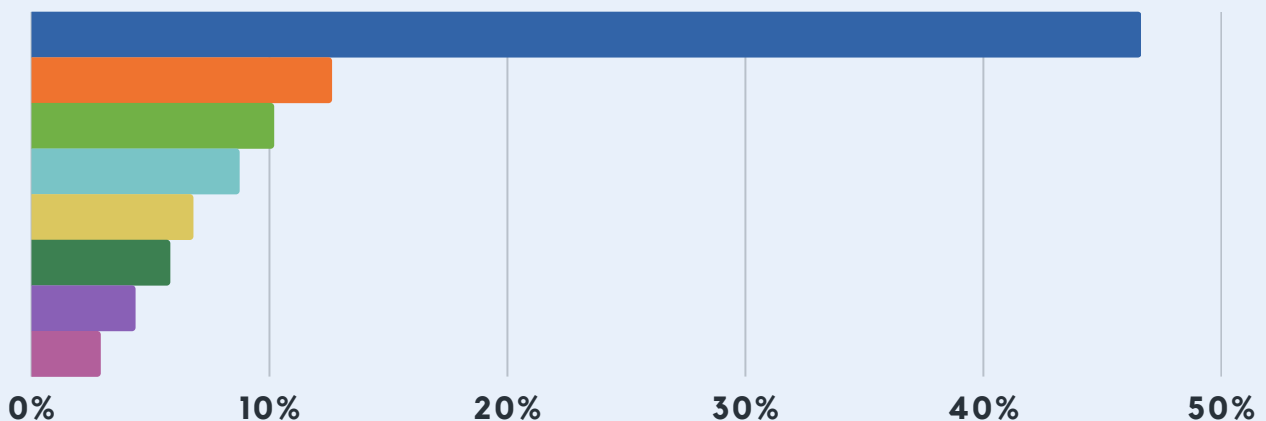
Although this chart illustrates the age and gender of those sharing humanitarian needs and complaints on social media, it may not accurately reflect the demographics of those who hold these concerns.

Health emerges as the top theme in July, accounting for 46% of the total data. The data covers prevalent health-related issues and challenges such as access to medicine, the need for blood donations for injuries, availability of medical supplies and healthcare workers, and mental health support. In July, both Zalingei hospital in Central Darfur and Medical Corps hospital in Omdurman were reportedly affected by the conflict. This image viewed 11,200 times on Twitter, allegedly shows a ransacked Zalingei Hospital in Central Darfur:



More images of the hospital were also posted on Zalingei's Resistance Committee Facebook page, "We appeal to the international community and humanitarian organizations to intervene immediately to save civilians".

## TOP HUMANITARIAN THEMES



## HEALTH SHORTAGES

Amongst other health concerns, the need for information on how to get medicine is a key priority for people affected by conflict. Medicine has been a social media trend since the outbreak of the conflict. A recent statement by the Sudanese Pharmacists Professional Association on Twitter highlights some of the challenges people face in accessing medicine:



“Patients suffer from difficulty in accessing medicines due to the danger of movement, and a large number of pharmacies are out of service as a result of being looted...”

Due to the scarcity of medicines and medical treatments in Sudan, some individuals are seeking medical assistance and medicines from neighboring countries such as Egypt. A post on Twitter says, “I have a medicine need for my mother that is not available in Sudan and is available in Egypt. Is there a person coming from Cairo to Port Sudan who can bring the medicine...?” This tweet exemplifies how Sudanese individuals are using social media to address healthcare needs.

Shortages of medical supplies and closure of dialysis centers have forced families to accept alternative treatments for their children, leading to tragic outcomes. This tweet shared by a woman between ages 46 and 60, reports the fatal effects of an alternative treatment in the absence of the needed medication:



“...Thirteen children with kidney disease...were subjected to a treatment protocol for adults as an alternative solution which caused them severe complications as a result of which they died.”

## HEALTH SHORTAGES

Social media is critical for both monitoring harmful health practices and providing accurate and reliable health information. On Twitter, social media users responded to appeals for medicine by sharing locations where specific medications can be found, offering to search for the medicine, and sharing an account that specializes in sharing medical needs. While on Facebook people interacted with these types of posts by sharing the names of pharmacies or hospitals where the medicines are available. For example, the below post was shared on Facebook, and in response, social media users interacted by specifying geographical locations where insulin is available, and contact numbers. Some people shared alternative medications for diabetics in cases where insulin was unavailable.



