What We Heard This Week
Feedback from the Community

Well-done ICRC
Cattle keepers in Tochikier of Koch have extended appreciations to humanitarian animal health partners for vaccinating their herds against foot and Mouth diseases. They commended the ICRC, urging it to continue with animal’s vaccination.

Adults, Koch

Sale of Humanitarian Items is Rampant
Community leaders and youth in Bentiu PoC wondered about where the humanitarian items rampantly come from and find themselves in the market. They specifically mentioned that nutritional food stuffs are on sale in the market. They need nutrition partners to restrict the sale of nutritional foods.

Adults & Youth, PoC

We Need Dominoes and Playing Cards
Teenagers and Youths who are being supported by Mercy Corps said they do not have dominos and playing cards to keep them busy at their center. They requested Mercy Corps to help them with the requested items.

Youths & Adolescents, Sector 2, Block 6, PoC

The Roads and Drainages Are Good
Adults and youth in Sector 5 Block 1 to 6 are grateful with IOM for maintaining water drainage channels and roads across PoC. They thanked the camp management agency for delivering good services to the community.

Adults, PoC

Water Shortages Hits Sector 4
Adults and youth listening groups in Sector 4 Block 1 to 12 raised concerns about water shortages due to technical problem with the borehole where the community gets water from. They requested concerned WASH agencies to speed up in restoring water for the blocks.

Adults & Youths, Sector 4, Block 1-12

Our Classes Are Congested
More than 100 School pupils in Lich Primary school in Sector 4 Block 7, reported that their school is congested and noisy which make them not to understand lessons. They need education partners to construct additional classes.

Pupils, PoC

We Need Our Examination Papers Printed
More than 300 school children in eight primary schools in Bentiu PoC reported challenges they face when doing examinations that is not typed and printed. They requested education clusters particularly UNICEF to help them print examination papers.

Pupils & Parents, Sector 2, Block 1-12

Bathing Shelters Are In Bad Conditions
A block leader in PoC reported a concern on behalf of his block’s residents about the bad conditions that the bathing shelters are in. He requested concerned WASH partners to do the renovation.

Leader, Sector 5, Block 2 & 7, PoC

Well-done INTERSOS
Pupils and Parents in Sector 2 thanked education partners for renovating their school fence. They directed their appreciation to INTERSOS for a job well-done.

Pupils & Adults, Sector 2

Please! Clothing for People with Disabilities
A number of people with disabilities reported concerns about lack of clothing for their children. They said they cannot afford to buy clothes because they don’t have money. They requested protection partners to help distribute clothes for their children.

Adults, Bentiu PoC

Thanks for the Latrines in Koch
WASH partners have been thanked by women in Koch for constructing family latrines in Koch and other villages. They directed their special appreciation to CORDAID.

Adults, Koch & Kuachlual

School Age (11-18 years old)
• Focus Group Discussion 8%
• Informal Meeting 53%
• Listening Group 38%
Females (61%)
Males (39%)
48%
10%
53%
42%
8%
1.814
1.108
706
38%
53%
8%
This week
Internews collected
60 unique feedbacks:
• School Age (11-18 years old) 10%
• Youth (18-35 years old) 48%
• Adults (over 35 years old) 42%
Internews interacted with
1,814 people through:
• Listening Group 38%
• Informal Meeting 53%
• Focus Group Discussion 8%

Data collected from:
1,108 females (69%)
and 706 males (31%)

Internews

Bentiu

e-Bulletin

May 9, 2019

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 Tusime (atusiime@internews.org) or Team Leader Pout Tuor (ptuor@internews.org).
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

SPECIAL EVENT: Launching of Polio and Deworming Campaign
National immunization against polio and deworming campaign that targets children from 0 to 5 years old has been launched in Northern Lich State. The State Ministry of health and humanitarian health cluster emphasized on the importance of the campaign in order to have polio free South Sudan. On the launching event which was fully covered by Kondial FM on 30th April 2019, health minister for Northern Lich; Dr. Duol Birm confirmed that up to 279000 children will be vaccinated against polio and deworming. Health cluster representative confirmed their commitment to health activities in the state and across the nation.

