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 Nimaya Manasseh (nmanasseh@internews.org) or Team Leader Poul Tuor (ptuor@internews.org).

What We Heard This Week
Feedback from the Community

Lack of Women Centres
Adults in a listening group in Dhhorbuor and Pakur requested for a women’s center in their village to enable them to comfortably discuss their own issues like domestic violence, abusive relationships, monthly period, HIV/AIDS, teen pregnancies and more. They requested humanitarian agencies to construct a center for them.

Adults: Listening Group.

Soap Shortage
Community members in a listening group said that they don’t have washing soap. They requested for soap during the monthly distribution. The community is located in Dhhorbuor outside the Bentiu PoC. They asked humanitarian agencies to reach out to them and do the needful.

Listening Group: Females In Dhhorbuor

School Needed In Tong
Adults and youth in a listening group in Tong have said that their children no longer learn because Tong village in Rubkona County has no schools. They requested for temporary primary schools in their village so that their children can get education.

Adults & Youth: Tong Village, Rubkona County

Bring Food Distribution Centers Closer
Community member in Tong village said food distribution centers are far. They requested food agencies to move distribution centers to closer villages. In addition, they said that they lack health facilities to cater for their health needs.

Adults & Youth: Tong Village.

Request To Desludge Latrines
During an informal meeting, community members said that their latrines are full of waste leading to children and others to resort to open defecation in the block perimeters. They request desludging teams to help and empty their latrines to counter open defecation.

Adults: Sector 4 Block 2, Bentiu PoC

Fix Leaking Water Pipe!
PoC residents said that a water pipe is leaking as a result of a damage inflicted by an excavator working on the WASH corridors. They request WASH partners to fix the water leakage in Block 5 Sector 4.

Adults: Sector 4 Block 5

Vulnerable Appreciate Cash Incentives
Members attending an informal meeting in the PoC appreciated WFP and WHH for cash transfer increasements from 270 SSP to 340 SSP per individual biometric card. They said this will help them with grinding their grains and reduce risks of rape during firewood collection in bushes.

Elderly: Bentiu PoC

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Elderly: Bentiu PoC

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Adults: Sector 4 Block 5

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Kondial FM Correspondent
Interviews Nonviolence Peace Force Adolescent group during 16 days of Activism against GBV in Benki town PoC.

Photo@Internews
Humanitarian’s protection agencies have tirelessly supported the extremely vulnerable with in-kind and physical cash in Unity state Bentiu in order to improve their living conditions. Danish Refugee Council protection team leader talked about the general protection and services that they gave to the community in Rubkona, Koch, Mayom and Guit. He promised that DRC will continue supporting all categories of vulnerable people. The official said that they are ensuring that the vulnerable do not get exploited sexually. He added that the agency’s main objectives is to raise awareness in regard to protection services offered to people with specific needs (PSN).

Communities beyond Bentiu Protection of Civilian site are worried due to the constant revenge killings where many people have lost their lives in Unity state. During Kondial FM’s visit to greater Rubkona County, Tong Boma Head Chief said that many youth and adults were killed as a result of revenges. He said many people have now fled back to the PoC in search of safety from the killings. The Head Chief added that the killers run and hide in either government or SPLM-IO held areas after committing the crimes. He urged both sides to arrest the attackers because they are a threat to the peace agreement. During the same radio program on Kondial FM, listeners in Dhorbuor, Pakur, Ding Ding and Tong Boma appealed to humanitarian peace agencies and state government to eliminate revenge killings.

Adults and youth in Dhorbuor requested humanitarian WASH partners to carry out sensitisation on hygiene for both adults and youth. This, they said will help reduce poor hygiene in their area. Kondial FM pre-recorded a program on good health and hygiene both at home and their surroundings in the Bentiu PoC. A World Relief Health Supervisor said that good personal hygiene at home includes daily activities like working and playing and in the process disease causing germs may get onto the hands and under the nails. Washing hands before preparing or eating food, after going to the bathroom, coughing or sneezing, and after handling garbage, goes a long way towards preventing the spread of bacteria and viruses. He urged all traders and those running restaurants or eating places and salons to be cautious and avoid contamination of eats and drinks by dust and hair. PWoC leaders warned the restaurants workers and barbers operating in markets that those who will violate this message will be fined and repetition of the same mistake will lead to closure of their

### 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.

<table>
<thead>
<tr>
<th>Category</th>
<th>Feedback Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCCM</td>
<td>6%</td>
</tr>
<tr>
<td>Culture</td>
<td>6%</td>
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<tr>
<td>Education</td>
<td>6%</td>
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<tr>
<td>Food Distribution</td>
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<td>FSL</td>
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<tr>
<td>Health</td>
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<tr>
<td>Non-Food Items</td>
<td>6%</td>
</tr>
<tr>
<td>Protection</td>
<td>6%</td>
</tr>
<tr>
<td>WASH</td>
<td>39%</td>
</tr>
</tbody>
</table>

### Detailed Feedback

- **WASH - Water**: 29%
- **WASH - Hygiene**: 57%
- **WASH - Sanitation**: 14%
What We Heard This Week
Feedback from the Community

**We Need Security**
Inhabitants in Ajuong Thok raised concern over the issue of insecurity. One member said, four women were threatened by unknown gunmen while collecting firewood in the forests. They requested CRA to interfere and find solution to the issue of insecurity.

