What We Heard This Week

Feedback from the Community

Well done mercy corps
School children of Upper Nile Primary extended their gratitude to education partners for providing their school with sanitary items. They appreciated it was directed at Mercy Corps for the water containers and washing soap they provided.

Adapted, Sector 4, Block 6.

Thank you!
Kondial FM’s listenership thanked humanitarian partners for the live program on which women were hosted to talk about the world humanitarian day. This was enabled by CCCM, WASH, S/NFI, Health, Protection, FSL, Education, logistics and Nutrition partners whom the community appreciated for empowering women to represent clusters activities.

Adult & Youth, Bentiu.

Thank you, UNMIS peacekeepers
Residents in the PoC are happy with peacekeepers particularly UNPOL, Ghanbatt and Monbatt for the security they are providing in the PoC.

Adult & Youth, PoC.

Well-done INTERSOS
School teachers and children of Nyueljuol primary school thanked INTERSOS for renovating their facility.

Adult & Children, Rubkona.

Garbage bags requested in Sector 4
Garbage collectors said that heaps of garbage in Sector 4 are producing bad smell and attracting flies. They cited lack of trash cans and bags for collecting the waste. They requested WASH partners to provide garbage bags.

Adult & Youth, Sector 4.

Construct local court in Bentiu
Traditional chiefs in Bentiu town said they that lack an office to conduct their business as community arbitrators. They directed their request to UNDP and IOM Peace & Recovery Unit to help them construct a court in Bentiu town.

Adult, Bentiu PoC.

Queues at health clinics
Residents complained that the long queues at health facilities are leading to some patients missing out on treatment. They requested health partners in the PoC to extend working hours up to mid-day.

Sector 4, Block 11.

Rumours on meningitis in PoC scary
Residents said they are concerned due to a suspected case of a 13-year-old having meningitis in the PoC. They asked concerned health partners to carry out vaccinations before its spreads.

Adult & Youths, Bentiu.

Data collected from:
- 79 females (35%)
- 145 males (65%)

Decommission old latrines
Members of a listening group in the PoC are concerned about the dilapidated condition of latrines in sector 4 which pose a danger to human life. They requested Mercy Corps to decommission them.

Adults, Sector 4.

We need garbage disposal bags
Hygiene collectors in the declined the presence garbage everywhere in the blocks. They requested IOM WASH to provide them with plastic bags for garbage.

Adult, Sector 3, Block 10.

August 27, 2019

Internews Bentiu e-Bulletin
This year’s World Humanitarian Day was observed under the theme “Women Humanitarians”. This year the day honored women in crises around the world. In a buildup, Kondial FM hosted a series of programs and PSAs to raise public awareness about the day. An interview done with UNOCHA Bentiu head office highlighted the background of the day, challenges faced by humanitarians including aid workers who lost lives while delivering assistance to the people in need in South Sudan and Bentiu in particular. Kondial FM hosted women representing 9 humanitarian clusters to highlight key activities and the participation of women in humanitarian work. UNOCHA’s National Field Officer paid tribute to humanitarian workers who lost their lives in greater Bentiu since the onset of the conflict.

UNMISS-CAD PROGRAM: 100 YOUTHS PARTICIPATE IN A 2-DAY PEACE WORKSHOP

UNMISS Civil Affairs Division (CAD) conducted a 2-day workshop with 100 youths from returnees in Bentiu town. While speaking on Kondial FM, CAD’s Bentiu Field Officer confirmed the 2-day workshop on peace building with youths from both Muslims and Christians who were brought together and sensitized on peace promotion and discrimination among themselves and youth from different communities. Many youths who attended the workshop thanked CAD for the support. All promised to use the knowledge they learnt during the workshop to help promote peace in their communities.

BEYOND BENTIU RESPONSE SHOW: THOUSANDS OF RETURNEES RECEIVE S/NFI ITEMS.

To help returnees settle in Bentiu and Rubkona, S/NFI cluster distributed non-food items to over 1000 individuals. Among them are vulnerable people returning from Sudan. While appearing on radio, Concern Worldwide’s S/NFI representative confirmed that his organization had distributed construction poles, sickles and plastic sheets to 1442 returnees and verified complaints from people with special needs to build their shelters. Several beneficiaries who talked on Kondial FM show thanked CW&W for responded to their needs.

