

Central African Republic (CAR) – Conflict

ETC Situation Report #50

Reporting period: 01/02/2022 to 28/02/2022

The ETC was activated in C.A.R. in December 2013 in response to the conflict crisis. Situation Reports are distributed every month.

Highlights

- A mission was carried out from 4–8 February to restore ETC internet connectivity services in Batangafo with new equipment sent by partner Ericsson Response. The service had been down since September 2021, when an outage occurred.
- From 8–11 February, the ETC in CAR conducted a mission to relocate radio equipment from a damaged tower in N'Dele. The reinstallation of the equipment to a new tower allowed for the reactivation of channels 5 and 11 used by humanitarian responders.
- The ETC continues to provide services for communities in Bria to enable access to information. Since the services were launched in September 2021, 2,276 cases have been registered via the Common Feedback Mechanism (CFM). The CFM enables people to explain their needs and to request assistance.



The ETC restores connectivity services in Batangafo. Photo: WFP/ETC

Activities

Internet connectivity

In February, the ETC provided internet connectivity services to 617 humanitarian across 11 sites in CAR to facilitate the humanitarian response, including for 12 UN agencies and 56 I/NGOs.

A mission was carried out from 4–8 February to restore ETC internet connectivity services in Batangafo with new equipment sent by partner Ericsson Response. The service had been down since September 2021, when an outage occurred. While on mission, the ETC also updated the Ericsson Response 'WIDER' application to better manage network access and user administration remotely.

Security communications

From 8-11 February, the ETC in CAR conducted a mission to relocate radio equipment from a damaged tower in N'Dele. The reinstallation of the equipment to a new tower allowed for the reactivation of channels 5 and 11 and the HF broadband antenna used by humanitarian responders.

COVID-19 call centre

Since the re-launch of the 24/7 toll-free '1212' COVID-19 helpline in June 2021, led by the Ministry of Health, operators have registered a total of 90,379 calls. In February, an average of 3,270 calls were taken per week, of which 69 percent related to COVID-19 vaccinations; five percent related to COVID-19 pass; six percent related to COVID-19 alerts; seven percent related to information on measures to control COVID-19; and 13 percent related to other concerns.

Common Feedback Mechanism (CFM)

A total of 2,276 cases have been registered via the Common Feedback Mechanism (CFM) for communities in Bria since it was launched in September. An average of 68 cases per week were registered in February. The CFM enables people to explain their needs and to request assistance. Feedback is channelled to humanitarian partners to address via a feedback and complaints system automated by the ETC.

Phone booths

In February, an increased average of 68 Internally Displaced People (IDPs) per week used the ETC's free-of-charge phone booth service in Bria's IDP camp, of which 58 percent were men, 24 percent were women, and the remaining 18 percent were children and young people.

Charging station

In February, an increased average of 375 IDPs per week used the ETC's free-of-charge charging facilities in Bria, of which 40 percent were men, 26 percent were women, and the remaining 34 percent were children and young people. Since the service was launched in September, 6,800 people have used the charging station to power up their devices, including mobile phones, radio receivers and flashlights.

Funding

In 2022, the ETC requires funding of US\$1.95 million. With the OCHA contribution of US\$450,000, the ETC in CAR is 23 percent funded in 2022. In the context of CAR, the provision of communications services is vital to connect displaced communities with family members and enable humanitarians to deliver assistance.

The ETC has paused implementation of upgrades to the security communications network – as recommended by Telecommunications Security Standards (TESS) – in the remaining six sites across the country. Recommendations have so far been carried out in eight sites. Funding is needed for equipment.

Challenges

Funding constraints remain a critical element in enabling the team to move forward with 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 be held on **16 March 2022**.

Contacts

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All information related to ETC operations can be found on the website:

www.etcluster.org/emergencies/central-african-republic-conflict

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