WOMEN SHOW: Women Talking About Safety Check and Potential Return Home
Safety check of original homes and potential return if peace is implemented was discussed on women show. Regina Nyatoy Chany who had just returned from Khartoum said that she hoped for revitalized peace to be implemented so that she can go to her village in Southern Unity. Nyatoy, a mother of 4 children highlighted that she and her children got tired of hard living conditions they underwent in Sudan due to lack of work to support their living. She had wanted to see guns silenced so that she doesn’t live in the PoC. Nyatoy Gatluk who has lived in the PoC since 2014 mentioned that she would like to return to her village but doesn’t have enough confident to make a decision due to slow progress in peace. Kondial FM played voices recorded from BBR with people sending greetings and now live is in their villages after peace signed. All commended peace messages sent through Kondial FM by loved ones they separated with for years.

EVENING SHOW: Peace Messaging in PoC by CHC
Information sharing is the message that PoC security authorities have been sending to PoC residents. Community can play a role by sharing information with UNPOL and other protection partners about anything suspected as a security issue so that they can get help quickly when necessary. Kondial FM mobilized CHC members to talk on radio and explain what the community can do to improve security in the PoC. While talking on the radio, CHC chairperson said they are working hand in hand with UNPOL to make sure PoC is safe. He disclosed that some individuals who are involving in criminal activities in the PoC will be handed to mobile court authorities outside to handle their cases. Also on the show, the head of CWG security appreciated community for cooperating with them. However, he advised individuals who keep spears, knives and sticks to desist as those weapons are harmful. Both appreciated UNPOL and camp management for supporting the community and they acknowledged the community cooperation to sharing information with concerned security partners. Several callers said they were happy with the topic and urgent for its continuity on radio.

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>5%</td>
</tr>
<tr>
<td>Disabled</td>
<td>7%</td>
</tr>
<tr>
<td>Women</td>
<td>10%</td>
</tr>
<tr>
<td>Youth</td>
<td>2%</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 James Mafer (jmafer@internews.org).

What We Heard This Week

**Feedback from the Community**

**Information from Jamjang And Pamir**

A number of families in Yida settlement said they could not relocate to either Ajuong Thok or Pamir because of the information they receive that indicate poor services delivery. They said they are told that there are no good shelters provided, water and schools in Ajuong Thok and Pamir, which is the reason they prefer to stay in Yida.

Adults, Yida.

**Why Was The Food Distribution For The Elderly Stooped?**

Elderly people in Jamjang are enquiring why food distribution that was specialized for them was stopped by the agencies responsible for food distribution (GFD). They say that the special food distribution provided them with soft food items that were good for their health, and are requesting if this can be brought back.

Adults, Jamjang, Local Community.

**Increase Milling Cash**

The Refugee community in Pamir said deductions on milling cash has affected their families due to rising prices at the milling centers. They say milling prices have so far increased from 80 SSP to 100 SSP per unit, making it difficult to turn their grains into flour. They request concerned humanitarian agencies to increase milling cash to match the market prices.

Adults, block 18, Pamir.

**Send Us Ambulance To Save Lives**

A number of adults have echoed concerns over lack of and/or delays of ambulance services for sick people and mothers on labour who are in urgent need of transfer to health centers. They said health workers in centers with ambulances do not quickly respond to requests or sometimes refuse to send an ambulance. They asked concerned health partners in the area to address this issue.

Adults, Jamjang, local community.

**Agricultural Hand-Tools Needed**

With the rainy season in sight, residences in Pamir said they are ready to farm but lack simple farming tools to clear their farms. “We are ready this year to farm so that we have enough food but we have no tools to prepare our farms before rains start. We are requesting any concerned organization to supply us with new tools.”

Adults, block 18, Pamir.

**Women Asks for Dignity Kits**

Women in Pamir said they can’t afford to buy basic dignity items like pads and under-wears, which are very essential for their daily convenience in the community. They are requesting any concerned agencies especially WASH and Protection partners to provide them with well-equipped dignity kits.

Adults, block 18, Pamir.

**Improve Health Services in Jamjang PHCU**

Women in Jamjang have revealed health services at Jamjang PHCU are deplorable. They elaborated that the health center lacks basic medical care for children, providing no injections for serious illnesses but syrups or tablets. “Why are the health providers only giving our children syrups? We want treatment through injection,” said a mother from Jamjang. They request health partners to address their concerns.

Adults, Jamjang local community.

**School children Seeking Answers for Being Denied Classes**

A number of school children in Yida says they are left in a dilemma after being denied classes. They elaborated that they are denied classes because of school fees and again their families are denied relocation to Ajuong Thok and Pamir due to schools there being congested. “We want to go to school but we are confused what the truth is” Said a 10 year old boy.

Children, Yida.

