Thanks For The Messages on Ebola!
Deng Gatkuoth Kam a resident of Bentiu PoC Sector 4 said when he heard about Ebola disease in Juba the information was quite scary. He appreciated Kondial FM together with the Health Partners for airing messages and programs about Ebola. He said the production by Kondial will help the listeners stay safe after learning how to protect themselves from the disease.
Under 35 years – Youths, PoC Sector 4

Help! Repair PoC Perimeters, please!
A Listening Group with women in Sector 3 Block 5 said that there are many holes in the PoC perimeter fence. They said the criminals use the holes to get in and out of the PoC anytime they want. They are asking concerned partners to repair the fence.
Women – Sector 3, Block 5 in Bentiu PoC

Good Job IOM and ACR
Adults and youth in Sector 1-5 in Bentiu PoC expressed happiness to IOM-CCCM and ACR for marking the football fields. They need IOM to continue with marking.
Under 35 years – Youths, Bentiu PoC Sectors 1 - 5

Control Speed, Please
Kondial FM listening group in Sector 3 Block 6 is concerned about over speeding drivers in the PoC. They said some drivers have failed to heed the call to reduce speed to avoid knocking pedestrians. They are asking agencies in PoC to advise their drivers to observe the agreed speed limit in the PoC.
Adults – Sector 3 Block 6 in Bentiu PoC

What We Heard This Week – Feedback from the Community

What A Relief
Adults and youth in Sector 4 & 5 in Bentiu PoC reported their appreciation to Kondial FM that they are happy with World Relief for introducing a Mobile Clinic. They asked World Relief to increase similar services.
Under 35 years – Youths, Bentiu PoC Sector 4 & 5

Lock The Loos
Kondial FM listening group with adults in Sector 5 Block 6 complained that latrines designated for the disabled are being used by able bodied people. They asked any concerned agencies to provide padlocks to keep away the people who are not intended to use them.
Adults – Sector 5 Block 6 in Bentiu PoC

Thank You WASH!
Sector 2 Block 8 residents are happy with IOM WASH for operating water points in the evening hours. They are requesting IOM WASH to keep it that way so that those returning from firewood collection have the chance to fetch water.
Under 35 years – Youths, Sector 2 Block 8

It's Good, Make It Better!
Adults in Sector 3 Block 6 are grateful for the health clinics near their shelters. However they feel the services at the facilities can be improved and are requesting agencies to improve the services.
Adults – Sector 3 Block 6 in Bentiu PoC

Feedback Collected From
- Adults (over 35 years old) 2%
- Youth (18-35 years old) 97%
- Children (0-18 years old) 1%

Feedback Gathered Through 1,477 Interactions
- Listening Group 19%
- Information Officer 79%
- Phone Call 1%

Kondial FM Correspondent interviews Sector 2 leader on peaceful coexistence between communities and humanitarian aid workers. Photo/Internews
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.

**CCCM HOUR:**
In response to complaints about PoC residents setting up shops on land meant for vehicle, Kondial FM produced programs and PSAs highlighting the need to vacate space meant for traffic. Appearing on a live radio show, Camp Management said they will dismantle all illegal structures. IOM-CCCM said the dismantling of the structures will be done by a team comprising UNPOL, UNMISS-RRP, CM and CWG to enable patrol vehicles move freely. However, the callers during the show said since they received training on business skills they have no option by to find space to set up a business in order to put their skills on use. The Camp Management team responded by requesting the traders to register their concerns at IOM Information Desk so that their concerns can be address in the best manner possible.

**BEYOND BENTIU RESPONSE (BBR) SHOW:**
The rise in malnutrition was confirmed by Michael Kiir Gatluak, Care International Nutrition Supervisor. Appearing on BBR Show, he said they have handled over 100 malnutrition cases in the last 4 months. Rebecca Nyajal a mother of a discharged baby appreciated the agency for its service. Other beneficiaries appealed to Care to continue its support to malnourished children.

**CCCM Detailed Feedback**
This graph details the feedback by sub-category, for the most mentioned category on the left.
**Peace and Security Program: Danger of short-cut roads to Yida**

Based on refugee feedback, Jamjang FM correspondents spoke to Biem Mading Bilkuei, CRA Officer who had explained that their role was to provide full protection to refugees in camps. Bolis Adam Kua, Head of Community Watch Group appealed to the refugee, especially mothers, not to use shortcut roads to Yida due to risks involved. Furthermore, Bith Kur, Ajuong Thok police inspector pointed out that the authorities legally prohibited the short cut roads to Yida.

