Cox's Bazar, Bangladesh – Refugee Crisis
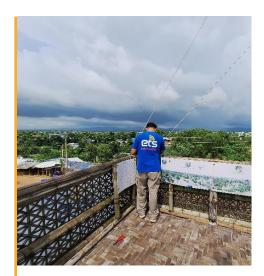
ETS Situation Report #60
Reporting period: 01/11/2023 to 31/12/2023

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

Highlights

- The ETS 2023 annual service user satisfaction survey report was published on 29 November with a response rate of 16% (108 responses from 665 users) and overall user satisfaction rating of 87%. The full report is available here.

- Two new sites were added to the ETS data connectivity network. A total of 102 sites are now connected to the ETS network across three operational areas—Cox's Bazar, Ukhiya, and Teknaf—surpassing the 2023 set milestone of providing data connectivity provision to 100 sites in the Rohingya refugee camps.

- The ETS is migrating all its existing sites from Ukhiya core network to a new core ETS network in Cox's Bazar for improved services. So far, five out of 102 sites have been successfully migrated.

The ETS installs data connectivity at Kutupalong Registered Camp 2. Photo: WFP/ETS

Activities

Coordination

ETS services continue to be intermittently impacted due to political instability ahead of the upcoming general elections in January. Some routine maintenance missions were rescheduled throughout November and December due to movement restrictions on the roads.

Clara Ogando—Head of Digital Solutions & Innovation—is the ETS Coordinator *ad interim* in Bangladesh since Patrick Midy left the operation in November. ICT specialists in Bangladesh continue to monitor and maintain the ETS connectivity network across a current total of 102 sites in Cox's Bazar, Ukhiya, and Teknaf.

The ETS 2023 annual service user satisfaction survey report was published on 29 November with a response rate of 16% (108 responses from 665 users) and overall user satisfaction rating of 87%. The Key Performance Indicator (KPI) is 80% user satisfaction. The feedback

from users will be used to inform gaps and planning for improved service provision in 2024. The full report is available [here.](#)

Data connectivity

Two new sites were added to the ETS data connectivity network between 01 November and 31 December and are located in Ukhiya. A total of 102 sites are now connected to the ETS network across three operational areas—Cox's Bazar, Ukhiya, and Teknaf—surpassing the set 2023 milestone target of providing data connectivity to 100 sites in the Rohingya refugee camps.

The ETS is migrating its network services from all existing sites in Ukhiya to a new core ETS network in Cox's Bazar for improved services. So far, five out of 102 sites have been successfully migrated. The project to relocate the core data connectivity network from Ukhiya to Cox's Bazar is ongoing since July. Data connectivity is stable across the five migrated sites. Other sites will be migrated on a gradual scale, to ensure uninterrupted services, until all sites are relocated to the new core network in Cox's Bazar.

From 01 November to 31 December, the ETS provided data connectivity services to a monthly average of 792 users from 14 NGOs and 11 UN agencies.

In November, the ETS conducted a field mission in Teknaf to: solve coverage issues for the Save the Children site in Camp 25; assess connection feasibility for International Organization for Migration (IOM) Shelter Management (SM) development site in Camp 24 and the joint IOM SM/Action Aid site in Camp 26; recover a damaged access point from IOM LPG site in Camp 24 and restore the connectivity services for IOM SM site in Camp 25.

Mutiple ETS network issues were reported and fixed in November:

- A burnt fibre cable at the IOM SM site in Camp 24 was replaced to restore network connectivity.
- The internet link of the BRAC learning centre in Camp 25 was temporarily downand service stored after repairing it. A similar situation was addressed in Moynar Ghona and Burmapara respectively.
- The ETS identified and replaced faulty power injector to restore radio link and connectivity in Camp 18 IOM Shelter Development (SD) site.
- The sector troubleshooted downtime faced at Camp 10 in a Partners in Health and Development (PHD) Hospital and reconnected the site.
- The ETS requested Internet Service Provider (ISP) intervention to replace a cable at Jamtoli WFP e-Voucher site to restore connectivity.
- The sector, proposed further investigation and requested IOM support for an effective power solution at Camp 18 Relay Point, which is encountering data overflow issues due to connectivity with 16 sites.
- The ETS worked with the ISP to restore connectivity at Chittagong warehouse due to a fibre link issue.
- The sector collaborated with the ISP to bring Camp 16 WFP Nutrition site back online.

Mutiple ETS network issues were reported and fixed in December:

- In the Madhurchara Hub, the L2TP connection service was successfully established, enabling IT staff from Cox's Bazar to remotely access the ETS connectivity network.

- A new solar energy solution to power the ETS network was installed also at the Modhuchara hub Connectivity services at the Jadimura WFP e-voucher outlet experienced at outage before being troubleshooted and an access point (AP) brought back online.
- Teknaf encountered network fluctuations attributed to a malfunctioning primary link from Aamra ISP, who were immediately notified and rectified the challenge.
- The connectivity at the camp MC-4 outlet was non-functional. Troubleshooting efforts successfully restored online status.
- Camp 10 PHD faced connectivity issues due to an unstable link. Realignment of the radio link was necessary for improved signal stability.
- The PHD Hospital at Camp 10 was successfully reconnected to the ETS network via a radio link. Despite challenges posed by the presence of dense trees, stable network connectivity was restored with adjustments to the antennae for optimal performance.
- The Chakmarkul WFP e-voucher outlet faced downtime due to a broken fibre from ISP—BracNet. The ETS collaborative work with the ISP restored the network within a few hours.
- Network connectivity services at the Jamtoli Camp 15 WFP e-voucher outlet and Unchiprang site experienced outages and was restored after fixing the solar power supply system. The sites are normally powered from the national grid or fuel generator which were all unavailable at the time.
- The ETS experienced a network downtime at Camp 16 Nutrition Centre, which was promptly resolved through collaboration with the ISP. The issue was identified as a Nationwide Telecommunication Transmission Network (NTTN) problem.

Security communications

From 01 November to 31 December, ETS security communications services were provided to a monthly average of 901 UN staff members—151 international staff and 750 national staff, utilized by 11 UN agencies.

User support

The team resolved all 105 issues reported to the ETS helpdesk from 01 November to 31 December.

Dashboard

See the ETS Dashboard for an overview of service locations.

Funding

The 2023 budget for the 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%.

Due to the planned transition of ETS Bangladesh services in 2024, there is no sector funding requested and the residual balance from 2023 will be consumed.

Contacts

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

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

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