# Cox's Bazar – Refugee Crisis

# ETS Situation Report #9

# Reporting period 01/06/18 to 21/08/18

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 upgrade and expansion of the UN common security communications network in Cox's Bazar is completed.

- The ETS has conducted a partial handover of equipment as part of the ETS support package for information hubs.

- The ETS is now providing Internet connectivity in Madu Chara IHP (International Humanitarian Partnership) camp and Leda Logistics hub.



The ETS hands over power solutions to UNHCR and Radio Naf for their information hubs. Photo: WFP/ Mark MAULIT

## Situation Overview

Refugees in Bangladesh remain reliant on humanitarian assistance for food. The Rohingya population in Cox's Bazar is highly vulnerable, and are now living in congested sites that are at risk of landslide and floods. The monsoon season has begun and the relocation of the most vulnerable refugees at risk of landslides or floods to very limited safer places and mitigation and preparedness activities for those who will not move are still the current priorities.

Many refugees have expressed anxiety about their future, explaining that they would not agree to return to Myanmar until questions of citizenship, legal rights, access to services, justice and restitution are addressed.

## ETS Response

- The ETS has completed upgrading and expanding the coverage of the UN Common VHF (Very High Frequency) radio-communication network in the operational area. The UN Department of Safety and Security (UNDSS) Communications Centre (COMCEN) is now reachable with handheld and mobile radios in much broader sections of the Cox's Bazar operational area including the refugee camps.

    o The procurement of the additional repeater for Cox's Bazar is underway.

- The ETS is now providing Internet connectivity in Madu Chara IHP camp and the WFP Logistics hub in Ukhia.

- The procurement process for equipment needed to provide Internet connectivity and solar power solutions for 26 Camp-in-Charge (CiC) offices is ongoing.

- The ETS sent a letter to the Government of Bangladesh via the Inter Sector Coordination Group (ISCG) and the office of the Refugee Relief and Repatriation Commissioner (RRRC) requesting for NGO partners working in the camps to use the upgraded security telecommunications network and to import radio equipment accordingly.

- The ETS plans to design for the Cyclone Preparedness Programme (CPP) a radio-communication network to cover its 30 offices in the district. International Federation of the Red Cross (IFRC) will coordinate with American Red Cross (ARC) to support ETS in designing the network.

- Memoranda of Understanding (MoU) with UN High Commissioner for Refugees (UNHCR), Terre des Hommes, Radio Naf and International Organisation for Migration (IOM) information hubs have been signed. Power solutions and multi-media equipment (projectors and speakers) have been handed over to these organisations. Solar power systems are ready for hand-over. Internet service and equipment is under procurement.

- The ETC Connect App is undergoing maintenance and will be offline. A new version of the app will be released in a few weeks. The Communicating with Communities (CwC) Working Group and Accountability to Affected Populations (AAP) sub-working group have been informed of the situation. Internews has agreed to provide training to new users on the app when it is back online.

- Radio Naf is currently procuring upgraded equipment with ETS support.


## Planned Response

- The ETS will continue to handover services to information hub agencies as the remaining equipment and services procurement is completed.


## 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 be announced.

## 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-june-2018.

## Key ETS Contacts

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## Acronyms

AAP             Accountability to Affected Populations
ARC             American Red Cross
CiC             Camp in Charge
COMCEN          Communications Centre
CPP             Cyclone Preparedness Programme
CwC             Communication with Communities
ETS             Emergency Telecommunications Sector
IFRC            International Federation of Red Cross
IHP             International Humanitarian Partnership
IOM             International Organization for Migration
ISCG            Inter Sector Coordinating Group
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
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: Bangladesh.ETS@wfp.org**