What We Heard This Week – Feedback from the Community

Help! Milling Vouchers.
Vulnerable people and those with disabilities voiced concerns about the delay of milling vouchers. Many said vouchers distributed to them 3 months ago helped them but are no more. They are seeking help from FSL agencies.
Adults & Youth in Sector 2, Block 3

Is Open Defecation a Problem?
Parent Teachers’ Association on behalf of the children learning at Eden and Upper Nile Primary Schools want to know what the consequences of open defecation are. Lack of good latrines has led to the practice of open defecation. They need a detailed explanation.
Adult in Sector 2 Block 2 & Sector 4, Block 7

Timber, Timber Where Are You?
Residents of Sector 2 Block 3 are concerned about the slow response to their request for timber to construct their broken shelters. A woman in Sector 2 said that she didn’t know which agency to raise her concerns with. They asking for help with construction materials.
Adult & youth in Sector 2, Block 3

Enable The Disabled
People with disabilities in Sectors 1, 2, 3, 4, & 5 said they have skills which can help them run businesses if offered opportunities. They are asking agencies to allocate them spaces for business in their sectors.
Adult in Sector 1-5

Good Road, Easy Service Delivery
Adults in a listening group phoned Kondial FM from Koyhethey concerned about the road in their village being cut off by floods. They are worried about missing out on humanitarian services if a solution isn’t found and are asking any partner to help facilitate repairs on the road.
Adults listening group in Koyhethey

Pests control chemical
Kondial FM listening groups with farmers in Bentiu PoC and beyond are worried about the increase of pests. Many hoped for good harvests this year but are disappointed by the lack of pesticides to save their crops from the insects. They are asking FSL agencies to provide them with chemicals to control the pests.
Adult and youth in Bentiu

Help Drain Drainages!
Adults and youth listening group in the five Sectors of Bentiu PoC are concerned about the increasing heaps of garbage blocking drainage channels. One Block leader reported that there are many empty containers being thrown in the drains. A woman in Sector 3 said eroded soil is blocking road culverts raising fears of flooding. They are asking WASH partners to help unblock the drainage channels.
Adult & Youth listening group in Sector 1-5

Kondial FM correspondent talking to Intersos Education Officer about the decommissioning of latrines at Upper Nile Promary School Sector 4 Block 6. Photo/Internews

194 Feedback Collected From

- Adults (over 35 years old) 23%
- Youth (18-35 years old) 74%
- Children (0-18 years old) 3%

Feedback Gathered Through 1,719 Interactions

- Listening Group 14%
- Information Officer 84%
- Phone 2%

Kondial 97.2 FM Weekly Program Highlights

Education Programme
On the Education Show, members of the community are grateful to INTERSOS for responding to their feedback and delivering the much needed dignity kits. These were given to over 180 students of Mal Primary School in the PoC. Both the teachers and students appreciated the agency and said that the gesture would help girls stay in school. INTERSOS Education Assistant John Wang assured those who did not receive this time that they would in the next distribution.

Peace Programme
Youth leaders are seeking guidance on how peace can be maintained in their communities. This appeal was made while appearing on the Peace Programme. One of the youth, acknowledged the importance of youth in promoting peace in their communities. On the same show, many youths encouraged each other to develop a culture of peaceful coexistence. The Christian Global Mission’s Secretary said that youth need to adhere to positive culture and refrain from violence-promoting beliefs. Youth leaders called for more advice from agencies on how best peace can be achieved.
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.

**Afternoon Show – Health Programme**

The IOM Hygiene and Sanitation Supervisor on the Afternoon Show explained how Hepatitis E is contracted and how it can be prevented. He advised anyone with yellow eyes and other symptoms to seek medical attention at the nearest health facility. His advice comes as a response to a broadcast confirming that cases of Hepatitis E were prevalent in the PoC and the presence of many patients in the MSF health facilities. Some community members expressed ignorance about the disease.

**Shelter/NFI Programme**

Residents of Koyhethey and Bentiu Town who had earlier complained about their dilapidated shelters are happy with the Danish Refugee Council for responding to their plight. DRC distributed plastic sheets to the IDPs for reinforcing their shelters. While on appearing on the NFI Show, The DRC Protection Officer confirmed the distribution which benefited 455 households in Bentiu town and Koyhethey.

**Farming Programme**

Mercy Corps FSL has started a 3-month training on agriculture and crop production skills with adolescents below 18 years. In an interview, Gatkuoth Khai a facilitator with Mercy Corps confirmed that the organization was training 35 youths in Rubkona County as part of its objectives to empower communities with essential and self-reliance skills. The trainees expressed happiness with Mercy Corps for the learning opportunity availed to them.

