

## Nepal Earthquake: Communicating with Communities Update

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### Situation Overview

- Restoration assessments of mobile networks outside Kathmandu are ongoing. As of 1 May, 282 Ncell sites, including 185 in the central region which has been the most affected (the update can be found [here](#).) TSF and Vodafone are planning to set up community calling centre in coming days.
- Initial assessments by [ACORAB](#) (Community Radio Association of Nepal) indicate that around 108 community radio stations in 30 districts have been affected. Community Radio broadcasters are coordinating to assess damage and get at least one station back on air in each of the four most affected districts.
- Facebook is proving to be a key channel for information sharing, with requests of help from affected communities in rural areas coming through on Facebook pages, as well as [local volunteers](#) organising fundraising efforts and relief missions to remote areas where needs have been identified.
- [Humanity Road SitReps](#) (incorporating data from social media and local reports) are providing in depth information about the communications environment and the response as a whole.
- A Map showing requests for power for lights and mobile phone charging (from social media) is available [here](#).

### 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

- The UN coordinated assessments team has included two questions in the agreed assessment questionnaire conducted by NGOs. These are: "What are the main sources of information for people now?" and "What do people need to know now?" The questions have also been posted on the [BBC Nepali Facebook page](#).
- TeliSonera & Ncell are collaborating with Flowminder.org aiming to support the relief efforts by analysing data to try and assess how many people have been affected, and/or displaced by the earthquake. Any analyses will provided for free to aid agencies through established UN and humanitarian channels as they become available.
- Three teams of community radio broadcasters including technicians and production experts left KTM on 1 May to assess damage to radio stations in remote areas, and support where possible. This was coordinated by [AMARC](#) (World Association of Community Radio Broadcasters) and included colleagues from Internews. Full details and updates available on the AMARC [Facebook page](#).
- A 2011 household communications equipment census by Nethope is available on the [CDAC-N dropbox](#)

#### Communications and Power

- The Emergency Telecommunications Cluster has been activated and meetings are being chaired by NetHope. Anyone involved in ICT aspects of the response is welcome. [ETC updates and meeting minutes on their website](#).

- [NetHope's Emergency Response Working Group](#) was activated on 26 April and initial assessments are underway. The group will seek funding for generators and satellite phones for 3 months.
- Ericsson Response is sending a team with equipment to ensure [emergency communications remain active](#).
- Telecom Sans Frontieres will set up [mobile wireless networks donated by Vodafone](#).
- 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.

### Media

- A CwC radio sub-working group coordination meeting was held on 3 May, with community radio representatives as well as CDAC Members: OCHA, IFRC, BBC Media Action, Internews, IMS, and First Response Radio. Working groups were created on the following: training, content, equipment & radio distribution.
- **First Response Radio (FRR)** is planning to deploy to the northern District of Rasuwa (one of the most affected area) in the next 24hours to help restore a community radio station, as per needs identified by the radio sub-working group.
- **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](#).

### 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. Contact [rebecca@translatorswithoutborders.org](mailto:rebecca@translatorswithoutborders.org) for translation support.  
Translated messages available on message library:  
<http://bit.ly/1c1Kyhv>  
This tool helps with pronunciation by translating Nepali text into spoken Nepali:  
<http://tts.kaushalsubedi.com/>
- TwB is looking for Tamang translators, as Tamang makes up a large part of the affected area, where Tamang is the preferred language.

### Feedback Mechanisms and Mapping of Needs

- The Interagency Common Service Project (as per the [UN Flash Appeal](#)) has been added to the online projects/planning system. The project will be hosted by the Resident Coordinators Office, with full support from the Humanitarian Coordinator. The planned project includes a call centre that will focus on feedback and complains on aid already delivered by international agencies. The project will be linked to a number of existing platforms including face to face, radio broadcasting, and online.
- Numerous 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 working to coordinate these efforts so information is being gathered in one place and referred to appropriate responders.
- Mobile Networks TeliSonera & Ncell are collaborating with [www.Flowminder.org](http://www.Flowminder.org), aiming to support relief efforts by analysing data to try and assess how many people have been affected, and/or displaced by the earthquake. Analyses will be provided for free to all relevant aid agencies through established UN and humanitarian channels as they become available.
- An interesting platform is the Kaha Needs and Supply website (<http://www.kaha.co/#/app/about>) where people can post their needs and what they can offer.

## CwC Coordination and Contacts

**A Communicating with Communities Working group**, led by UNICEF, met on 28<sup>th</sup> and 29<sup>th</sup> April, and will continue to meet. It plans to map two-way communication needs of the affected communities. A [4W](#) has been developed including contact details and responses of partners. The Working Group is developing a common service project to systematically collect and analyze feedback from the affected communities through a number of platforms including face to face, radio broadcasting, online and by phone. Contact the Resident Coordinators Office Public Information Officer Giovanni Congi ([giovanni.congi@one.un.org](mailto:giovanni.congi@one.un.org)), UNICEF's Rudrajit Das ([rdas@unicef.org](mailto:rdas@unicef.org)) or OCHA's Stewart Davies ([davies1@un.org](mailto:davies1@un.org)) for information and to be added to the contact list.

**A Development Communicators Meeting** was initiated by Search for Common Ground on 1<sup>st</sup> May, realizing the need for coordination and accurate media messaging. It aimed to design common messages and discuss collaboration in dissemination of information in remote areas. Invited organizations: Equal Access, BBC, Association of Community Radio Broadcasters Nepal (ACORAB), Broadcast Association of Nepal (BAN), Antenna Foundation Nepal (AFN), Radio Nepal, and The Story Kitchen (TSK). This group met again on 4 May and has identified a focal point to liaise with cluster system on messages and stories from the community.

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