**Women concerns addressed in coffee meetings:**

Women in Block 65 of Ajuong Thok camp requested women’s coffee meetings to be reinstated after being suspended. The women said that these sessions were giving them an opportunity to discuss and share ideas on domestic issues.

**Replacing broken water containers:**

Community in Ajuong Thok Blocks 21 and 37 asked if UNHCR was planning to conduct distribution of new water containers. They said, all the water containers in the houses are broken and need replacement.

**Availability of oil appreciated but worried if food continues to be delayed:**

Refugees in Ajuong Thok expressed their happiness with WFP for distributing oil after being missed in the last distributions. However, they requested WFP to keep general food distribution dates as planned and avoid delays like what happened with November's food distribution.

**Epidemic diseases awareness needed:**

Refugees in Block 65 of Ajuong Thok asked AHA to conduct awareness campaigns about Ebola disease saying that they were not aware of how dangerous this disease could be. They said it was only through Jamjang FM they had learned about the disease and some people got frighten.

**Dignified toilets needed:**

A number of refugees in Ajuong Thok shared that their toilets were in open because termites had consumed all grass fences covering the toilets. They requested UNHCR to provide them with plastic sheets so that they cover the toilets and stop going to the bush.

**Youth wants to be mechanic:**

Youth in Pamir refugee camp requested UNHCR to consult AAHI to increase the enrollment of the ongoing mechanical training. They said the training is important because the skills that will be acquired will increase opportunities of getting jobs and will also help the Youth to get into private sector so that they improve their living standards. On a related request, Refugees in Block 9 in Pamir said the criteria for training opportunities provided by IRC’s ERD program should be set at age 35 instead of 25 years of age so that some of them can qualify.

**Protection Program: Verification exercise to kick off in Pamir camp**

Jamjang FM team produced a prerecorded program about the verification exercise in Pamir camp as part of mobilization of community approach. In an interview with Sherif Elsharkawy, UNHCR Registration Officer affirmed the onset of verification exercise in Pamir. Sherif added that the verification would last for one month and has appealed the refugees through Jamjang FM to hurry up and do their process.

**Youth wants to be mechanic (cont.)**

Youth in Block 9 in Pamir said the criteria for training opportunities provided by IRC’s ERD program should be set at age 35 instead of 25 years of age so that some of them can qualify.

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**Health Program: IRC distributes medical boxes to the host community**

Jamjang FM health program covered the launch of medical boxes distribution to the host community carried out by IRC in collaboration with the state Ministry of Health. Karbino Kur Chabany, Director General of the Ministry of Health explained that the distribution of drugs was a 5-year program between IRC and the state Ministry of Health. He added that 240 health workers and 16 supervisors from 6 counties of Ruweng state were trained by IRC on drugs distribution. Kur appealed to the entire community of six counties to cooperate with the health workers for better provision of health services.

**WASH Program: Commemoration of the World Toilet Day in Ajuong Thok**

Jamjang FM team covered the first ever celebration of the World Toilet Day in Ajuong Thok camp. During the event Charles Kissa, Samaritan’s Purse WASH Program Manager encouraged the community to dig latrines and appealed to the community to clean their latrines to avoid diseases that could be transferred through flies. Patrick Okelo, UNHCR WASH Program Assistant pointed out that clean latrines guarantee healthier lives of people. He also appealed to the community to work hand in hand with humanitarian agencies to smoothen the provision of sanitation services. Jamjang FM also brainstormed with a number of people about the importance of latrines and would continue to raise awareness about health issues in the camps.

Internews Jamjang runs humanitarian radio station, Jamjang 89.4 FM in Ajuong Thok. The programs are largely based on feedback from community members, and insight from humanitarian organizations. Our main topics this week were:
Help! We need skills for modern agriculture

Farmers told our listening group members that they do not have the required skills for modern agriculture. They are asking Oxfam to train them so that they can produce food with surplus. They also want to know the skills of producing vegetables during winter so that they can supply the market with fresh food that will help them earn extra income.

