



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 humanitarians, 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

The Cold Is Coming!

Some members of the Kuerbona and Dera A villages say they lack blankets. They say the cold spell is soon here and the vulnerable in the area will be greatly affected. They are requesting agencies to provide them with blankets for protection against the cold in the winter season.

Adults in Kuerbona village, Bentiu

Water Shortage

Community members in Kuerbona and Bimruok village of Bentiu town reported shortages of water in their area. This has led to conflict between women at water points and exodus from the area. They are requesting agencies to provide enough water in their area.

Adults and Youth in Bentiu Town

Metallic Hazards

Adults in a listening group in Sector 3, 4 and 5 voiced concerns about iron sheets left behind by constructors. The pieces of iron sheets have cut both some children and adults in the Bentiu PoC.

Adults in Sector 3, 4 & 5 in Bentiu PoC

Padlock The Loos Please

The disabled in Sector 2 Block 6 expressed displeasure at people using their places of convenience. They say their latrines are being used by able bodied people yet they were prioritized for disabled. They are requesting for padlocks to secure the latrines.

Adults in Sector 2 Block 6 Bentiu PoC

Help! The Smell is Too Much

Members of a Listening Group in six blocks of sector 1 said that the latrines in PoC smell very bad due to lack of chlorine that can be used to reduce the stench. They say if they are provided with chlorine it will help stop the smell and possible disease outbreak. They said they mostly fear for the children in the PoC.

Adults in Sector 1 Blocks 1, 2, 3, 4, 5 and 6

More Benches For Classrooms, Please!

Pupils of Mal Primary School reported that they lack benches in their classrooms. They said that the benches are not enough compared to the number of pupils in the school. They are requesting for assistance from the responsible agencies.

Pupils in Bentiu PoC

Eating Utensils

The community in Kuerbona village of Bentiu town reported the lack of eating utensils in the area as a big challenge. They are requesting agencies to provide them with eating utensils in their area.

Adults in Kuerbona village, Bentiu.

Request for Chairs

Traders whose property got burnt in Sector 2 Block 10 market say they lack chairs. They said that all their property and money got burnt and are starting their businesses from zero. They are requesting agencies to provide them with chairs.

Traders in Sector 2 Block 10 in Bentiu PoC



Kondial FM Correspondent Talking to a participant from a youth training in Rubkona. Photo/Internews

153 Feedback Collected From

- Adults (over 35 years old) 10%
- Youth (18-35 years old) 86%
- Children (0-18 years old) 4%

Feedback Gathered Through 1,786 Interactions

- Listening Group 11%
- Information Officer 89%

Kondial 97.2 FM Weekly Program Highlights



PROTECTION SHOW

While appearing on the Protection Programme, IOM-CCCM Operation Assistant Johnson Gatlack Gallou advised people on how to handle fire. He said leaving fire unattended to or starting fires in open and windy conditions, lighting fire close to shelters or allowing children to carry fire around the neighborhoods causes accidents. The camp management official was on the radio to raise awareness on fire safety, control and prevention. On the same show a community representative Joseph Gattuor reiterated what Johnson said. He and the rest of the CHC members will ensure that fire accidents are minimised this year.



