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

Congestion in sector 5
Women said that there is congestion in shelters which they attributed to unregistered returnees.

Women, Bentiu PoC Sector 5

New bathing shelters
POC residents raised concerns about lack of showering shelters in their block. They said that the ones they have are in a bad state and would like to know if there are any plans to construct new ones.

Adults & Youths, Sector 1, Block 9

Dangerous objects
POC residents said that there are many sharp objects as pieces of metal, nails and scrap thrown around the PoC. They said these objects hurt people when moving at night. They are asking if there are plans of collecting them any time soon.

Adults, PoC

Good English Skills
Youths appreciated INTERSOS for the English language skills training they deliver in the PoC.

Youths, Sector 4, Block 6

Thanks INTERSOS!
Children and teachers at Mal Primary School extended appreciation to INTERSOS and UNICEF for repairing the school fence and classes.

Adults & children, Sector 2, Block 11

No more fear of movement
Some community members in the PoC and beyond are now moving around without fear. They expressed appreciation to UN-MISS and other parties involved in ensuring that peace prevails.

Adults & Youth, PoC & beyond

Bio card replacement
Residents of Mankuay in Bentiu town said that their biometric cards got lost, damaged and erased. They would like to know if there are any plans for replacements.

Adults, Mankuay Bentiu

Nice programmatic topics
Residents said they are grateful for the educative programs on humanitarian issues and PSAs from agencies that allow them to learn and decide on what to do in their day to day lives.

Adults & youths, Sector 2 Block 7

The queues are long
Community members in Sector 1 complained about difficulty in accessing water as a result of the long queues at the water points. They blamed it on the big number of people from other blocks struggling to get water from their sector. They wondered what the problem was with water in the other blocks.

Adults, Sector 1

Water point rejoicing
Inhabitants of Kurkal village in Rubkona thanked Concern Worldwide for opening new water points which will provide enough water to cater drinking needs.

Adults & Youths, Mankuay Rubkona

Good service Mercy Corps
Members of a listening group in Sector 4 Bloc 6 expressed gratitude to Mercy Corps for providing sanitary items.

Adults & youths, Sector 4, Block 6

Thanks for information about rabies
Elderly residents thanked VSF for the radio programme on rabies caused by infected dogs.

Elders, PoC

Kondial FM correspondent interviewing beneficiaries of business startup kits
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 Akiki Tusime (atusiime@internews.org) or Team Leader Pout Tuor (ptuor@internews.org).

Kondial 97.2 FM
Weekly Program Highlights

BEYOND BENTIU RESPONSE (BBR)
SHOW: Youth receive support to start small businesses
Responding to feedback gathered by Internews and shared with various organizations, Humane AID for Community Organization (HACO), supported 150 members of the community with startup kits for businesses. The HR manager HACO said the aim of the distribution was to encourage the youths to develop in the right direction and prevent them from engaging in criminality. He added that the distribution included food items, furniture and sanitary items. He said that the recipient groups are 15 in number. KONDIAL FM spoke to some of the beneficiaries during the distribution who expressed their happiness with what HACO did for those yearning to start businesses and thanked them for responding to their requests.

WOMEN SHOW: Parents encouraged to send girls to school
To shed more light on the issue of girls dropping out of school, members of the Parents Teachers Association appeared on Kondial FM to discuss ways of handling the problem. On the talk show, they focused on early pregnancies, loading girls with a lot of domestic chores and responsibilities, forced marriages and parents who deny their daughters a chance for education due to the belief that girls are sources of income for families. Some callers on the show encouraged girls to embrace education.

EVENING SHOW: Community sensitized to take care of biometric cards
Due to cases of lost or damaged biometric cards, IOM-CCCM sensitized the Bentiu PoC community on how to take care of their cards. The IOM-CCCM assistance officer urged the community to safely keep their ration cards to avoid loss or damage. He encouraged all community leaders to engage with the Community Liaison Committee, Community Disability Committee, trade Unions and women groups and report their concerns to IOM-Communication centers. In addition, the IOM-CCCM assistance officer requested all drivers to observe the 20 kilometers per hour speed limit to avoid accidents in Bentiu PoC.

