

Cox's Bazar – Refugee Crisis

ETS Situation Report #5

Reporting period 01/02/18 to 28/02/18

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 Emergency Telecommunications Cluster (ETC) Services for Communities (S4C) advisor conducted a 10-day mission in Cox's Bazar to collaborate with the Communicating with Communities (CwC) Working Group (WG) on three inter-agency projects.
- A telecommunications specialist from WFP's Fast IT, Telecommunications and Coordination Support Services Team (FITTEST) deployed to Bangladesh to lead the upgrade of the common security telecommunications network in Cox's Bazar to meet the needs of humanitarian responders.
- The Regional IT Emergency Preparedness Officer conducted an emergency preparedness mission ahead of the monsoon season.



The ETS assessing potential sites to deploy security telecommunications equipment in Cox's Bazar district.

Photo: WFP/

Situation Overview

As of 15 February 2018, the Inter-Sector Coordination Group (ISCG) reported 671,000 new arrivals in Bangladesh since the attacks by the Myanmar military erupted in late August 2017.

The refugees are now reliant on humanitarian assistance for food, and other lifesaving aid. The Rohingya population in Cox's Bazar is highly vulnerable, compounding generations of statelessness even before the severe traumas inflicted by this most recent crisis.

Population movements within Cox's Bazar are fluid. The Government has allocated 2,000 acres of land in Ukhia for another refugee camp. With people already descending on Ukhia, humanitarians are moving fast to establish infrastructure and services in challenging conditions.

ETS Response

- A WFP staff member deployed to Bangladesh for one month to lead the development of the [ETC Connect](#) mobile app. This app is a complaints and feedback mechanism (CFM) and data collection tool.
 - The ETS continues supporting the CwC feedback and accountability initiatives. The ETC Connect app solution was endorsed by the CwC WG on 7 February as one of the feedback mechanisms to be offered to humanitarian organisations. The CwC feedback and accountability sub group is collating feedback from group members on modifications required. The mobile application is also being used by the CwC WG as a data collection tool to collate community concerns and queries in order to develop trends-based analysis into the cyclone planning process.
- The ETS is coordinating with the Site Management Sector to deploy Internet connectivity services to humanitarian responders working in the refugee camps.
 - The ETS is looking at ways it can facilitate the provision/expansion of this Internet connectivity to the information hubs and Camp in Charge (CiC) offices. The aim of these information centres is to provide refugees with information on health, nutrition, hygiene and other relevant topics.
- A security telecommunications specialist from WFP's FITTEST joined the ETS team to lead the deployment of the inter-agency security telecommunications network in Cox's Bazar as well as the expansion of the local community FM radio coverage. UNHCR and UNDSS have both supplied technical staff and logistics to produce a coherent roadmap that prioritizes the most urgent needs.
- The Regional IT Emergency Preparedness Officer deployed to Bangladesh to identify areas where the ETS can support the government in emergency preparedness and capacity-building activities in crisis-affected areas as monsoon season approaches.

Planned Response

- The ETC Connect app will go live in mid-March. The ETS is discussing with Non-Governmental Organisation (NGOs) to provide training for field staff as well as for feedback managers.
- The ETS is looking at defining preparedness activities with local government agencies and mobile network operators (MNOs) in Cox's Bazar in preparation for the cyclone season. At the same time, the ETS is looking at long-term preparedness in the country by advocating for the activation of the ETC at the national level.
- In close coordination with the Site Management Sector, the ETS will conduct a site assessment in the refugee camps to determine the feasibility of deploying ETS connectivity hubs from where Internet connectivity can be extended to the Information Hubs and CiC offices. The connectivity hubs will also serve as charging hubs where humanitarian staff working inside the refugee camps can charge their IT equipment.



Funding

- The ETS in Cox's Bazar is 66% funded out of the US\$1,201,115 requested for the sector's activities until December 2018.

Meetings

- The next Joint Global ETC Teleconference on the Rohingya refugee crisis in Cox's Bazar will take place on Wednesday 28 March 2018 at 13:00 UTC

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/ets-bangladesh-services-map-17-january-2018>

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Acronyms

ASMT	Area Security Management Team
BTRC	Bangladesh Telecommunication Regulatory Commission
CwC	Communicating with Communities
DFID	UK's Department for International Development
EPR	Emergency Preparedness and Response
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
FITTEST	WFP's fast IT, telecommunications and coordination support services team
IT	Information Technology
ICT	Information and Communications Technology
IOM	International Organization for Migration
ISCG	Inter-Sector Coordination Group
ISP	Internet Service Provider
JRP	Joint Response Plan



NGO	Non-Governmental Organisation
S4C	Services for Communities
SIM	Subscriber Identity Module
UN	United Nations
UNDSS	UN Department of Safety and Security
UNHCR	UN High Commissioner for Refugees
WG	Working Group
WFP	World Food Programme

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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