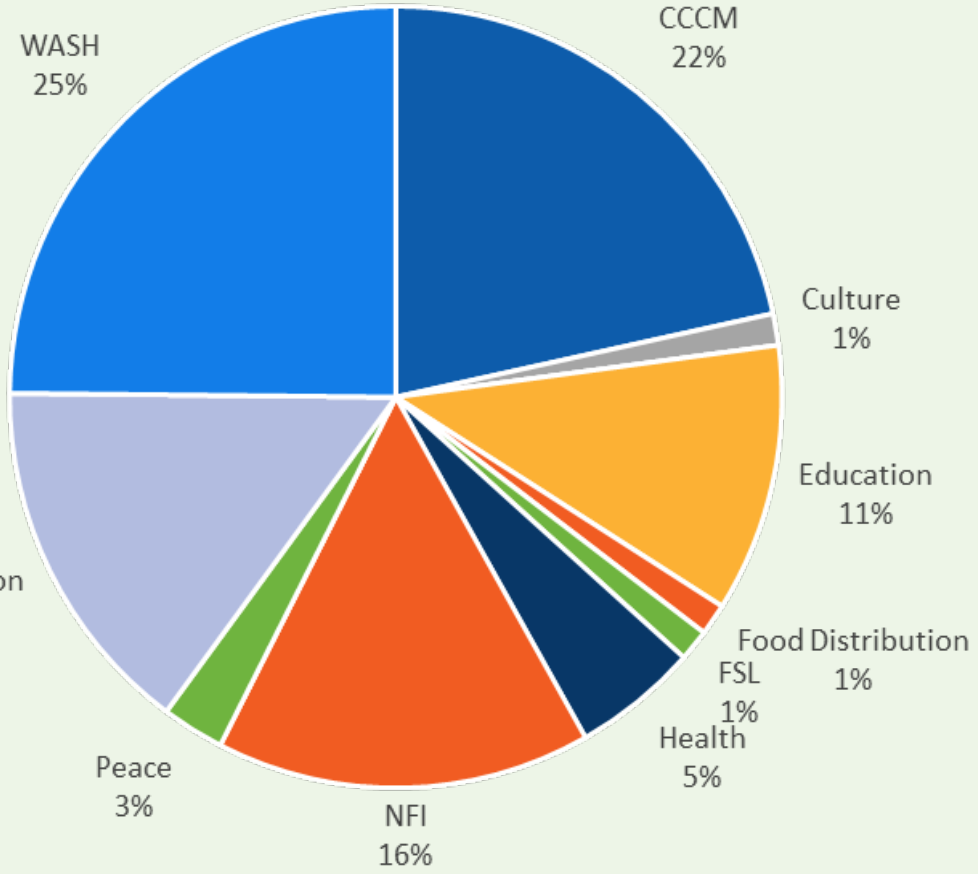
YOUTH PROGRAM

Forgiving each other and promoting peace was emphasized by several listeners calling in on the Youth Programme. Tang Dok Tuong, a youth from the PoC said that peace should start from homes, the neighborhood and community. He said discrimination and tribalism yields nothing positive and causes crime. He added that people should treat each other like brother and sister and in order to promote peaceful coexistence. John Lang Wal a member of the community added that sending children to school will help reduce crime in and out of the PoC.



Community Feedback Weekly Program Highlights Continued

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 pie chart below illustrates the overall categories in which feedback was collected this period.



HEALTH SHOW

A competition with puzzles selected by Nutrition Partners to raise awareness on how to breast-feed babies was aired on a live radio talk show. Concern Worldwide Nutrition Assistant William Wour Juoi told listeners on the Health Show that continuous breast-feeding of babies is the foundation of life. He gave out gifts of t-shirts to listeners who phoned in. Callers appreciated the organization for the gifts and the breastfeeding awareness.



AFTERNOON PROGRAM

Humanity and Inclusion provided walking aids to vulnerable people in Bentiu town. The flying team leader said that the organization distributed equipment to over 500 vulnerable people. The organisation distributed wheelchairs, walking sticks, urinal flasks, baby walkers, tricycles and chairs among others. During the distribution some of the beneficiaries told KONDIAL FM how happy they were with what Humanity and Inclusion had done for them.

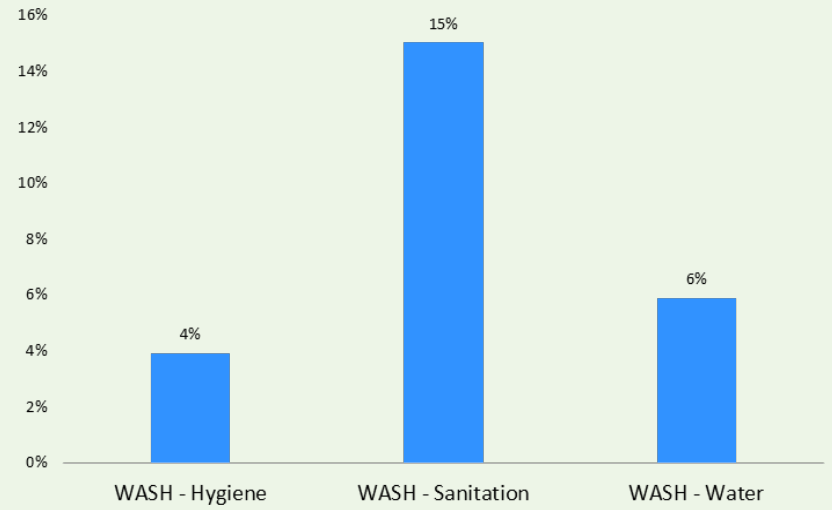


PEACE PROGRAM

People who wish to return to their homes will be assisted by UNMISS and the humanitarian agencies said Hiroko Hirahara, the UNMISS Head of Mission in Bentiu. This was during the peace day celebrations in Bentiu PoC. The PoC Community High Committee Chairperson Angelo Gatwich Gatluak said that the peace agreement has made them happy and given them hope to the return of their normal life. However, they are asking the humanitarians to help facilitate their return to their areas of origin and also provide them with services as they settle in.

WASH Detailed Feedback

This graph details the feedback by sub-category, for the most mentioned category on the left.