What We Heard This Week

**Feedback from the Community**

**This week Internews collected 19 unique feedbacks:**

- School Age (11-18 years old) 5%
- Youth (18-35 years old) 37%
- Adults (over 35 years old) 58%

**Last week Internews interacted with 213 people through:**

- Listening Group 79%
- Informal Meeting 21%

**Data collected from:**

- 52 females (24%)
- 161 males (76%)
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).

Jamjang 89.4 FM
Weekly Program Highlights

Livelihoods Program: Village Savings and Loan Association Receive Business items
The Village Saving and Loan Association (VSLA) has been provided with business items to strengthen their business activities. During the distribution of the items, Jamjang FM correspondent interviewed an officer from IRC’s Women Protection and Empowerment (WPE) program. The officer elaborated that the distribution of business items targeted money saving women groups in Jamjang – emphasizing that the items which are meant for business start-ups will enable women members of the VSLAs to kick start their business initiatives. He appealed to the beneficiaries to utilize the business items that they have received in a good way to ensure the success of their businesses. Among the items received included rice, sugar, tea leaves, soap, and many other assorted household frequently needed items to be sold on market stalls. During the event, Jamjang FM also interviewed a number of beneficiaries who got the items. All those interviewed strongly promised that they will utilize the items to successfully run their businesses and not use them for different purposes.

Commemoration of The World Press Freedom Day
On the observance of the World Press Freedom Day, Jamjang FM hosted South Sudan Commission for Refugee Affairs (CRA) operations director to align press freedom with community transformation, aspiration and development and what the government does to protect it. While speaking to Jamjang FM, the Director stated that the commemoration of Press Freedom Day helps to draw attention of the community on the importance of the press. He said that the press and media in general help the community through dissemination of information as well as promoting peace building programs through peace messaging. The official appealed to different government institutions and communities to create a conducive environment for the journalists to do their work and not subject them to intimidation. Jamjang FM also interviewed a number of people in Ajuong Thok who praised the role played by media in ensuring smooth and continuous flow of information to the community, which help them make informed decisions that affect their lives.

Legal Aid Services Provided to Refugee Community in Ajuong Thok
Humanitarian Development Consortium (HDC), a national NGO, is providing free legal aid services to the refugee community in Jamjang. Jamjang FM interviewed HDC program officer on the legal aid sessions that are being organized in Jamjang to tell the community how this will be helpful to them. The officer explained that HDC provides free legal services to help vulnerable people get legal counselling and also get assistance on follow up of their legal cases. He called up on the community in Jamjang to visit the legal aid clinic and share their legal issues so that they can get assistance in form of counselling and case follow up – saying that it is also a learning opportunity for the community to understand legal procedures. The legal aid clinic session was conducted on May 3rd at UNHCR field office in Ajuong Thok and was open to all persons with legal concerns from the refugee community to learn the right procedures when they have issues before the law. He urged the community to report any issues related to legal claims to the blocks’ leaders and to HDC legal officers who are working closely with community leaders so that their issues are addressed. The office said that this marks the first public legal aid clinic organized by HDC in Ajuong Thok and will continue to provide free legal services.

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>Education</td>
<td>21%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>11%</td>
</tr>
<tr>
<td>FSL</td>
<td>5%</td>
</tr>
<tr>
<td>Health</td>
<td>11%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>21%</td>
</tr>
<tr>
<td>Shelter</td>
<td>16%</td>
</tr>
<tr>
<td>WASH</td>
<td>16%</td>
</tr>
</tbody>
</table>

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

- Higher, Vocation/Life Skills 5%
- Primary, Secondary 16%

May 9, 2019
What We Heard This Week
Feedback from the Community

Newcomers Requested Cooking Items
Malakal town residents who returned last year from Juba & Uganda refugee camps said that they left behind their cooking utensils because they were not allowed to carry many belongings in the airplane. They said they have been sharing the few available ones between families and are now requesting non-food item (NFI) partners to supply them with cooking pots, pans, jerry cans and other kitchen items.

Youths & Adults, Malakal Town

Children Request Sports Equipment
A group of children in Malakal town said they are interested in playing football but lack sports materials like balls, uniforms, shoes, stockings, etc. They requested concerned agencies to provide them with the items. They also said that they welcome any agency to organize and facilitate any sports tournaments especially during school vacation.

Children, Hai-Asosa, Malakal Town

Thanks For Conducting Main Roads Assessment
A number of residents in PoC appreciated the agencies for the field assessment conducted towards rehabilitation of the PoC main roads. They said rehabilitation of the main roads before the rainy season will help keep the roads in good conditions when rains fall.