**WASH Detailed Feedback**

This graph details the feedback by sub-category, for the most mentioned overall category from the chart above.
Health program: causes and transmission of Polio
The World Health Organization (WHO) Vaccination Officer Nyawella Simon, explained on health program that polio is a disease cause by a virus which affects the brain of children from ages (0-5) years. He added that the prevention of Polio is through vaccinating a child with a dose against polio. Nyawella added that Polio is transmittable through human waste of the sick child.

What We Heard This Week – Feedback from the Community

Stop youth from sitting near bathrooms
Residents in the PoC have told our information Officer that there are young men who sit near their bathrooms from 7pm to late hours of the night for unknown motives. The residents said they are suspicious that those young men may want to steal their cloths over the bathrooms or planning something more serious. They are calling on DRC/ camp management, community leaders and Community Watch Group to look into this issue as soon as possible. Adults, Sector 4 block E

Help us fetch water on time
Some women in the PoC have explained to the listening group that when water pressure is high in block C, they will have no water in block D. They ask WASH department to correct this imbalance to help them not overcrowd the area in the nearby blocks. Adults, Sector 4 block D

Dislodge full toilet for use
Residents in sector 2 block N in the PoC have communicated to our information officer that they need their closed toilets re-opened. They said the toilet was closed two months ago because it got full but it has not been dislodged yet. The residents are asking WASH agencies to empty the toilet so they can use it instead of going to use toilets in block M. Adults, Sector 2 block N

Bring dentists to treat our teeth
Residents have told our listening groups that they are suffering from tooth problems since they entered the PoC in 2014. They ask health cluster to help them in bringing dentists to treat their teeth the way the brought eye doctors who treated their eyes in March. Adults, Sector 2

Pupils to prepare well for next exams
Pupils of INTERSOS basic schools have told our listening group that they are happy after receiving exercise books from the school. The pupils said they failed some questions in their last exams due to lack of exercise books because they could not write down notes. They told us that this time there will be no excuse but to pass their final exams. Children, Sector 2

Distribute salt this month
Residents in different blocks in sector 1 have told our listening group that they have no money for buying salt. They ask WFP and World Vision to distribute this essential item in the next food distribution. They regret that their request has taken too long without positive response from the two organizations. Adults, Sector 1

Nile 98.0 FM Weekly Program Highlights

Health program: causes and transmission of Polio
The World Health Organization (WHO) Vaccination Officer Nyawella Simon, explained on health program that polio is a disease cause by a virus which affects the brain of children from ages (0-5) years. He added that the prevention of Polio is through vaccinating a child with a dose against polio. Nyawella added that Polio is transmittable through human waste of the sick child.

Women's program: Beneficiaries at the IMC women center
Some women who are benefiting from IMC women center have explained on our women's program that they have benefited a lot from trainings they received at the center. They said they are now able to mend cloths and bed sheets by sewing and stitching by hand including beads making. The women in the handcraft group confirmed they are now translating their skills into income generating activities which is helping their families improve their livelihood.
Youths & Sports program: football tournament kickoff

Thabo Riax the General Community Watch Group (GCWG) Information Secretary, spoke on the Youth & Sports program and mentioned they have organized a football tournament for CWG four teams with the support from their partner UNPOL. Thabo added that the football tournament which will run for 14 days is under the theme “Our strength in our unity”. On the other hand, the GCWG Administration Officer Juma Skopfy, explained that the aim of organizing the football tournament is to give chance to Community Watch Group members to know each other and strengthening relationship among themselves.

WASH program: formation of school hygiene groups

The IOM Hygiene Promoters Supervisor Sandy Aged, explained on the WASH program that they have selected 70 pupils to be trained on hygiene basic practice in the four Intersos basic schools in the PoC, two World Vision basic schools and one Accelerated Learning Program for War child Canada. Sandy added that the aim of the selection of 10 pupils from each school is to raise hygiene awareness to their classmate at schools after they get the hygiene information. The training will be conducting next week and will focus on how pupils can maintain hygiene well at their school environment. Mrs. Aged said those selected pupils are ages (10-14) years from different class and different schools.

Community Feedback

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.
Shortage of Water

In our weekly WASH program the community in PoC 1 explained the challenge it is facing getting water as a result of the breakdown of the tap T-45. With less supply points for water in the PoC, the shortage has been felt by the community as they were used to having enough water. As a result, BBTT had an interview with the water supply agency for UN House PoCs, Theso. They explained that they are following up the issue with determination in the PoC.