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 humanitarians, 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

Children send home from school
Some parents have reported that their children have been send home from school due to school fees. They said that they thought it's the role of the Education partners to pay teachers' salaries, so why are they expected to pay school fees and why are their children being send home from school.
Adults POC 3, zone G

Widows Lack Support From Agencies
some women of POC 3, said humanitarians do not support widows and their children in the POC. They asked agencies responsible for the vulnerable to take up the charge of assisting them.
Women POC 3, Zone F

Water Storage System
Community members in POC are requesting WASH partners to install big metallic tanks so that they can have enough water in PoC 1. They said big tanks can act as reservoirs in case there are delays in supply and will help reduce shortages of water in the POC.
Adults POC 1 Block E

Increase In Malaria Cases
A group of women in POC 1 said cases of malaria have increased among children and elders. They are asking health partners to provide them with medical attention.
Adults POC 1 Block B

Prevention Of Diseases
Some members of the community in POC 3 said health partners should organize a workshop to sensitize the community about prevention of diseases like cholera instead of using the "Walking Awareness". They said some of the people are not attentive during the "Walking Awareness" because they may be busy with other activities.
Adults POC3, Zone D

Light The Nights
Some residents of POC 3 said street lights that were provided by ACTED have all been stolen. They said there should be a way of preventing the stealing of the lights **as** they help them at night when going to **the latrine if** there is no moonlight.
Adults POC 3



BBTT community correspondent interviewing Nyakuoth Bayak, former women's leader of Zone H POC 3. Photo/Internews

This week BBTT collected 57 unique feedback:

- Adults (over 35 years old) 74%
- Youth (18-35 years old) 25%
- Children (0-11 years old) 1%

Data collected from 323 females (65%) and 123 males (35%) in PoC 1 (25%) and PoC 3 (75%).

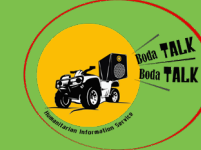
BBTT interacted with 355 IDPs through the following methods:

- Listening Group 40%
- Informal Meeting with BBTT Staff 60%

Boda Boda Talk Talk Weekly Program Highlights

Women Special Program
In our special Program on Women in the POC, BBTT talked to former Women Leaders in the POC to find out how their time in office had been and what challenges they went through. The women said though they ended their term well, there were many challenges and that they were not given the respect equal to their male counterparts in office. In an interview on the programme, IRC said that they are running some programs aimed at empowering women in the POC. The current Chairladies in both PoCs said they are working to address women issues in the community.

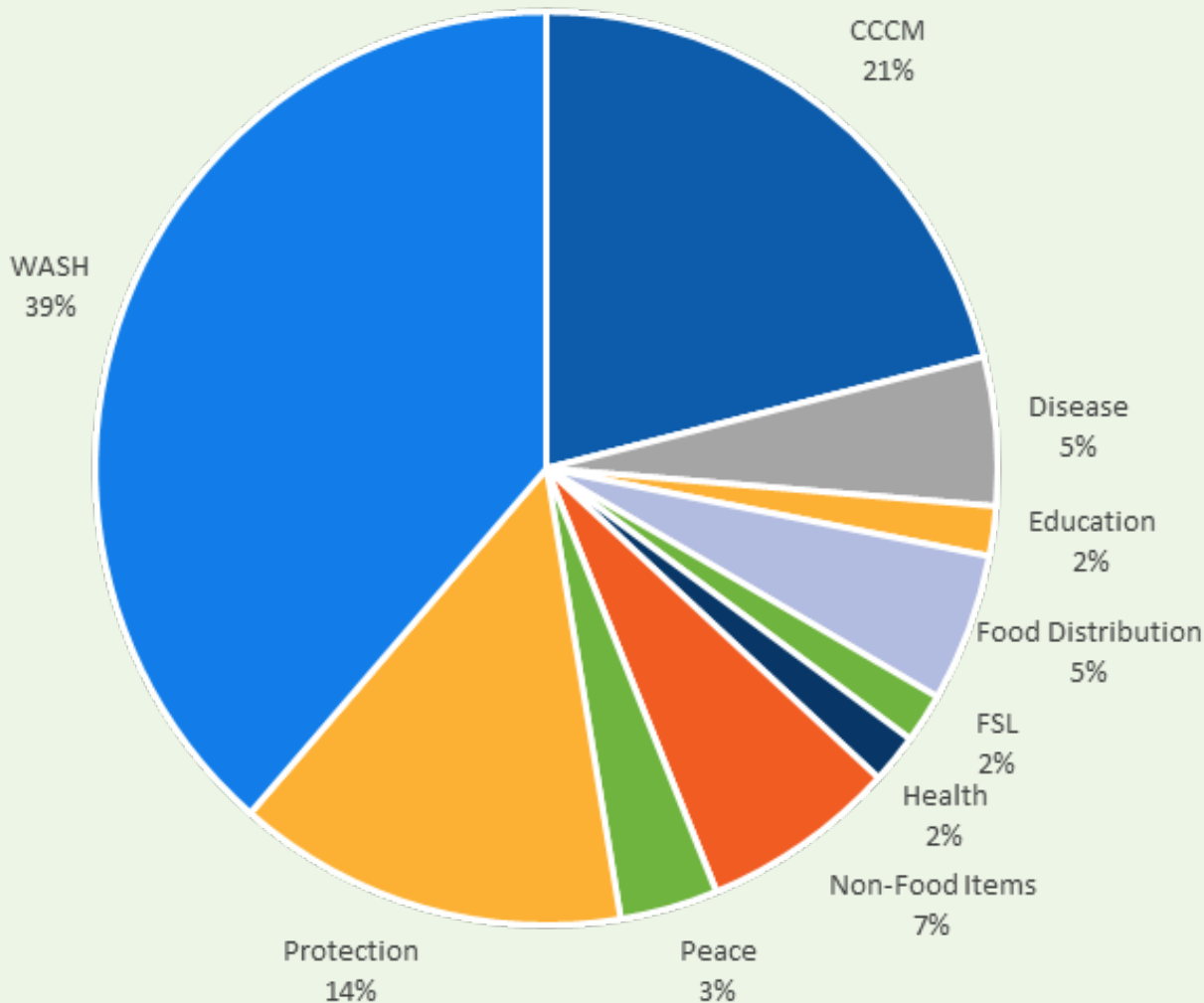
Special Program On Shilluk Culture
In an interview conducted by BBTT with some of the members of Shilluk community in the POC, the Chairman of Greater Shilluk said that they have managed to form a uniting body that governs all the Shilluk in UN House PoCs. An elder in the Shilluk community in the POC highlighted the marriage process according to their culture starting with the identification of the girl, the courtship, the payment of dowry and finally the wedding ceremony.



