

Central African Republic - Conflict

ETC Situation Report #30

Reporting period 01/12/2019 to 31/12/2019

These Situation Reports will be distributed approximately every month. The next report will be issued on or around 31/01/20.

Highlights

- The ETC User Feedback Survey report for CAR has been finalised. The overall user satisfaction rate is 72% across the core ETC services in CAR.
- The ETC deployed to Bria and Paoua to implement the Telecommunications Security Standards (TESS) recommendations outlined for these sites to support emergency responders to communicate in deep field areas.
- Two Letters of Understanding (LoUs) with two local partners – INTERSOS, who will host the designated phone booth for affected communities in Bria; and the Central African Red Cross, who will manage the Information and Learning Hub for affected communities in Bangassou – can now be implemented following approval.



The ETC improves security telecommunications infrastructure in Bria and Paoua, to support enhanced safety and security of staff in the field.

Photo credit: ETC/WFP

Situation Overview

Despite peacebuilding efforts, the security situation in CAR remains volatile and unstable, resulting in escalating humanitarian needs in the country. The crisis has also affected the humanitarian community with around 40 humanitarians injured by criminals or armed groups since the beginning of 2019. According to the 2019 Humanitarian Needs Overview (HNO), an estimated 2.9 million Central Africans, more than half of whom are children, are in need of humanitarian assistance and protection. The ongoing crisis has internally displaced more than 580,000 people and forced around 606,000 people to flee their country.

Response

- The ETC User Feedback Survey report for CAR has been finalised with an overall user satisfaction rate of 72% across the core ETC services in the country. The ETC will take all feedback received into consideration to improve the existing services in CAR. The full survey report can be found [here](#).
- On 2 December, the ETC presented its planned activities for next year as outlined in the Humanitarian Response Plan (HRP) 2020 at the Cluster Defence session and highlighted the funding restraints faced by the ETC in CAR. The ETC requires a total of USD 1.3 million to implement its activities in 2020.
- All equipment required to implement the TESS recommendations was delivered on 20 December.
- The ETC deployed to Bria from 6–9 December on a mission to implement recommendations outlined for this site. At the United Nations Multidimensional Integrated Stabilization Mission in CAR (MINUSCA)-hosted site, the ETC set up a Security Operations Centre (SOC) and deployed a dedicated NGO VHF channel, monitored by a dedicated VHF base station. Further, all required reprogramming of equipment for UN agencies and NGOs and maintenance of current communications infrastructure was carried out. These activities will support the safety and security of staff and enable emergency responders to communicate in deep field areas.
- The ETC deployed to Paoua from 12–16 December on a mission to implement the TESS recommendations outlined for this site. At the MINUSCA-hosted site, the ETC tested the remote SOC and replaced or improved several pieces of security telecommunications equipment to enhance the safety and security of staff in the field. The next step will be to plan radio programming training for UN and NGO staff in Paoua and to deploy radio and satellite equipment, as recommended by TESS.
- The draft of the Data Privacy Impact Assessment (DPIA) was shared with the ETC Coordinator for review on 20 December before being submitted to the common AAP coordinator.
- Two Letters of Understanding (LoUs) with two local partners – INTERSOS, who will host the designated phone booth for affected communities in Bria; and the Central African Red Cross, who will manage the Information and Learning Hub for affected communities in Bangassou – have been endorsed and approved by the Cooperating Partner Committee (CPC), WFP senior management and by partners on 26 December.
- The draft Standard Operating Procedures (SOP) developed for the Complaints and Feedback Mechanism (CFM) pilot planned for Bria was shared by the common Accountability to Affected Populations (AAP) coordinator from the United Nations Children’s Fund (UNICEF). The draft is currently under review by the ETC Coordinator and the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) focal point.

Challenges

- The volatile security situation in the country remains a challenge for all humanitarians.



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- New import rules on importation of satellite phone equipment may impact on the ETC's capacity to strengthen CAR's telecommunications infrastructure and complete implementation of the TESS recommendations.

Meetings

- The next Global ETC Joint teleconference will take place on **29 January 2020**.

Information

- ICT responders operating on the ground in CAR are encouraged to share their contact details with CAR.ETC@wfp.org to facilitate local coordination.
- All the information related to the ETC response in CAR can be found on the **dedicated emergency page** on the ETC website: <https://www.etcluster.org/emergencies/central-african-republic-conflict>.
- The latest **ETC CAR Dashboard** can be found here: <https://www.etcluster.org/node/10308>

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Acronyms

AAP	Accountability to Affected Populations
CAR	Central African Republic
CFM	Common Feedback Mechanism
CPC	Cooperating Partner Committee
DPIA	Data Privacy Impact Assessment
DRC	Democratic Republic of the Congo
ETC	Emergency Telecommunications Cluster
HNO	Humanitarian Needs Overview
HRP	Humanitarian Response Plan
ICT	Information and Communications Technology
LoU	Letter of Understanding



MINUSCA	United Nations Multidimensional Integrated Stabilization Mission in the Central African Republic
NGO	Non-Governmental Organization
OCHA	Office for the Coordination of Humanitarian Affairs
S4C	Services for Communities
SOC	Security Operations Centre
SOP	Standard Operating Procedures
TESS	Telecommunications Security Standards
UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNICEF	UN International Children's Emergency Fund
WFP	World Food Programme

All information related to ETC operations can be found on the ICT Emergency website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: CAR.ETC@wfp.org