Cox's Bazar, Bangladesh – Refugee Crisis

ETS Situation Report #53
Reporting period: 01/01/2023 to 31/01/2023

The ETS was activated in Bangladesh in August 2017 in response to the Rohingya refugee crisis. ETS Situation Reports are distributed every month.

Highlights

- Two new sites were added to the ETS connectivity network—Prantik Hospital and Bangladesh Red Crescent Society (BDRCS). There are now 74 sites connected to the ETS network.

- The ETS re-established data connectivity services at a relocated WFP site in Balukhali Makeshift Settlement (BMS) and expanded Wi-Fi coverage in five sites across the camps.

- The ETS conducted an assessment of five sites in Teknaf to explore the possibility of using solar power solutions to reduce the reliance of the e-voucher sites on generators and reduce the frequency of service outages.

The ETS installs a router at a relocated WFP site in Balukhali Makeshift Settlement (BMS). Photo: WFP/ETS

Activities

Data connectivity

In January, the ETS has provided data connectivity services to a total of 904 users from 15 NGOs and six UN agencies across three operational areas—Cox's Bazar, Ukhia, and Teknaf.

On 3 January, the ETS resolved connectivity issues that had been affecting 19 e-voucher shops since 21 December.

Two new sites were added to the ETS connectivity network—Prantik Hospital and a Bangladesh Red Crescent Society (BDRCS) site. There are now 74 sites (of which 14 are Nutrition sites) connected to the ETS network.

The ETS re-established data connectivity services at a relocated WFP site in Balukhali Makeshift Settlement (BMS).

In January, Wi-Fi coverage was expanded in five sites: Jamtoli, Jadimura, Mainergona, BMS, and Camp 7.

The ETS team conducted further routine and preventive maintenance activities on the connectivity infrastructure in 17 sites across the camps.

Due to unstable electricity supply, frequent service outages have been reported at the e-voucher sites in the camps. The ETS conducted an assessment of five sites in Teknaf to explore the possibility of using solar power solutions to reduce the reliance of the e-voucher sites on generators and reduce the number of outages.

Security communications

In January, ETS security communications services were provided to 865 UN staff members (130 international staff and 735 national staff) through the management of the radio network, utilized by 11 UN agencies throughout the month.

A total of approximately 6,450 calls were made on VHF handheld radios using the ETS radio network in January, with an average of 208 calls made per day.

The ETS continued to work on the VHF radio network expansion in Teknaf camps. The sector has agreed on a contract with UNDSS for the completion of the expansion project.

User support

The team resolved 65 issues reported to the ETS helpdesk in January.

Dashboard

See the ETS Dashboard for an overview of service locations.

Funding

The 2023 budget for ETS is US$1.15 million, which was allocated by the Inter Sector Coordination Group (ISCG) after a decrease in available funding for sectors in the response. US$970,000 was received from the United States Bureau of Humanitarian Affairs (BHA), bringing the ETS funding status for 2023 to 84%.

Challenges

After approvals were granted by the Government of Bangladesh for VHF radio use on Bhasan Char island. The ETS is now working on the importation process for telecommunications equipment to install the network.

Meetings

The next Global ETC Joint teleconference will take place on **23 February 2023**.

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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