

# COX'S BAZAR

## OPERATION OVERVIEW



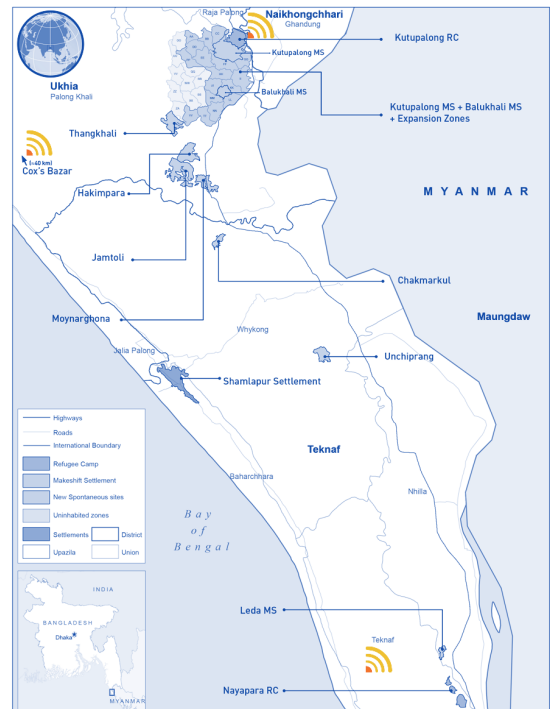
### TYPE OF EMERGENCY:

# Refugee crisis

### ETS ACTIVE SINCE:

# September 2017

### SITUATION OVERVIEW:



The humanitarian crisis resulting from the violence in Myanmar's Rakhine State is causing suffering on a catastrophic scale. According to the Inter-Sector Coordination Group (ISCG) there are over 688,000 newly-arrived Rohingya refugees in Cox's Bazar as of January 2018. Not only has the pace of new arrivals since 25 August 2017 made this the fastest growing refugee crisis in the world, the concentration of refugees in Cox's Bazar is now amongst the densest in the world.

Since September 2017, the Emergency Telecommunications Sector (ETS) Working Group has been coordinating the ICT humanitarian response on the ground.

## KEY DATA



### NUMBER OF SITES

3



### FUNDING STATUS

- 65.7% funded out of US\$1,2 million requested for ETS activities until the end of 2018



### SERVICES PROVIDED

- Coordination
- ICT assessment
- Information management



### PLANNED ACTIVITIES

- Upgrading and expanding the security telecommunications network;
- Support Communication with Communities (CwC) WG:
  - Provision of equipment for Information Centres;
  - Expansion of community radio coverage;
  - ETC Connect app as feedback mechanism.



### TRAININGS CONDUCTED

- Refresher radio user training for UN agencies.



### NUMBER OF HUMANITARIAN ORGANISATIONS TARGETED

20



### CHALLENGES

- Cyclone season approaching

## RESPONSE

- The ETS is supporting the Communications with Communities (CwC) Working Group's initiatives through the provision of technical assistance and equipment to complement the setup of the 30x Information Centres established at the refugee camps. The aim of the centres is to provide refugees with information on health, nutrition, hygiene and other relevant topics. The ETS is working on an equipment mobile kit to reproduce multimedia content as, due to security reasons, equipment cannot be installed in those areas.
- The UN Department of Safety and Security (UNDSS) and the ETS are working on the expansion and upgrade of the existing security telecommunications network in Cox's Bazar.
- In close collaboration with the CwC Working Group, the ETS has developed the ETC Connect mobile app to collect and manage feedback from the Rohingya refugees. This app has been field-tested by a International Non-Governmental Organisation (INGO) based in Bangladesh, BRAC. This app will be used by humanitarian organisations currently with no feedback mechanism in place, increasing their accountability to affected populations.

## PLANNED ACTIVITIES

- As part of the support provided to the CwC Working Group's initiatives, the ETS will expand the current coverage of a community radio in Teknaf from 50% to 90% in the Cox's Bazar refugee response areas. This radio station has been working with different humanitarian organisations to broadcast awareness programs on health, nutrition, water & sanitation, disaster, malaria and HIV/AIDS and other relevant topics for both the Rohingyas and the local communities in their language.
- The ETS will conduct assessment missions to map the service coverage from the main three Internet Service Providers (ISPs) in the refugee camps in Cox's Bazar. The results will be translated into a comprehensive map for humanitarians to support their activities.
- The ETC Emergency Preparedness and Response (EPR) officer will conduct a mission to Bangladesh in February 2018, as a follow up of the initial meeting held between the ETS and the Bangladesh Telecommunication Regulatory Commission (BTRC) in late 2017. The aim of this mission is to identify areas where the ETS can support the Government of Bangladesh in carrying out emergency preparedness activities in the crisis-affected areas due to forthcoming monsoon season.

## CHALLENGES:

- To support humanitarian operations in areas with limited or inexistent communication services, the ETS will engage with both mobile and Internet Service Providers (ISPs) to gather their recovery plans and existing services and share them with the humanitarian community.
- As monsoon season is approaching (April-May), contingency planning is underway.

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



## UNDER THE LEADERSHIP OF

