What We Heard This Week
Feedback from the Community

Vegetable seeds, please!
Sections of the population in Rubkona said that they are ready to cultivate and improve self-sufficiency. They are waiting for FSL agencies to provide them with seeds before the rains start.

Adults & Youth, Rubkona

We Thank the Food Agencies
People in Bentiu PoC said that they are grateful with Welthungerhilfe and World Food Programme for the timely distribution of food.

Adults, Sector 1-5

Help us with sporting materials
Listening group leaders in Guit County, through a phone call said that they are lack balls, t-shirts, and shoes for players. They would like to know if any agency can avail them the items.

Youths, Guit

Computer skills needed
A listening group of youths in Bentiu said they need capacity building in computer skills to help keep them busy and enable them in get jobs in the future.

Youths, Bentiu

Drama group wants training
A Kondial FM listening group of adolescents in Sector 4 Bloc 6 said they lack skills to perform and communicate clear messages through drama. They said they would appreciate if any agency can offer to train them in conflict mitigation and management.

Adolescents, Sector 4, Block 6

Lack of clean drinking water in Nyaromni
Through a phone call, we received feedback from Nyaromni Village in Rubkona County that people drink water from dirty sources which causes them to have diarrhea. They are requesting WASH agencies to assess their situation and come to their rescue.

Adults, Nyaromni

Garbage disposal bags needed in Rubkona
Traders in Rubkona are worried about the mismanagement of garbage in the market due to lack of trash bags. They said they would appreciate if any concerned partners support them with rubbish cans.

Adults, Rubkona

Hygiene support is helpful
Traders in Sector 2 Block 10 said they were grateful with IOM WASH for the health and hygiene messages which demonstrated how to keep their markets clean.

Adults, Sector 2, Block 10

We need watering cans
Farmers in Rubkona town said that they lack watering cans for irrigating their crops. They are asking FSL agencies for help.

Adults, Rubkona

Removal of UXOs appreciated
Residents of Hai Birmruok in Rubkona County said they are grateful for the removal of unexploded ordinance by agencies. They said it will save people’s lives across the state.

Adults & youths, Birmruok
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 Tusiime (atusiime@internews.org) or Team Leader Pout Tuor (ptuor@internews.org).

Kondial 97.2 FM
Weekly Program Highlights

HEALTH SHOW
Nutrition agencies are doubling efforts to educate the community in the PoC and beyond about malnutrition after a noticeable increase in cases being admitted to hospital every day. Appearing on a live radio show on Kondial FM, Concern Worldwide nutrition unit official attributed it to foods with insufficient nutrients and recommended a balanced diet. The CWI nutrition unit encouraged mothers to visit nutrition centers for advice. Several callers expressed gratitude with CWI for telling them what to do in fighting the malnutrition. Kondial FM will continue airing of similar programs and craft PSAs to raise awareness.

YOUTH FOR PEACE SHOW
While talking on Kondial FM, youth from the PoC emphasized the importance of embracing peace so that people can go back to normal life in their villages. A youth representative said that as a generation, they have realized that peace is paramount and important for normal life. Another youth leader said that since the signing of the revitalized peace agreement, they have been able to move freely and get news of about their loved ones they separated with many years. All promised to work for a peaceful coexistence. Audiences who phoned in expressed appreciation and support of the peace activities.

WOMENS PROGRAMME
Self-reliance is what will help women acquire financial independence according to women who appeared on Kondial FM’s Women’s Initiative program. They discussed how they have managed start small businesses in the PoC and how they are managing to support themselves. A woman who is a tea maker in the market supports her children through the meagre incomes she earns and another one said she always walks long distances to get milk and sell it out to get some money. Callers expressed support for the women who are able to do everything they can to make ends meet.

