Cox's Bazar – Refugee Crisis

ETS Situation Report #12

Reporting period 01/12/18 to 31/12/2018

Following the increased needs to support the humanitarian efforts in response to the Rohingya refugee crisis, World Food Programme (WFP), in its capacity as global lead of the Emergency Telecommunications Cluster (ETC), is supporting the Inter-Sector Coordination Group (ISCG) by addressing common Information and Communication Technology (ICT) needs. Through the establishment of the Emergency Telecommunications Sector (ETS) WFP and its partners ensure a coordinated ICT response and support to those working on the provision of life-saving assistance to the affected populations.

Highlights

- The ETS carried out ICT improvements at the Madhu Chara Logistics hub to improve site security and enable more users to access the network.

- Equipment needed for the ETS to upgrade the broadcast coverage of Radio Naf has now arrived in Bangladesh.

- The ETS has handed over 71% of the equipment (power solutions, multimedia projectors and sound systems) for 29 of the Information Hubs run by the International Organisation for Migration (IOM), UN High Commissioner for Refugees (UNHCR), Terre des Hommes and Radio Naf. This equipment will enable humanitarians to display critical information to refugees about the response and the assistance available to them.

The ETS IT Assistant demonstrates how to set up and use solar power supplies in Kutupalong.

Situation Overview

In the lead up to the Bangladesh general election on 30 December, the government has imposed high levels of restrictions on movements of refugees and humanitarians leading up to, during and following the elections. Campaigning for the elections has caused tensions in the area to rise and humanitarian movements and access to the camps will be restricted with some activities to be stopped two weeks before the election date.

The 2019 Joint Response Plan draft was finalized and circulated and the JRP was validated at a workshop held with the Strategic Executive Group, Head of Sub Offices, Sector Coordinators and the Government of Bangladesh.

ETS Response

- ICT network upgrades were carried out at Madhu Chara Logistics hub to increase the reliability of the wireless network. The ETS also repaired and reconfigured the security system to enable remote monitoring of the hub when it was shut down during the election.
- The ETS trained International Organisation for Migration (IOM) staff and volunteers at the information hubs on the installation and usage of the ETS equipment.
- The ETS is conducting network connectivity needs assessments with the support of the Communication with Communities (CwC) Working Group.
- A training session on the ETC Connect app was provided to WFP staff, MedAir, BBC Media Action as well as members of the CwC Working Group.
- The annual ETS user satisfaction survey was distributed to partners. Once the results have been analysed, a report will be written and shared with partners.

Planned Response

- Selcall ID harmonization project will be carried out after discussion with the UNDSS telecommunications technician.
- A point to point data network has been proposed to meet the connectivity requirements from the humanitarian actors, the assessment is still ongoing.

Meetings

- The next Global ETC Joint Teleconference on the Rohingya refugee crisis in Cox's Bazar will take place on Wednesday 6 February 2019 at 13:00 UTC.
- The next Local ETS Working Group meeting has been scheduled for 15 January 2019.

Information

- Information on the ETS in Cox's Bazar can be found on: www.etcluster.org/emergencies/bangladesh-refugee-crisis
- The latest ETS Services map can be found here: https://www.etcluster.org/document.

Key ETS Contacts

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All information related to ETC operations can be found on the ETC website: www.ETCluster.org
For more information, or to be added or deleted from the mailing list, please contact:
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