

## **Nepal - Earthquake**

### **ETC Situation Report #02**

**Reporting period 29/04/2015 to 02/05/2015**

#### **Highlights**

- The ETC is providing shared internet connectivity to the humanitarian community at three sites in Kathmandu.
- An ETC team of emergency.lu, Ericsson Response, NetHope and World Food Programme (WFP) emergency responders is on-site.
- Over 70 humanitarians have registered to use ETC connectivity services.
- ETC member NetHope has provided mobile connectivity equipment to 14 different humanitarian organisations.

#### **Situation Overview**

Six days into the response, ongoing relief efforts continue to focus on reaching a greater number of areas, in particular the remote and hard-to-reach locations where many of the poorest and most affected remain.

The ETC is coordinating humanitarian organisations, internet and mobile services providers and government authorities to ensure provision and restoration of communications services in key operating areas. National infrastructure and services are being restored in the affected areas. National providers and government authorities are actively participating in local ETC Working Group meetings to better understand and meet the needs of the humanitarian community.



First ETC Nepal Working Group meeting following the earthquake. Photo: NetHope/ Gisli Olafsson

## Response

- With support from the Internet Services Provider (ISP) Association of Nepal, Subisu is now providing approximately 50MB bandwidth to the Humanitarian Staging Area (HSA) in Kathmandu. Connectivity is being managed and distributed to the UN Reception Centre at the airport and UN House (where the OSOCC is located) using Ericsson Response WIDER equipment.
  - A Telecoms Sans Frontieres (TSF) BGAN was used to provide connectivity at the UN Reception Centre until the link from the HSA was installed.
  - Over 70 humanitarians have registered to use connectivity provided by the ETC.
- ETC member NetHope has provided mobile satellite communications capacity to 14 different humanitarian organisations responding to the earthquake.
  - NetHope BGANs are providing connectivity at the Urban Search and Rescue (USAR) Coordination Centre and the Multi-National Coordination Centre.
- An [offline ICT Needs Assessment survey](#) has been shared with participants of the Local ETC Working Group. Humanitarian organisations responding in Nepal are encouraged to fill out the survey and share the information with [Nepal.ETC@wfp.org](mailto:Nepal.ETC@wfp.org)
- Local providers Ncell and Nepal Telecom have provided sim cards free to the ETC to support the response.
- The ETC is supporting humanitarian organisations with radio programming on best effort basis.

## Planned Response

- The ETC has 1x satellite terminal from emergency.lu and 3x from the World Food Programme (WFP) in-country, ready to be deployed to common operating areas.
  - 2x satellite terminals from emergency.lu, 3x terminals from NetHope and 3x terminals from WFP are en route to Kathmandu.
- An On-Site Operations Coordination Centre (OSOCC) is planned for Gorkha. The ETC will deploy an emergency.lu satellite terminal to provide connectivity and Ericsson Response WIDER equipment to manage and distribute bandwidth.
- The ETC is working with the response community to determine exact locations for provision of internet connectivity.

## Challenges

- Travel to the country and logistics have been major challenges for the operation. Runway congestion in Kathmandu has meant cancellation or rerouting of numerous commercial flights delaying deployment of staff and equipment.
- Power supply has been interrupted in many areas and generators are the only means of electricity.
- Needs on the ground are still not 100% clear as some of the hardest-hit areas are also the most remote. Information on needs is emerging and the ETC is coordinating with humanitarian organisations to understand common operating locations and connectivity requirements.
- The ETC is requesting US\$2.5 million in the Flash Appeal to support the provision of shared IT and telecommunications services in response to the earthquake.

## Meetings

- Local ETC Working Group meetings were held 29 April and 1 May. The next meeting will be held Monday 4 May.

## Information

- ICT responders operating on the ground in Nepal are encouraged to share their contact details with [Nepal.ETC@wfp.org](mailto:Nepal.ETC@wfp.org) to facilitate local coordination.
- Dedicated information-sharing space has been created on the ETC website: <http://ictemergency.wfp.org/web/ictopr/emergencies2015/nepal>. Organisations involved in the ICT response are encouraged to share updates with the ETC community to support the overall humanitarian response.

## Shared ICT Services

DISTRICT	LOCATION	PROVIDED BY	SERVICES	EQUIPMENT	CUSTOMER
Kathmandu	Humanitarian Staging Area (HSA)	ISP, Ericsson Response	<ul style="list-style-type: none"><li>Internet connectivity</li></ul>	WIDER	Humanitarian community
	UN Reception Centre (Tribhuvan International Airport)	ISP, Ericsson Response	<ul style="list-style-type: none"><li>Internet connectivity</li></ul>	WIDER	Humanitarian community
	UN House/ OSOCC	ISP, Ericsson Response	<ul style="list-style-type: none"><li>Internet connectivity</li></ul>	WIDER	Humanitarian community



## Contacts

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## Acronyms

BGAN	Broadband Global Area Network – <i>portable global satellite internet network with telephony</i>
ETC	Emergency Telecommunications Cluster
GSM	Global System for Mobile communications
HSA	Humanitarian Staging Area
ICT	Information and Communications Technology
ISP	Internet Services Provider
NGO	Non-Governmental Organization
OSOCC	On-Site Operations Coordination Centre
UN	United Nations
VSAT	Very Small Aperture Terminal – <i>satellite equipment to provide internet connectivity</i>
WFP	World Food Programme

**All information related to ETC operations can be found on the ICT Emergency website: [www.ETCluster.org](http://www.ETCluster.org)**

**For more information, or to be added or deleted from the mailing list, please contact: [Nepal.ETC@wfp.org](mailto:Nepal.ETC@wfp.org)**

### Background on the emergency:

On 25 April (11:56, UTC+5:45), a 7.8 magnitude earthquake struck Nepal with the epicentre located 81 km northwest of the capital city of Kathmandu. The earthquake severely impacted 13 out of the 75 districts in the country. Hundreds of aftershocks have been reported including a 6.7 magnitude earthquake. With the severe devastation of the disaster, the Government of Nepal requested for international humanitarian support on 26 April. The Emergency Telecommunications Cluster (ETC) was activated on 27 April to provide:

1. Internet connectivity in hubs and operational areas.
2. Security communications network in remote areas.
3. Technical training of humanitarian staff, upskilling local personnel and ensuring sustainability of solutions after the emergency period.
4. Strengthening of disaster response capacity for the Nepali authorities.

Sources: OCHA Nepal Earthquake sitrep, Emergency Telecommunications Cluster (ETC)