

Bangladesh

Refugee crisis

2022

Operation overview

Violence in Myanmar has forced over 900,000 Rohingya refugees to flee across the border into Bangladesh since 2017. The ETS maintains security communications and data connectivity services to facilitate the entire response and support humanitarian workers in life-saving operations.



ETS services provided in **3**
COMMON OPERATIONAL
AREAS



DATA CONNECTIVITY
services provided in **71**
SITES



SECURITY
COMMUNICATIONS services
provided to approx. **1,000**
USERS every month



59% FUNDED out of required
US\$1.7 MILLION in 2022



ETS was activated in
AUGUST 2017



Partner and donor organizations supporting ETS in Bangladesh: IOM, UNDSS, UNHCR, USAID/BHA, WFP, KOICA

Communication needs in Bangladesh

To assist the response community in Bangladesh, the ETS provides reliable and effective means of communication for humanitarian workers to provide assistance, stay safe and communicate with colleagues. Across three common operational areas—Cox's Bazar, Teknaf and Ukhiya—the ETS provides communication services to humanitarian workers from UN agencies and I/NGO partner organizations.



ETS services for the response

Coordination — The ETS works with partners in Bangladesh such as UNHCR, IOM, WFP, and UNDSS. The ETS also hosts a monthly Local Working Group meeting to engage with NGOs and other partners working in the response.

Connectivity for humanitarian workers — ETS connectivity is provided to over 700 humanitarian workers in and around Cox's Bazar and in the refugee camps. Connectivity is provided through registered user accounts that connect seamlessly to the entire ETS network at multiple locations in the camps, enabling responders to carry out their work and communicate with colleagues. Additionally, data connectivity is provided to users from 15 NGOs and five UN agencies.

Connectivity to enable digital assistance efforts — Connectivity is provided in 71 sites across sectors, including Food Security Sector e-voucher outlets, Health Sector hospitals, Nutrition Sector sites, Logistics Sector hubs, a humanitarian residential site, a government office, and other critical response locations in and around the camps.

Security communications — The ETS has established and maintains the coverage of the VHF radio network, in line with UN Security Communications System (SCS) standards, to support the safety and security of UN staff in the field. Each month, approximately 1,000 humanitarian workers utilize the joint ETS-UNDSS radio network infrastructure with an average of about 300 calls made per month. The ETS also works closely with the Security Operations Centre (SOC), which is managed by UNDSS.

Capacity building — The ETS is developing new capacity building programs to fill gaps in telecommunications skills for radio users working in the response. Workshops are also planned with telecommunications technicians from the various UN agencies and INGOs, to cover best practices for mobile radio installations, aiming at improving user experiences. Additionally, ICT training for data users from NGOs and UN agencies are planned.

ETS objectives in 2022

Coordinate ETS activities and share operational information to support decision-making, strengthen advocacy efforts and ensure the swift delivery of services through information management.

Maintain the provision of existing services to enable the entire humanitarian response in **three operational areas**.

Expand data connectivity services to **70 sites** in the refugee camps to enable the response.

Provide **security communications** services in collaboration with UNDSS to support the safety and security of humanitarian workers.

Conduct **capacity building activities** for humanitarian workers to strengthen their ICT skills.