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</th>
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<tr>
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<tr>
<td>FSL</td>
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</tr>
<tr>
<td>Health</td>
<td>3%</td>
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<tr>
<td>NFI</td>
<td>13%</td>
</tr>
<tr>
<td>Peace</td>
<td>1%</td>
</tr>
<tr>
<td>Protection</td>
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<tr>
<td>WASH</td>
<td>28%</td>
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<tr>
<td>Hygiene</td>
<td>[7]</td>
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<td>Sanitation</td>
<td>[16]</td>
</tr>
<tr>
<td>Water</td>
<td>[6]</td>
</tr>
</tbody>
</table>
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**

**Disapproval of skirts and shorts for girls**
Parents in Pamir camp said they want agency in charge of education to change the current school uniform. They said the skirts and shorts are inappropriate to some cultures and beliefs among the refugees. Consequently, this situation if not corrected, could force some parents not to allow their adolescent girls to go to schools.

*Adults, block 3, Pamir* ●

**Refugees cannot afford paying 4,000 SSP for poles**
A number of people told us during a listening group meeting that when they go to collect poles for construction of shelters they are asked to pay 4,000 SSP by the forest authorities. They want to know if the concerned agencies can help them find solution to this unresolved issue. The affected persons said humanitarian agencies are not providing tents yet they do not have money to pay the authorities for the poles.

*Adults, Pamir* ●

**Let the elderly receive food first**
Elderly in Pamir reported to us that they are not happy to lineup with youth and able persons when collecting food ratio. They wish the concerned agencies give them priority during food distribution and help to transport the food to their shelters.

*Adults, block 3, Pamir* ●

**What is the truth?**
People in Ajuong Thok told us that they are worried about the rumors going around in the camp that there will be no adult education classes this year. They want the concerned agencies to confirm or deny the rumors.

*Adults, block 4, Ajuong Thok* ●

**Security situation has improved, thanks to police presence**
We have heard from refugees in Ajuong Thok that the security situation east of the camp where goat theft used to take place, has improved. They attributed the positive change to the opening of a police post in the area. They encourage UNHCR and the local government to keep supporting the police so that they don’t abandon their position.

*Jamjang FM host health workers to address community concerns about acute water diarrhea in the camps.*

*Adults, Ajuong Thok* ●

**Students want fitting uniforms**
Students from Kandakha primary school in Pamir want education partners to give students uniforms based on size of the person because last year some received smaller or bigger size uniforms.

*Youth, Pamir* ●

**Footballs for young people to engage in sports**
During a listening group session in Pamir, youth told us that they lack sport kit for football and basketball games. They said some humanitarian agencies promised to provide the required sport equipment but they are still waiting for the response.

*Youth, block 17, Pamir* ●

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**February 7, 2019**

**Internews Jamjang e-Bulletin**

This week Internews collected 35 unique feedbacks:
- Youth (18-35 years old) 9%
- Adults (over 35 years old) 89%
- Elderly (over 60 years old) 3%

Internews interacted with 655 people through:
- Listening Group 91%
- Informal Meeting 9%

Data collected from: 513 females (78%) and 142 males (22%)
Jamjang 89.4 FM
Weekly Program Highlights

Health Program: Diarrhea cases among children worrying parents in the camp
Ajuong Thok and Pamir camps have witnessed cases of acute water diarrhea among children. To respond to parents concerns, Jamjang FM invited health partners to the studio to raise awareness of the parents about treatment and prevention from diarrhea. Guests from IRC who is running health services in Pamir and AHA who provides health services in Ajuong Thok camp were hosted in a live program. The health workers explained that diarrhea is often caused by contaminated water, contaminated food, in addition to unclean hands. They urged the community to practice hygienic behaviors like washing of hands before preparing food as well as before eating and after using toilets. The guests emphasized that adherence to hygienic practices at homes and in the neighborhoods is crucial to avoid diarrhea. Covering food and water keep people healthy. They told mothers to clean their breast before breastfeeding their children. One of the guests concluded by saying, “mother hygiene is effective to a child health”.

