

COX'S BAZAR

OPERATION OVERVIEW



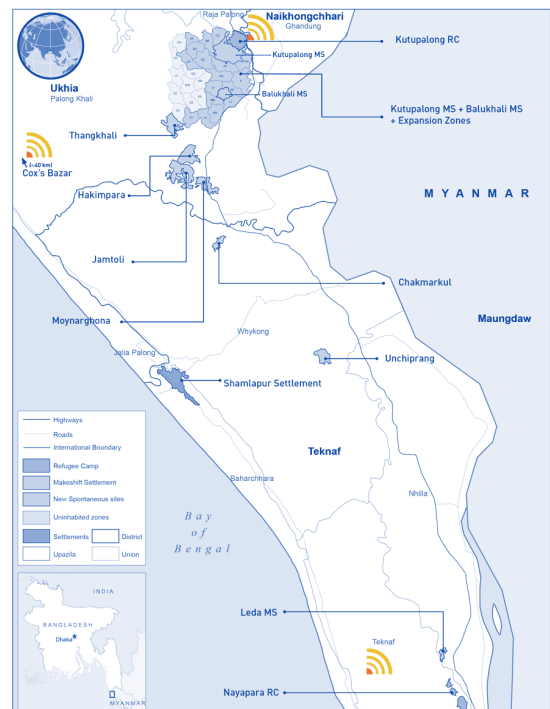
TYPE OF EMERGENCY:

Refugee crisis

ETS ACTIVE SINCE:

September 2017

SITUATION OVERVIEW:



The recent escalation of violence against the Rohingya in Myanmar has led to the new influx of Undocumented Myanmar Nationals (UMN). Since August 2017 approximately 600,000 people have crossed the border from Myanmar to Bangladesh. Thousands more reportedly remain stranded in Myanmar without the means to cross the border into Bangladesh. Currently, Bangladesh hosts more than 800,000 Rohingya refugees, and this number continues to increase daily.

KEY DATA



NUMBER OF SITES

3



SERVICES PROVIDED

- Coordination
- ICT assessment
- Information management
- Internet connectivity
- Radio training



TRAININGS CONDUCTED

- Refresher radio user training for UN agencies



NUMBER OF HUMANITARIAN ORGANISATIONS TARGETED

45



FUNDING STATUS

- The ETS in Cox's Bazar is appealing for **US\$650,000** for Phase 1 of the response (SEP 2017—FEB 2018)



PLANNED ACTIVITIES

- ETC Services for Communities (S4C) - common feedback mechanism
- Extending Internet connectivity for humanitarians



CHALLENGES

- Importation of equipment
- Funding
- Cyclone season approaching

RESPONSE

- In the framework of Inter-Sector Coordination Group (ISCG), World Food Programme (WFP), as global lead of the Emergency Telecommunications Cluster (ETC) is leading the Information and Communication (ICT) response. Through the establishment of the Emergency Telecommunications Sector (ETS) Working Group (WG), WFP and its partners will ensure a coordinated ICT response, and support to the entire humanitarian community.
- The ETS Coordinator was deployed to Cox's Bazar to support the ISCG. Initial needs assessment of ICT capacity and gaps – including security telecommunications and Internet connectivity – were conducted in Cox's Bazar city, Kutupalong and Teknaf. The ETS Coordinator is also closely working with the Communicating with Communities WG offering technical support.
- The Humanitarian Response Plan (HRP) was launched on 23 October 2017, with ETS appealing for US\$650,000 to reach 45 organisations with inter-agency communications services.

PLANNED ACTIVITIES

- ETC Services for Communities (S4C) are to be deployed. The ETS is working closely with CwC WG on a proposal for a common feedback mechanism (call center for affected populations). The ETS WG is looking how to facilitate this mechanism in terms of technology (possibly via a local Mobile Network Operator [MNO]), while the CwC WG focuses on content and messaging.
- Further radio coverage assessments for security telecommunications are envisaged.

CHALLENGES:

- Import of telecommunications equipment can be a lengthy process, but the ETS is working closely with the government to obtain the necessary permissions.
- As cyclone season is approaching (November—December), contingency planning is underway.
- Limited funding remains the main challenge for this operation.

THE ETS WORKING GROUP IN COX'S BAZAR IS GRATEFUL FOR THE SUPPORT OF KEY PARTNERS, INCLUDING:



UNDER THE LEADERSHIP OF



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