

# Cox's Bazar, Bangladesh – Refugee Crisis

## ETS Situation Report #54

Reporting period: 01/02/2023 to 28/02/2023

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

## Highlights

- The ETS resolved connectivity issues that had been affecting 300 mobile point of sale (mPOS) devices that are used to redeem WFP e-vouchers issued to refugees in Nayapara.
- The ETS realigned the radio link mast in Leda to improve the network signal strength for effective security communications.
- The ETS connected the relocated Inter Sectoral Coordination Group (ISCG) office to the ETS network in Cox's Bazar Sub Office, for reliable data connectivity.



The ETS realigning the radio link mast for improved signal strength in Leda.  
Photo: WFP/ETS

## Activities

### Data connectivity

In February, the ETS has provided data connectivity services to a total of 570 users from 15 NGOs and 11 UN agencies. 74 sites are connected to the ETS network across three operational areas—Cox's Bazar, Ukhia, and Teknaf.

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Due to unstable electricity supply, frequent service outages have been reported at the e-voucher sites in the camps. An assessment was conducted for the potential installation of solar power solutions to support e-voucher sites in Nayapara. Solar power solutions will reduce the reliance of the e-voucher sites on generators.

After the UNHCR relocated its premises in Cox's Bazar, the ETS relocated its data connectivity equipment that was hosted by UNHCR to their new relay point.

In February, the ETS carried out routine maintenance work on the network data connectivity infrastructure in Jadimura, Leda, and eight sites in Nayapara.

### Security communications

In February, ETS security communications services were provided to 899 UN staff members (130 international staff and 769 national staff) through the management of the radio network, utilized by 11 UN agencies throughout the month.

The ETS realigned the radio link mast in Leda to improve the network signal for effective security communications. A new radio link channel was configured for improved secure radio communication between the Modhuchara hub and Nayapara.

A total of approximately 5,814 calls were made on VHF handheld radios using the ETS radio network in February, with an average of 207 calls made per day.

### User support

The team resolved 86 issues reported to the ETS helpdesk in February.

## 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%.

## Meetings

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

## Contacts

NAME	POSITION	LOCATION	CONTACT
Paul Wungko	ETS Officer in Charge	Cox's Bazar, Bangladesh	<a href="mailto:paul.wungko@wfp.org">paul.wungko@wfp.org</a>
Mufaro Masuka	ETC Information Management Officer	Dubai, United Arab Emirates	<a href="mailto:mufaro.masuka@wfp.org">mufaro.masuka@wfp.org</a>

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

[www.etcluster.org/emergencies/bangladesh-refugee-crisis](http://www.etcluster.org/emergencies/bangladesh-refugee-crisis)

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

[Bangladesh.ETS@wfp.org](mailto:Bangladesh.ETS@wfp.org)