

Cox's Bazar, Bangladesh – Refugee Crisis

ETS Situation Report #55

Reporting period: 01/03/2023 to 31/03/2023

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 provided WFP with data connectivity for emergency response efforts after a fire broke out in the camps on 5 March, destroying shelter for over 12,000 refugees. One ETS connectivity site was destroyed by the fire.
- The ETS team provided on-site data connectivity assistance at e-voucher outlets to enable WFP beneficiaries' to withdraw their monthly allotments. The ETS supported in resolving data connectivity outages from seven different Internet Service Providers (ISPs) providing services to the WFP e-voucher outlets.
- Four new sites were added to the ETS network—an IOM shelter management (SM) hub in each of Camp 11, Camp 15, Camp 19 and a nutrition site in Camp 4. One site—Kutupamalong Makeshift Site in Ukhia was decommissioned on 31 March. 77 sites are now connected to the ETS network.



The ETS connects a nutrition site in Camp 4 to the ETS network. Photo: WFP/ETS

Activities

Coordination

The Joint Response Plan (JRP) for 2023 was launched on 14 March during a ceremony hosted by the Government of Bangladesh and attended by the humanitarian community, including the ETS.

Data connectivity

In March, the ETS provided data connectivity services to 702 users from 15 NGOs and 11 UN agencies. A total of 77 sites are connected to the ETS network across three operational areas—Cox's Bazar, Ukhia, and Teknaf.

Four new sites were added to the ETS network in March—an IOM shelter management (SM) hub in each of Camp 11, Camp 15, Camp 19 and a nutrition site in Camp 4. One site—Kutupamalong Makeshift Site in Ukhia was decommissioned on 31 March. The new connection at IOM shelter management (SM) hub in Camp 19 is under observation as some

obstacles are affecting the signal quality. Alternative solutions to improve signal quality are being explored.

The ETS extended the coverage of its network at Modhuchara 2, IOM facility in Camp 20, and Modhuchara 4 Liquefied Petroleum Gas (LPG) sites to meet the increasing needs of partners.

A data connectivity network upgrade was carried out at Camp 18 site to enhance the signal and download bandwidth. The site is a relay point for 11 other sites.

Two of the three radio devices providing microwave links to the camps around Teknaf have been replaced with newer models to improve network connectivity.

The ETS restored data connectivity at multiple sites which experienced brief downtime during March. Data connectivity services were restored in a Nutrition site in Modhuchara 4 by resetting the connectivity equipment which had malfunctioned. There was a temporary outage of data connectivity services in Uchiprang logistics hub and the IOM Shelter Management (SM) hub in Camp 18 which were both affected by a brief power supply outage. A temporary data connectivity outage was also restored at Moynerghona. An issue with Wi-Fi connectivity was resolved in Camp 7.

The server room at Modhuchara hub was down from 20 to 21 March due to a faulty power breaker. The issue was resolved on 21 March. A dedicated power breaker has been installed to isolate the server room and mitigate effects of power outages from the rest of the system.

The ETS and the Internet Service Provider (ISP) repaired a damaged fibre optic cable in Hakimpara for restored connectivity services.

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The letter of approval to enable the new ISP to access and work in the camps was submitted. This activity will better support the maintenance and expansion of ETS data connectivity services for humanitarian operations.

Security communications

In March, ETS security communications services were provided to 893 UN staff members—151 international staff and 742 national staff, utilized by 11 UN agencies.

A total of 6,654 calls were made on VHF handheld radios using the ETS radio network in March, with an average of 214 calls made per day.

User support

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

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 **27 April 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 information or to be added or deleted from the mailing list please contact:

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