*Adults, Block 10*

**Big Farmlands For More Productivity**
Refugee farmers in Ajuong Thok said they are willing to increase their productivity in the coming cultivation, but lack big farmlands. They requested CRA to provide more farmlands to help them increase on productivity and promote food security as well.

*Adults, Block 10*

**Wheelchairs Will Ease Movement**
Parents fostering disabled children in Ajuong Thok raised concern that the wheelchairs that were distributed to the children are now worn out and unfit for use anymore. They requested the humanitarian agencies to provide new wheelchairs to disabled children to ease movement.

*Adults, Block 10*

**More Benches are Requested**
Students at Kandaca primary school said that some classes lack enough benches and some students sit on the ground. They asked the education cluster to provide benches to solve the shortage.

*Youths, Block 16*

**Kindly Include Our Children On Cards**
Mothers in Pamir camp raised concerns that when they go nutrition centers to receive flour, they are sent home empty handed. One woman said that 6 to 9 months old babies who are not merged in the family ration cards cannot receive nutrition flour.

*Adults, Block 18*

**More Women For Life Skills Trainings**
Women in Ajuong Thok asked IRC to engage more of their colleagues in life skills trainings. They added that those training would help them change their status of living.

*Adults, Block 8*

**Items For Business Startup Requested**
The elderly in Ajuong Thok said they are willing to do business but lack business startup items. They requested humanitarian agencies to provide them with business items to help them improve their economic status.

*Adults, Block 8*
PROTECTION: MEASURES TO BOOST SECURITY SITUATION IN THE CAMP
Several complaints and feedback have been registered by members of the refugee community. To respond to the concerns from the refugees, the deputy of CRA assistant commissioner, while appearing on Jamjang FM in a pre-recorded radio program said that they received many complaints from the refugees regarding the issue of insecurity along Jamjang and Pamir road. He added that they are working to ensure that security is provided to everyone adding that the plan for 2020 is to work hard with the agency in charge of camp management and block leaders to guarantee safety for everyone. Jamjang county commissioner gave assurances that he will direct the administration of Jamjang and Pamir police to deploy along Jamjang and Pamir road to bring insecurity under control.

EDUCATION: MECHANICAL TRAINEES GRADUATE
AAH-I with support from UNHCR offered free mechanical training to 24 youth from the refugee and host communities. On 10 Feb, while speaking during the graduation ceremony, AAH-I representative said that the youth were trained in mechanics and that they should go and apply the knowledge acquired to help the community. The UNHCR representative gave assurance that the agency will continue to support people with mechanical trainings to help the refugees and host community members to gain knowledge. Humanitarian agencies representative urged the mechanical graduates to help the community by putting their newly acquired skills to constructive use.

HEALTH: WHY IS BREASTFEEDING IMPORTANT FOR THE BABY’S GROWTH
A nutrition worker with AHA who appeared on Jamjang’s pre-recorded Health Program, said that breastfeeding is important for the child because it supplies all the necessary nutrients in the proper proportion, protects against diseases and infections and it is easily digested. Breast milk also enables babies have healthier weight as they grow. The guest urged the women to breastfeed their infants with the yellowish breastmilk right after birth to give them a healthy start to life.

With the help of Jamjang FM, the health official said that they have managed to create awareness in the community about breastfeeding.

HEALTH: UPDATES ON THE DIGNITY KITS DISTRIBUTION
Jamjang FM received feedback from women regarding lack of dignity kits. And as the result Jamjang FM interviewed IRC Women Protection And Empowerment (WPE) Deputy Manager where she said that the last distribution of dignity kits was in June 2019. She explained that the distribution is scheduled to take place after every six months but due to the shrinking resources and the issue of transportation, the distribution has delayed. She appealed to the women to be patient, distribution will take place.
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Request For Scholastic Materials
Schoolchildren in different two locations said they lack scholastic materials. They requested the humanitarian agencies to help and provide scholastic materials like exercise books, pens, and school bags before the beginning of the school term.

Dangers of Open Defecation
Community members said children are still defecating in the open spaces. They requested humanitarian agencies to help do more awareness about the dangers of open defecation. The awareness should be directed at especially the parents who can easily keep reminding their children that the practice can result in spreading disease like cholera.