Community Feedback

Weekly Program Highlights Continued

Internews Juba 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 pie chart below illustrates the overall categories in which feedback was collected this period.



Theft At Night

In our program on thefts, the Community Watch Group Chief of Operations said that they are doing their best to ensure stealing is reduced in the POC. He said that they are always having night patrols with the help of UNPOL within the PoCs.

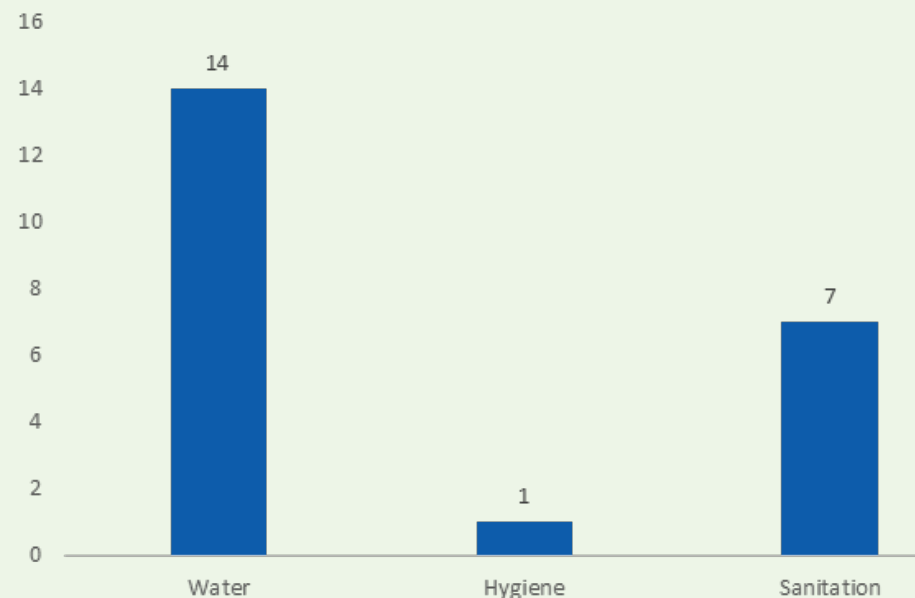


Firewood Collection

A group of women said they are not being escorted to the bushes for firewood collection. In our program last week we looked at how women who go to collect fire wood can be helped by the Protection Agencies. Meanwhile, Nonviolent Peace Force said that they are working at getting the approval from UNMISS and RRP so they can resume the routine of escorting women.

WASH - Detailed Feedback

These graphs detail the feedback on WASH that was received this week. 22 feedback were recorded on the topic, reported by 154 IDPs including 101 females and 53 males.





