What We Heard This Week
Feedback from the Community

We Are Hopeful for Peace
Residents of Bentiu PoC and the surrounding community have voiced their optimism for the ongoing process between the government and the opposition groups in the country. The community expressed appreciation to both the government and opposition governors who are working together to disseminate the peace agreement to the entire residents of Greater Unity State.

Adults, youth, Children, Bentiu

Protection Concerns
Women living in Bentiu PoC still express fears for their security outside PoC when they go out to collect firewood, despite good progress of the peace agreement. One female resident of the PoC requests UNMISS for escort patrol for women when they go out for firewood collection.

Adults, PoC

Sanitary kits Requested
Listening group of young girls at Nyueljul Primary School in Rubkona town reported lack of female dignity kits as a challenge for them especially during school time. They are requesting protection agencies if these items can be distributed in order for them to remain in schools.

Adolescents, Bentiu town

We Need Clean Drinking Water
The Kondial FM listening audience in Dandok, Guit County reported through phone call to the studio that they do not have clean drinking water. They are asking if any WASH partners can plan to drill more boreholes in their area.

Adults, Dandok

Thanks to UNMISS for Improved Protection
A Kondial FM listening group of 10 males and 3 females have lauded UNMISS for improved protection of Bentiu PoC. The group extended appreciation to UNPOL for improving on night patrols within and around PoC that has significantly reduced crimes.

Adults, Youth, Sector 2, Block 7

Eye Doctor Needed
Adults and youth listening groups for Kondial FM in the Bentiu PoC say eye infection cases are on the rise among the displaced community inside the PoC. They would like to know if health partners rescue the situation by providing the community with eye specialists at the health centers.

Adults, Youth, PoC

Fishing Kits Needed in Rubkona
Populations in Koat, Rotkur, Tong and Wichbar villages reported through studio call-ins that there is potential fishing activity in their areas but lack fishing tools. They are requesting any partners to provide them with fishing nets and hooks.

Adults & Youth, Rubkona

The Community is Happy for New Public Convenience
The Community in the PoC are very thankful for new WASH efforts to provide new places of public convenience. They give special appreciations to Concern Worldwide for constructing new bathing shelters.

Adults, POC

We Are Sleeping on Bare Ground
A group of elderly persons raised concerns about lack of mats to sleep on. They request assistance from any concerned partners.

Elderly, Sector 5, Block 9

We Are Sleeping on Bare Ground
A group of elderly persons raised concerns about lack of mats to sleep on. They request assistance from any concerned partners.

Elderly, Sector 5, Block 9

Well-done WASH Partners!
Residents of Bentiu PoC are grateful for the exerted efforts by WASH partners to improve hygiene through provision of more bathing facilities. The community extends special appreciation to IOM for implementing the construction of new bathing shelters in the PoC.

Adults, Sector 3, Block 8

This week Internews collected
101 unique feedbacks:
- Children (Under 10 years old) 10%
- Youth (18-35 years old) 74%
- Adults (over 35 years old) 16%

Internews interacted
with 2,108 people through:
- Listening Group 7%
- Informal Meeting 92%
- Phone Call 1%
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).

**Weekly Program Highlights**

**WOMEN SHOW: Plastic Sheets Demand**
Need for sheltering materials has been repeatedly received from residents of Koyhethey when rainy season sets in. As the wet season is around the corner, a week ago Kondial FM visited Koyhethey to record voices about the issue and the alternatives they have before responses from humanitarian partners come in. While on the show, the women leader for Koyhethey said the villagers had tried to return to traditional ways of thatching tukuls using local materials but this couldn’t work because of inaccessibility of the grass. Camp chairman reported that plastic sheets were distributed 2 years ago and have been tattered by heat and wind. Both leaders requested for help although Shelter/NFIs partners have been encouraging communities to build shelters using local materials until needs assessment is done.●

**YOUTH FOR PEACE PROGRAM: Youth Engagement for Peace through Sport.**
Promoting peace and progress through sport is a task local sport union embarked on in Bentiu POC and the surrounding communities. With help from humanitarian agencies, football is one of the tools that unite youth and help build peaceful coexistence. While on the show, a football player disclosed that sports activities have helped unite youth in Unity State. Another member of a local sport union said youth are more united than in the past. The two young people on the program, both advised youth not to interrupt football matches over disagreements and encouraged them to play fair and friendly games. Dozens of callers appreciated the topic discussed and acknowledged support to youth. Kondial FM hosts local artists, sport players and various youth groups to talk on how they can promote peace in the area. ●

