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

Increase in insecurity
Women and children in Bentiu PoC said that the robberies that take place at night disturb them leading to a lot of fear. They need UNPOL & CWGs to intensify their patrolling.

Lack of drinking cups.
Women from Kalibalek in Bentiu town said they are forced to share cups for drinking water and fear that this could lead to an increase in cases of TB. They said they lack utensils and requested NFI agencies to distribute more cups to the families in Bentiu town.

Thanks IOM health.
The community in Sector 1-5 in Bentiu PoC appreciated IOM health facilities for offering better health services in Sector 1 clinic and Sector 5 health facility. They said IOM health department should continue with the improved services.

Well done DRC.
Ten returnee men in Rubkona town appreciated DRC for the temporary slip cards which have given them hope for access to any assistance from humanitarian partners. They need DRC to continue with the service delivery.

Animals need vaccine.
Cattle keepers in Bentiu town said that their animals have not been vaccinated against foot and mouth diseases. They requested VSF to vaccinate their animals.

Fear of Hepatitis E & B.
Communities in greater Bentiu reported an increase in cases of Hepatitis-E & B which they attribute to people urinating in the bathing shelters and the presence of dirty water. They are requesting health partners to put measures in place to control the spread of the disease.

Girl absenteeism due to lack of dignity kits
Girls in Machakos primary school in Bentiu town raised concerns about the lack of dignity kits. They said menstrual health is a challenge leading to absenteeism from attending classes. They requested education and WASH partners to provide them with dignity kits.

Returnee children malnourished and lack food
20 breastfeeding returnee mothers are imploring humanitarian nutrition partners to rescue their children from malnutrition which is as a result of lack of food. They said that they spent more than 7 days on the way to South Sudan without food for their children. They requested nutrition partners to visit their children in Rubkona returnee assembly points.

Heavy rains threaten returnees’ lives
More than 100 returnees from Khartoum Sudan are worried that the heavy rains could lead to them falling sick and that they don’t know where health services are located. They requested humanitarian health partners to construct temporary mobile clinics in Rubkona around the returnee assembly points.

Data collected from:
1,762 females (68%) and 835 males (42%)

This week Internews collected 114 unique feedbacks:
- School Age (11-18 years old) 2%
- Youth (18-35 years old) 80%
- Adults (over 35 years old) 18%

Internews interacted with 2,597 people through:
- Listening Group 20%
- Informal Meeting 78%
- Focus Group Discussion 2%
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Kondial 97.2 FM
Weekly Program Highlights

**HEALTH SHOW: The Role of The Community in Diarrhea Prevention**
Cases of diarrhea tend to increase in the PoC especially during rainy season. To address the problem and point out an early warning, Kondial FM invited health partners to talk about diarrhea and how the community can help promote good health and hygiene to control and prevent the disease. While appearing on the radio World Relief explained that watery, liquid stool, stomach cramps, fever, bowel movement urgency, and bloating with frequent defecation 3 times a day are signs and symptoms of diarrhea. The health organisation encouraged everyone to exercise good hygiene to prevent diarrhea. The health official also advised people suspecting to have diarrhea to visit a health facility for treatment. Several callers on the show expressed appreciation for the educative program. They encouraged health partners to continue educating residents with lifesaving information.

**AFTERNOON SHOW: Youths Learn About Leadership and Human Rights**
Partners engaged in youth activities are pushing adolescents and other young people in Bentiu to display good leadership and promote human rights. In a 3-day-training conducted in Rubkona and fully covered by Kondial FM, Action for Conflict Resolution/ACR explained that in the training they organized, youths learned about peacebuilding, values of leadership and promotion of human rights. He added that youths need to be enlightened for them to know about theirs and other people’s rights too. This, they said, will help them learn to fairly execute their decisions. Many trainees acknowledged the support they receive from the partners and promised to translate the knowledge learned into developmental ideas and fight tribalism, clannism and discrimination.

**PROGRAM–HEALTH SHOW– Need for early antenatal visits.**
IRC health officials started sensitizing women and girls after they noticed that they do not attend antenatal clinics when they conceive. A doctor working with IRC said that the aim was to provide a holistic care which meets individual needs of every woman. The medical personnel added that women should visit health facilities on a monthly basis until delivery. The doctors said antenatal care helps identify possible complications in time for easy referral to relevant health professionals who can give appropriate support. Now a good number of pregnant mothers have intensified antenatal visits to IRC health facilities in Bentiu PoC.

