

Central African Republic (CAR) – Conflict

ETC Situation Report #54

Reporting period: 01/06/2022 to 30/06/2022

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

Highlights

- In June, the ETC provided internet connectivity services to 580 humanitarians across 11 sites in CAR serving 12 UN agencies and 56 I/NGOs to facilitate the humanitarian response.
- From 15-17 June, the ETC took part in a joint mission with INTERSOS and the WFP construction team to Bria's Internally Displaced Persons (IDP) camp to assess the ETC phone booth setup and identify ways to improve the service.
- The ETC is working on a Memorandum of Understanding (MoU) with the International Committee of the Red Cross (ICRC) and INTERSOS for a project to provide a learning centre and cyber cafe for the affected population in Bangassou.



The ETC visits the charging station in Bria during a mission to assess services for communities in the IDP camp. Photo: WFP/ETC

Activities

Coordination

The ETC coordinated a series of evaluation meetings with partners involved in the project to deliver additional services for communities in the form of a learning centre and cyber cafe in Bangassou. The ETC is working on a Memorandum of Understanding (MoU) with the project partners, the International Committee of the Red Cross (ICRC) and INTERSOS.

The ETC received a request from Cinema Numerique Africa (CNA), a mobile cinema which brings entertainment and education to impacted communities, to assist in improving their power efficiency. The ETC conducted a solar usage capacity assessment of several CNA kiosks in Bangui on 03 June for this purpose.

Internet connectivity

In June, the ETC provided internet connectivity services to 580 humanitarians across 11 sites in CAR serving 12 UN agencies and 56 i/NGOs to facilitate the humanitarian response.

The ETC completed network maintenance on connectivity services in Bouar from 21-23 June. On 23 June, the ETC resolved an issue with the power supply in Kaga Bandoro.

Security communications

The ETC delivered training on basic radio procedures to four Médecins du Monde (MDM) radio operators and 10 other staff from 30 May to 02 June. The ETC is following up with MDM to schedule further training sessions for additional MDM staff including four radio operators, four guards, and 15 other staff members.

The ETC is working with Action Contre la Faim (ACF) and UNICEF to obtain the software required to configure 12 radios.

A planned mission to Alindao to support ACF to install a High Frequency (HF) base station has been postponed due to security concerns.

COVID-19 call centre

Since the re-launch of the 24/7 toll-free '1212' COVID-19 helpline led by the Ministry of Health in June 2021, operators have registered a total of 146,074 calls. In June, an average of 3,109 calls were taken per week, of which 59 percent related to COVID-19 vaccinations; three percent related to the COVID-19 pass; six percent related to COVID-19 alerts; seven percent related to information on measures to control COVID-19; and 25 percent related to other concerns such as domestic violence and road accidents.

Common Feedback Mechanism (CFM)

The Common Feedback Mechanism (CFM) established by the ETC in Bria in September 2021 was temporarily suspended in March following the conclusion of the planned six-month pilot phase.

The ETC is working with CFM implementing partner, UNICEF, to purchase equipment and software needed to expand CFM services to a further five sites in CAR. The procurement of 80 licenses for the CFM's customer relationship management software has been initiated. The ETC is working with UNICEF to collect data to update the software in preparation for the expansion.

In addition to serving as a means for affected communities to seek information about humanitarian services and to provide feedback on the assistance they receive, the CFM is a valuable tool for humanitarian organisations to better learn the needs of communities they serve and to increase their accountability to the affected population.

Phone booths

From 15-17 June, the ETC took part in a joint mission with INTERSOS and the WFP construction team to Bria's Internally Displaced Persons (IDP) camp to assess the ETC phone booth setup and identify ways to improve the service.

In June, an average of 52 calls were made using the ETC's free-of-charge phone booth service per week. 38 percent of calls were made by men, 22 percent by women, and the remaining 40 percent of calls were made by children. A total of 2,750 calls have been made through the ETC phone booth in Bria since it opened in September 2021.

Charging station

In June, an average of 597 devices were charged at the ETC's free charging facilities in Bria each week. 34 percent of users were men, 22 percent women, and the remaining 44 percent children. Since the service was launched in September 2021, 13,584 devices have been powered up used the charging station, including mobile phones, radio receivers and flashlights.

Funding

The ETC in CAR is 23% funded thanks to a contribution from OCHA of US\$450,000. A further US\$1.95 million is required to fund the ETC's provision of critical communications services to humanitarians and the affected population in 2022.

Due to a shortfall of funding, the ETC has paused the implementation of upgrades to the security communications network recommended by Telecommunications Security Standards (TESS) in 14 sites. Additional funding is required to procure the equipment needed to complete the upgrades in the remaining six sites across the country.

Challenges

Funding constraints remain a critical challenge to the ETC's continuation of ongoing activities and expansion of ETC services 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 **20 July 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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