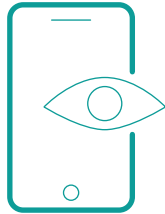> "We share different media content like news, sport clips, music videos using Bluetooth and SHAREit."
>
> - A Rohingya man

More insights into mobile access and digital behaviour in the camps on page two!

Ghurnijhor
Tu'ain
Tu'aan

Find out more about how to communicate weather patterns in the camps on page three!

WHAT MATTERS?

Humanitarian Feedback Bulletin

Issue 01 × Wednesday, February 28, 2018

BBC Media Action, Internews, and Translators Without Borders are working together to collect and collate feedback from communities affected by the Rohingya crisis. This summary aims to provide a snapshot of feedback received from Rohingya and host communities, to assist sectors to better plan and implement relief activities with communities' needs and preferences in mind.

This information has been collected through conversations with affected individuals, community focus group discussions and live radio phone-in programmes on Bangladesh Betar and Radio Naf.

The work is being delivered in partnership with IOM, the UN migration agency, and is funded by the UK Department for International Development.

Rumour Tracking

In a humanitarian crisis, rumours are rampant and can have harmful effects. This is why Internews has developed a Rumour Tracking-methodology, which has previously been implemented during the Ebola-response in Liberia, after the Ghorka earthquake in Nepal, after hurricane Matthew in Haiti and as part of the Mediterranean Refugee response. In the Rohingya response, our rumour tracking is part of the wider efforts of the consortium with Translators without Borders (TWB) and BBC Media Action, to collect and respond to feedback across sectors and agencies and as such put the communities at the heart of the humanitarian efforts. The rumours will be collected through teams of community correspondents from the Rohingya community, and a network of agencies with field staff. To make sure we're not just detracting information, the rumours will also be turned into audio-programmes in Rohingya, shared across the camps through speakers, listener groups and maybe... you?

If you would like to be part of the Rumour Tracking project, get in touch with the Internews Project Lead:
Viviane Lucia Fluck, vfluck@internews.org

This short film highlights the voices and opinions of those most affected by the emergency - both Rohingya and host communities:

http://www.shongjog.org.bd/resources/i/?id=42c601d2-2001-499f-a2ab-5f0088a3bc10

Access to mobile phones in the rohingya community

Rohingya men have more access to mobile phones than women.

Most people are on Robi network because this has the best coverage in the camps.

The Rohingya community mainly use feature phones that can access the internet and store and play music, and some use smartphones.

Long queues form at local shops where Rohingya community members fully charge their phones for around 10 BDT per time.

It's difficult for Rohingya women to charge their phones because their movement is very restricted in the camps.

Use of mobile phones

Men and women mostly use their phones in the evening in order to make calls.

Women also use them to listen to "Waaj" (religious preaching).

Due to their religious beliefs, some female members of the Rohingya community do not like to watch any media content that is too entertaining.

Some men use mobile phones to check news and entertainment. Rohingya men are aware of apps - WhatsApp, Viber, YouTube, Xenda, Xender and IMO were all mentioned.

The need to preserve the battery life of phones puts people off using apps and listening/watching content.

Accessing content offline

Host communities and Rohingya communities load content onto memory cards in their phones from the same local shops, so most of what they watch/listen to on mobiles is the same.

Most people are aware of BlueTooth and SHAREit. Men are much more likely to use them.

> We pray during our breaks and talk to our neighbours, that is our only entertainment."
>
> - A Rohingya woman

Communicating Weather with Local Communities

The weather patterns of the greater Bengal region will potentially affect the refugee population and host communities in Cox's Bazar. These communities speak a number of languages. More established and recently arrived Rohingya refugees, as well as local Chittagonian populations, are familiar with the region's weather patterns, but the ways they describe weather events differ, and in order to adequately communicate with them effectively about the risks and consequences associated with these weather patterns, humanitarian partners need to know about key differences amongst the languages. This is especially true in the current context of the camps; communication and information exchange should be tailored to their respective communities.

The graphics above highlight similarities and differences between the languages in terms of certain weather-related and health hazards. Some words highlighted here are very unique to Rohingya, making it hard for Bengali speakers to understand. Chittagonian serves as the link between Bengali and Rohingya, sharing elements of vocabulary and grammar with both languages.

Bangladeshis traditionally count six seasons; the Rohingyas count three seasons: **winter**, **hot**, and **rainy**. Both communities are generally very concerned about the upcoming hot season, which includes heat waves, storms and cyclones. Other heat-related health issues of concern during this season include diarrhea and heat strokes.

Storms: A Local Concern

The severe storms that occur from April to early June are called **Kalboishakhi** in Bengali and **Dhuilla Jhatka** in Rohingya. These can be violent, fast-moving storms that form over land and dissipate within hours. They are very localised and should not be confused with cyclones. People in the region are greatly concerned about these storms, which is reflected in the unique terminology used in these languages.

Regional Weather Cycles And Terminologies

	Summer/Heat Wave Mid March - Mid June	Storm/Cyclone April - June	Monsoon Mid June - September	Cyclone October - December
Bengali	Gorom Kal Gorom Hawa	Kalboishakhi Ghurnijhor	Borsha	Ghurnijhor
Chittagonian	Gorom Haal Gorom'or Taaf	Kalboishekhi Tu'ain	Barishé	Tu'ain
Rohingya	Gorom Haal Gorom'or Tez	Dhuille Jhatka Tu'aan	Barishé	Tu'aan

Terms Used for Natural and Health Hazards

	Dehydration	Hail Storm	Flood
Bengali	Shoriré Paani Komé Jaoa	Shila Brishti	Bonña
Chittagonian	Gaar Faani Fu'on	Eel foron	Bonné
Rohingya	Gaatun Faani Homon	Borok zor	Dholor Faani