YOUTH OF PEACE SHOW: COMMUNITY LEADERS URGED PEACEFUL COEXISTENCE AMONGST YOUTH

As part of engaging youth in peace activities, Kondial FM produced a program involving community leaders to give insights to young people on how to live peacefully. Appearing on a radio show Sector 4 leader advised youth to live in peace and respect elders. The community leader encouraged youth to report their grievances, if any, through community leadership for amicable resolution without resorting to violence. Women representative for Sector 4 commended youth involvement in peace activities such as music and sport which promote peaceful coexistence in PoC and beyond. Dozens of youth interviewed by Kondial FM promised to work together to ensure peace is promoted in the PoC and beyond.

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

SPECIAL PROGRAM: WORLD HUMANITARIAN DAY (WHD) COMMEMORATED

This year’s World Humanitarian Day was observed under the theme “Women Humanitarians”. This year the day honored women in crises around the world. In a buildup, Kondial FM hosted a series of programs and PSAs to raise public awareness about the day. An interview done with UNOCHA Bentiu head office highlighted the background of the day, challenges faced by humanitarians including aid workers who lost lives while delivering assistance to the people in need in South Sudan and Bentiu in particular. Kondial FM hosted women representing 9 humanitarian clusters to highlight key activities and the participation of women in humanitarian work. UNOCHA’s National Field Officer paid tribute to humanitarian workers who lost their lives in greater Bentiu since the onset of the conflict.

UNMISS-CAD PROGRAM: 100 YOUTHS PARTICIPATE IN A 2-DAY PEACE WORKSHOP

UNMISS Civil Affairs Division (CAD) conducted a 2-day workshop with 100 youths from returnees in Bentiu town. While speaking on Kondial FM, CAD’s Bentiu Field Officer confirmed the 2-day workshop on peace building with youths from both Muslims and Christians who were brought together and sensitized on peace promotion and discrimination among themselves and youth from different communities. Many youths who attended the workshop thanked CAD for the support. All promised to use the knowledge they learnt during the workshop to help promote peace in their communities.

BEYOND BENTIU RESPONSE SHOW: THOUSANDS OF RETURNEES RECEIVE S/NFI ITEMS.

To help returnees’ settle in Bentiu and Rubkona, S/NFI cluster distributed non-food items to over 1000 individuals. Among them are vulnerable people returning from Sudan. While appearing on radio, Concern Worldwide’s S/NFI representative confirmed that his organization had distributed construction poles, sickles and plastic sheets to 1442 returnees and verified complaints from people with special needs to build their shelters. Several beneficiaries who talked on Kondial FM show thanked CW&W for responded to their needs.

YOUTH OF PEACE SHOW: COMMUNITY LEADERS URGED PEACEFUL COEXISTENCE AMONGST YOUTH

As part of engaging youth in peace activities, Kondial FM produced a program involving community leaders to give insights to young people on how to live peacefully. Appearing on a radio show Sector 4 leader advised youth to live in peace and respect elders. The community leader encouraged youth to report their grievances, if any, through community leadership for amicable resolution without resorting to violence. Women representative for Sector 4 commended youth involvement in peace activities such as music and sport which promote peaceful coexistence in PoC and beyond. Dozens of youth interviewed by Kondial FM promised to work together to ensure peace is promoted in the PoC and beyond.
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).

Request for roofing materials
Community members in Ajuong Thok said that they were promised roofing materials once they construct their houses. They complained that since they constructed the houses, camp management is yet to provide them with iron sheets.

Request for NFI
Residents in Ajuong Thok said that during the last distribution of torches a number of them did not receive. They requested UNHCR to provide them with the items.

Advise on learners above 18 years
Learners at King of Nuba said a number of students above 18 years were denied registration. They requested the education cluster to advise on the way forward.

Additional cash request
Refugees in Ajuong Thok said 330 SSP being paid for grinding sorghum and buying salt is not enough. They asked WFP to increase the amount to 600 SSP and include salt in the coming general food distribution (GFD).

