

COX'S BAZAR

OPERATION OVERVIEW



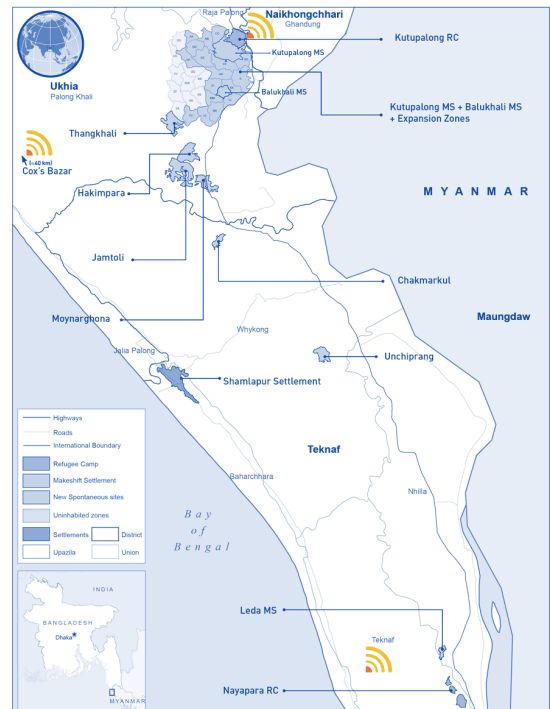
TYPE OF EMERGENCY:

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 693,000 newly-arrived Rohingya refugees in Cox's Bazar as of 26 April 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 INFO-HUBS

40 information hubs will be provided by multi-media equipment



SERVICES PROVIDED

- Coordination
- ICT assessment
- Information management
- Radio training



TRAININGS CONDUCTED

42 Staffs from 6 UN agencies received radio training.



NUMBER OF HUMANITARIAN ORGANISATIONS TARGET VS REACHED

50% reached 10 out of 20 organization.



FUNDING STATUS

- 69.7% funded out of US\$1,2 million requested for ETS activities until the end of 2018



PLANNED ACTIVITIES

- Upgrading and expanding the UN security telecommunications network;
- Collaboration with CPP for emergency preparedness;
- Support Communication with Communities (CwC) WG:
 - Provision of equipment for Information Centres;
 - Expansion of community radio coverage;
 - Internet connectivity in two logistic hubs.



CHALLENGES

Cyclone season approaching, while most of refugees are living in congested sites that are at risk of landslide and flood .

RESPONSE

- The ETS is supporting the Communications with Communities (CwC) Working Group's initiatives through the provision of technical assistance, internet connectivity, multimedia kits and power electrical equipment to complement the setup of the 40 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 assessed 5 sites and finalised the configuration of the equipment needed for the upgrading and expanding the coverage of the VHF security telecommunications network in the operational areas. In addition, the ETS provided radio training to 38 drivers and 6 radio operators from six UN agencies (IOM, UNFPA, UNHCR, UNICEF, WFP and UNDSS).
- In close collaboration with the CwC Working Group, the ETC Connect mobile app of a community feedback mechanism in the form of a mobile app—went live on 15 March. The app will be used by humanitarian organizations as feedback mechanism to increase their accountability to affected populations.
- In terms of preparedness, the ETS met with the Cyclone Preparedness Programme (CPP) to define the principle of the concept note for collaboration. A plan of action is now in place.

PLANNED ACTIVITIES

- As part of the support provided to the CwC Working Group's initiatives, the ETS will extend the current coverage of a community radio in Teknaf from 50% to 90% in the operational areas.
- In preparation of the monsoon season, the ETS is going to provide support to the Cyclone Preparedness Programme (CPP) to enhance their telecommunication capacity.
- The ETS is going to deploy internet connectivity in two logistic hubs, Madhurchara and Dumdumnia where humanitarian organizations can have access to internet.
- ETS is now formalizing the principle of collaboration with Internews to develop training material, provide training to end-users, redesign the web portal and develop content for the FAQ page.

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.
- Although the existing and the coming ETC potentialities, the VHF security telecomm network can be utilize only by UN agencies. The option for other organization is to apply for the Short Business Radio (SBR) license. The ETS is working with the Bangladesh Telecommunication Regulatory Commission (BTRC) to facilitate the obtention of the licence for the humanitarian organizations.

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



UNDER THE LEADERSHIP OF