Music show program: Artist from Pamir camp educate people about HIV/AIDS through songs
In this week music show program, Jamjang FM hosted an artist from Pamir camp. The famous songwriter and singer from the refugee community has shown interest in educating and raising awareness about HIV/AIDS in the camps through songs. The artist explained on Jamjang FM the purpose of composing a song about HIV/AIDS is to sensitize the youth about the risk of this deadly disease and to encourage the youth to abstain from the random and illegitimate sexual intercourse to avoid getting the disease. Beside song about AIDS, he also sang a song about education for the refugee children. Jamjang FM will continue to record songs to raise awareness on various topics like water management, hygiene and gender-based violence with the artist in the weeks to come.

With refugee program: Lead farmers get appreciation for successful agricultural season
Jamjang FM was invited by IRC’s economic recovery and development department to provide coverage for an event to recognize the achievement of the lead farmers and the peaceful coexistence committee between refugees and host community. The lead farmers from the refugee community of Pamir and Ajuong Thok said they are happy with colleagues from host community who worked with them to make last farming season successful.

Community Feedback

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

Detailed: WASH
This graph details the feedback on WASH that was received this week.
What We Heard This Week
Feedback from the Community

**Pupils and students need uniforms**
Students and pupils are urging the education cluster partners to procure uniforms for them because some parents are not in position to do so. They are worried because students are not allowed to attend classes without a school uniform. They also added that they lack the necessary educational material to help with their studies.

*Students and pupils, PoC 3*

**Distribute mosquito nets**
A group of community members are requesting humanitarians to distribute mosquito nets because there is an increase in cases of malaria. They are concerned because although it is currently dry season, mosquitoes are breeding a lot. They are worried that it will result in an increase of diseases.

*Listening Group, PoC 3, zone A*

**Cholera and other food diseases**
Some members of the community at the UN House PoC are urging parents and the entire community to take good care of their children. They say that majority of the children buy mangoes and eat without first washing them. They are worried about diseases that might result from eating contaminated food.

*Residents of, PoC 1, Block I*

**Food shortage**
A group of community members said that they are experiencing food shortage following a reduction in food rations last year. They are saying that some families receiving relatives who decided to visit as a result of the peace agreement are suffering from lesser quantities compared to the last intended periods. They are requesting for an increase in food rations.

*Listening Group, PoC 1, block A*

**Football field fights**
Following the conflict at the playground last year, UN House PoC 3 elders want to know who should take responsibility if tensions break out among the youth now that the zonal league is underway.

*Elders, PoC 3*

**Repair the solar lights**
A group of community members at the UN House PoC 1 and 3 are saying that they need the solar lamps that are close to the latrines to be repaired because people misuse the facilities due to lack of light during the night. They said this will also help to reduce the removal of latrine doors. They want the lights because they scare away some wrong elements who take advantage of the darkness to commit crimes.

*Listening Group, PoC 1, block E*

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

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*Listening Group, PoC 3, zone A*

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*Listening Group, PoC 1, block A*

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*Elders, PoC 3*

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*Listening Group, PoC 1, block E*
Illegal structure blocking roads in POC 3
In an interview with BBTT, the deputy camp chairman of PoCs 3 said that it is the responsibility of all traders who have structures close to the main road to remove them. The illegal structures are narrowing the roads and making it difficult for the humanitarian agencies and UN to deliver services. UNMISS RRP has given the community two weeks to remove them before they are forcefully brought down.

Job opportunities and recruitment criteria
In our previous feedback, we received complaints on the recruitment criteria used in the POCs. To answer this, BBTT interviewed CCCM site manager who said they have not received complaints on illegal recruitments within the partners working in the POCs. He said all partners recruiting for positions advertise the offers and perform shortlisting interviews.

Dangers of explosives at the weapon free zone
Previously the community express concerns of safety around the weapon free zone. To answer this BBTT interviewed Community Watch Group chief for operations who said that the general community should be aware of the dangers as there was a UXO found around the area. He said children are strictly not allowed to go to the area as well as the community at large since it is a serious security threat.

Food hygiene at the PoCs local markets
In our feedback last week, some members on the community in POC 1 said women are selling food in unsafe places. In response to this we interviewed Nile Hope hygiene and sanitation team leader in PoC 1. He said the community should take hygiene as a priority as this may affect them if they don’t keep their food safely. “We have done several sessions to make sure that business women cover food so that flies don’t contaminate the food sold”. RRP and ACTED are working to providing some space for business activities like restaurants.