HDC Appreciated For The Hand Lights
The elderly people in PoC thanked HDC for providing them with handheld battery-operated light. They said the item will ease their movement at night especially service locations such as latrines.

Thanks For The Adult Classes
Community members appreciated the IOM - Mental health department for establishing a class for adults in their center. They said that the class will help them learning educational issues and make them secure an educational background in future.

Thanks For The Children’s Games
Parents are happy with War Child Holland for providing more games for their children at their child-friendly space center. They said the games will attract their children to play at the center instead of playing on the roads or in the PoC drainages.

CWG Will Reduce Criminal Activities
Women in the community appreciated DRC for reforming the Community Watch Group (CWG) members in their area. They said the CWG will help a lot in reducing criminal activities, especially at night.

What We Heard This Week
Feedback from the Community

Control Speed!
Residents in different sectors in the PoC said that there are some motorbike owners who do not respect the speed limits in the PoC. They requested the concerned agencies to put to task motorcycle riders to reduce their speed while riding through the PoC to avoid causing accidents to especially for children who play along the roads.

Elders, Location: Sector 2 & 4

Children, Location, PoC & Malakal Town

Youths & Adults, Location: Sector 1, 2, 3 & 4

Youths & Adults, Location: Sector 1 Block C

Youths & Adults, Location: Sector 2

Youths & Adults, Location: Sector 1 & 2

IOM Medical assistant speaking to Nile FM correspondent on health program - Photo@Internews

This week Internews collected 72 unique feedbacks:
- School Age (18-35 years old) 10%
  • Youth (19-35 years old) 36%
- Adults (36-60 years old) 44%
  • Elderly (Over 60 years old) 3%

Internews interacted with 453 people through:
- Listening Group 100%

Data collected from:
- 184 females (41%)
- 269 males (59%)

- • CWG Will Reduce Criminal Activities
- • Youths & Adults, Location: Sector 3
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**Nile 98.0 FM**

**Weekly Program Highlights**

**EDUCATION PROGRAM: PREPARING SCHOOL CHILDREN FOR THE NEW ACADEMIC YEAR**

In preparation for the opening of the new academic year 2020, some community members shared their opinion on the Nile FM’s education program on how families especially parents should prepare their children before the school registration started. A community member said that family members and parents should ask their children especially those who are in class 6 to 7 about their school needs which will help both parents and the children to plan well. Another member of the community suggested that one of the parents or family members should accompany the children to school for registration if it’s their first time. She added that this will guarantee that children are registered with the correct names and spellings. The Intersos teacher encouraged parents to be serious about the future of their children’s rights and register them on time before the deadline for registration.

**PEACE & RECONCILIATION PROGRAM: AVOIDANCE OF LANGUAGE FOR PEACEFUL COEXISTENCE**

Some community members, while talking on Nile FM’s, Peace & Reconciliation Program about use of bad language while interacting, they said that for peaceful coexistence to prevail, it is important to desist from using abusive language. A community member said that everyone in the community should exercise peaceful interaction with his or her brothers and sisters and that whenever misunderstandings occur they should talk politely and avoided bad words. He added that the process can foster respect between community members. Another member said that community members must use the words which express peace and social co-existence in the community. A mother in the community added that people should forget the past and start afresh and each one should forgive their brothers and sisters and work collectively to achieve social co-existence.

**WASH PROGRAM: GENERAL LATRINE RENOVATION IN POC**

After assessing all latrines in the PoC, IOM-WASH embarked on renovation of the dilapidated facilities in all sectors. While appearing on Nile FM, the IOM hygiene promoter explained that the renovations will cover damaged latrines in all sectors in PoC. IOM hygiene promoter urged community members, the block and sector leaders to take good care of the latrines and stop children from playing near to them. He added that they should monitor criminals within the community who steal the doors or iron sheets off the facilities so that the toilets could last longer. This will stop the community from suffering and help control of disease outbreaks such as watery diarrhea. IOM hygiene promoter concluded that the department will also renovate public bathrooms in the PoC when they are done working on the latrines.

**COMMUNITY FEEDBACK**

<table>
<thead>
<tr>
<th>Category</th>
<th>Feedback</th>
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<td>WASH</td>
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<tr>
<td>Shelter</td>
<td>1%</td>
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<tr>
<td>Protection</td>
<td>1%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>1%</td>
</tr>
<tr>
<td>Health</td>
<td>6%</td>
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<tr>
<td>Food Distribution</td>
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<tr>
<td>Education</td>
<td>14%</td>
</tr>
<tr>
<td>CCCM</td>
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</tr>
</tbody>
</table>

**DETAILED DATA**

- **WASH - Sanitation**: 48%
- **WASH - Hygiene**: 43%
- **WASH - Water**: 9%