

Nepal Earthquake: Communicating with Communities Update

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Period Covered:	20-27 May
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Highlights

Needs

- In Chautura Camp, Sindhupalchowk people are reporting a lack of information on relief services, almost no knowledge on how to contact humanitarian organisations, and lack of information on earthquake and monsoon risks and how to respond to them ([Internews Assessment, May 15-17](#)).
- Barriers to communication include limited access to electricity, limited availability of radio receivers and batteries, illiteracy, lack of information in local languages, and lack of trust in local media.
- Communities express a strong preference for face to face communication, due to lack of access to radio and phone, and language and literacy barriers. Agencies must ensure community mobilisers speak local languages.
- Communities find radio a useful source of information, but stations need to broadcast community stories, visit remote areas and offer radio repair services.
- Lack of communication is having a direct impact on relief distribution in Chautura, as affected communities blocked the road for over 7 hours to force officials to talk to them.
- The focus of communications has so far been on the response, but there is a need to ensure communication on [earthquake preparedness](#) as well (CwC Working Group).
- With the [monsoon forecast](#) to arrive from June 5th, communication on preparedness is key.
- Agencies are being advised to contact Dalit communities and other indigenous groups who live apart from mainstream settlements directly, to ensure they do not miss out on relief efforts.

Coordination

- The [Interagency Common Feedback Project](#) (CFP) has been approved for funding by DFID. It will provide a common service in compiling and analysing feedback data from communities to identify trends. All information will be open and shared at HCT level.
- Common messages and materials continue to be produced, printed and distributed by the [CwC Working Group](#). Approved messages are available [online](#). Mapping of information material distribution is underway to ensure coverage and avoid duplication.
- Focal points within clusters are being identified by the Working Group to ensure more consistent and systematic updating of key messages.

- The CwC Working Group is coordinating with Microsoft, NCell (Mobile Network Operator) and the [Emergency Telecommunications Cluster](#) (ETC) to identify where additional mobile phone charge banks are required.
- Dlight is working with MercyCorps and EmpowerGeneration (local NGO) to [distribute solar lights](#) and mobile chargers.
- OCHA is mainstreaming community engagement into hub coordination in Chautura and Gorkha. This involves facilitating coordination on key messages and listening exercises, connecting with local media, and discussing community engagement as an agenda item in coordination meetings.

Media and Communications Initiatives

- Radio distribution is being coordinated by the [Radio sub-group](#). [First Response Radio](#) is distributing 2000 radios in Rasuwa, and [UNICEF](#) has procured 5000 radios and 2000 megaphones, available to other agencies for distribution.
- Canada's [DART team](#) is sharing public service announcements via loud speaker in areas with no radio, as well as contributing community information needs to the FAQs.
- Community and national radio programming is ongoing, with feedback on community skits, and stories about how communities are coping.
- [ACORAB](#) hosted a [workshop](#), led by Internews, for 20 community radio producers on understanding communication needs of communities following a disaster.
- [Mapping](#) continues of the status of radio stations in affected areas, and an assessment in ten affected districts will begin next week.
- The Community Information Network (CIN) 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](#). Yuvalaya youth group and Red Cross mobilisers are linking communities to the programme. UNICEF is using [U-Report](#) to get 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.

Translation

- The [CwC Working Group](#) in Kathmandu is providing translation on request.
- A [map](#) showing the main languages spoken in Nepal has been developed by [Translators without Borders](#).

- Pre-agreed messages are available on the [message library](#) in Nepali, translated by Translators without Borders.

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.