Reading Space for Secondary and Primary candidates

A group of youth from candidate classes of secondary and primary levels have requested education partners to provide them with reading space for their revisions. They have cited reasons such as interruptions by the activities that are ongoing in the market which are noisy to them. In an interview with BBTT the Future Secondary school administration said that they are lacking enough space for reading and they are requesting CCCM to assist them to find a revision space for these candidates.

Request for charcoal

Residents are asking WFP and World Vision to provide them with charcoal. They said they fear going to the bush to collect firewood because it’s too obscured and the firewood is far causing them to fear for their safety. Elder POC 3, Zone A

Waiting for registration

Residents said that they are tired of waiting for the biometric registration and it has affected their everyday routine. They are requesting for a speed in the registration process. On the other hand residents are saying that they have run out of food. In PoC 1 the residents are saying the process of registration finished early but they have not received food. Adults PoC 3, Zone I and Zone C

Security at night

Resident in PoC 3 have reported that there are gangs who move at night in large numbers. They reported that the groups fight each other and rob people. The residents are asking UNPOL to patrol the PoCs during the night. Adults PoC 3, Zone B

Increase in malaria cases and drug use without testing

Community members explained that the medical clinic has been providing drugs without testing for the disease and that it is likely to do more harm than good. ‘We ask them to test the disease first and then write the proper medication for the patient.’ Adults PoC 3, Zone G

This week BBTT collected 82 unique feedbacks throughout the PoCs:
- Adults (over 35 years old) 72%
- Youth (18-35 years old) 21%
- Children (>18 years old) 5%
- Elderly (60+ years) 2%

Data collected from 603 females (68%) and 290 males (32%) in PoC 1 (27% of feedback) and PoC 3 (73% of feedback).

BBTT interacted with 893 PoC residents through the following methods:
- Listening Group 46%
- Informal Meeting with BBTT Staff 52%
- Partner Network 1%

What We Heard This Week – Feedback from the Community

**Request for charcoal**
Residents are asking WFP and World Vision to provide them with charcoal. They said they fear going to the bush to collect firewood because it’s too obscured and the firewood is far causing them to fear for their safety.

**Elder POC 3, Zone A**

**Waiting for registration**
Residents said that they are tired of waiting for the biometric registration and it has affected their everyday routine. They are requesting for a speed in the registration process. On the other hand residents are saying that they have run out of food. In PoC 1 the residents are saying the process of registration finished early but they have not received food.

**Adults PoC 3, Zone I and Zone C**

**Security at night**
Resident in PoC 3 have reported that there are gangs who move at night in large numbers. They reported that the groups fight each other and rob people. The residents are asking UNPOL to patrol the PoCs during the night.

**Adults PoC 3, Zone B**

**Increase in malaria cases and drug use without testing**
Community members explained that the medical clinic has been providing drugs without testing for the disease and that it is likely to do more harm than good. ‘We ask them to test the disease first and then write the proper medication for the patient.’

**Adults PoC 3, Zone G**

**Request for charcoal**
Residents are asking WFP and World Vision to provide them with charcoal. They said they fear going to the bush to collect firewood because it’s too obscured and the firewood is far causing them to fear for their safety.

**Elder POC 3, Zone A**

**Girls students of DMI request for distribution of dignity kits**
Girls at the Daughters of Mary Immaculate (DMI) Primary School reported lacking dignity kids. They said they have raised their concerns to the NGOs a while back but still have’n’t got any response. They explained how difficult it is for girls to attend school when they are menstruating including ridicule from their boy peers. Therefore they are requesting the responsible NGOs to give them dignity kits.

**Students PoC 3, Zone C**

**Delay in milling cash**
Residents in both PoC 1 and 3 said that they have not received two months cash for milling their grains. They added that there is no information on when distribution will happen or why the cash has been suspended. The community members are asking for the reasons leading to the delay. Meanwhile other residents in PoC 1 said they have been receiving cash apart from the previous month.

**Adults PoC 3, Zone and Adults PoC1, Block E**

**High chlorine in water**
Residents in PoC 1 and 3 have said the chlorine put in the water is too much. They also reported that there have been shortages of water in zone I. Their biggest worry is that the chlorine in water may have negative effect on their bodies.

**Women PoC 1, Block P**

**This week BBTT collected 82 unique feedbacks throughout the PoCs:**
- Adults (over 35 years old) 72%
- Youth (18-35 years old) 21%
- Children (>18 years old) 5%
- Elderly (60+ years) 2%

**Data collected from 603 females (68%) and 290 males (32%) in PoC 1 (27% of feedback) and PoC 3 (73% of feedback).**

**BBTT interacted with 893 PoC residents through the following methods:**
- Listening Group 46%
- Informal Meeting with BBTT Staff 52%
- Partner Network 1%

**Boda Boda Talk Talk Weekly Program Highlights**

**Request of charcoal**
Residents are asking WFP and World Vision to provide them with charcoal. They said they fear going to the bush to collect firewood because it’s too obscured and the firewood is far causing them to fear for their safety.