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What We Heard This Week – Feedback from the Community

Organize Peace Agreement Celebration
Residents in Sector 1 have explained to our listening group members that they support the South Sudan peace agreement celebrated in Juba. They are asking the NGOs and UNMISS to organize similar celebrations in the PoC so that the residents can express their happiness for the signed peace agreement.
Youths & Adults, Sector 2

Parents Praised Education Cluster
Parents of Class Eight Pupils told our Information Officer that they thanked the Education Cluster and UNMISS for the well-organized transportation of their children from the PoC to Malakal town to sit for the provisional examinations. The parents said the Class Eight girls were looking smart in their school uniform. They appealed to the Education Cluster to supply the boys with uniform so they can equally look smart like their sisters.
Adults, Sector 1, 2, 3 & 4

Respect Speed Limit
Residents of Sector 1 told our Listening Group that some humanitarian drivers are very fast on the PoC roads. They are concerned that driving at high speeds will cause an accidents particularly with children and the elderly who move slowly. The parents are asking DRC Camp Management to advise the drivers to maintain the speed limit in the PoC. Sector 2 residents raised the same concern to our information officer three months ago.
Adults, Sector 1 Block C

Increase Casual Workers' Wages
Casual workers with IOM WASH explained to our listening group that the amount of money paid to them in a month is not enough to cover their family needs. They are asking IOM to increase the monthly incentive so that they can meet their family demands sufficiently.
Youths & Adults, Sector 1 Block F

Thanks For The Gate, But...!
Residents of Sector 2 have explained to our Information Officer that they are happy with World Vision for fencing the food distribution area. However, they said World Vision should fix a gate to stop children from accessing the area because during play time they may injure themselves on the fence wire.
Adults & Youths, Sector 2

Help! Water Point Is Broken
Residents in Sector 1 Block B have told our listening group members that their water point broke three weeks ago and is still not repaired. They are asking WASH Water department to fix the tap so they can collect water in their block to avoid conflict with the neighboring blocks.
Adults, Sector 1 Block B



Nile FM Community Correspondent interviews IMC Nutrition Supervisor on health program at Humanitarian Hub. Photo/Internews

47 Feedback Collected From


- Adults (over 35 years old) 81%
- Youth (11-35 years old) 19%


Feedback Gathered Through 1,823 Interactions


- Listening Group 96%
- Information Officer 2%
- Focus Group Discussion 2%

Data collected from 1,059 females (58%) and 764 males (42%) in Malakal PoC. Most of the feedback (77%) came from Sector 1.

Nile 98.0 FM Weekly Program Highlights

 **Child Program: Raising Awareness About Fire Hazards**
Recently, a fire breakout in Sector 1 and some people blame it on children. A mother, Josephina James, while appearing on our Child Program reminded the community not to send young children to fetch fire to avoid setting the camp ablaze. This was in response to children claiming that some of their parents send them to fetch fire. Another mother, Nyaban Ogak added that those who smoke should extinguish the cigarettes before throwing the filter away. The participants on the program agreed that with the windy season coming, the community must be careful when handling fire.

 **WASH Program: Awareness About Unclean Water**
IOM WASH Department Hygiene Supervisor, explained to listeners on a WASH Program that they should not keep dirty water at home. Yohaness Dak, explained that once water has been used for cleaning utensils or washing clothes such water becomes dirty and should be poured. IOM is carrying out a house to house awareness campaign offering health advice to families to help them stay free from diseases.

 **Education program: Community Fundraising Initiative to Support Teachers**
On our Education Program, Sector 3 leader Emmanuel Tipa explained to listeners that the community has started receiving 50 SSP from each tent in support of



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

Build Our Capacity!

Youth appealed to humanitarian agencies to organize more trainings for them because vocational trainings provide skills which young people need for their future. They said that English courses provided by LWF would need to include more people if possible.
Youth, Ajuong Thok, Block 35

Sanitary Kits For Women

Women reported that a number of them were facing difficulties, especially during their monthly menstruation. They are asking the concerned agency to provide additional dignity kits to help them to maintain their hygiene.
Women, Ajuong Thok, Block 35

When Is The Next Merging?

Residents asked UNHCR to explain when refugee who missed the opportunity to be merged with their family members will be accorded the chance. They said that some people who came late missed the process and

would now appreciate an opportunity.
Adults, Ajuong Thok, Block 9

Dry Grass Is Dangerous

Residents in Ajuong Thok said that they would like to launch a campaign to cut grasses in the block. Dry grass poses danger by becoming a breeding ground for insects and snakes. They asked agencies to provide grass-cutting tools to enable them clear the surroundings.
Adults, Ajuong Thok, Block 9

More Mosquito Nets, Please!