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>
</thead>
<tbody>
<tr>
<td>Protection</td>
<td>25%</td>
</tr>
<tr>
<td>WASH</td>
<td>21%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>16%</td>
</tr>
<tr>
<td>Health</td>
<td>16%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>4%</td>
</tr>
<tr>
<td>Education</td>
<td>7%</td>
</tr>
<tr>
<td>Culture</td>
<td>3%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>1%</td>
</tr>
<tr>
<td>Peace</td>
<td>1%</td>
</tr>
<tr>
<td>FSL</td>
<td>3%</td>
</tr>
<tr>
<td>Health</td>
<td>6%</td>
</tr>
<tr>
<td>Food</td>
<td>3%</td>
</tr>
<tr>
<td>Education</td>
<td>7%</td>
</tr>
<tr>
<td>Culture</td>
<td>3%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>16%</td>
</tr>
<tr>
<td>Protection</td>
<td>14%</td>
</tr>
<tr>
<td>WASH</td>
<td>25%</td>
</tr>
<tr>
<td>Hygiene</td>
<td>18%</td>
</tr>
<tr>
<td>Sanitation</td>
<td>6%</td>
</tr>
<tr>
<td>Water</td>
<td>1%</td>
</tr>
</tbody>
</table>

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

- Water 1%
- Hygiene 18%
- Sanitation 6%
What We Heard This Week
Feedback from the Community

Explain criteria for shelter construction
Refugees in Pamir camp requested for a meeting with the agency in charge of shelter construction so that they can know the criteria for shelter construction. They said after finishing to build structures and waiting for roofing materials, they were told that they did not meet the required standards.

Adults, Pamir in Block 15.

More days for infant registration and merging
Lactating mothers in Ajuong Thok said that they have only one day in a week to do the merging process of infants with family. They said that they have to rush back home to breastfeed the babies without completing the process due to the limited time. They appealed to UNHCR to increase the number of days in a week to ease the process.

Adults, Block 65, Ajuong Thok.

Provide syrups for coughing children
Some families in Ajuong Thok said that their children receive only tablets for treatment. They asked the concerned humanitarian agencies to provide syrups too, especially for children with cough.

Adults, Block 65, Ajuong Thok.

More murram for bricks making
Residents in Pamir said that the murram that was provided in the blocks for making of bricks is not enough for the refugee community. They appealed to the concerned agencies for additional murram.

Adults, Block 15, Pamir.

Uniforms for newly admitted students
Newly admitted female students at Soba Secondary School said they are not allowed to attend classes due to lack of school uniform. They requested the agency concerned to provide them with uniforms so that they attend classes regularly.

Adults, Block 65, Ajuong Thok.

Elderly persons want torches
A number of elderly people in Pamir camp said they didn’t get torches during the last distribution. They inquired if the agencies concerned will provide them with torches to help them light their way at night.

Adults, Block 41, Pamir.

Importance of child delivery at health facilities
Women in Pamir raised concern about women who deliver babies at home. They explained that the mothers who deliver at home do not receive service like their counterpart who deliver in the hospital. They requested health workers in Hope hospital to intensify awareness about the important of expectant mothers to deliver their babies at health centers.

Adults, Pamir.

Parents want children aged 6 to remain at CFS
Some families said that 6 year olds were rejected at the Child Friendly Spaces (CFS) because they are legible for primary school. According to the concerned families, primary level is high for them to comprehend at that age. They appealed to agencies to reconsider the matter.

Adult, Pamir.
Nutrition Program: Mass nutrition screening
AHA and IRC carried out mass nutrition screening in Ajuong Thok and Pamir. During the screening Jamjang FM spoke to the AHA nutrition manager who said that the purpose of the screening children aged 6 to 59 months was to identify children with acute malnourishment. This, he added, would help them refer the children to the nutrition program. Meanwhile, IRC nutrition officer in Pamir camp described the an effort to end malnutrition in the camp and enable the children get treated, and receive proper care in the nutrition program. Jamjang FM interviewed a number of women in Ajuong Thok and Pamir who expressed their happiness and appreciation to AHA and IRC for the screening.

