

Nepal Earthquake: Communicating with Communities Update

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Period Covered:	26 -28 April
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Situation Overview

- First indications suggest that broadcast infrastructure of key stations in Kathmandu is intact - less information exists about other regions at the moment. Most stations are running on generators so fuel shortages are anticipated to become an issue. The majority of local newspapers also continue to publish online.
- Most community radio stations have suffered damage to equipment, although no reported casualties and some are back on air. (Source: Community Radio Association of Nepal [ACORAB](#))
- Telephone networks are functioning but the network is congested, and GSMA have warned that fuel stocks for generators at base stations are running low. Some transmitters have also been damaged.
- There have been rumours about impending earthquakes circulating in communities, due to the frequency of aftershocks. Agreed common messages and dissemination across agencies will be critical to ensure affected communities receive accurate information.
- Telecommunications companies are offering free credit and SMS to users in Nepal. ATNT, Sprint, TMobile, Viber, and Vodaphone are offering free overseas calls and texts. Skype are offering free calls in and out of Nepal.
- Using texts rather than calls is being suggested to avoid congestion.
- The following local publications are all publishing online:
English language: <http://www.myrepublica.com/>; <http://www.ekantipur.com/>;
<http://www.thehimalayantimes.com/todaysEdition.php> ;
Nepali language: Najarik <http://www.ekantipur.com/>; Ghatana Ra Bichan
<http://www.ghatanarabichar.com/>

CwC Response

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

Assessments

- A request has been submitted to the Digital Humanitarian Network to map current status of media stations and areas which are cut off from telecommunications, as well as track rumours and identify people's information needs on social media: <http://bit.ly/1GE5iJ0>
- An Internews researcher is arriving to carry out an information & communication needs assessment from 29 April 2015.
- Save the Children is planning assessments including CwC questions in coming days.

Local Government

- [National Society Earthquake Technology \(NSET\)](#) made an announcement through national radio stations on 28/04 telling people to take caution but return home if they don't see any visible cracks. State owned Radio Nepal cautioned on risk of epidemics.
- [National Emergency Operation Centre](#) is establishing itself as an information hub supported by the UN Humanitarian Country Team. A daily press conference will be established to reduce mixed messaging for communities.
- A Government relief hotline **1234** has been set up.

Media initiatives

- **BBC Nepali Service** broadcasting twice daily Lifeline programmes with humanitarian content. Can be listened to on over 300 local stations and on shortwave. Frequencies and timings available on Facebook page:
https://www.facebook.com/bbcnepaliservice?fref=ts&ref=br_tf
Also providing a Humanitarian Liaison Officer to liaise with coordination.
Contact jacqueline.dalton@bbc.co.uk
- **Internews** is setting up a small response team with humanitarian liaison capacity.

Translation

- **Translators without Borders** has assembled a team which is available for translation into Nepali, Newari and Hind, as well as from these languages into English.
Contact rebecca@translatorswithoutborders.org for help.
Translated messages, crisis words and tweets available here:
<https://www.dropbox.com/sh/vsnqinr47wajus1/AABYebVhtB7Di3lhu6QqAWUka?dl=0>
This tool helps with pronunciation by translating Nepali text into spoken Nepali:
<http://tts.kaushalsubedi.com/>

Online platforms:

- A number of online crowd-sourcing platforms have been set up, intended to give the public a place to report needs, and relief actors to identify where needs are greatest.
CDAC Network Members are encouraging the following platforms to coordinate:
 - Local Interventions Group: <http://www.nepalquake2015.org/> (launched at request of Ministry of Home Affairs)
 - Kathmandu Living Labs: <http://www.kathmandulivinglabs.org/earthquake/reports>
- ICRC has set up its #familylinks website in English and Nepali: <http://ow.ly/3xM0sr>
- The Google Person Finder tool has also been activated to help people connect:
<http://google.org/personfinder/2015-nepal-earthquake/>
- Facebook has activated a feature called ‘Safety Check’, for people in affected areas to confirm they are safe

CwC Coordination and Contacts

Communications Working group, led by UNICEF, met for first time today (28/04) and is due to meet again tomorrow 11am at UN House.

Contact UNICEF’s Rudrajit Das rdas@unicef.org or OCHA’s Stewart Davies davies1@un.org

CwC Landscape (prior to the Earthquake)

Adult Literacy Rate	57.4% (lower in rural areas)	UNICEF 2012
Number Mobile Phones users per 100 population	52.8 (more in urban areas where people often have SIM cards for 2 operators)	UNICEF 2012; infoasaid 2011
Mobile Network Coverage	Usually 100% (but mountainous terrain means patchy coverage)	
Number Internet Users per 100 population	11.1	UNICEF 2012
Languages in affected areas	Nepali; Newari Hindi understood in Kathmandu valley Local language communications critical in foothills of KTM and Bhaktapur and Gorkha areas. Audio preferable to written text.	Translators without Borders 2015

Media preferences	<p>Television now the preferred option for news in urban areas (15 stations on air 2011) Radio continues to dominate the countryside. Traditional forms of media – like street dramas, speakers on a van & posters still popular in the countryside. 100 daily newspapers countrywide.</p>	<p>Infoasaid 2011 Media Landscape Guide: http://bit.ly/1ba8yO6</p>
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