Youths & Adults, sector 4

Reduce our effects for cutting distance

Residents of sector 4 communicated to our listening group members that they are no longer using their toilet at nighttime. They said there is a snake living in that toilet and they are afraid to use it. They asked WASH cluster to help them in putting something that can kill the snake. They said they have to go to use toilets in another neighboring blocks.

Youths & Adults, sector 4 block A

Drama Skills Wanted

Drama group's members have told our listening group members that they have a limited knowledge of drama performance. They asked VISTAS or any NGOs to train them on drama performance skills, so they can perfume their performance skills, so they can perfume their drama shows well to the community during the Christmas celebrations.

Youths, sector 1, 2, 3 & 4

Thanks for distributing the food on time

Residents of PoC have told our Information Officer that they are happy with the food that distributed to them by World Vision and WFP. They asked World Vision and WFP to keep continue the great work so they cannot suffer for missing their food ration for any reasons.

Youths, Adults, sector 1, 2, 3 & 4

Thanks for training us on Tailoring skills

Tailors who have graduated told our Information Officer that they thanks DRC protection department for training them with wealth skills in sewing. They said these skills would help them to work and find their families income for covering their family's needs. From sector two block V are extending their thanks to DRC for supporting them with tailoring machines, these were provided this year, however, they are asking for another support for tailors who did get the offer.

Youths, sector 1, 2, 3 & 4

Help! For getting, our own services cards

Residents who have left the PoC and returned back again. They told our Information Officer that they have to share food and other services with their relatives. Because in their absentee their cards services have changed and it is no longer working. They asked DRC Camp Management to find a way for re-register them so they can get their own services rather than sharing the services with their relatives.

Adults, sector 1

Punish people who steal the properties of others

Residents from four locations have explained to our listening group members that They said when UNPOL caught thieves they leave them free without punishing them. They asked UNPOL to punish the thieves who always steal properties of others. They think if UNPOL punished them they will not repeat doing the same thing once again.

Youths & Adults, sector 1, 2, 3 & 4

Women's & girls program: bread making for Christmas

As the holiday season approaches, Nile FM women's & girl's producer went to PoC to interview UNYDA women groups about their activities. Some women have said that they have 8 baking ovens which provided by Oxfam and UNYDA for bead making and get income from the selling the bread. However, the UNYDA Protection Officer Nyanbol Nyok said that women would benefit from the baking ovens by making bread to the women who are not from their groups by paying small fees for the bread making. Nyanbo added that this would help also the women to have enough bread in Christmas celebration.
Internews Malakal 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.

### Weekly Program Highlights Continued

#### Health program: HIV/AIDs awareness raising & prevention
As a preparation of HIV/AIDS which will be celebrated on 1st December every month, Nile FM brought Doctors from the World Health Organization and Health Link to raise HIV/AIDS awareness to the Nile FM listeners on a live health show. WHO Coordinator Emmanuel Timothy explained the ways that people can get HIV/AIDS. Dr. Emmanuel added that people could get HIV/AIDS through illegal sexual contact with an affected person, sharing sharp objects such as injection or needles which used by an affected person. However, the Health Link Coordinator Joseph Silvio added that HIV/AIDS could be protected by avoiding illegal sexual contacts with affected persons with the disease and avoiding sharing a used sharp object with others. Regarding this awareness WHO & Health Link doctors in their conclusion, they an advised the community and especially youths who are willing to marriage to make a voluntary check with their friend girl before a marriage because this will make both of them save from transmitting HIV/AIDS if one among them has it.

#### WASH program: Using toilets in a proper way
Following a complaints feedback from IOM WASH department that some community members within the PoC are not using the toilets in a proper way. Nile FM WASH producer mobilized some community members to propose on a WASH program what the right way people can follow to make toilets use in a proper way in PoC. Some people suggested that if IOM WASH department fill the hand washing containers with water on a daily basis, this could avoid people using a paper for the toilets. However, some community has mentioned that parents should a company their children when they go to the toilet so they cannot make the toilet dirty. In addition, IOM Hygiene Supervisor Yohaness Dak examined that community members can help them to have a cleaned toilet by using water when they visit the toilets. Dak added that the most important thing that people can follow it, is avoiding throwing the empty water bottles inside the toilets. This way will help them to discharge all toilets completely.
Water shortage again
Some residents in both POC 1 and 3 have reported that there is shortage of water in the POC. They are asking the partners to increase the supply of water in the POC. Meanwhile some of the residents said that the taps at the three water points are spoiled and need to be repaired.
Adults POC 1 Block D, J and POC 3 Zone J, D G & A