“An urgent need for unmixed insulin N&R, for a diabetic patient who has run out of insulin for a while, and started to see wounds...Does anyone have mixed insulin in the areas of (AlShajara, Abu Adam, Al-Azouzab)?!”

**Woman, Facebook**



“If he didn't find insulin, instead of stopping diabetes treatment, take metformin 800mg three times a day, or the mix called xigduo XR, which is a mix of dapagliflozin with metformin. This is better than only metformin.”

**Woman, Facebook**

On Twitter, individuals tended to retweet people's needs, whereas on Facebook, social media users were more responsive and offered solutions to posted needs.

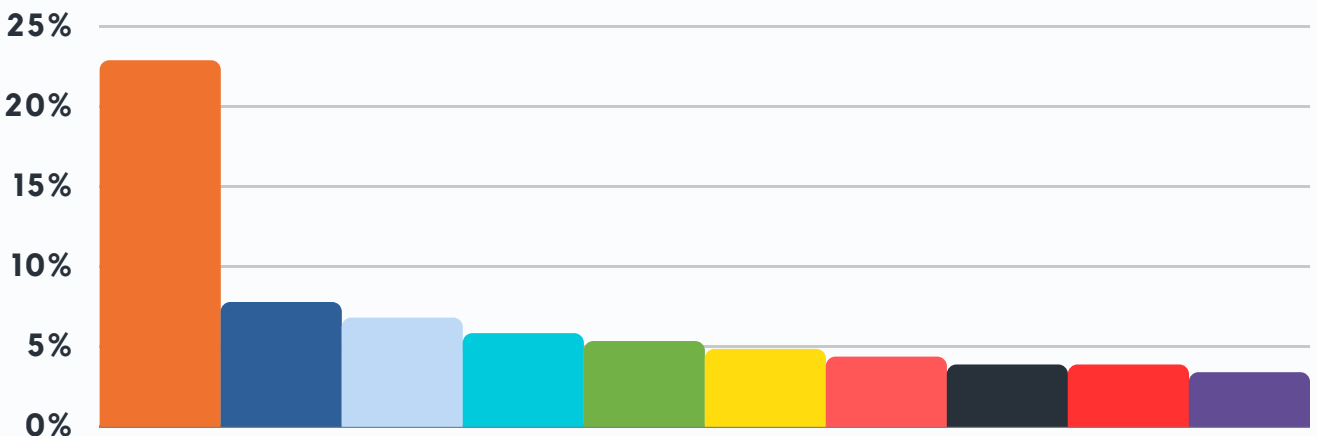
## HEALTH SHORTAGES

“#Urgent need for blood now.. Blood type - B For a surgery at the Health Insurance Hospital, Atbara...”  
**Man, 26-35, Facebook**

“Guys, we need a man who is coming from Omdurman to Hasahisa it’s very necessary, to bring with him cancer medication for a sick Woman...”  
**WhatsApp**

“Urgent Call, AlNaw Hospital, the blood bank department suffers from a severe shortage in the availability of blood and its derivatives, and we have an urgent need for blood type O- and all other blood types. Please everyone who can reach the hospital to donate is requested to come to the blood bank... #Volunteer\_Initiative\_AlNawHospital”  
**Facebook**

## KEY SOCIAL MEDIA POSTS



With the conflict impacting people's livelihood, some individuals are resorting to social media to look for employment opportunities.