**BEYOND BENTIU RESPONSE (BBR): Borehole Repaired**
The Community in Unity State have widely expressed happiness with the WASH partners for prompt response to broken boreholes. While speaking on radio show, residents of Tong and Pakur villages of Rubkona celebrated the reopening of their newly repaired borehole. On the same show, the representative of Humane Aid for Community Organization, confirmed the repairs of the two boreholes. Kondial FM witnessed the reopening of the boreholes.●

**HEALTH PROGRAM: Health Facilities Needed in Gezira**
Due to concerns raised by communities on increase of malaria cases in Gezira village due to lack of medical facilities, the community requested health partners to open for them a health center. Kondial FM talked to residents of Gezira about the concerns and the alternatives they have before sharing it with partners. While speaking on the radio, the community leader of Gezira village said they have been walking long distances to far away health centers for medical attention. Other villagers confirmed unspecified number of sick people in the village without medical care. On response to this concern, health partners have confirmed to Kondial FM that the health facilities in Dingding will soon be opened for communities to access medical services closer to them. ●

**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>Percentage</th>
</tr>
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<tbody>
<tr>
<td>16% CCCM</td>
<td></td>
</tr>
<tr>
<td>3% Culture</td>
<td></td>
</tr>
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<td>2% Disease</td>
<td></td>
</tr>
<tr>
<td>7% Education</td>
<td></td>
</tr>
<tr>
<td>3% Food Distribution</td>
<td></td>
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<td>2% FSL</td>
<td></td>
</tr>
<tr>
<td>3% Health</td>
<td></td>
</tr>
<tr>
<td>22% Non-Food Items</td>
<td></td>
</tr>
<tr>
<td>2% Nutrition</td>
<td></td>
</tr>
<tr>
<td>3% Peace</td>
<td></td>
</tr>
<tr>
<td>11% Protection</td>
<td></td>
</tr>
<tr>
<td>27% WASH</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>6%</td>
</tr>
<tr>
<td>Hygiene</td>
<td>3%</td>
</tr>
<tr>
<td>Sanitation</td>
<td>18%</td>
</tr>
</tbody>
</table>
What We Heard This Week
Feedback from the Community

Children wearing dirty clothes due to lack of soap
Parents in block 31 of Pamir complained that teachers send their children back home for wearing dirty clothes. They have asked the teachers not to send the children back home from school, saying that it is not their fault since the number of soaps distributed to households during general food distribution (GFD) is not enough to keep children's clothes clean all the time.

Adults, block 31, Pamir ●

Assistance needed for fire affected people
Two families in Pamir had their houses burnt down last month and have been requesting the Shelter/NFI partners to intervene and support them in rebuilding their shelters before the rainfalls.

Adults, block 31, Pamir ●

Students want big size exercise books
Some students from Soba Secondary School have expressed complaints over the sizes of the exercise books they receive from education partners. They said the books are small in size and cannot cover the whole of their school terms and have requested education partners to consider supplying those with bigger sizes.

Youth, Ajuong Thok ●

We need soaps to maintain personal hygiene
Families in Ajuong Thok said that in previous months there were soaps provided to them by humanitarian agencies for washing hands after using latrines but now this has stopped. They requested for distribution of soaps to help them maintain hygienic protocol in the community.

Adults, block 18, Ajuong Thok ●

Make more VSLAs to enhance women's livelihoods
Women in Pamir have commended the village saving and loan association (VSLA) for improving women livelihood activities. They request the agencies in charge of livelihoods program to give chance to more women in the blocks to join the VSLA, stressing that it is improving their economic status.

Adults, block 32, Pamir ●

Water management training to stabilize water flows
Refugee community in Ajuong Thok expressed their happiness to WASH partners and have extended special appreciation to Samaritan’s Purse for the good management of water. They said the flow of water has been regular and stable but still require better skills to continue managing their water effectively. They have requester the agencies to organize training for the community on water management.

Adults, block 64, Ajuong Thok ●

Open soak pits pose dangers to children
The refugee community in Pamir have expressed danger of open soak pits around their settlements and are requesting their humanitarian WASH partners to help in covering them. They said the open soak pits pose danger to the children who play around the settlements.

Adult, block 53, Ajuong Thok ●

For several months, no sanitary kits
Women in Ajuong Thok are requesting Protection Partners – especially those dealing with women protection – to provide them with dignity kits. They said distribution of sanitary kits has not been done for a long time.

Adults, block 16, Ajuong Thok ●

Assistance needed for fire affected people
Two families in Pamir had their houses burnt down last month and have been requesting the Shelter/NFI partners to intervene and support them in rebuilding their shelters before the rainfalls.

