

Nepal Earthquake: Communicating with Communities Update

Update Number:	6
Update Date:	8 May 2015
Period Covered:	7-8 May
Produced by:	CDAC Network Secretariat

Highlights

- [A Communicating with Communities \(CwC\) Working Group](#) in Kathmandu is active. The group is compiling common messages from clusters and mapping existing CwC initiatives and feedback mechanisms. Meeting minutes are available on the [Humanitarian Response website](#).
- The [Radio Working Group](#) continues to carry out assessments, carry out repairs and is compiling a list of equipment required. A [map](#) is being updated showing status and reach of radio stations.
- Appropriate content for broadcasting has been identified as a gap. There is a need to work with clusters to develop messages focused on helping people cope and rebuild.
- Resources are being sought for the [Inter-Agency Common Feedback Project](#), which aims at coordinated information provision and feedback management across the response. It is being supported by the Humanitarian Coordinator.
- The [Emergency Telecommunications Cluster](#) is working in [close collaboration](#) with the government and service providers to ensure restoration or extension of essential communication services outside of Kathmandu.
- The need to ensure marginalised groups are reached by communications efforts has been highlighted by INGOs, to ensure the people most in need are included.

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.

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 has been presented to the working group and is available for NGOs to use as part of their assessments. This should help identify gaps in access to household communication devices (radios, etc). Data will be analysed and shared. Contact theo.hannides@bbc.co.uk.
- The [Radio Working Group](#) continues to carry out assessments, carry out repairs and is compiling a list of equipment required. A [map](#) is being updated showing status and reach of radio stations, overlaid with population data.
- They are now planning to carry out longer term needs assessments to determine a 'build back better' strategy for local radio, including capacity building.
- World Vision International has provided a template for determining which feedback mechanisms communities are using, and prefer to use. This is being completed within the working group.

Communications and Power

- Connectivity in Kathmandu is improving, the city power grid is working, and internet is operational.

- Restoration assessments of mobile networks outside the capital are ongoing. Access remains a challenge and power grid remains out in many areas, so mobile generators are being deployed. Coverage data from NCell is available in the [DropBox](#).
- To ensure Internet access is available for survivors and emergency aid services, **Indosat** has mobilised a VSAT satellite that will provide an emergency Internet connection in Nepal. This facility will be used by the media, NGOs, and civilians in need, to report conditions on the ground and contact families.

Media

- **The Radio Working Group** is planning to procure necessary equipment to get radio stations back on air (based on assessment data). They also plan to send technicians to fix damaged household radios sets.
- **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 help the local community radio station get back on air, as per needs identified by the radio sub-working group. They are taking 140 solar radios with them.
- **Ujyaalo Radio** has continued to broadcast from Kathmandu, and is reaching the Nepalese diaspora who are able to receive information from affected areas thanks to the radio's reporters who have travelled to 11 of the affected districts. More information can be found [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

- There are currently 39 messages for affected people submitted by clusters to the Working Group. These are being updated daily and uploaded to the [Humanitarian Response site](#).
- NCELL has created a [wiki page](#) for common humanitarian messages, as wiki browsing is free from NCELL phones.
- A 'Common Messages/Materials' sub-group has been established to ensure coordination of information being given to affected people.

Translation

- **Translators without Borders (TwB)** has assembled a team which is available for translation into Nepali, Newari and Hindi, as well as from these languages into English. They are also looking for translators into Tamang and Gurung. 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/>
- In recognition of the diversity of languages spoken in Nepal, Translators without Borders has provided [graphs showing mother tongue languages](#) spoken in Eastern and Central Nepal. This data will be mapped and shared in due course.

Feedback Mechanisms and Mapping of Needs

- 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. The planned project includes a Humanitarian Call Centre that will focus providing information and receiving

feedback on aid delivered by international agencies. The project 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** will now meet once a week, 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 website](#).

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 Coordination 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. 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.