

Nepal Earthquake: Communicating with Communities Update

Update Number:	7
Update Date:	12 May 2015
Period Covered:	9-12 May
Produced by:	CDAC Network Secretariat

Highlights

- Following the 7.3 magnitude earthquake which struck Nepal today the coordinated needs assessment team has been collating information on reported needs, including monitoring local media reports. Reports and responses are also being mapped at <http://quakemap.org>
- Phone lines in Kathmandu are congested but functioning. People are being asked to use SMS rather than voice calls. Mobile Network Operators are carrying out assessments outside of the capital.
- Nepal police hotline numbers for search and rescue are reportedly: 1113 / 100 / 014412780 / 014411549.
- Prior to the second quake, the [Radio Concern Group](#) updated that almost all affected radio stations had resumed broadcasting. Limited information is available on how stations have been affected by the second quake: Radio Gorkha has been playing Public Service announcements on aftershocks. All FM stations in Dolkha and Rasuwa districts are off air. Afno FM is back on air in Okhaldhunga in a tent as building is unsafe.
- On Monday the Humanitarian Coordinator emphasised the need for agencies to ensure communities have information about who is doing what, where and when. He emphasised the need for transparency, information sharing, seeking community feedback and building participation into key processes and documentation.
- The need to reach remote communities with information about relief distributions has been highlighted, as some people will have to hike for 2 days to reach distribution points.
- [The Communicating with Communities \(CwC\) Working Group](#) in Kathmandu continues to compile common messages from clusters and map existing CwC initiatives and feedback mechanisms. Meeting minutes are available on the [Humanitarian Response website](#).

CwC Response

Information on agencies' responses and contact details are being updated in this 4W GoogleDoc: <http://bit.ly/1ba5p0K>. The following summarises CwC initiatives.

Assessment Data (Not updated since the 2nd earthquake)

- Reports from Gorkha district are that in villages with no electricity, people are have no access to radio or phone unless they go downtown to charge their phone. Most people can't read and are reliant on a community member who has gone to the city sharing information by microphone throughout the village.
- Initial reports from Rasuwa District are that people prefer making voice calls to using SMS.
- This [map](#) is being updated showing status and reach of radio stations, overlaid with population data.

Planned Assessments

- The **CwC Working Group** is planning to undertake an assessment of communities' information needs and communications preferences (INCP) as soon as possible.
- The Humanitarian Coordinator has requested agencies to include the following questions in their needs assessments:
 - 1) What is the main issue you/your community needs right now?
 - 2) What are the main sources of information to you/your community now? Which do you trust the most?
 - 3) What, if anything, is preventing people from getting the information they need now?

- **BBC Media Action** has created a mobile phone app with key information and communication needs assessment questions, which is available for NGOs to use as part of their assessments. Data will be analysed and shared. Contact theo.hannides@bbc.co.uk.

Media

- **Community Information Network (CIN)** of Association of Community Radio Broadcasters (ACORAB) started broadcasting radio programme **Bhukampa Pachiko Jiban Rakshya** (Lifesaving in post-earthquake situation) on May 5. The program is aired every day at 6:30am and repeated three times a day. [Details here](#).
- **Radio Nepal**, supported by **UNICEF** is holding a call in psycho-social support programme four times a day: <http://uni.cf/1GZP5LB>
- **BBC Media Action** continues to broadcast its Lifeline programme on BBC Nepali and shortwave frequency as well as disseminating content for broadcast on over 250 partner stations nationwide (list of FM partners available here: <http://bit.ly/1zF9iGC>).
- **Nepal Red Cross** has two radio programmes and has begun sharing lifeline messaging on the radio and through volunteers on the ground.
- **Search for Common Ground** is planning a call in programme focused on bringing people and the government together, as well as psychosocial support and recovery planning.
- **First Response Radio (FRR)** has deployed a team of six to the northern District of Rasuwa (one of the most affected areas) to support the local community radio station get back on air.
- **Ujyaalo Radio** has continued to broadcast from Kathmandu, and is reaching the Nepalese diaspora who are able to receive information from affected areas. More information [here](#).
- **IMS** has procured together three generators and will be receiving fuel to support community radio stations from Fuel Relief Fund.

Common Messages and Materials

- Messages on what to do after an earthquake have been translated into Nepali and are available on the [CDAC Network Message library](#) and [here](#).
- The Nepal Red Cross is going to start rolling out a [life-saving SMS service](#) using an innovative location-targeted SMS system. Depending on the hazard, texts containing warnings, health advice and updates on earthquake aid provision will be transmitted to mobiles throughout Nepal.
- A 'Common Messages/Materials' sub-working group has been established to ensure coordination of information being given to affected people. Prior to the second quake there were 39 messages submitted by clusters to the Working Group. These are being updated daily and uploaded to the [Humanitarian Response site](#).

Translation

- Following the second quake, **Translators without Borders (TwB)** teams have been translating messages on social media from local languages into English, to help determine the extent of the damage.
- A map showing the main languages spoken in Nepal is now available on the [Map Action website](#), and at the Map Action tent in Kathmandu.
- For support with translation into/out of Nepali, Newari or Hindi contact rebecca@translatorswithoutborders.org.
Translated messages available on message library in Nepali: <http://bit.ly/1c1Kyhv>
This tool helps with pronunciation by translating Nepali text into spoken Nepali <http://tts.kaushalsubedi.com/>

Feedback Mechanisms and Mapping of Needs

- Flowminder has created [maps](#) estimating population flows between districts. Population movement estimates are calculated by combining de-identified data on SIM card movements with available population data. Changes in mobility pattern are identified by comparing SIM card movements to normal pre-earthquake movements.
- Resources are being sought to support the [Interagency Common Feedback Project](#) (listed as strategic objective 5 in the [UN Flash Appeal](#)). The project will be hosted by the Resident

Coordinators Office, with full support from the Humanitarian Coordinator, and will also link to existing communication platforms including face to face, radio broadcasting, and online.

CwC Coordination and Contacts

The **Communicating with Communities Working group** meets every Monday, with sub-groups meeting separately and reporting back. The sub-groups include a Radio Response group (supporting community radio stations to get back on air); a communication/information needs assessment group; a common messages and materials group (interacting with clusters) and an M&E group.

Meeting minutes and common messages will be available on [Humanitarian Response: Communicating with Communities WG webpage](#)

Focal point contacts for different initiatives within the group are as follows:

Common Feedback Platform & Communication Needs Assessment Sub-Group	Stewart Davies - Davies1@un.org
Common Messages & Materials Sub-group	Giovanni Congi - Giovanni.congi@one.un.org Ninamma Rai - Ninamma.rai@one.un.org Binoy Lama - bdlama@unicef.org
Radio Coordination	Binod Bhattarai - bbhattarai2006@gmail.com Suman Basnet - suman_basnet@asiapacific.amarc.org Mona Laczó - mona.laczo@np.bbcmediaaction.org
CwC Coordination	Rudrajit Das - rdas@unicef.org Binoy Lama - bdlama@unicef.org Giovanni Congi - Giovanni.congi@one.un.org

The **Radio Concern sub group** has been established for coordination amongst the radio networks. Five key areas have been identified, with designated focal points: Content development; Assessment of radio stations; Asset and inventory; Trainings; Distribution of equipment / radios. Information about the [working group](#) and updates are available on the [ACORAB website](#).

For more information or to contribute to this update please contact nicki.bailey@cdacnetwork.org

Previous updates and resources available on the [Nepal Earthquake section](#) of the CDAC Network website.