

## Central African Republic – Conflict

### ETC Situation Report #39

Reporting period 01/11/2020 to 30/11/2020

These Situation Reports will be distributed monthly. The next report will be issued on or around 31/12/20.

#### Highlights

- The ETC has improved the connectivity services in Bangassou for humanitarians.
- The ETC is delivering VHF/HF radio training in Birao from 25 November-2 December for seven radio operators from the UN Multidimensional Integrated Stabilized Mission (MINUSCA).
- The ETC is supporting the reopening of the dedicated COVID-19 call centre in Bangui. The team has installed equipment in a prefab structure which has been set up in the premises of the Ministry of Health (MoH).



The ETC conducts an evaluation mission to the UNICEF-led Common Feedback Mechanism (CFM) project set up in Bria, which is supported by the ETC.

*Photo credit: WFP/ETC*

#### ETC Activities

##### *Coordination and funding*

- The ETC in CAR continues to finalize its submission to the 2021 Humanitarian Response Plan (HRP) with a total budget request of US\$871,170. The ETC presented its strategic objectives as part of the HRP process during a presentation delivered to the Humanitarian Country Team (HCT) and Cluster representatives on 7 November. The HRP outlines the ETC's plan to maintain Internet connectivity services, implement the remaining Telecommunications Security Standards (TESS) recommendations to upgrade security telecommunications infrastructure across CAR and finalize three services for communities' projects in Bria and Bangassou.

#### *Data connectivity services*

- The ETC continues to deliver Internet connectivity services to over 500 users from 29 organizations (nine UN agencies and 20 NGOs) across 10 sites in CAR.
- The ETC is working with an Internet Service Provider (ISP) to evaluate the bandwidth of Internet connectivity services available at each ETC site to identify potential upgrades to the networks.
- The ETC has improved connectivity services for humanitarian in Bangassou.
- The ETC is troubleshooting issues with Internet connectivity services provided to the International Medical Corps (IMC) in Bria. The ETC plans to mitigate the issue of frequent power cuts by deploying a solar system solution to support connectivity equipment.
- In Bria, the Agency for Technical Cooperation and Development (ACTED) has requested an extension of ETC Internet connectivity services to their premises. There is a need to increase the bandwidth to accommodate more users, as well as a need to improve the management of access credentials.
- A Memorandum of Understanding (MoU) is being finalized with OCHA to provide ETC Internet connectivity services in Zemio.

#### *Security telecommunications*

- The ETC conducted a mission to the Security Operations Centre (SOC) in Bria to evaluate the implementation of the TESS recommendations, which have been successfully completed in this location. There remains a need to train or conduct refresher training for all UN staff.
- The ETC is delivering VHF/HF radio training in Birao from 25 November-2 December for seven radio operators from the UN Multidimensional Integrated Stabilized Mission (MINUSCA).

#### *Services for communities' projects*

- The ETC team conducted an evaluation mission to the Internally Displaced Persons (IDP) camp in Bria from 9-13 November to work with implementing partner INTERSOS in progressing the delivery of the CFM and designated phone booth services for affected communities in the camp. A further meeting with INTERSOS took place on 17 November to map out the final phase of the projects.
- To support the CFM project led by UNICEF in Bria, the ETC coordinated a Training of the Trainer (ToT) session on 18 November on the customer relationship management system used to collect feedback. Staff from UNICEF, INTERSOS, OCHA and WFP attended.
- The ETC is working with the authorities in Bangassou to draft an MoU for the use of a facility as the Information and Learning Hub planned to empower affected communities to develop digital skills and help them to connect with humanitarian.

#### *COVID-19 call centre*

- The ETC is supporting the reopening of the dedicated COVID-19 call centre in Bangui. The team has installed equipment in a prefab structure which has been set up in the premises of the Ministry of Health



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(MoH). The ETC plans to support the onboarding of three IT specialists to supervise the call centre operators and provide support throughout the 24/7 operation hours of the centre.

#### *2020 user satisfaction survey*

- The 2020 ETC user satisfaction survey for CAR was launched from 19 November-3 December to gather feedback from users of ETC services to identify areas for improvement. The responses will be analysed and published in a report in December.

## **Challenges**

- Funding constraints remains a critical element to move forward several ongoing ETC activities in CAR.
- The volatile security situation in the country remains a challenge for all humanitarians.

## **Meetings**

- The next Global ETC Joint teleconference will take place on **16 December 2020**.

## **Information**

- ICT responders operating on the ground in CAR are encouraged to share their contact details with [CAR.ETC@wfp.org](mailto: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.

## **Contacts**

### **CAR.ETC@wfp.org**

Francis Koroma, ETC Coordinator

[Francis.koroma@wfp.org](mailto:Francis.koroma@wfp.org)

Elizabeth Millership, ETC Information Management Officer

[elizabeth.millership@wfp.org](mailto:elizabeth.millership@wfp.org)