**Internews Bentiu e-Bulletin**
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>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>15%</td>
</tr>
<tr>
<td>Shelter</td>
<td>16%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>2%</td>
</tr>
<tr>
<td>FSL</td>
<td>9%</td>
</tr>
<tr>
<td>Health</td>
<td>28%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>2%</td>
</tr>
<tr>
<td>Disease</td>
<td>4%</td>
</tr>
<tr>
<td>Food</td>
<td>2%</td>
</tr>
<tr>
<td>Culture</td>
<td>3%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>3%</td>
</tr>
<tr>
<td>Peace</td>
<td>4%</td>
</tr>
<tr>
<td>Protection</td>
<td>4%</td>
</tr>
<tr>
<td>Protection</td>
<td>4%</td>
</tr>
<tr>
<td>WASH</td>
<td>16%</td>
</tr>
<tr>
<td>CCCM</td>
<td>7%</td>
</tr>
<tr>
<td>Dignity Kits</td>
<td>2%</td>
</tr>
<tr>
<td>Detailed: Secondary</td>
<td></td>
</tr>
<tr>
<td>Related to Shelter</td>
<td>22%</td>
</tr>
<tr>
<td>Mosquito Nets, Blankets, Lights, Plastic Sheets, etc</td>
<td></td>
</tr>
</tbody>
</table>
What We Heard This Week
Feedback from the Community

Mosquitos nets to fight malaria
Women in block 8 Pamir requested IRC to provide them with mosquito nets to protect them from mosquitos which carry malaria.

Community worried about girls abandoning schools for work
Residents in Ajuong Thok raised concerns about many adolescent girls dropping out of schools and starting to work in the market as tea makers. They requested LWF to intensify the work of child protection in the market and to stop the girls from engaging in business.

More people want to farm
Residents in Ajuong Thok complained that IRC selected only 16 people to do farming. They said that other refugees too are interested in cultivation. They are inquiring if IRC will continue with only the selected 16 only or the policy will be change.

Big family sizes want more blankets
Families in block 10 in Pamir complained that the number of blankets which they received are not enough compared to the number of family members. They asked UNHCR to provide them with additional blankets.

We just came back to the camp, reactivate our ratio cards
Refugees in Ajuong Thok said that they missed the verification exercise because they were in the Nuba Mountains when the verification took place. They added that they now cannot receive humanitarian assistance and requested UNHCR to find a solution to their case.

Eye infection on the increase among children
Parents in Ajuong Thok said that the rate of eye infections is getting high among the children and they do not know the causes. They asked AHA to carry out awareness.

We cannot sell meat at lower prices
Butchers in the refugee community of Ajuong Thok market raised concerns that the cattle prices have increased to hundred thousand South Sudanese pounds. They said the price hikes have forced them to increase the prices of the kilo of meat. However, local authorities intervened and asked them to lower the prices. They request the local authorities to order for a reduction in livestock prices.

Women ask for additional items in the sanitary kits
Women in block 7 Pamir thanked IRC for the recent distribution of sanitary items. They are requesting IRC to increase the number of underwear in the next distributions.

WFP should give us money to buy salt
Families in block 6 Ajuong Thok said that salt has been excluded in the GFD and yet they are not able to buy it from market. They asked WFP to provide money for salt.
Roles of child rights' clubs highlighted
The head of Child Rights Club at Kings of Nuba was interviewed by Jamjang FM about the roles of the Child Rights Clubs (CRCs) in the schools. The guest said that clubs are established to raise awareness about the importance of sending children to schools. He asked agencies in charge of education to provide more trainings to members of the right clubs so that they can effectively perform their tasks. Another member of the CRC at Kandaka primary school stressed that they do sessions with women in the blocks to raise their awareness about the importance of educating children. Members of different CRCs where interviewed by Jamjang FM in Pamir primary schools to explain their roles to the community. They said that they conduct weekly awareness sessions every Monday and Friday.

Hepatitis disease explained by a physician
On the health program, AHA medical officer used Jamjang FM to talk about the hepatitis disease. He explained the types, symptoms, prevention and treatment. He said the disease is characterized by the inflammation of the liver, and that it is classified as hepatitis A, B, C, D and E. The medical official said that hepatitis B is the most dangerous one with symptoms like severe fever, vomiting, acute diarrhea and inflammation of liver. The doctor said that the disease can be obtained from eating contaminated food and through excessive use of painkillers. He mentioned that sexual intercourse and sweat from an infected person are some of the ways through which hepatitis can be transmitted. He appealed to the community to abstain from consuming contaminated food and water, and to avoid the overcrowded places.

Debate about advantaged and disadvantagedes of child being in the marketplaces:
Jamjang FM covered a debate conducted by the child right clubs between two groups of opposers and proposers. The debate was about children who roam around the marketplaces during school time. The opposers argued that children should not be in the marketplaces because it exposes them to various risks including sexual abuse. They added that marketplaces encourage a child to adopt bad behavior. The proposers who supported the motion of allowing children to be in the marketplaces explained that, child gain business experiences and strengthen their relationships with others, stressing that engaging children in work in marketplaces enable them child to cater for their scholastic needs like pens and exercise books.