Community Feedback
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What We Heard This Week
Feedback from the Community

More doctors needed at clinic
The community said that the number of doctors per patient at the medical facility is not enough. They are requesting the responsible agency to increase the number of doctors to avoid congestion and also enable community members to access faster medical attention.
Youth & Adults, PoC Sector 1 & 3 ●

Sensitization on early pregnancies
Members of the community said the number of pregnant girls has increased and attributed it to lack of awareness. They are requesting humanitarians to conduct sensitization to address the problem.
Adults, PoC sector 1, 2, 3 & 4 ●

No more water stagnation
Residents appreciated IOM WASH for the repairs done on the bathrooms. They said that it will enable the water to flow out of their bathrooms easily. They added that the installed pipes will help remove stagnant water and direct it into the main drainages.
Youths & Adults, Sector 1 Block H ●

Coordinate with community leaders for harmony
Residents said camp management should liaise with the community members and community leadership before deciding on which illegal structures should be demolished. Coordination of any demolition with the concerned people will help to avoid conflict.
Youths & Adults, PoC sector 3 & 4 ●

Grant space for local court
Residents said they lack space to hold local court sessions. They said that they are currently utilizing the Community Watch Group (CWG) center to carry out their activities and meetings. They are requesting the relevant agencies to set up space for them to avoid interfering with the work of the CWG.
Youths, Adults, PoC sector 3 & 4 ●

Water collectors need training in sanitation
Residents decried the habit of people leaving jerry cans and water containers unattended and exposed at water points during night. They said that at times dogs get in contact with the containers which could lead to contamination and disease. They requested WASH department to create awareness so they can take good care of jerry cans and avoid disease.
Youths & Adults, PoC sector 1 & 4 ●
Nile 98.0 FM
Weekly Program Highlights

Health program: Cholera
causes, symptoms, prevention awareness
Nile FM hosted a World Health Organization (WHO) doctor on the health program to raise awareness on Cholera. The doctor said that the disease is caused by a bacteria carried by flies from human feces leading to vomiting and diarrhea and that it affects all age groups. He added that people can prevent cholera by washing their hands after using the latrines and before eating food. The doctor urged parents to always wash their children’s hands before eating any food and urged the community members to keep their environment clean.

Business program: Involving school children into mobile business
during school hours
When humanitarian schools closed for school vacation, many children engaged in mobile business activities to earn some income to support their families. Nile FM business program producer talked to community members and traders on how the school children can conduct business after school. A community member suggested that school children should continue doing business if it does not conflict with their education rights. However, a trader commented that they support children going to school and urged fellow business people who employ children to look for alternative means of running their businesses and to only employ the children during the weekend.

Protection program: ways of preventing mosquitoes breeding
Nile FM invited Mentor Initiative’s protection assistant officer to the protection radio programme to explain what the next step would be after the spraying of drainages in the PoC. The officer said that they have conducted a house-to-house awareness to educate families on how stop mosquitoes breeding. The protection assistant officer advised families to cover the drinking water containers so mosquitoes could not breed on them. He added that families should always clean their environment on daily basis and open the drainages to allow bathing water to flow out of the PoC.

Community Feedback
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<thead>
<tr>
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<th>Feedback</th>
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</thead>
<tbody>
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<td>CCCM</td>
<td>10%</td>
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<tr>
<td>Culture</td>
<td>3%</td>
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<tr>
<td>Education</td>
<td>3%</td>
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<tr>
<td>Food Distribution</td>
<td>7%</td>
</tr>
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<td>Health</td>
<td>20%</td>
</tr>
<tr>
<td>Non-Food Items</td>
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<tr>
<td>Peace</td>
<td>3%</td>
</tr>
<tr>
<td>Protection</td>
<td>13%</td>
</tr>
<tr>
<td>Shelter</td>
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</tr>
<tr>
<td><strong>WASH</strong></td>
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</tr>
</tbody>
</table>

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

<table>
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<th>Type</th>
<th>Feedback</th>
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</thead>
<tbody>
<tr>
<td>Water</td>
<td>[7]</td>
</tr>
<tr>
<td>Hygiene</td>
<td>[20]</td>
</tr>
</tbody>
</table>
Distribute tools and we do the work
Some residents said they are willing to clean the drainage systems, dirty latrines and shower rooms by themselves due to lack of commitment from the WASH volunteers. They appealed to the concerned partners to distribute the necessary tools for doing the work.