**Elder POC 3, Zone A**

**Waiting for registration**
Residents said that they are tired of waiting for the biometric registration and it has affected their everyday routine. They are requesting for a speed in the registration process. On the other hand residents are saying that they have run out of food. In PoC 1 the residents are saying the process of registration finished early but they have not received food.

**Adults PoC 3, Zone I and Zone C**

**Security at night**
Resident in PoC 3 have reported that there are gangs who move at night in large numbers. They reported that the groups fight each other and rob people. The residents are asking UNPOL to patrol the PoCs during the night.

**Adults PoC 3, Zone B**

**Increase in malaria cases and drug use without testing**
Community members explained that the medical clinic has been providing drugs without testing for the disease and that it is likely to do more harm than good. ‘We ask them to test the disease first and then write the proper medication for the patient.’

**Adults PoC 3, Zone G**

**Request for charcoal**
Residents are asking WFP and World Vision to provide them with charcoal. They said they fear going to the bush to collect firewood because it’s too obscured and the firewood is far causing them to fear for their safety.

**Elder POC 3, Zone A**

**Girls students of DMI request for distribution of dignity kits**
Girls at the Daughters of Mary Immaculate (DMI) Primary School reported lacking dignity kids. They said they have raised their concerns to the NGOs a while back but still have’n’t got any response. They explained how difficult it is for girls to attend school when they are menstruating including ridicule from their boy peers. Therefore they are requesting the responsible NGOs to give them dignity kits.

**Students PoC 3, Zone C**

**Delay in milling cash**
Residents in both PoC 1 and 3 said that they have not received two months cash for milling their grains. They added that there is no information on when distribution will happen or why the cash has been suspended. The community members are asking for the reasons leading to the delay. Meanwhile other residents in PoC 1 said they have been receiving cash apart from the previous month.

**Adults PoC 3, Zone and Adults PoC1, Block E**

**High chlorine in water**
Residents in PoC 1 and 3 have said the chlorine put in the water is too much. They also reported that there have been shortages of water in zone I. Their biggest worry is that the chlorine in water may have negative effect on their bodies.

**Women PoC 1, Block P**

**This week BBTT collected 82 unique feedbacks throughout the PoCs:**
- Adults (over 35 years old) 72%
- Youth (18-35 years old) 21%
- Children (>18 years old) 5%
- Elderly (60+ years) 2%

**Data collected from 603 females (68%) and 290 males (32%) in PoC 1 (27% of feedback) and PoC 3 (73% of feedback).**

**BBTT interacted with 893 PoC residents through the following methods:**
- Listening Group 46%
- Informal Meeting with BBTT Staff 52%
- Partner Network 1%
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.

**Community Feedback**

- **WASH** 31%
- **FSL** 2%
- **Food Distribution** 15%
- **Non-Food Items** 5%
- **Peace** 1%
- **Protection** 7%
- **Health** 1%
- **Shelter** 6%
- **Education** 9%
- **CCCM** 16%

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**WASH - Detailed Feedback**

This graph details the WASH related feedback that was received this week, illustrated by PoC. Twenty-five feedbacks were recorded on the topic, reported by 311 IDPs including 220 females and 91 males.

**Dog risks in the PoC**

Following an incident of a dog bite that took place in UN House PoC 3 at zone G, the community is cautioned to be extra careful when walking since the stray dogs may have rabies. During an interview, Magna, a health partner agency working in UN house PoC, said that there are no rabies vaccines but orders are in process through the health cluster. They cautioned the whole community to report any cases of dog bites for first aid intervention.

**Children stoning humanitarian vehicles**

Following continuous community feedback, BBTT recorded a program on the issue of stone throwing at vehicles entering the PoC. The general opinion indicated that lack of suitable areas to play was leading to children spreading out in the streets to play. In the course of their games, it has been noticed that they stone humanitarian vehicles coming to do service delivery in the PoC. In an interview conducted with TDH, the child protection agency said that they are working with parents and guardians to out to sort this issue with their children.
What We Heard This Week – Feedback from the Community

Hard to go through the month without sanitary Items
Women at Block 31 of Ajuong Thok asked IRC to provide them with dignity kits to help during their monthly menstruation.
Women, Ajuong Thok, Block 31

No support provided to unaccompanied children
Residents of Ajuong Thok reported that a certain number of unaccompanied children had not received any support during the distribution conducted by LWF.
Adults, Ajuong Thok, Block 31

