

## Nepal Earthquake: Communicating with Communities Update

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Period Covered:	13-20 May
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### Highlights

#### Needs

- The Humanitarian Coordinator has emphasised to the Humanitarian Country Team that agencies must give communities **details about relief programmes**. Remote communities must be reached with information about relief distributions, as people are travelling for days to reach distribution points.
- Communities' current **priority information needs** are general news; information on the security situation; shelter and how to access aid and financial support (BBC Nepali, 19 May).
- Barriers preventing people getting information they need are no electricity (outside Kathmandu), and not knowing who to ask (in Kathmandu).
- Data from Betrawati Camp, Nuwakot highlights a **complete lack of information** on the support available, leading to great distress as people cannot make informed decisions (Internews).
- Very **limited knowledge of how to contact relief organisations** to request support and no information on distribution methodology are adding to heightened stress levels in Betrawaiti camp.
- More **mobile charging stations** are required in areas where electricity supplies have been cut off. One station in Chautura had to be shut down due to demand exceeding capacity. Microsoft are shipping in solar wifi and mobile phone charging stations for up to 50 ports, and building copies once they arrive in Nepal to try and meet needs.
- There is an urgent need for tents, generators and fuel supply to **ensure radio stations continue broadcasting** in Dhading, Dolakha and Sindhupalchowk districts. A [map](#) is being updated showing status and reach of radio stations.
- Top **sources of information** are reportedly Facebook and TV in Kathmandu, and radio and mobile phone in other priority affected areas.

#### Coordination

- The **CwC Working Group** is the current repository for data on information and communications needs (coming from different cluster and agency assessments), but capacity to collate and analyse this data is currently missing. Resources are being sought to support the [Interagency Common Feedback Project](#) which will fulfil this role.
- The CwC Working Group is collating information from clusters and developing '**FAQ**' sheets for field staff, to help them answer questions from communities. Limited paper and lack of human resources to complete large quantities of printing is an issue.

## Media and Communications Initiatives

- The **Community Information Network (CIN)** of Association of Community Radio Broadcasters (ACORAB) is broadcasting [daily radio programme Bhukampa Pachiko Jiban Rakshya](#) (Lifesaving in post-earthquake situation).
- **Radio Nepal** and **UNICEF** are holding a daily call-in [psycho-social support programme](#), including family linking, information sharing and rumour mitigation. Yuvalaya youth group and Red Cross mobilisers are linking communities to the programme. UNICEF has also using [U-Report](#) getting feedback from young people affected by the quake.
- **BBC Media Action** continues to broadcast its Lifeline programme on BBC Nepali and shortwave frequency, and disseminating content for broadcast on over [250 partner stations](#) nationwide.
- **Nepal Red Cross** is sharing lifeline messaging through radio programmes and volunteers.

## Translation

- A [map](#) showing the main languages spoken in Nepal is now available.
- For support with translation into/out of Nepali, Newari or Hindi contact [Translators without Borders](#).  
Pre-agreed translated messages are available on the [message library](#) in Nepali.

**The Communicating with Communities Working group** meets every Monday, with sub-groups meeting during the week.

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

Contact the following sub-group contacts:

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