

Cox's Bazar – Refugee Crisis

ETS Situation Report #8

Reporting period 01/05/18 to 31/05/18

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

- Upgrade and expansion of the UN common security VHF telecommunications network in Cox's Bazar will begin in the first week of June.
- The ETC has signed the agreement with Radio Naf to upgrade its radio equipment.



A Radio Naf representative signs the FLA with WFP for upgrading its radio equipment.

Photo: WFP/ Mark MAULIT

Situation Overview

Since 25 August 2017, extreme violence in Rakhine State, Myanmar, has driven an estimated 702,160 Rohingya refugees across the border into Cox's Bazar, Bangladesh. Generations of statelessness imposed vulnerabilities on these people even before the severe traumas of this most recent crisis. The people and Government of Bangladesh welcomed them with resounding generosity and open borders. The speed and scale of the influx was nonetheless a challenge, and the humanitarian community stepped up its support to help mitigate a critical humanitarian emergency. The humanitarian response is also designed to mitigate impacts on the Bangladeshi communities most directly affected by the influx and improve their ability to cope with the strains of hosting nearly a million people.

Months later, refugees rely upon humanitarian assistance to meet their basic needs. They live in congested sites that are ill-equipped to handle the early rains, monsoon and cyclone seasons. Many refugees have expressed anxiety about their future, explaining that they would not agree to return until questions of citizenship, legal rights, access to services, justice and restitution are addressed.

ETS Response

- The ETS will begin upgrading and expanding the coverage of the UN Common VHF Security Telecommunication network in the operational area in the first week of June.
 - Technical advice on radio equipment in governmental Emergency Control Rooms in Cox's Bazar Sadar, Ukhia and Teknaf – ETS met with the Deputy Commissioner to discuss the broader emergency preparedness programme with the Bangladesh Government involving upgrading of the Cyclone Preparedness Programme's (CPP) radio network in the Cox's Bazar operational area, three Emergency Operation Centres in Cox's Bazar and connectivity of the Camp in Charge (CiC) offices.
 - Internet connectivity for CiC offices – ETS also met with RRRC to present the CiC draft concept note and got approval for the proposal.
- Services for Communities (S4C) activities include providing Internet connectivity and multi-media equipment in 40 information hubs.
 - Memoranda of Understanding (MOU) have been signed with UNHCR, Terre des Hommes and Radio Naf. Signatures are pending with IFRC, IOM and UNICEF.
 - The process for hosting and maintaining the ETC Connect mobile application is ongoing. Internews is providing support to end-users of the app including developing training material, providing training to field staff in local language, redesigning the visual of the ETC Connect web portal page and populating the FAQ section is revising the field level agreement.
 - The agreement with Radio Naf has been signed and the procurement process for the expansion of the coverage of the radio in the refugee camps and host communities has been initiated.
- AGNI, the awarded internet service provider ISP finished the installation at Ukhia and continues installation work at Teknaf.

Planned Response

- Follow-up on procurement activities:
 - Equipment for information hubs and CiC offices
 - Support for Radio Naf equipment upgrade

Funding

- The ETS in Cox's Bazar is 69.7% funded out of the US\$1,201,115 requested to cover its 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 20 June 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-may-2018>

Key ETS Contacts

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Acronyms

ACLAB	Alliance for Cooperation and Legal Aid Bangladesh
ASMT	Area Security Management Team
AAP	Accountability to Affected People
ACF	Action Contre la Faim
ARC	American Red Cross
BDRCS	Bangladesh Red Crescent Society
BTCL	Bangladesh Telecommunications Company Limited
BTRC	Bangladesh Telecommunication Regulatory Commission
CiC	Camp in Charge
CPP	Cyclone Preparedness Programme
CwC	Communication with Communities
DC	Deputy Commissioner
DFID	Department for International Development
EPR	Emergency Preparedness and Response
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
FLA	Field Level Agreement
FLB	Field Logistics Base
GoB	Government of Bangladesh
HF	High Frequency
ICT	Information and Communications Technology
IFRC	International Federation of Red Cross
IHP	International Humanitarian Partnership
IM	Information Management
IMO	Information Management Officer
IOM	International Organization for Migration
ISCG	Inter Sector Coordinating Group
ISP	Internet Service Provider



IT	Information Technology
JRP	Joint Response Plan
KM	Kilometer
KW	Kilowatt
Mbps	Mega bit per second
MHz	Mega Hertz
MNO	Mobile Network Operator
MOFA	Ministry of Foreign Affairs
NGO	Non-Government Organisation
S4C	Services for Communities
SBR	Short Business Radio
SCI	Save the Children International
SIM	Subscriber Identity Module
TSF	Telecom Sans Frontiere
UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WVI	World Vision International
WFP	World Food Programme
WG	Working Group

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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