Youths & Adults, Sector 1 & 2, PoC

Write Exam Questions on Printing Papers
Pupils who are studying at humanitarian basic schools from classes 5 to 7 in PoC said that they are unhappy with writing of examination questions on blackboards. The first term exams are presented on blackboards which the pupils say takes a lot of time copying the questions before answering them, since the teacher keeps rubbing off. They requested the education cluster partners to print examination questions on papers so that they can spend exam time thinking about answers.

School children, Sector 1 & 2, PoC

Fencing Wells With Wires Will Protect Children From Drowning
A number parents in the PoC have expressed fear over their children’s safety due to a number of wells around the PoC being exposed. Some of them revealed to Nile FM that a child drowned in an open well outside the PoC. They requested any agency especially the protection partners to help them in fencing the wells so that small children cannot get into them where they are exposed to drowning.

Youths & Adults, Sector 1, 2, 3 & 4, PoC

Drainages Re-Opened
PoC residents have expressed their appreciations to the IOM for opening up the drainages ahead of the rainy season. They commend this service saying that it will avoid water stagnation during rainy season, hence protecting families from diseases. They are now requesting other WASH partners to raise general awareness in the community on dangers of blocking drainage systems with garbage and orient them to dump garbage at designated areas.

Youths & Adults, Sector 2A, PoC

Elders Requested a Separate Line During Food Distribution
Elders & people with special needs in Malakal town told Nile FM community correspondent at the food distribution side that they can’t physically manage to stand in the same line with other strong community members during food distribution. They requested the community leaders and agencies to organize for them a separate line so that they can receive their food rations in shortest possible times.

Elders, Malakal Town

World Health Organization Field vaccination Supervisor speaks to Nile FM correspondent. Photo/Internews
Nile 98.0 FM
Weekly Program Highlights

**Special Program: World Press Freedom Day**
On the commemoration of the World Press Day on 3rd May, Nile FM ran a special program that gave its listeners a space to express their opinions on how free press and media in general can help transform the community and promote peaceful co-existence. A community member who spoke on the program explained that media can play a positive role in peace building by creating a platform on which conflicting parties can come together to dialogue and find solutions to their issues, paving a way for peace and harmony in the community. Another community member said that media plays a vital role in creating awareness on various issues that affect the lives of the community like health, education, peace and agriculture. In addition, the Central Upper Nile State Minister of Information, Technology, culture, Youths & Sports was also hosted on the program to explain government’s position on press freedom. He said that media is very important for the community in general irrespective of their social backgrounds because everybody needs information of which media is the key source. The minister added that, at the moment the media is very important to tell the South Sudanese about the peace agreement because there are no other means that can disseminate the content of the agreement. The minister urged Journalists to play a positive role in their communities by promoting peaceful co-existence.

**Health Program: The Importance of Vaccinating Children Against Polio**
Before Polio vaccination that took place last week in PoC and Malakal town, Nile FM health program producer invited World Health Organization field vaccination supervisor to speak on the program so as to raise awareness for the families to know the importance of vaccinating their children against Polio. The WHO field staff, explained that Polio is one of the six childhood diseases. She added that it is very important for families to vaccinate their children against Polio because it protects them from getting Polio in the future. He urged families to make sure that their children are given Polio vaccine in order live a healthier life and with strong protection against other diseases. He also informed the community that the second round of Polio vaccination will be for children aged (0–5) months and including vitamin (A) for children aged six months to one year. The WHO official advised families to stay at home when vaccination exercise is taking place so they make sure their children have gotten the vaccines.

**WASH Program: The Importance of Washing Drinking Water Jerry Cans**
A community feedback indicated that some families in the community do not clean their water jerry cans which are used for collecting drinking water. In a bid to raise awareness on this, Nile FM WASH program producer invited IOM’s WASH hygiene promoter to speak to the community. The IOM official cautioned the community members from keeping their drinking water containers dirty, saying that it exposes the family to diseases. He urged the community to keep their water jerry cans clean so as to raise awareness for the families to know the importance of washing drinking water containers. The IOM official also revealed that they have people who give awareness at water points in PoC to let people know that clean drinking water jerry cans help in removing germs and bacteria. The IOM official encouraged the community members and especially mothers to understand that keeping drinking water containers clean is a protection exercise for their families.

**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.

- **22% CCCM**
- **1% Culture**
- **7% Education**
- **8% Food Distribution**
- **4% FSL**
- **6% Health**
- **6% Non-Food Items**
- **7% Protection**
- **6% Shelter**

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

- **Water 15%**
- **Hygiene 11%**
- **Sanitation 7%**

---

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).