Adults, block 31, Pamir ●

Students want big size exercise books
Some students from Soba Secondary School have expressed complaints over the sizes of the exercise books they receive from education partners. They said the books are small in size and cannot cover the whole of their school terms and have requested education partners to consider supplying those with bigger sizes.

Youth, Ajuong Thok ●

Family members to accompany women giving birth
A community feedback from Ajuong Thok has indicated that family members are not allowed to accompany pregnant mothers when they are being transferred by ambulance to the health centers for delivery. They are appealing to the health partners to allow at least one family member to enter the ambulance and accompany the pregnant woman to the health center for delivery.

Adults, block 53, Ajuong Thok ●
Health Program: Community Awareness on Gout

Jamjang FM hosted a live program with a medical doctor from Hope PHCC to talk to the community about gout disease. This came as a result of feedback from the community that there are many people diagnosed with the disease and the community want to learn how to prevent this disease. The medical practitioner explained the causes and symptoms of the disease. He described the disease as being caused by defective metabolism of uric acid causing arthritis, especially in the smaller bones of the feet and episodes of acute pain in the body. The physician said that excessive eating of meat is the main cause of gout and has appealed to the community to balance their diet by eating fruits and vegetables to reduce the frequencies of eating too much meat to avoid the disease.

Refugee and Host Communities Commemorates the International Mine Awareness Day

Jamjang FM team covered the commemoration of the International Mine Awareness Day that is organized on 4 April every year. The theme for this year’s commemoration was “Safe Ground, Safe Home”. The event was organized by The Development Initiative (TDI) in Jamjang and attended by both the refugee and host communities. While addressing the event, TDI manager explained landmine as an explosive laid on or just under the surface of the ground, elaborating that landmine explosion can cause death or some deformities to the body. The manager added that, the observance of this day aims to raise awareness about landmines and the progress being made toward their eradication in South Sudan. He said the program also includes assisting victims, teaching people how to remain safe in a mine-affected environment. Jamjang County Commissioner appealed to the community to avoid touching strange objects to protect themselves from possible landmine explosions. The celebrations in Jamjang town were attended by host community, refugees and humanitarian agencies including UNHCR and CRA.

Madame Mia Farrow Visits IRC Health Projects’ Sites in Ruweng State

The American actress, activist and UNICEF Goodwill Ambassador, Mia Farrow came to Ruweng State to visit IRC health activities in the area. Jamjang FM correspondent accompanied the celebrity and her accompanying delegation to Lake No County and spoke to IRC health and nutrition manager who said Farrow was in the area to visit projects’ locations where health services are provided to the host community by IRC. He pointed out that, IRC integrated community case management (ICCM) provides drugs for pneumonia and diarrhea to children under five years within the host community. State health department officer appealed to the community health and hygiene promoters (CHHP) to establish health centers in the host community villages to shorten the distance for travelling to far health centers. He said this will have help the community to have increased access to medical care.

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.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>WASH</td>
<td>27%</td>
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<tr>
<td>Shelter</td>
<td>15%</td>
</tr>
<tr>
<td>Protection</td>
<td>27%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>12%</td>
</tr>
<tr>
<td>Education</td>
<td>15%</td>
</tr>
<tr>
<td>FSL</td>
<td>6%</td>
</tr>
<tr>
<td>Health</td>
<td>6%</td>
</tr>
<tr>
<td>Culture</td>
<td>3%</td>
</tr>
<tr>
<td>CCCM</td>
<td>3%</td>
</tr>
</tbody>
</table>

Detailed: WASH

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

- Water: 6%
- Hygiene: 6%
- Sanitation: 3%
What We Heard This Week
Feedback from the Community

We are lacking soaps
A group of women in the community of PoC 1 in Juba are saying that they have gone for a long time without soaps and are asking WASH partners for distribution of soaps. They said it has taken more than a year without soaps being distributed. The women said they can not afford to buy soap from the market to maintain hygiene in their households since soap is needed for bathing and washing clothes and kitchen stuffs. Therefore, they are appealing to the concerned humanitarian agencies to help with soaps.

Residents, PoC 1, block G

We need good security at night
Some residents in the community have asked UNMISS to review the work of the community watch group (CWG) to ensure they are delivering effectively to keep residents safe in their shelters in the PoC at night. The residents said they are having security threats in their shelters during the night hours and want UNMISS to ensure CWG are delivering on their role of watching over the community to avoid night security incidences from criminals.

Residents, PoC 3, zone D

We need good relationship between the community and partners
Residents of Juba’s PoC 3 have called for building of good relationships between the community and the humanitarian agencies working with them. They said the relationship between partners and the community can be improved through training and meetings on how issues can be collectively addressed. Through training and meetings, the residents say they can get acquainted with partners’ roles and responsibilities in services delivery. The residents cite lack of information about the work of partners as the cause of misunderstanding between the community and partners.