Shortages of school material
Parents in Ajuong Thok said that their children in primary 1 and 2 lack exercise books and cannot afford buying them. They asked the education cluster to intervene or else they will miss classes due to lack of scholastic materials.

Playground toys
Residents in Ajuong Thok raised concerns that the children at Al Huluw child friendly space lack toys. They called on education cluster to intervene in provision of items.

Request for generator
Youth in Pamir said they have musical instruments at the youth center but no electricity to power them. They will appreciate if DRC provides them with a small generator.

Need for scholastic materials
Students studying at King of Nuba primary school said they lack pens and exercise books. They requested education partners (LWF) to help them with scholastic materials to be able to study well.

Training certificates
Students at King of Nuba said, some of them were trained by DRC on environmental health but they didn’t receive certificates. Although they are happy to have received the training, they requested DRC to follow up on their certification.

Peer educator’s certification request
Peer educators at King of Nuba Primary School said they were trained by IRC on gender-based violence (GBV) in 2017 and have not received certificates. They requested IRC to provide them with certificates as the proof of the training they attended.
THE IMPORTANCE OF ACADEMIC REPORT CARD FOR THE STUDENTS

On the Education Program, the headmaster of King of Nuba Primary school said that the academic report cards play an important role in allowing teachers, students and parents to track the performance of the students throughout the year. He said it gives students a chance to correct study habits, modify their behavior and make other changes to keep themselves on a positive academic course. The headmaster appealed to the parents to keep the academic report cards as documents of pride and motivation for their children.

MENTOR INITIATIVE CONCLUDED SPRAYING CAMPAIGN IN AJUONG THOK

Mentor Initiative carried out indoor residual spraying (IRS) in Jamjang’s host community. The campaign mentor initiative prevention manager while appearing on Jamjang FM described the importance of IRS campaign in reducing the density of insects like mosquitoes. He appreciated the positive role played by the community in enabling the success of the campaign. A number of community members interviewed by Jamjang FM expressed gratitude to mentor initiative for carrying out the IRS campaign stressing that the IRS would reduce spread of malaria.

LIFE CHANGING BUSINESS SKILLS ON BAKING

Jamjang FM team produced a pre-recorded program with the DRC Food Security and Livelihood Officer to highlight the importance of bakery courses in changing people’s economic status. The DRC officer said the trainings of refugees and host community members in bakery will enable them to learn new skills in making confectionery. He emphasized that the skills will make them self-reliant and run their own businesses. The guest urged the youth, women and girls to join business skilling.

JAMJANG FM LAUNCHED RADIO DISTRIBUTION

On August 12, 2019, Jamjang FM team commenced radio distribution to refugees in Ajuong Thok, Pamir, Yida settlement and the host community. Speaking during the distribution, Internews Project Advisor said the distribution of radios will help them access information on service delivery and make informed decisions. Jamjang FM interviewed a number of recipients who expressed appreciation to Internews for the radios.

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.
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).

**Dignity kits will improve hygiene**
Women & girls from two locations thanked IMC for the dignity kits distributed to them. They said the items will help them maintain hygiene especially pregnant and lactating mothers. Women and girls asked the organization to target vulnerable groups.

Youths & Adults, Location: PoC & Malakal Town

**Register small children for nutrition food program**
Parents who arrived recently with small children above one year are not included in the nutrition program. They asked the nutrition cluster to help them register their children.

Youths, Adults, location: Malakal town & UNMISS – PoC

**Distribute plastic sheets**
Community members who live in Canal said they do not have houses. They said they are living in small tukuls and requested agencies to help them with plastic sheets to protect them from rain.

Youths & Adults, Location: Canal

**Flood water allover**
For the second time, residents in different locations of Malakal town said their homes are flooded. They said in spite of unblocking drainages, their places still get swamped with water. They requested concerned agencies to intervene before any outbreak of diseases.

Youths & Adults, Location: Malakal Town

**Thanks for reopening child-friendly spaces**
Parents with small children from the PoC & Malakal town appreciated INTERSOS for reopening child-friendly spaces. They said their children will be in a safe place and learn useful games at the centers.