Livelihoods Program: Village saving and loan association changed lives
Two groups of the Village Savings and Loan Association (VSLA) conducted a “share out exercise” in Jamjang and Ajuong Thok camps. The VSLA group members managed to work together for nine months and created financial access to run small businesses. IRC ERD staff who spoke on Jamjang FM said that the purpose of the VSLA is to enable the community save their money appropriately and invest it for economic empowerment and growth. UNHCR representative during the event appealed to both communities to manage their VSLA efficiently because the results are remarkable in the lives of people. Jamjang FM interviewed some people from refugee and host communities who expressed their gratitude to IRC for forming VSLA groups. They requested the agency to increase the number of groups and engage big numbers of community in VSLA.

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.

- 7% CCCM
- 21% Education
- 7% Food Distribution
- 14% Health
- 7% Non-Food Items
- 24% Protection
- 17% Shelter
- 3% WASH

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>[7%]</td>
</tr>
<tr>
<td>Elderly</td>
<td>[7%]</td>
</tr>
<tr>
<td>Women</td>
<td>[10%]</td>
</tr>
</tbody>
</table>
In Juba, 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 UN House 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 Siobhan McEvoy (smcevoy@internews.org) or Humanitarian Multimedia Trainer Tidio Betty (tasaya@internews.org).

What We Heard This Week

Feedback from the Community

Students welcomed new library
Some students in POC 1 expressed happiness over a newly constructed library by ACTED. They said the library will help them in their studies. They urged their fellow students to respect the rules that have been put in place for while using the library.

Thanks for bringing our children
Some family members who were reunited with their children expressed happiness when they met their young ones. They said they had been separated from their children since 2013. They thank CRO for the efforts they made to unite them with their young.

Men not comfortable to attending GFD
Some men said they don’t feel comfortable to attending GFD due to conflict with their cultural norms. However, due to the requirement by family heads to be present during the GFD, they have to attend the distribution. They said it is not easy since the role of food collection is traditionally assigned to women. Sometimes, they forget to for GFD which leads to complaints about missed food collection.

We lack salt for cooking
Some women in the community said they cannot cook food without salt. They said there was no salt during the recent food distribution. They appealed to WFP to provide salt because they can’t afford buying salt from the market.

Expel gangs from the PoC
A listening group composed of parents has requested UNMISS to expel the existing gangs roaming the PoC. They said the gang groups always engage in fights causing security concerns among the PoC communities. “We are facing problems from groups formed in the compound. Fights against these groups happens and many of them get hurt and the problem comes back to us the parents”
Restriction of late return to PoC
UNMISS has warned the community several times to observe the 7 PM cutoff time but some individuals still break the curfew. In Our BBTT program this week, the Community Watch Group (CWG) Chief for Operations said there is a tendency of some IDPs arriving at the PoC beyond 8 PM. He called on everyone to respect the curfew time imposed by the UN for the safety of all IDPs. He warned that no PoC resident will be allowed to enter the PoC after the curfew time.

ACTED explained the complaints mechanism
ACTED, the UN House PoCs camp manager explained to PoC residents how to file complaints. In an interview with BBTT, ACTED said all complaints for shelter and NFI materials are handle at its information desk on Monday and Tuesday every week. Once all complaints are compiled, they are sent to the concerned agencies, for screening and approval before distribution of IDs. ACTED said it’s the responsibility of individual households to register complaints for consideration. This explanation came after many residents complained about damaged shelters and are worried about the rainy since their shelters are dilapidated.

Increase in watery diarrhea
There has been an increase in cases of watery diarrhea among children in the PoC. On our health program, we looked at the causes and how to prevent the disease. In an interview with BBTT, Nile Hope said that the main cause of watery diarrhea is due to poor hygiene practices. Nile hope said drinking water has to be kept clean at all the times and well covered. Nile hope advised all residents and families to wash their hands with soap after visiting the latrine and before handling food as the basic and effective method of preventing diarrhea.

