Cox's Bazar, Bangladesh – Refugee Crisis

ETS Situation Report #46
Reporting period: 01/06/2022 to 30/06/2022

Highlights

- In June, the ETS installed equipment to connect four new sites to the data connectivity network — two International Organization for Migration (IOM) Site Management hubs in Camps 22 and 17, and two new Nutrition sites in Camps 4 and 14. A total of 51 sites are now connected to the ETS network across the three operational areas – Cox's Bazar, Ukhiya, and Teknaf.

- The ETS coordinated with the Communications with Communities (CwC) unit and the Nutrition Sector to assess connectivity needs in sites across the camps.

- The ETS planned and implemented an upgrade to the UN Refugee Agency (UNHCR) relay site in Nayapara, allowing the ETS to connect nearby sites for new partners.

The ETS installs equipment to provide connectivity in a new site for an IOM Site Management hub. Photo: WFP/ETS

Activities

Coordination

The ETS hosted the local ETS Working Group meeting on 8 June. The meeting provided ETS activity updates with a focus on presenting the new ETS Service Level Agreement (SLA) and gathering feedback from Working Group partners.

A meeting was held with the Communication with Communities (CwC) unit to ascertain connectivity needs in beneficiary information centers located throughout the camps, and identify the possibility of providing services to the CwC sites, as currently none of the information centers have internet access in the camps.

Data connectivity

Since the beginning of 2022, the ETS has provided data connectivity services to a total of 591 users in 51 sites across three operational areas – Cox's Bazar, Ukhiya, and Teknaf.

Throughout June, the ETS connected four new sites to the ETS data connectivity network, after working closely with the IOM Site Management team to prioritize which sites in the

camps need connectivity. At the end of June, the ETS connected two new Site Management hubs in Camp 22 and Camp 17. The ETS also connected two new Nutrition sites in Camp 4 and Camp 14 as a part of the connectivity project to provide data access to all the Nutrtion Sector centers.

After working closely with the Nutrition Sector, approvals were granted to connect 14 new Nutrition sites in the camps. The ETS has begun actions to deploy connectivity, with two sites completed in June.

At the end of June, two assessments were carried out for a potential new Nutrition site in Camp 21 Chakmarkul and for a new IOM site in Camp 13 Burmapara.

The ETS planned and implemented an upgrade to the UN Refugee Agency (UNHCR) relay site in Nayapara, allowing the ETS to connect nearby sites for new partners.

Connectivity equipment was upgraded in the Modhuchara Hub with a new radio device for the Internet Service Provider (ISP) link to ensure better stability of connections in the area. Additionally, a major link upgrade was completed to improve point-to-multipoint connectivity and increase coverage for improved access for new sites.

A total of 38 site visits were conducted for general maintenance activities among existing data sites, which included addressing network outages, replacing equipment, and responding to reported issues.

A major connectivity outage affecting the Ukhiya megacamp area caused the network to be down for two days from 14-15 June. The team worked to rapidly resolve the issue and the network in the area is now back up and running.

Security communications

In June, ETS security communications services were provided to 915 UN staff members (760 international staff and 155 national staff) through the management of the radio network, utilized by 11 UN agencies throughout the month.

A total of 9,228 calls were made on VHF handheld radios using the ETS radio network throughout the month, with an average of 318 calls made per day.

ETS Helpdesk

The ETS Helpdesk received and addressed a total of 31 ticket requests for assistance. These requests included support in sites and from users on general maintenance requests (12), user management support (16), and on the new site installations (3).

Funding

In 2022, the ETS requires a total of US$1.7 million, and is currently 59% funded towards this goal. US$1 million was carried over from 2021, and US$1 million was received from USAID's Bureau of Humanitarian Assisstance (BHA) towards the total operational budget for 2022.

Challenges

The ETS is awaiting approvals from the government for VHF and satellite use in the Bhasan Char operation, so that security communications services can be provided in this new operational area. The approvals were submitted at the beginning of 2022.

Additional delays in obtaining approval to use the services of ISPs in the camps have slowed expansion of the ETS network.

Meetings

The next Global ETC Joint teleconference will take place on **20 July 2022**.

The next ETS Working Group meeting will take place on **3 August 2022.**

Contacts

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

www.etcluster.org/emergencies/bangladesh-refugee-crisis

For more informations or to be added or deleted from the mailing list please contact:

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