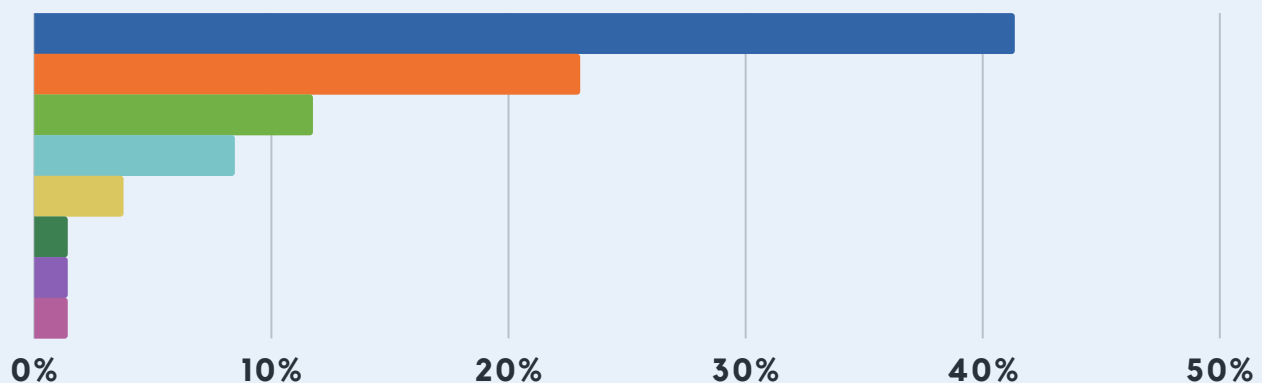
## NYALA TURKISH HOSPITAL AFFECTED BY CONFLICT

Social media posts expressed a distressing situation in Nyala, South Darfur, characterized by prolonged clashes leading to casualties and damage to infrastructure. The healthcare system is severely strained, with most hospitals out of service, leaving people without access to essential medical care.

“ A tweet shared by a man between ages 26-35 says: “#NyalaWar 23Jul...Clashes continue for the 4th day...using all kinds of heavy weapons. All hospitals are out of service in Nyala, apart from the Nyala Turkish Hospital, which is difficult to reach from northern neighborhoods...”

The Nyala Turkish Hospital, although operational, however is facing many challenges. A man on Twitter, between ages 26-35 noted some of the issues: “Turkish doctors at Nyala Hospital are complaining about the lack of fuel for the surgery generator and problems in disposing medical waste.”

### SOCIAL MEDIA POSTS BY GEOGRAPHICAL AREA



## KEY HUMANITARIAN NEEDS IN ALKALAKLA

On Twitter, social media users created the hashtag #Save\_ALKalakla\_AlQuba in Arabic (#انقذوا\_الكلاكلة\_القبة), after clashes intensified in the area. Social media posts have expressed valuable insights into the current situation in AlKalakla, south of Khartoum. The area is reportedly severely affected by the conflict and its residents are facing various challenges, including violence, forcible displacement, access to necessities, and lack of aid and medical resources.



"Residents of AlKalakla (south Khartoum) are being besieged, starved, expelled, and humiliated..."

**Man, Twitter**

People in AlKalakla have also expressed their frustration in not receiving intended aid despite being in a conflict zone. One AlKalakla resident shared:

"I live in Khartoum, AlKalakla AlQobba. Aid did not reach this area, nor in ALlaffa market either. I saw these aid cartons two days ago in Bahr AlQobba (Wad AlAqli). Small cartons with UN logo+ folded up fabrics and mattresses, they are displayed for sale by the immoral (a small number though)"

**Man, Twitter**



AlKalakla Resistance Committee posted on Twitter: "The past few days have witnessed...attacks on the two areas of Kalakla AlMunawara and Qobba... Looting, rape and forced displacement of defenseless citizens, assaulting most of the neighborhood's youth, and stealing citizens' cars".



## KEY HUMANITARIAN NEEDS IN ALKALAKLA

Undoubtedly this has caused immense suffering and fear among AlKalakla residents. Living under direct conflict has also impacted people's wellbeing and mental health, children have been especially affected.

“ A woman on Twitter, shared: “A house was raided...and a child died due to fear in AlKalakla”.

The conflict has also restricted movement. One post shared by a woman on Facebook appealed for evacuation support:

“ ...A large family needs to be evacuated caught in crossfire next to AlKalakla Grand Park going to White Nile ...they're 10 people including children...”.

Several social media users expressed their need for information regarding safe routes from AlKalakla to safer areas. Social media has been incredibly helpful in sharing information about safe routes, and evacuation support for people affected by conflict. However, the effectiveness of information concerning safe routes can be influenced by the accuracy of the information as well as its timeliness, as conditions on the ground can change rapidly.

“ Can you please ask for me about buses that travel to Northern state from AlKalakla?”

**Man, Twitter**

“ What is the safest road from AlKalakla to Madani? Is the road safe? What about roadblocks?”

**Man, Twitter**

It is worth noting that appeals related to the humanitarian situation in AlKalakla are primarily shared on Twitter. These appeals are shared by individuals, with a smaller number coming from influencers who are using the hashtag #Save\_AlKalakla (#انقذوا\_الكلاكلة) in Arabic. The way the community is engaging with these posts is by expressing prayers, as well as sharing and reposting the appeals.