Youths & Adults, location: UNMISS- PoC & Malakal town

**Well organized peace and reconciliation prayers**
People in the PoC & Malakal town thanked the Church Council, UNMISS and Humanitarians for organizing peace and reconciliation prayers at the Malakal town stadium. They said the prayers would encourage different communities to live together in peace and harmony as well as create more chances for reconciliation.

Youths & Adults, Location: Malakal Town & UNMISS – PoC

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

**Register small children for nutrition food program**
Parents who arrived recently with small children above one year are not included in the nutrition program. They asked the nutrition cluster to help them register their children.

Youths, Adults, location: Malakal town & UNMISS – PoC

**Distribute plastic sheets**
Community members who live in Canal said they do not have houses. They said they are living in small tukuls and requested agencies to help them with plastic sheets to protect them from rain.

Youths & Adults, Location: Canal

**Flood water allover**
For the second time, residents in different locations of Malakal town said their homes are flooded. They said in spite of unblocking drainages, their places still get swamped with water. They requested concerned agencies to intervene before any outbreak of diseases.

Youths & Adults, Location: Malakal Town

**Dignity kits will improve hygiene**
Women & girls from two locations thanked IMC for the dignity kits distributed to them. They said the items will help them maintain hygiene especially pregnant and lactating mothers. Women and girls asked the organization to target vulnerable groups.

Youths & Adults, Location: PoC & Malakal Town

**Thanks for reopening child-friendly spaces**
Parents with small children from the PoC & Malakal town appreciated INTERSOS for reopening child-friendly spaces. They said their children will be in a safe place and learn useful games at the centers.

Youths & Adults, location: UNMISS- PoC & Malakal town

**Well organized peace and reconciliation prayers**
People in the PoC & Malakal town thanked the Church Council, UNMISS and Humanitarians for organizing peace and reconciliation prayers at the Malakal town stadium. They said the prayers would encourage different communities to live together in peace and harmony as well as create more chances for reconciliation.

Youths & Adults, Location: Malakal Town & UNMISS – PoC

**Register small children for nutrition food program**
Parents who arrived recently with small children above one year are not included in the nutrition program. They asked the nutrition cluster to help them register their children.

Youths, Adults, location: Malakal town & UNMISS – PoC

**Distribute plastic sheets**
Community members who live in Canal said they do not have houses. They said they are living in small tukuls and requested agencies to help them with plastic sheets to protect them from rain.

Youths & Adults, Location: Canal

**Flood water allover**
For the second time, residents in different locations of Malakal town said their homes are flooded. They said in spite of unblocking drainages, their places still get swamped with water. They requested concerned agencies to intervene before any outbreak of diseases.

Youths & Adults, Location: Malakal Town

**Dignity kits will improve hygiene**
Women & girls from two locations thanked IMC for the dignity kits distributed to them. They said the items will help them maintain hygiene especially pregnant and lactating mothers. Women and girls asked the organization to target vulnerable groups.

Youths & Adults, Location: PoC & Malakal Town

**Thanks for reopening child-friendly spaces**
Parents with small children from the PoC & Malakal town appreciated INTERSOS for reopening child-friendly spaces. They said their children will be in a safe place and learn useful games at the centers.

Youths & Adults, location: UNMISS- PoC & Malakal town

**Well organized peace and reconciliation prayers**
People in the PoC & Malakal town thanked the Church Council, UNMISS and Humanitarians for organizing peace and reconciliation prayers at the Malakal town stadium. They said the prayers would encourage different communities to live together in peace and harmony as well as create more chances for reconciliation.

Youths & Adults, Location: Malakal Town & UNMISS – PoC

This week Internews collected 44 unique feedbacks:
- School Age (11-18 years old) 5%
- Adults (over 35 years old) 89%
- Elderly (Over 60 years old) 7%

Internews interacted with 401 people through:
- Listening Group 100%

Data collected from:
- 210 females (52%)
- 191 males (48%)
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 9169304460).

YOUTH PROGRAM: COMPUTER SKILLS TRAINING FOR YOUTH
UNMISS (RRP) & DRC in coordination with the Indian army organized a two-weeks computer skills training for 32 youth, among them were 10 females. Nile Youth’s program producer asked the youths who participated in the training to share what they learnt with other listeners. A youth member said before the training he had no skills in computer and didn’t even know the names of computer parts. He added that, the skills gained would help him use a computer. While on the programme, a lady explained that she was encouraged to join computer training center to improve her skills so that she can apply for employment. The Indian army officers urged the Youth to find ways of accessing computers so they can practice the skills.

