

Cox's Bazar – Refugee Crisis

ETS Situation Report #27

Reporting period 01/11/2020 to 30/11/2020

Following the increased needs to support the humanitarian efforts in response to the Rohingya refugee crisis, World Food Programme (WFP), in its capacity as global lead of the Emergency Telecommunications Cluster (ETC), is supporting the Inter-Sector Coordination Group (ISCG) by addressing common Information and Communication Technology (ICT) needs. Through the establishment of the Emergency Telecommunications Sector (ETS) WFP and its partners ensure a coordinated ICT response and support to those working on the provision of life-saving assistance to the affected populations.

Highlights

- The Emergency Telecommunications Sector (ETS) has submitted its inputs for the Joint Response Plan 2021 to the Inter Sector Coordination Group (ISCG).
- The ETS is now providing connectivity in two new Severe Acute Respiratory Infection (SARI) treatment centres to support the COVID-19 response.
- The ETS concluded its annual user satisfaction survey with results showing an overall satisfaction rate of 89% ETS services provided.



The ETS provides vital connectivity in an IOM Severe Acute Respiratory Infection treatment site in Camp 20 extension.

Photo: WFP/ETS Bangladesh

ETS Activities

- The ETS team is now providing data connectivity to 339 users in 31 sites, including e-voucher outlets, logistic hubs, Severe Acute Respiratory Infection (SARI) treatment centres, and a residential hub where some staff reside.
- The ETS has submitted its inputs into the Joint Response Plan for 2021 to the ISCG with total budget requirements of US\$3.9 million. The ETS plans to install cyclone-resilient infrastructure which will cover all common operational areas (Cox's Bazar, Ukhiya, Teknaf) and will ensure stable connectivity is provided to support digital assistance efforts. It will also enable the ETS to upgrade the current radio network to ensure the safety and security of staff.
- Next year, the ETS will focus on conducting capacity building activities for humanitarian staff to ensure the sustainability of services. The plan will be presented to heads of agencies, the head of sub-offices, donors and government representatives.
- The ETS conducted its annual user satisfaction survey to assess the satisfaction rate of its services and identify any potential gaps to be addressed in 2021. The results show an overall satisfaction rate of 89%. Respondents flagged a need to better advocate ETS services and activities, and to provide more training



opportunities. The full survey report is being drafted and will be shared with all respondents and partners once finalised.

- Several recruitments are ongoing including Information Management Officer, IT associate and helpdesk associate so the team can reach full capacity.

Challenges

- The permission needed to import several batches of equipment is pending government approval.
- COVID-19 restrictions continue to impact operations, with staff currently in quarantine and limited field movements.

Funding

- The ETS is 74% funded with US\$3.8 million received out of US\$5.1 million required for 2020.

Key Information

- All information on the ETS response in Cox's Bazar can be found [here](#).
- The latest ETS infographic is also now available and published on the website.
- The next Global ETC Joint Teleconference will be held in January 2021.
- For further information or to contact the team on the ground, please email Bangladesh.ETS@wfp.org

Contacts

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