



DAADIHIYE EARLY WARNING AWARENESS: BELEDWEYNE VOICES

MAY 2026

STRENGTHENING EARLY WARNING IN BELEDWEYNE

In May, Raagsan shared early warning alerts with communities in Beledweyne through the GSMA-funded Beledweyne Voices project. As rising waters along the Shabelle River continue to threaten lives and livelihoods, timely information remains critical for preparedness and response.

Through the Daadihiye Citizen Engagement Initiative, the project delivers actionable flood-risk information while ensuring that community voices remain at the centre of disaster risk management. Behind every alert are families facing the realities of climate shocks and striving to protect their homes, livelihoods, and future.

FEEDBACK FROM THE COMMUNITIES

“What does this message mean? I have difficulty reading it. Is heavy rainfall expected? Are you a humanitarian aid organization?”

caller seeking clarity - Xaawo Taako

“Some of the canals have already brought water, and now even the farms cannot be cultivated. There are still many difficulties... Please continue sending us updates if there are any new developments.”

A local farmer, Buulo Kaahin

LISTENING AND RESPONDING

People calling the Daadihiye number sought clarity, reassurance, support, and weather updates. Following the Early Warning SMS sent through the GSMA-funded Beledweyne Voices initiative, the call centre team focused on:

- **Reducing flood anxiety:** When residents reported overflowing irrigation canals such as Malable and Shiniile, operators checked hydrological data, shared live river readings, and helped prevent unnecessary panic.
- **Bridging literacy gaps:** For callers who struggled to read text alerts, particularly older community members, operators explained the messages and translated technical climate information into clear, practical advice.
- **Highlighting vulnerabilities:** When displaced families expressed concerns about affording evacuation or relocation, operators logged these socio-economic challenges to help identify high-risk areas and inform humanitarian partners.

KEY COMMUNITY INSIGHTS



65,403 SMS disseminated

We broadcasted text alerts, delivering real-time weather and safety updates straight to residents' pockets.



A Trusted Voice on the Air

Through our continuous collaboration with Radio Hiraanweyne, critical updates reached far beyond mobile phones, echoing in local marketplaces and homes.



A Listening Ear, Always Available

Every single call that came into our call center this month was personally answered, logged, and met with a helpful human response