Refugees in Ajuong Thok Block 35 say mosquito nets distributed to them are not sufficient. They said that each family was given one net including big families of 8 or more. They are asking UNHCR and health partners to increase the number of mosquito nets if possible.
Adults, Ajuong Thok, Block 35

Complain over lack of mosquito nets

Refugees in Pamir said they missed out on the last mosquito net distribution. They received their mosquito nets in

November 2017 and in their opinion many malaria cases in the block were due to lacking/damaged mosquito nets.
Adults, Pamir, Block 4

Premature Release of Children from Hospital

Mothers in Block 4 complained over the releasing of their children from health facilities before they fully recover. They said that families face problems in taking the children back to the hospital in the night once their health deteriorates at times leading to collapsing.
Adults, Pamir, Block 4

We Need Incentives!

Volunteers who were helping to maintain clean environment and hygiene in Pamir said that the responsible agency stopped giving them soap as an incentive. They said that they request for soap so they can continue with their services and that the incentive encourages them to do their job for their community.
Adults, Pamir



Refugees talk about importance of grass cutting to Jamjang FM correspondent during a cleaning campaign in Pamir. Photo/Internews

This week Internews collected 23 unique feedbacks:



- Adult (over 35 years old) 91%
- Youth (18-35 years old) 4%
- School Age (11-18 years old) 4%

Internews interacted with 282 people through:



- Listening Group 100%

Data collected from 194 females (69%) and 88 males (31%) in Ajuong Thok Camp (65%) and Pamir (35%).

Jamjang 89.4 FM Weekly Program Highlights

WASH Program: Refugees In Pamir Conduct General Cleaning Campaign

Arop Chris, DRC Pamir Camp Manager said that the purpose of the cleaning campaign was to maintain the environment clean. He expressed his gratitude to refugees for their role during the cleaning campaign. Belael Abdurrahman, Pamir Camp Chairperson thanked IRC and DRC for providing tools and encouraged the community to keep their surroundings clean adding that presence of high grass attracts snakes. Talking to Jamjang FM refugees in Pamir camp said that the cleaning would result in reduction of malaria cases as well as minimizing of the risk of snake and insect bites.

NFI Women Program: Distribution of Dignity Kits to Women in Pamir Camp

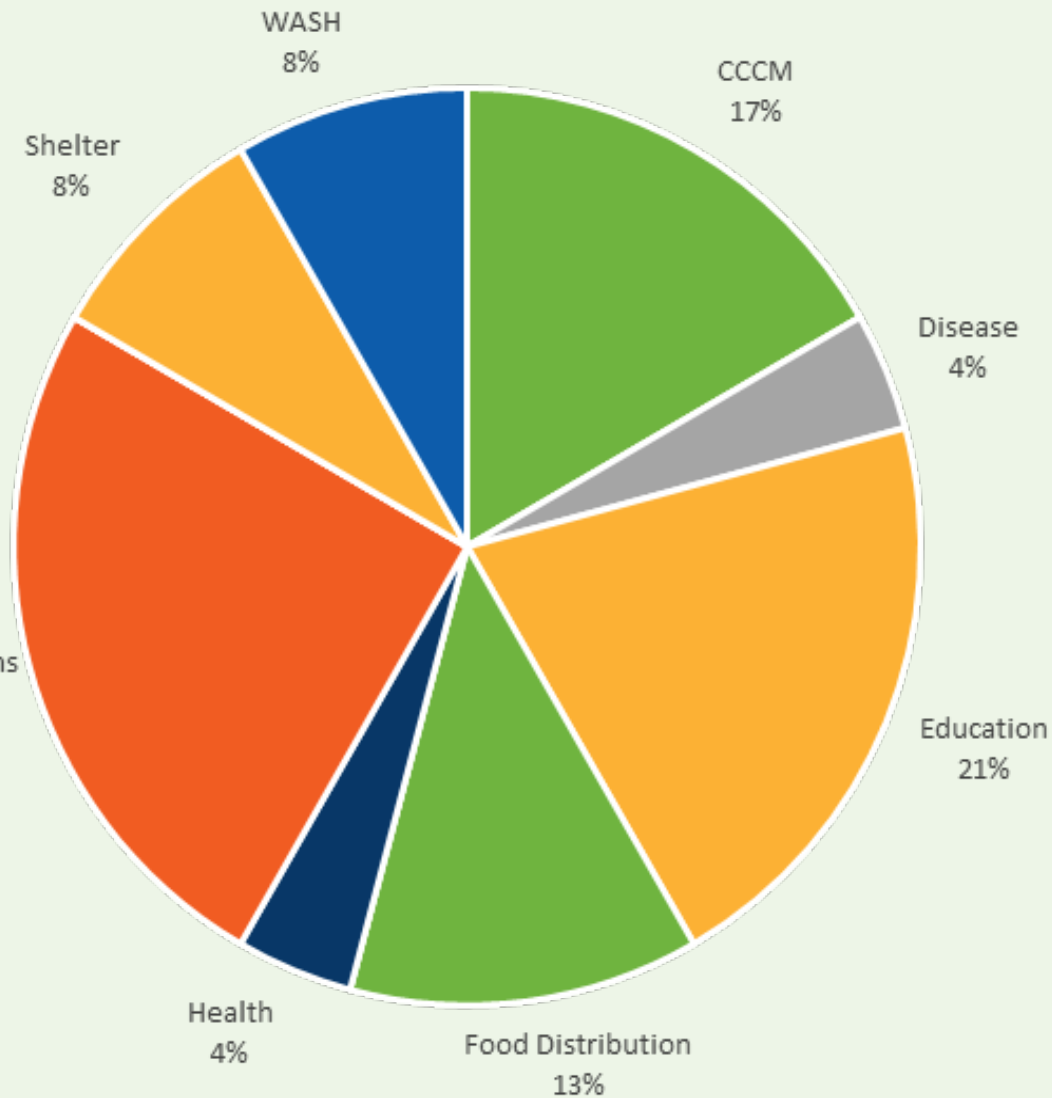
Hawa Tia, IRC Women Protection and Empowerment (WPE) Social Worker told Jamjang FM that their distribution targets women and girls from 12 to 49 years of age. She said that each woman and girl would receive a piece of red cloth and one soap. She appealed to the women not to use the red cloth as a curtain. Khamisa Babikir, a representative of the Pamir Camp Women Union expressed gratitude to IRC for the distribution of dignity kits. Jamjang FM brainstormed with many refugees in Pamir who had requested IRC to increase the quantity of dignity kits if possible.