PoC residents, zone A block 4

We have run out of food
Residents are concerned over the delay of food distribution. They said food partners should inform them on time when there is a delay. They said hunger has started biting as families have run out of food.

PoC residents, zone A block 4

Please make it easy for us
Persons with disabilities are appealing to food security agencies to grant them easy access to food in the next distribution. They call upon the agencies to allow them to receive food before others so that they don’t stand for long hours on the queues.

PoC residents, zone B block 1

Bravo-OXFAM!
In response to a feedback from the community about latrines that are in poor stage and risky to children and the elderly, Oxfam responded that repairing them is its first priority.

PoC residents, zone A block 3

Peace is coming!
Residents are optimistic that peace is around the corner. They encouraged agencies to work closely with the Government to ensure that the environment outside the PoC is peaceful.

PoC residents, zone B block 1

Well done Internews says Ekram youths association
Ekram is one of the youths association formed in POCAA implementing activities as drama, songs and sports which impacts the attitudes of youths in the camp. The chairperson of the association appreciated Internews for offering a platform for the community to get access to humanitarian information quickly and in short time. He added that internews has been serving the community without any discrimination.

PoCAA Ekram Youths Association

Good work Internews says Peace Corp
Peace Corp acting field manager in Wau has strongly appreciated Internews for supporting them in terms of spreading the information about school registration to beneficiaries which made their work easy. He added that through Wau BBTT team, they are able to reach the community and understand their concerns. He further extended his appreciation that apparently through Internews, donors are capturing views on the ground.

PoCAA, Peace Corp field Manager

Great job done RRP!
Community members have expressed their happiness to RRP for the job well done on the reparation of fences. They added it made them assured that RRP is truly concerned about their wellbeing. Thank you!

IDPSs, PoCAA and PoCAA WC Project officer

What We Heard This Week
Feedback from the Community

Data collected from: 337 females (81%) and 77 males (19%)

42 unique feedbacks:
- Youth (18-35 years old) 78%
- Adult (over 35 years old) 21%

414 people through:
- Listening Group 40%
- Informal Meeting 60%

In Wau, 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 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 Adhe Boru (aboru@internews.org) or Team Leader Richard Okidi (ookello@internews.org).
Tasks for elected women leadership in CLC

Wau BBTT produced a programme on women representative in CLC. The programme explains the newly elected leader’s role and her future plans on improving the wellbeing of women and young children in the camp. She narrated some key challenges faced by women and young children in the camp mentioning that going to the latrine at night is dangerous because groups of youth used to sit around women latrines during night time. She added that together with UNPOL, CLC managed to contain the situation. She elaborated on the needs for women to receive training on livelihood skills. She summarized by strongly urging the women in the camp to focus on child management and commented that all parents understand that child protection is not an individual responsibility but a collective one. She ended saying that children are the future and parent should prioritize education.

Roles for newly elected youth representative

Based on feedback from the community in regards to youths’ role in the camp, Wau BBTT team produced a program on youth representative in CLC. The programme gave voice to the youth representative who clarified how he wants to coordinate with camp management to discuss some of the crucial issues related to youth especially youth engagement in sport. He mentioned tournament for both male and female. He assured the youth that the selection will be done in the meeting to insure transparency. In a nutshell, the youths appealed to all the youth to cooperate with CLC for their voices will be heard by partners and concerned authorities. Lastly, the youth representatives have strongly urged the community in the camp not to indulge in crime related activities.

Community Feedback

Internews Wau 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.

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<th>Category</th>
<th>Percentage</th>
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<td>Non-Food Items</td>
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<td>Nutrition</td>
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<td>Protection</td>
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<td>Shelter</td>
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<td>WASH</td>
<td>21%</td>
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<td>Management</td>
<td>[12]</td>
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<tr>
<td>Security</td>
<td>[10]</td>
</tr>
</tbody>
</table>

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