Cultural activities suspended
Cultural activities in PoC 3 have been suspended due to repeated incidents of violence. In an interview with BBTT, the secretary general for UN House PoC 3 CMC said that, they have agreed to suspend all cultural activities after several fights breaking out among the youth. He said the suspension is a precautionary measure to avoid major insecurity in the area. The secretary said they are working hard to find better ways of eliminating altercations during the events. He added that once a permanent solution is found the activities would then resumed.

Internews Juba collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The chart below illustrates the overall categories in which feedback was collected this period.
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).

Children are not going to schools
Some parents said they consistently advise their children to attend school but instead the children end up playing on the streets of the PoC. They requested humanitarians to help create activities in the schools which will attract and help retain children in school. The same parents also called on protection agencies to create awareness about the dangers of loitering under the hot Sun. They said they are worried that their children would be affected with meningitis.

Girls requested for sports equipment
School girls interested in playing volleyball at the end of classes requested agencies to support them with balls and other sports equipment. They also requested humanitarian schools to include sports in their extra curricula activities.

Thank you for fishnet making skills
Children between 10 and 17 years were trained by Interos in fishnet making. The boys thanked Interos for training them in new skills. They said the fishnet making will help them obtain supplementary income for their families.

Women want help to establish business
For the second time, women have said that they would like to know how to establish small businesses. They said they want to earn their own income instead of seeking help from others. They appealed to the concerned agencies to register and train them in business skills so they can establish their own business activities. The women said their colleagues who were trained by UNYDA & Oxfam are now managing their own businesses after the training.

Bathrooms repaired
Residents have expressed appreciation to IOM WASH department for repairing bathrooms. They said the repaired bathrooms will reduce the time spent searching for bathroom’s to shower in other blocks.

Update us about Ebola
Residents said it’s now two months since they last heard any information about Ebola. They are wondering how far Ebola is from the country. They said they have not heard awareness about the disease on either radio or television. They requested the health cluster to update them through Nile FM so that they can take care of areas during their movements within and outside the country.

What We Heard This Week
Feedback from the Community
**WOMEN PROGRAM: The role of women in peace building within the community**

Nile FM peace program producer asked some community members to suggest how women could play a role in peace building in their community. One of the community members said that women could play a role in peace building if they are confident enough. Another person said that when someone is peaceful with a neighbor it will lead to peace in the society. While another member of the community said that creating more training and workshops for women on peace building would help build capacity of the females for peace building.

**EDUCATION PROGRAM: Quarreling among pupils affects them negatively**

Education program producer asked some community members to suggest how pupils can stop squabbling among themselves while at school. A community member said that teachers must intervene to solve any quarrels among pupils and help put an end to such situations. This can be done by advising the pupils and cautioning them about the consequences of wrangling. Another person said parents should always advise their children not to quarrel at school but seek peaceful means of resolving their differences. A teacher advised them to solve any quarrels at school and not to involve their parents or relatives in the community.

**WASH PROGRAM: Keeping market clean**

Feedback from the community indicates that said some people doing businesses leave their workplaces dirty after conducting their businesses, leaving the PoC environment very filthy. WASH program producer asked some people to propose how people can keep the markets clean and free of garbage. A community member suggested that shop owners clean their places and take the trash to garbage barrels to limit waste accumulation. Another community member said parents should advise their children who sell foodstuff to mind about littering the environment. Another person suggested that if fishermen, farmers and butchers collect their garbage every day and on a regular basis, it would help keep the market environment clean and avoid outbreaks of disease.

**HEALTH PROGRAM: rising awareness on Chest infection among children**

Mothers gave feedback about their children being affected by an unknown disease on their chests. Nile FM health program producer asked a WHO doctor to raise awareness on the infection affecting the children. The doctor explained that the infection is a disease caused by air-borne bacteria which affects children between zero to 5 years. The WHO doctor added that, one of the signs of the infection includes difficulty in breathing & raise in body temperature plus severe headache.

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**Community Feedback**

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**Detailed: Health**

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

- Family Planning [7%]
- Other [14%]