The second most prominent theme in July is protection, representing 13.6% of the data. This theme covers concerns related to abduction of civilians, missing people reports, and reports about unburied dead bodies, and GBV cases. Reports were circulating on social media of unburied bodies in AlKalakla in Khartoum, alongside a Tweet shared by the UN Human Rights Office of mass graves in Darfur. An image allegedly showing a dead body in AlKalakla was shared from an individual account. The image appears to be credible, although we cannot verify the precise geographical location. This account often tweets about the conflict, and individual appeals for support.

Multiple posts on social media reveal several cases of missing people, mostly in Khartoum. The posts reflect the urgent need to locate these missing individuals and highlight the emotional toll on families and loved ones. To boost the visibility of their tweets, sometimes families resort to sending direct messages to influencers asking them to reshare their content.

Usually, family members and friends post from their individual accounts about their missing loved one, including a message and image. Even when shared from individual accounts on Twitter these tweets are reshared by others, to gain more visibility and hopefully some answers about the whereabouts of their loved one.

On Facebook, a group entitled “Missing - مفقود” established in 2019 with over 300,000 members was created by individuals who wanted to help families find their loved ones during the Sudan Revolution. This continues to be an important space where people post about their missing loved ones and seek support from others. Often posts about missing people on Twitter and Facebook are also reshared on WhatsApp groups.

## PROTECTION

In addition, another post on Twitter shared pictures of girls and women who were missing. Reports on social media have been circulating about women who have been subjected to abduction, human trafficking, and sexual violence.

This post from Al-Halfaya, Bahri, highlights one of these abductions:

“...An armed group stormed a house... assaulted the men in the house, and kidnapped two minor girls under the age of 14 and took them to an unknown destination...”

**Woman, 60+, WhatsApp**

Two other posts were shared about the abduction of a woman in Halfaya, causing fear and distress among the community. Halfyat AlMulook Resistance Committee called for an end to such actions:

“...We will not allow this approach, which has become a habit...recently in Halfaya”.

These posts on Sudanese social media not only reflect the trend of abductions during the conflict, but also demonstrate that individuals are using their peer networks as well as broader social media networks to gather information about the whereabouts and well-being of missing people.

## FOOD INSECURITY

Appeals for food supplies are mostly shared on behalf of families in need on social media platforms, which is a stark difference between these types of appeals and other appeals. Prior to the outbreak of conflict on April 15, 2023, it was uncommon to find appeals requesting food assistance on social media for individual families. The conflict has resulted in the disruption of livelihoods, looting of food supplies, and challenges in delivering humanitarian aid to those in need. There's a continuation of appeals for immediate food assistance to vulnerable families and individuals who are unable to access food due to the closure of shops and markets.



"#Aid actors: why's food aid not reaching people in South #Khartoum? Janoub Al-Hizam RC reports people dying of hunger. Urgent response is needed. If aid isn't reaching people in need perhaps it's time to rethink the distribution mechanism?"

**Woman, Twitter**



Some posts highlight the resilience and solidarity of local communities and resistance committees in responding to the food crisis. People are encouraged to share food and resources with their neighbors and those in need, promoting collective support and empathy.



"...We at Jenoub Alhizam Resistance Committees appeal to all Sudanese men and women to open their doors to the neighbors and the needy, to check on them within their areas, to revive the culture of collective breakfasts in the neighborhoods and homes, and to share what you have of food and drinking water among yourselves until the crisis ends..."

**Jenoub Alhizam Resistance Committees"**

**Twitter**



## FOOD INSECURITY

Insecurity has hindered agricultural activities, leading to the disruption of crop cultivation and food production in certain regions like Darfur. Posts on social media also draw attention to the situation of Eritrean refugees in Sudan, who complain of food shortages and inadequate support from humanitarian agencies.



“If famine does descend on parts of #Darfur in the coming months... the sort we now see in #Nyala—and #Geneina, #Kutum, #Kass, #Zalingei...and many other locations. Agricultural production is paralyzed, and convoys lack protection”  
**Man, Twitter**