Elder, PoC 3, Zone D

Help us with cooking stoves
Some residents during a focus group discussion said that they are experiencing challenges of charcoal stoves as they were distributed once at the time of arriving at the PoC in Juba. Without charcoal stoves, they resorted to digging holes on the ground or using stones which they say will be more challenging during rainy season because they will have to cook from inside their shelters. They are asking for help from humanitarian agencies.

Residents, PoC 3, Zone D

Speed up the shelter verification
Residents of PoC 3 in Juba have asked the responsible humanitarian agencies and the camp management to speed up the process of shelter verification in the PoC. They said the rainy season is soon starting and some of them have not renovated their shelters. They explained that some of the shelters need new plastic sheets, poles and other necessary materials to restore them to a better state that can withstand the next rainy season.

Residents, PoC 3, Zone G

Give us instructions on how to cook what you give us
Some residents within the community are asking humanitarian partners who carry out the distribution of food items to also give some cooking tips to the people. They say that not everyone is familiar with cooking every type of food item distributed and are therefore appealing to humanitarian agencies that carryout general food distribution (GFD) to organize some sessions that can be attended by women to receive cooking tips. They said the recently distributed food items – especially a certain type of beans which they received for the first time – have not been easy to cook and have raised speculations on how it is supposed to be prepared. They suggest that instructions from professional cooks provided by the agencies can help them with better cooking skills.

Residents, PoC 3, Zone D
Health: HIV/AIDS awareness and prevention
The health program on Boda–Boda Talk Talk (BBTT) invited a medical practitioner from the International Medical Corps (IMC) to help create awareness on HIV/AIDS. The medical staff was interviewed specifically on the prevention of the disease in the community and gave the main tips as being faithful, abstinence, condom use as well as other preventive measures. In the Program, the IMC staff said that their medical personnel are available at the health facilities in PoCs 1 and 3. The IMC staff revealed that there are about 700 cases reported and tested positive in the PoCs, of which majority are youth. The organization urges the community members to go for testing so that they can know their statuses and be able to get treatment therapies once diagnosed with the disease.

Dangers of idling near the pedestrian gates
A feedback from the community has indicated many people sit idly at the pedestrian gates of the POC, which poses security threats to the UN staffs from carrying out their duties normally. BBTT interviewed the CMC security coordinator who said that it is not advisable for people to sit or chat at the gates during working hours and even in the evening. He said this has raised security concerns for the UNMISS’s staff, especially UNPOL personnel who are carryout security patrols and surveillance for the community. He gave examples of two incidences that happened recently involving youth who snatched a phone from UNMISS’s protection staff and another taking a stick from UNPOL. He said the security organs at the sites are advising the general community to stop idling at the pedestrian gate and to keep away from the UNMSS’s protection personnel who are deployed to do their work at the PoC sites.

Sports: Results of schoolgirls’ football tournament
BBTT produces a sports program in the POC to highlight the sport activities taking place in the community. The BBTT team produced and broadcasted a program on the recently organized football tournament for schoolgirls in the PoC. The chairperson of the Sports Organizing Committee was hosted on the program to explain how the tournament was organized and accomplished. In the interview, the chairperson at UN House’s PoC 3 said they have concluded the schoolgirls’ football tournament that started sometimes back and had been going on with several games between different teams. He said the tournament was supported by Sports for Hope targeting all primary schools in the PoC and was won by Hope Primary School. He said the main objective for this was to address and tap into different talents and potentials that the youth have and to promote a peaceful coexistence in the PoC. He also added that girls have talents which need to be identified and built upon.
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

Fishermen request timber to make local canoes
Fishermen in Malakal said they lost their fishing canoes in 2013 as a result of the outbreak of violent conflict. They requested concerned agencies to provide them with timbers so that they can make canoes to help them with fishing in the River Nile. The fishermen say that canoes can boost their fishing activities to a commercial level which can help them fulfil various needs for their families.

Youths & Adults of Sector 1 & 4, PoC

Elders Need Sugar
Elderly people have requested agencies to help them with sugar for their tea and rice food. They expressed lack of money to buy it from the market.

Adults of Sector 1A block B – PoC

Thanks for distributing footballs
School children in Malakal PoC said they are happy with Intersos for providing them with new footballs to boost their sporting games. They said the new balls will help them to organize their teams and find appropriate spaces for playing together instead of different teams playing individually on the PoC streets.