BUSINESS PROGRAM: THE RISK OF STEALING CROPS FROM FARMS
Feedback from farmers indicated that there are some unknown people who steal their maize and okra from their farms. Nile FM hosted farmers and community members to suggest how such habits can be stopped or controlled to avoid conflict. A farmer suggested that those who have nothing should request farm owners to share with them instead of stealing. He added that, if people decide to steal the crops from others, they could get into fights leading to injury. A community member warned that stealing crops from farms is a bad habit. Another community member said parents should advice their children to avoid trespassing into other people’s farms to steal which may lead to violence in the community. Another farmer explained that stealing crops from farms is a new phenomenon in the area and should not be encouraged.

HEALTH PROGRAM: RAISING AWARENESS ABOUT MALARIA
Nile FM received feedback from the community requesting the health cluster to raise awareness on how they could protect themselves from malaria. On the program, Nile FM correspondent asked the World Health Organization (WHO) field supervisor to explain the causes, symptoms, prevention and treatment of malaria. WHO field supervisor said malaria is transmitted by female mosquitoes and added that people should visit a doctor when they feel unwell. She said that signs of malaria include vomiting, loss of appetite and general body weakness. On the program, WHO field supervisor advised venerable groups and pregnant mothers to always sleep under mosquito nets to protect themselves from malaria. She added that after testing and found with malaria, patients should be given malaria treatment in form of injections or tablets.

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.

- 14% CCCM
- 2% Education
- 2% Food Distribution
- 2% FSL
- 11% Health
- 18% Non-Food Items
- 16% Protection
- 30% WASH

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

- 7% Water
- 5% Sanitation
- 18% Hygiene

YOUTH PROGRAM: COMPUTER SKILLS TRAINING FOR YOUTH
UNMISS (RRP) & DRC in coordination with the Indian army organized a two-weeks computer skills training for 32 youth, among them were 10 females. Nile Youth’s program producer asked the youths who participated in the training to share what they learnt with other listeners. A youth member said before the training he had no skills in computer and didn’t even know the names of computer parts. He added that, the skills gained would help him use a computer. While on the programme, a lady explained that she was encouraged to join computer training center to improve her skills so that she can apply for employment. The Indian army officers urged the Youth to find ways of accessing computers so they can practice the skills.

BUSINESS PROGRAM: THE RISK OF STEALING CROPS FROM FARMS
Feedback from farmers indicated that there are some unknown people who steal their maize and okra from their farms. Nile FM hosted farmers and community members to suggest how such habits can be stopped or controlled to avoid conflict. A farmer suggested that those who have nothing should request farm owners to share with them instead of stealing. He added that, if people decide to steal the crops from others, they could get into fights leading to injury. A community member warned that stealing crops from farms is a bad habit. Another community member said parents should advice their children to avoid trespassing into other people’s farms to steal which may lead to violence in the community. Another farmer explained that stealing crops from farms is a new phenomenon in the area and should not be encouraged.

HEALTH PROGRAM: RAISING AWARENESS ABOUT MALARIA
Nile FM received feedback from the community requesting the health cluster to raise awareness on how they could protect themselves from malaria. On the program, Nile FM correspondent asked the World Health Organization (WHO) field supervisor to explain the causes, symptoms, prevention and treatment of malaria. WHO field supervisor said malaria is transmitted by female mosquitoes and added that people should visit a doctor when they feel unwell. She said that signs of malaria include vomiting, loss of appetite and general body weakness. On the program, WHO field supervisor advised venerable groups and pregnant mothers to always sleep under mosquito nets to protect themselves from malaria. She added that after testing and found with malaria, patients should be given malaria treatment in form of injections or tablets.

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.

- 14% CCCM
- 2% Education
- 2% Food Distribution
- 2% FSL
- 11% Health
- 18% Non-Food Items
- 16% Protection
- 30% WASH

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

- 7% Water
- 5% Sanitation
- 18% Hygiene