Community Feedback

Weekly Program Highlights Continued

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 pie chart below illustrates the overall categories in which feedback was collected this period.



Livelihood Program: DRC Trainees Explain Making of Fuel-Efficient Stoves, Step By Step

Peter Ashut, the DRC FSL Officer explained the importance of Fuel Efficient Stoves – they are safe, consume less firewood and are environmentally friendly. He said that their trainers would be sent to the communities to show new trainees on production of fuel efficient stoves. Jamjang FM also spoke to Fatoma Khalil, Ajuong Thok Camp Women Chairperson who appealed women in the camp to use the stoves to reduce the rate of house fires and children getting burned.

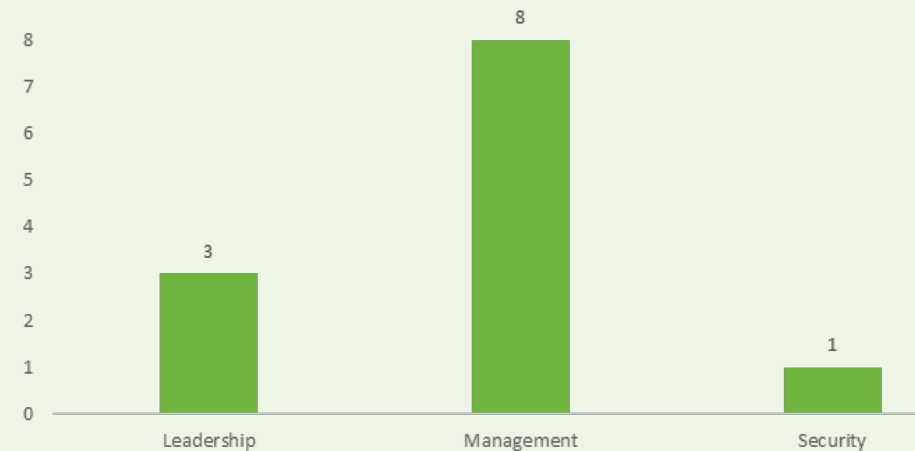


Peace Program: Citizens Hope for Sustainable Peace In South Sudan

Marbu Yong, a local community intellectual said that South Sudanese leaders should be obliged, diligent and eager for the implementation of peace agreement. He appealed the host community and refugees to cooperate and strengthen the ties among themselves. Jamjang FM also discussed with a number of refugees and locals from the host community in Jamjang who expressed their happiness and joy in relation to the peace deal. They said that the peace would enable them progress and achieve development. They appealed to government and the opposition to abide by the peace deal and be thorough in implementation of each and every article therein.

CCCM Detailed Feedback

This graph details the feedback by sub-category, for the most mentioned category on the left.





Community Feedback

Weekly Program Highlights Continued

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teacher's incentives. The community felt that the incentives teachers received from the humanitarians to running the schools is too little. The community would like to add its contribution to that of Intersos, World Vision and World Child Canada in order to encourage the teachers to continue teaching. Sector 1A Leader Joshua Obac, added that the collected money will be handed to Teachers Support Committee to distribute to money to the teachers.