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<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Distribution</td>
<td>11%</td>
</tr>
<tr>
<td>FSL</td>
<td>6%</td>
</tr>
<tr>
<td>Health</td>
<td>6%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>39%</td>
</tr>
<tr>
<td>Protection</td>
<td>11%</td>
</tr>
<tr>
<td>Shelter</td>
<td>17%</td>
</tr>
<tr>
<td>CCCM</td>
<td>6%</td>
</tr>
<tr>
<td>Disease</td>
<td>6%</td>
</tr>
<tr>
<td>Education</td>
<td>6%</td>
</tr>
<tr>
<td>Food</td>
<td>6%</td>
</tr>
<tr>
<td>Health</td>
<td>39%</td>
</tr>
</tbody>
</table>

Detailed: Secondary
This graph details the feedback on Secondary that was received this week.

Roofing Materials/Plastic Sheets
17%

Dignity Kits
11%
In Malakal, Internews’ Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Nile 98.0 FM, a humanitarian radio station inside the Malakal 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 and Trainer Nimaya Manasseh (nmanasseh@internews.org) or Team Leader Dau Chol (dchol@internews.org; +211 916930440).

What We Heard This Week
Feedback from the Community

What is the Ebola Virus Disease?
Residents in the Malakal PoC said they do not know much about the Ebola disease. They requested the health cluster to conduct workshops, trainings and radio shows about the disease. They said this could help them learn more about the disease. Some community members suggested that check points be established at the entry points of countries bordering South Sudan. They said this would help minimize possibilities of infected people finding their way into South Sudan.

Youths & Adults, location: PoC & Malakal town

Drainages re-opened
Community members in Malakal PoC thanked IOM for re-opening and cleaning the main drainages in their area. They said water will easily drain out of the PoC to avoid stagnation during the rainy season.

Youths & Adults, location: sector 1

Residents request for conflict resolution techniques
Youths and adults in two locations said they want to help in solving their problems whenever any conflict occurs in the community. They said they lack conflict resolution skills. They requested any agency to help and train them in conflict resolution techniques.

Youths & Adults, location: PoC & Malakal town

Thinks for distributing plastic sheets
PoC residents in the different blocks appreciated DRC for the plastic sheets they distributed to them. They said the plastic sheets will help them in cover their shelters and protect them and their properties during the rainy season. However, some family members said that one plastic sheet per family is not enough to cover a shelter. They requested the agency for two plastic sheets per family.

Youths & Adults, location: sector 1 block G & H

Include the newborns on the family registration cards
Residents in two locations in the Malakal PoC said that their newborn babies who are under one year are not included on their family registration cards. They requested the concerned agencies to register them so that they are in position to receive services provided using the family registration cards.

Youths & Adults, location: PoC & Malakal

Thank for forming the school (PTA)
Parents with children studying at World Vision school thanked the school administration for forming the school Parents Teaching Association (PTA). They said the PTA will help in monitoring the status of their children’s academic progress and it would mediate in case of any problems between teachers and students.

Youths & Adults, location: sector 1
WASH program: Ways of protecting food from contamination

The NILE FM WASH program producer talked to IOM hygiene promoter about raising awareness on how the community can protect food from contamination and eating. The IOM hygiene promoter advised people to always wash uncooked vegetables because at times they have germs on them. He added that the practice would protect the community germs which can't be seen by a naked eye. The hygiene promoter also advised people to cover their food after cooking it. He added that when people leave cooked food open, flies land on it and contaminate food leading to diseases. He added that people should dispose of leftovers into the barrels to avoid attracting flies and other insects that could contaminate the food. Finally, restaurant owners operating near the roads were advised to cover their food to avoid contamination.

Education program: Reasons why schoolchildren fail some subjects

Some parents are puzzled why some school children pass exams while others fail them. NILE FM education program producer mobilized some schoolchildren and teachers and asked them to give their views and opinions about the failure and passing of exams at all levels of academic progress. One student attributed the failure of exams to both the teachers and school children. He added that if a school has untrained teachers who are poorly paid, their input wouldn’t be as good. Another student said that the reason could be lack of commitment to serious revision before exams by the schoolchildren. A teacher said the failure of some schoolchildren is a connected to everyone – parents, teachers, and schoolchildren themselves. He added that this issue can be solved if teachers get well paid and the schoolchildren live in a good environment to be able to do revision without disturbances.

Peace & reconciliation program: Advice to people who make life difficult

NILE FM peace and reconciliation program producer asked some community members to suggest on how to advise people who always cause trouble within the community. One person suggested that people should live in peace, desist from causing problems, avoid hatred and hate speech which often leads to conflict. Another community member said that people should always work for the good of their community and not personal interests. He added that people must give advice of peace to the people who often create problems in their community. Another community member said that religious leaders and the educated should advise coexistence in the community. He urged families to start with their immediate neighbors in establishing good relationships that could improve their living conditions.

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

- 13% CCCM
- 2% Culture
- 8% Education
- 6% Food Distribution
- 13% Health
- 23% Non-Food Items
- 2% Protection
- 2% Shelter
- 23% WASH

Detailed: WASH

This graph details the feedback on WASH that was received this week.

- Sanitation: 15%
- Water: 4%
- Hygiene: 4%