

Nepal - Earthquake

ETC Situation Report #06

Reporting period 20/05/2015 to 24/05/2015

Month On

Highlights

- Now one month into the operation, the ETC has established shared internet services at 15 sites across 7 provinces.
- Over 950 users from more than 140 different response organisations have registered to use shared ETC internet services.

Situation Overview

Monday 25th May marks one month since the first earthquake struck Nepal, which took the lives of over 8,600 people and affected over 8 million across the country. Having 'anticipated' the large earthquake which was to strike Nepal anytime from the near to distant future, the response community was relatively prepared with equipment prepositioned and staging areas built. This emergency preparedness has been invaluable for the response operation.

The Emergency Telecommunications Cluster (ETC) deployed a strong team comprising responders from emergency.lu, Ericsson Response, NetHope, Swedish Civil Contingencies Agency (MSB) and the World Food Programme (WFP).

To date, the ETC has established shared internet connectivity at 15 sites across 7 districts in support of the response community. Eight satellite terminals (VSATs) are currently installed and the ETC is coordinating with local Internet Services Providers (ISP) to connect their services, and allow ETC VSATs to be moved elsewhere.



In the first month of the response, the ETC has deployed a range of satellite solutions, and staff from a number of partner organisations, to provide humanitarian with the connectivity they need to support their earthquake relief operations.

Photo: MSB/ Sven Sjoqvist; WFP/ Mariko Hall; WFP/ Mariko Hall

The challenges faced in Nepal have been numerous and relatively unique. Heavy airport congestion in the first week delayed arrival of both personnel and equipment. Sites which are geographically close enough to link, are separated by massive mountains making connecting the two locations impossible and requiring installation of another VSAT. Ongoing aftershocks, as well as a second earthquake two weeks after the initial quake, continue to torment the local population and challenge the operation.

Response organisations are establishing more permanent presence in key operating locations. Where feasible and possible, the ETC is linking offices to the main hub. As local Internet Services Providers (ISPs) recover, the ETC is working closely with them to determine the feasibility of extending their services to common humanitarian operating areas, such as Chautara. The collaboration between humanitarian organisations, national internet and mobiles services providers and government authorities continues to be remarkable and a model for future operations.

Response

The ETC is providing shared internet connectivity services at 15 sites (including Humanitarian Hubs and Logistics Cluster hubs) across 7 districts. Over 1000 users from 140 response organisations have registered to use ETC services across the country.

During the reporting period:

- Charikot in Dolakha district has been identified as humanitarian hub for operations into the north east of the country and the response community in the area is rapidly growing. The ETC has been established shared internet services at the NGO Hub (office of Plan International) in **Charikot**, and linked connectivity to the newly established Sub-OSOCC, Samaritan's Purse office, Field Hospital and Humanitarian accommodation camp.
- The ETC has transitioned from VSAT to local internet services in **Chautara**. The VSAT will remain on-site for the time-being as back-up connectivity.
 - Internet services from the Humanitarian Hub have been linked to offices of Save the Children and Nepal Red Cross.
- Radio communications equipment has been installed in **Gorkha** district, providing security telecommunications network for humanitarians operating in Gorkha town and Deurali. Both UN and NGO use the same channel.
- Lutheran World Federation (LWF) in Nepal has made their IT Officer (who has previously completed the Let's Net training in Luxembourg) available to support ETC technical deployments when required.
- ETC member NetHope has provided 29 satellite phones and 26 mobile satellite terminals to 21 different NGOs responding to the earthquake.
- The ETC is supporting humanitarian organisations in Kathmandu with radio programming on best effort basis.