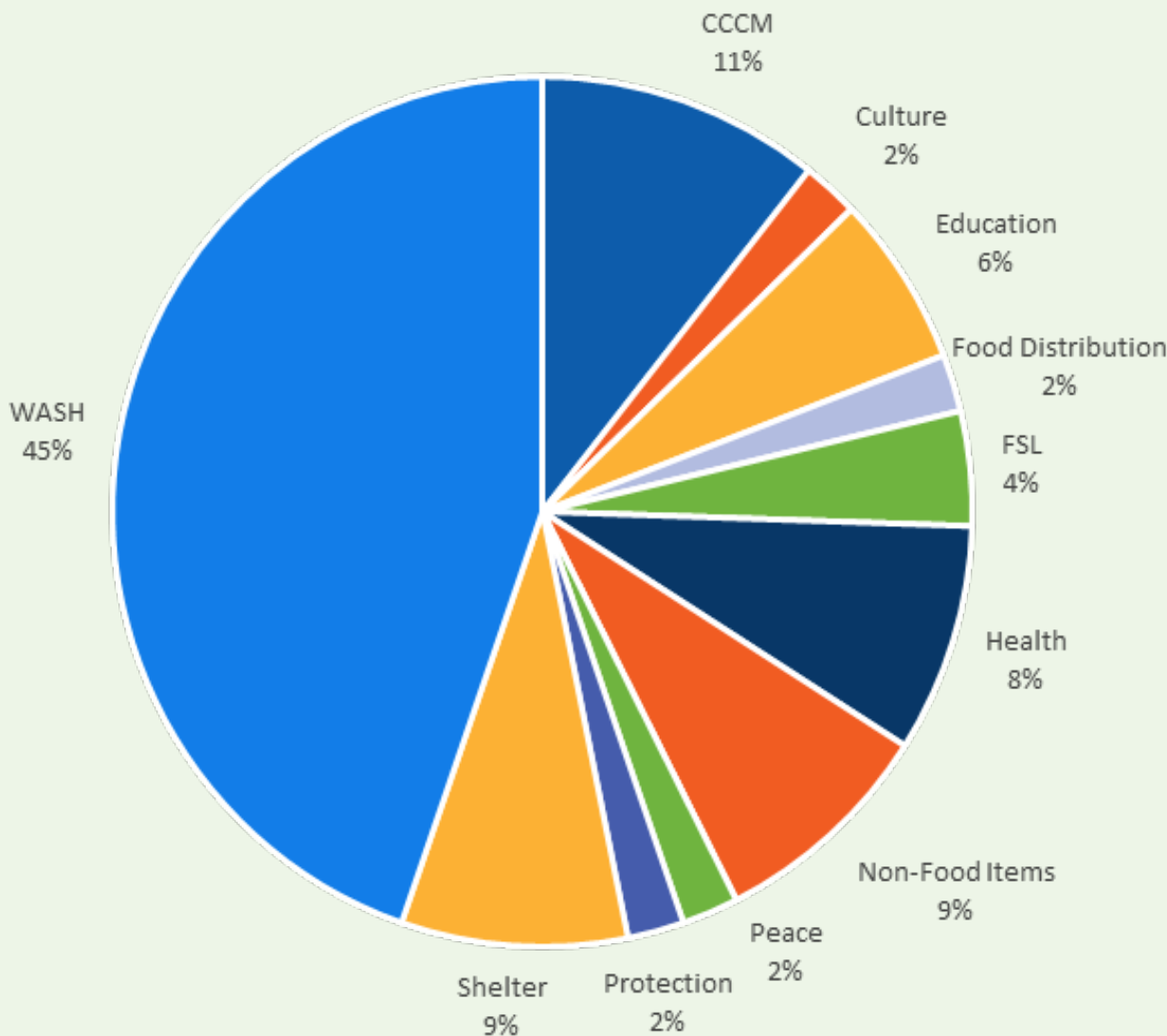
Health program: Care For Child Feeding

The General Supervisor of IMC Nutrition department Emmanuel Deng, explained to mothers on health program that care for a child starts at pregnancy through mother's feeding. He encouraged expectant mothers to feed well and have balanced diet to strengthen their immunity.



Protection program: Distribution Of Grinding Mill Cards to Elders

While appearing on a Protection Programme, the Danish Refugee Council (DRC) Protection Officer James Denis, said that the Protection Department distributed cards that will enable elders and people with special needs to grind their sorghum at commercial grinding mills.



WASH Detailed Feedback

This graph details the feedback by sub-category, for the most mentioned overall category from the chart to the left.