Damaged plastic sheets
Residents explained that many house rooftops were damaged during the rainy season and they are in need of plastic sheets.
Adults, Ajuong Thok, Block 65

Renovation of latrines
Refugees reported that many latrines collapsed due to the rain and they have asked Samaritan’s Purse to renovate their latrines. Similarly, refugees at Block 13 complained over Samaritan’s Purse for constructing latrines and have asked to allow them to use local way of constructing them. Beneficiaries at Block 40 of Ajuong Thok asked Samaritan’s Purse to provide them with roofing materials for latrines.
Adults, Ajuong Thok, Blocks 13, 40 and 65

Acknowledgements to Samaritan’s Purse for continual flowing of water
Refugees at Block 65 of Ajuong Thok expressed their joy to Samaritan’s Purse for the provision of continual flowing water. They explained that since the rainy season onset, the water has been flowing regularly.
Adults, Ajuong Thok, Block 65

Dignity and health care
Residents of Ajuong Thok camp complained they feel disrespected and mistreated by health workers when seeking for care in the camp’s health facilities. They would like health partners to work towards improving their staff’s attitude when providing treatments and medical care.
Adults, Ajuong Thok, Block 65

Murrum for shelters’ construction
With the coming of the dry season, refugees in Ajuong Thok mentioned they would like to work on the construction of their shelter and for that they need murrum.
Adults, Ajuong Thok, Block 40

Construction of washing basin
Refugees at Block 40 of Ajuong Thok complained over the lack of washing basin in their block.
Adults, Ajuong Thok, Block 40

Humanitarian aid to the elderly
Elderly persons in Ajuong Thok camp would like DRC to provide them with bicycles to help them in their movements in the area as well as torches.
Adults, Ajuong Thok, Block 13

New uniform for child friendly spaces
Refugees at Block 3 of Ajuong Thok expressed their gratitude to LWF for providing new uniforms and have asked LWF about the criteria for receiving them.
Adults, Ajuong Thok, Block 3

This week Internews collected 19 unique feedbacks:

- Adults (over 35 years old) 56%
- Elderly (60+ years) 44%

Internews interacted with 247 people through:

- Listening Group 100%

Data collected from 169 females (68%) and 73 males (30%) in Zone C (42%), Zone F (26%), Zone I (32%).

Jamjang 89.4 FM Weekly Program Highlights

With Refugees Program: Resumption of General Food Distribution (GFD) in Ajuong Thok
Daniel Musa Kuri, Ajuong Thok Camp Chairperson confirmed the resumption of GFD in Ajuong Thok. He urged refugees to be patient and cope up with little they received while appealing humanitarian agencies to coordinate with the camp leadership to smoothen their operations as well as urging WFP to return the food ration to its normal quantity. The refugees in Ajuong Thok appealed the WFP not to delay distribution of food anymore and have asked for salt and cooking oil and to return the sorghum to its normal quantity.

Health Program: Services provided by new health center in Ajuong Thok
Dr. Zachariah Lino, Medical Doctor at Hakima Yagoub PHCC said that the new health center was established to deliver health services to pregnant women (periodic checkup). He also affirmed that there was a plan to upgrade the services at the center to meet the needs of entire surrounding community. During the program, refugees in Ajuong Thok requested AHA to include their children in the health services of the health center, and have asked AHA to expand them to meet the needs of entire refugee population in the surrounding blocks.
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.

### Vulnerable Persons Program: Refugees and host celebrate the Elderly Day in Pamir Camp

Joseph Ajang, DRC Community Services Field Officer said this event had celebrated recognizing the role of elderly in the community and to allow them to express themselves effectively in the community. Hussein Abaker, Pamir Elderly Chairperson expressed his gratitude to DRC for the services they provide. Baraka Owenya, UNHCR Protection Officer affirmed the organisation's commitment to support the elderly appealing the community to consider the role of elderly in the society. The refugees and elderly people in Pamir also expressed their happiness for marking this day and have thanked UNHCR and DRC for organizing the event.

### With Refugees Program: Verification exercise of refugees kicks off in Ajuong Thok

Daniel Musa, Ajuong Thok Camp Chairperson explained the purpose of the verification exercise confining including the whole refugees population and newborn babies as well as addressing issues regarding the merging and separation of families. Jamjang FM correspondent also spoke to Bolis Adam Kuwa, Head of Community Watch Group (CWG) in Ajuong Thok who had appealed the refugees to show respect to the organizers of the verification. Many refugees expressed joy in relation to the verification exercise explaining that it would enable them to register their newborns.

### WASH Detailed Feedback

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