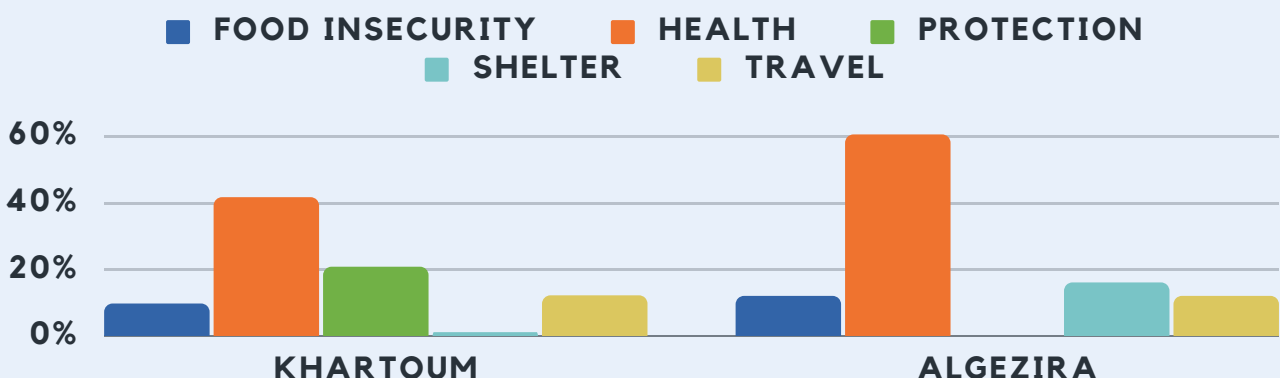
“No Cotton, corn, and all, the canal water is empty”  
**Man, 26-35, Twitter**

“AlGezira Project: We do not expect to grow cotton during the current season.”  
**Man, 46-60, Twitter**

“Sudan:- Eritrean Refugee in AlGedaref Sudan are dying every day due to lack of sufficient food...you can't give @Refugees 1kg of lentils for a full month!”  
**Twitter**



### BREAKDOWN OF SOCIAL MEDIA THEMES IN KHARTOUM AND ALGEZIRA



Social media data from Khartoum and AlGezira states accounts for about 53% of the overall data.

## TRAVEL AND RELOCATION SUPPORT

Information about safe routes and bus tickets for people fleeing or returning to Khartoum continue to be an information need.

On Twitter, a man offered his vehicle to a family in need of transportation to leave the city: "If there is a family that needs to get out of Buri or Abu Adam and they need a car to take them to Madani, Shendi, Atbara, or around these areas, there is a car that they can drive and take it with them... They can get the car out and they can travel."

This act of generosity is only one example of how people on Sudanese social media spaces are sharing what they have, and pooling resources to cover the need of others. In the absence of humanitarian action in some areas, community solidarity and mutual aid support have become vital to people's survival.

Several social media users were looking for information about a safe route to Khartoum. With reports circulating about the return of security in parts of Omdurman, people discussed on social media if they should return to their homes. Some social media users also inquired about the roads and bus tickets to Omdurman from other states, like Northern and AlGezira. Moreover, analysis of social media data reveals that information about travel procedures and the renewal of travel documents is a key information need for people affected by conflict and displacement.

“Excuse me, I wanted you to ask for me whether the road from Northern State to Omdurman is safe and the best way to return and is the road open in the first place?!”  
**Man, 26 to 35, Twitter**

“...Is there any news about entering Egypt through the security clearance?”  
**WhatsApp**



## IN SEARCH OF HOUSING

People continue to search for apartments and houses to rent in AlGezira, Red Sea, Northern, and River Nile states. Analysis of social media posts on housing, reveal that information about affordable housing options are a key information need. Some of those who shared their need for housing indicated that rental costs should be within a reasonable range. Some social media users are also seeking financial assistance to cover rent. Most of these posts were shared on behalf of families that recently arrived from Khartoum and do not have the resources to pay rent. With the rainy season, there are families who need to renovate their homes to protect them from the volatile conditions of the season.

Some families searched for organizations, philanthropists and individuals to provide them with financial assistance. Many thought they would stay a month or two out of their homes and return to Khartoum when the situation improved. But as their displacement persists, their financial situation has worsened and their need for external support has increased.



“💰🏠 Rent need

A chaste family arrived in one of the states a while ago. One of the brothers, may God reward him, paid them the amount of rent for the past months, but the amount has become beyond his capacity, and the family has nothing...”

**Man, 36-45, Twitter**

“...A family their house is completely destroyed. They need to restore the house to live a decent life with the autumn rains...”

**Woman, Twitter**

“🔴 Urgent 🔴 An urgent need for a family who came from Khartoum that are sleeping on the street and do not have money to pay to rent a house. To contribute xxx”

**Man, 26-35, Twitter**





## 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.

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