Planned Response

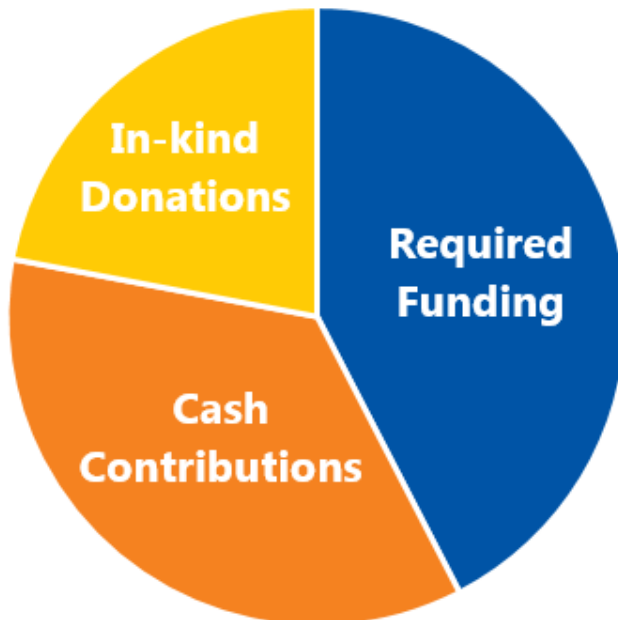
- Additional shared internet services are planned for:
 - NGO hub in Dhunche, Rasuwa District
 - Logistics Cluster hub in Charikot, Dolakha District.
- The ETC is collaborating with UN Department of Safety and Security (UNDSS) on radio coverage across Kathmandu and expansion of the network. Additional repeaters will be installed for local communications in Chautara, Charikot and additional common operating areas.

Challenges

- Monsoon season is approaching which will not only exacerbate existing logistics challenges but also potentially hamper deployment of certain technologies and provision of services.
- Power continues to be a challenge for the operation with frequent electricity outages causing services both ETC and local ISPs to go offline.

Funding

The ETC is appealing for US\$2.5million to provide shared communications services to the response community in Nepal. To date, the ETC Nepal has received US\$889,000 in cash contributions as well as a remarkable \$550,800 in in-kind donations of staff, equipment and operational costs from emergency.lu, Ericsson Response, NetHope and Swedish Civil Contingencies Agency (MSB)





Meetings

- Local ETC Working Group meeting was held 21 May. The next meeting will be held Thursday 28 May.
- The next Global ETC teleconference will be held Wednesday 27 May.

Information

- ICT responders operating on the ground in Nepal are encouraged to share their contact details with 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 coordination.
- **ETC Nepal services map:** <http://ictemergency.wfp.org/documents/10844/3fdd4105-b6c1-4fd9-a190-8189fd8a1cdc>
- **ETC Nepal factsheet:** <http://ictemergency.wfp.org/documents/10844/1a94cf5c-5aa0-4491-b5cc-33b5dbc462cb>

Shared ICT Services

	DISTRICT	TOWN	SITE	PROVIDED BY	SERVICES	EQUIPMENT	CUSTOMER
1	Chitwan	Bharatpur	Logistics Cluster Hub*	WFP	<ul style="list-style-type: none"> Internet connectivity 	VSAT	Humanitarian community
2	Dolakha	Charikot	NGO Hub (Plan International)	WFP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity 	VSAT, WIDER	Humanitarian community
3			Samaritan's Purse			Access Points	Samaritan's Purse
4			Field Hospital			Access Points	Humanitarian community
5			Humanitarian Camp			Access Points	Humanitarian community
6			Sub-OSOCC			Access Points	Humanitarian community
7	Gorkha,	Arughat	NGO Hub (MSF)	NetHope, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity 	VSAT, WIDER	Humanitarian community
8		Gorkha	Sub-OSOCC	NetHope, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Radio communications 	VSAT, WIDER	Humanitarian community
9		Deurali	Logistics Cluster Hub*	WFP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Radio communications 	VSAT, WIDER	Humanitarian community
10	Lalitpur	Lalitpur	UN House/ OSOCC	ISP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Radio communications 	Access Points	Humanitarian community
11	Kathmandu	Kathmandu	Humanitarian Staging Area (HSA)	ISP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Radio communications 	WIDER	Humanitarian community
12	Nuwakot	Bidur	NGO Hub (Samaritan's Purse)	NetHope, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity 	VSAT, WIDER	Humanitarian community
13	Sindhupalchok	Chautara	Humanitarian Hub (IHP)	emergency.lu, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity 	VSAT, WIDER	Humanitarian community



			Save the Children & Nepal Red Cross office		•		Save the Children, Nepal Red Cross
15			Logistics Cluster Hub*	WFP	• Internet connectivity	VSAT	Humanitarian community

* Services provided at these sites leverage existing partner infrastructure.



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

For more information, or to be added or deleted from the mailing list, please contact: 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.

The World Food Programme (WFP) is co-leading the ETC in Nepal with the Ministry of Information and Communications.

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