Children of Sector 4, PoC

Awareness on good use of water is helpful
The residents of Malakal commended the awareness program conducted by IOM on the good use of water and how to ensure that water is also safe for drinking. They said the awareness will help the community ensure water is safe for drinking to avoid water borne diseases. On the other hand, some residents said fighting at water points has become a habit in the community, and requests that WASH agencies create more awareness on better use of water points in a way that preserve peace and harmony within the community.

Youths & Adults of Sector 1 block C & Sector 3 block C – PoC, Malakal

Organize transportation means for celebrations that are conducted in town
The residents of the PoC said that they are interested in participating at events that are organized at Malakal town but are affected by transportation means. The residents say they can’t afford to pay for commercial vehicles between PoC and town center and have requested humanitarian agencies to assist them with transportation when there is any event or celebration organized by UNMISS, NGOs or government at Malakal stadium.

Youths & Adults of POC’s Sectors 1, 2, 3 & 4

Thanks for registering us for handcraft groups
Registered women & girls for handcraft groups extended their appreciation to IMC for adding them to the handcraft groups. They expressed readiness to engage in different handcraft activities to gain new life changing skills. In addition, women who have not gotten opportunities to register their names have requested IMC to create more women centers as the number of women who are willing to join the handcraft groups are many can’t be accommodated by the few existing centers.

Youths & Adults, location: sector 1 & 2

Breastfeeding mothers requested extra soap
Breastfeeding mothers have said the soaps given to them every month for use by the whole family is not enough. They requested concerned agencies to distribute extra soap to them for better family hygiene.

Adults of POC’s Sector 1

Internews Malakal e-Bulletin
April 11, 2019
### Health program: Typhoid disease – causes and symptoms

A community feedback has indicated that many people have been affected by Typhoid Fever in Malakal and the community do not have adequate awareness on its causes and symptoms. Nile FM health program producer invited International Medical Corps (IMC) medical assistant to the show for an opportunity to create awareness on Typhoid Fever. The medical assistance provided the community with information on the causes of the disease, symptoms, treatment and prevention. The IMC’s medical practitioner pointed out that the key symptoms for Typhoid Fever are: high fever and loss of appetite. The medical assistant urged the community members to immediately seek medical attention when they feel such symptoms.

### WASH program: Clearance of PoC drainage channels

A community feedback on WASH interventions in Malakal has revealed that some community members within the PoC dump garbage on the main drainage system and sub-drainages, leading to stagnation of water. Stagnant water becomes breeding sites for mosquitoes that increase spread of malaria and increases chances of water borne diseases. Nile FM WASH program producer invited IDM hygiene promoter to the radio program to raise awareness on how the community can keep safer and clean environment around them by ensuring that the drainage system is open to let water out. The IDM hygiene promoter urged the community members to always put garbage in the provided garbage barrels placed alongside the roads inside POC. He told the community that throwing garbage randomly without making use of the provided garbage containers will make their residential areas unhygienic and prone to diseases like malaria.

### Greater Upper Nile peace & reconciliation conference: special coverage

Nile FM radio covered a three-day joint peace conference attended by the Greater Upper Nile government and SPLM-IO officials in Malakal. The conference was attended by governors and military commanders from both government and opposition sides. The conference was also attended by UNMISS and humanitarian representative from UNOCHA. A celebration was attended by the whole community including those from the POC. Nile FM correspondent interviewed Malakal residents who participated in the celebration to give their comments on how the governors’ peace conference would change the situation in the area. One of the community members said that the joint celebration that brought together government and SPLM-IO officials will reduce the level of hatred within the community especially between the government and SPLM-IO supporters. Another person said the conference will rebuild trust and strengthen confidence on the ongoing peace agreement so that people can move freely in the area, noting that the issue of free movement in Upper Nile was addressed in the conference. Finally, another person said the conference will help in reopening routes for easy flow of goods from many sides of the country such as Juba, Renk and Nasir because the government and SPLM-IO have agreed to open the routes as soon as possible.

### Community Feedback

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<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Culture</td>
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<tr>
<td>Disease</td>
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<tr>
<td>Education</td>
<td>6%</td>
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<tr>
<td>FSL</td>
<td>3%</td>
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<tr>
<td>Health</td>
<td>9%</td>
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<tr>
<td>Non-Food Items</td>
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<tr>
<td>Protection</td>
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<tr>
<td>Shelter</td>
<td>6%</td>
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<tr>
<td>WASH</td>
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**Detailed: WASH**

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

<table>
<thead>
<tr>
<th>Sub-category</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Water</td>
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<tr>
<td>Hygiene</td>
<td>9%</td>
</tr>
<tr>
<td>Sanitation</td>
<td>23%</td>
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</table>