Resident starving due to food delay
Residents in both PoCs said they have run out of food. They are concerned that the reduction of food rations may have a negative effect while others have said the food should be distributed however small it is. “People are also suffering starvation due to food distribution delay. If the delay comes because of negotiations between food partners and beneficiaries, let distribution go on with the previous calculation. The new system will be applied in the next distribution if agreed”, “The delay of food is a problem. Some of people do not access food. Children and their mothers are suffering. They need that little food provided”. Adults POC 3, Zone B&F and POC 1, Block H

Incentives for cleaning latrines
Residents said people who clean the toilets should be paid more money to improve the hygiene. “Toilets are too dirty and smell too bad causing diseases to cleaners”. Residents are worried they too will get sick.
Adults POC 3 Zone C

Children burning grasses
Women in POC 3 have reported that small children are carrying matches around and are burning the grass near the towers. The women said this is totally wrong and unacceptable for the children to do so. They urge CCCM to order all parents to stop their children doing this.
Women POC 3, Zone C

Harsh punishment by N4
Some members of the community in PoC 1 said that people in N4 are inflicting heavy punishments on people who have been accused of wrongdoing. “Wrong doers are being punished too harshly and are beaten badly”. Cases have been reported of people being beaten to an extent where they can’t walk. The community is saying the punishment should be reduced. It can’t go beyond what a human can bear.
Youth POC3 zone D

Women need increase of items in the dignity kit
Some women in POC 3 are concerned that the items in the dignity kit are not enough. “If you get one panty that’s not enough to wear one for two day or one week without changing” they are urging IRC to increase the number on panties in the dignity kit.
Women POC 3, Zone E

Children Stoning UN and Humanitarian Vehicles
We have recently received feedback regarding children throwing stones at NGO vehicles. In response to this we interviewed TDH to find out why children play by the roads not at the child friendly space. TDH explained how their community outreach teams work in each block to teach children against bad habits such as playing in the streets. They also advised parents to help prevent against such antisocial activities by not allowing them to play on the roads.

Peace Agreement awareness
In last week’s feedback, some residents in the POC expressed happiness and hope that they may soon go back to their various homes. But they explained that they don’t have full knowledge of the content of the peace agreement. To help with this, BBTT interviewed the Organization for Peace and Development Agency (OPDA). The agency said they are working to engage the youth and the community to explain fully the peace agreement. OPDA said they have started by having an event where they distributed the copies of the revitalized Peace Agreement to the community.

What We Heard This Week – Feedback from the Community
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**Community Feedback**

- **Food Distribution**: 15%
- **WASH**: 25%
- **Protection**: 11%
- **Peace**: 4%
- **Nutrition**: 2%
- **Non-Food Items**: 7%
- **Health**: 3%
- **FSL**: 4%
- **Disease**: 4%
- **Education**: 8%
- **Culture**: 3%
- **Shelter**: 1%
- **CCCM**: 13%

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**Weekly Program Highlights Continued**

**Sports new rules in UN House PoCs**

Following last week's feedback regarding violence after football matches, BBTT's sports program examined the rules governing football teams in the PoC. Isaac Machar the president of the Sports Organizing Committee said that any team that will fight after a match will be suspended for a period of time. He added that they have suspended as a result of indiscipline.

**Persons with Special Needs**

BBTT produced a special program focusing on the services available for people with special needs. On the program, members of the community expressed appreciation for the help they received from Humanity and Inclusion. One person told BBTT that before it was not easy to walk around the POC, but after getting a wheelchair given by HI he is now able to go anywhere within the POC. Meanwhile HI representative said people with disabilities should not be treated inhumanely which is sometimes the case. They should know that they share equal rights regardless of their vulnerability and disability.

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**WASH - Detailed Feedback**

These graphs detail the feedback on WASH that was received this week. Eighteen feedback were received this week, collected from 78 females and 55 males in PoC 1 and PoC 3.