# Nigeria – Crisis

# ETS Situation Report #21

# Reporting period 1/07/18 to 31/07/18

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is convening the Emergency Telecommunications Sector (ETS) in Nigeria, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response. ETS SitReps are issued monthly.

## Highlights

- The Emergency Telecommunications Sector (ETS) has launched a user satisfaction survey to gather feedback from humanitarian using ETS services in North-East Nigeria. To participate, please visit: www.surveymonkey.com/r/ETSNigeriaJuly2018.

- To ensure ETS infrastructure and services in the humanitarian hubs in North-East Nigeria are operational 24/7, the ETS started an assessment mission to define the requirements for a hybrid power supply solution.



Providing support to ETS Internet connectivity users in the humanitarian hub in Gwoza (Borno state).
*Photo: IOM*

## Situation Overview

The International Organization for Migration (IOM) recorded approximately 1.76 million Internally Displaced People (IDPs) in Adamawa, Borno, and Yobe states as of mid-June. The figure represents an increase of nearly 40,000 people from the approximately 1.72 million IDPs identified in April this year.

IOM, leading the implementation of the humanitarian hubs project in North-East Nigeria, is prioritising the finalisation of the humanitarian hub in Rann, to ensure completion before the peak of the rainy season when the town will likely be largely inaccessible. A humanitarian hub in this location is key to allow humanitarians to overcome access challenges and strengthen activities in the area. As soon as this hub is completed, the ETS will proceed with the deployment of vital Internet connectivity and security telecommunications in the hub, enabling effective and safer humanitarian operations.

## ETS Response

- After providing ETS communications services to over 1000 users from 77 organisations in 2018, the ETS launched a user satisfaction survey to gather their feedback and to ensure the current services are meeting the needs of the humanitarian community on the ground. This survey will be open until Sunday 19 August. To participate in this survey, please click: www.surveymonkey.com/r/ETSNigeriaJuly2018.

- 9x common operational areas across Borno and Yobe states are being provided with ETS security telecommunications services and 8x of those areas are also provided with ETS Internet connectivity services. The ETS also established 9x fully operational Communications Centres (COMCENs) but still require radio operators to operate them. Identifying qualified candidates has been a challenge. Currently, Damaturu and Maiduguri COMCENs count on seven radio operators but require additional resources to meet required staffing level.

  o The ETS has reached a temporary agreement with IOM humanitarian hubs managers so they can support with basic radio room operations when needed.

  o The World Food Programme (WFP), co-lead of the ETS in Nigeria, is supporting with the recruitment of radio operators.

- The ETS project for 2018 comprises the deployment of a reliable hybrid power supply system to ensure ETS infrastructure and services in the humanitarian camps in North-East Nigeria are operational 24/7. To develop an effective solution, the ETS is conducting a mission until 22 August to map the challenges and to ensure this hybrid power supply solution is meeting the requirements on the ground. If organisations on the ground are exploring alternative power solutions, such as solar energy, please inform the ETS team (Nigeria.ETS@wfp.org) to evaluate possible support and avoid duplication of efforts.

- The ETS continues to provide radio training and programming activities as well as to conduct frequent maintenance missions to ensure that the ETS services are fully operational. In July, the ETS has conducted maintenance missions in the services deployed in the hubs in Monguno, Ngala, Dikwa and Bama. Since the beginning of the year, the ETS has trained 325 humanitarians from 28 organisations on standard security telecommunications procedures.

## Planned Response

- The ETS plans to provide Internet connectivity at the airport in Maiduguri to support the UN Humanitarian Air Service (UNHAS) operations with reliable services.

- In the coming months, the humanitarian hub in Rann is expected to be completed. During a joint mission carried out in Madagali by the Office for the Coordination of Humanitarian Affairs (OCHA), IOM, and other International Non-Governmental Organisations (INGOs) partners a suitable land to start building the hub was identified. The ETS will deploy vital communications services in both hubs.

  o During a meeting held at the end of June with partners to discuss the humanitarian hub implementation, it was pointed out that Michika, Mubi, Geidam and Gujba- planned ETS sites- might not require any permanent humanitarian presence. At the same time, as new areas are liberated in Borno state, the Humanitarian Country Team (HCT) is discussing the deployment of humanitarian hubs in two locations to be identified.

- In August, the ETS plans to carry out a preparedness mission and a Services for Communities (S4C) assessment. The ETS will engage with partners on the ground, including UN agencies and Non-Governmental Organisations (NGOs), as well as with government entities involved in emergency response activities. Taking into consideration the recommendations from these missions, the ETS will tailor the planned 2x ICT4Gov and 2-4 technical radio training courses.

## Challenges

- The delay in the recruitment of radio operators by the UN Department of Safety and Security (UNDSS) / UN Development Programme (UNDP) remains a challenge as the COMCENs deployed by the ETS in the field hubs in Bama, Banki, Damasak, Dikwa, Gwoza and Monguno are not yet operational. Out of the required 26 radio operators for the COMCENs in Borno and Yobe states only seven are already onboard. WFP is supporting in this recruitment process.

## Funding

- The ETS requires US$5.5 million to carry out its project until the end of 2018. The ETS is currently 29% funded.

## Meetings

- The next Joint Global ETC teleconference covering Nigeria, Democratic Republic of Congo and Central African Republic operations will be held on 8 August.

## Information

- ETS Nigeria information can be found on: www.etcluster.org/emergencies/nigeria-crisis
- The latest ETS Dashboard displaying where ETS services are available and planned can be found here: www.etcluster.org/sites/default/files/documents/NGA_ETC_Dashboard_A3L_20180727_0.pdf

## Key ETS Contacts

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## Acronyms

| | |
|---|---|
| COMCEN | Communications Centre |
| ETC | Emergency Telecommunications Cluster |
| ETS | Emergency Telecommunications Sector |
| HCT | Humanitarian Country Team |
| IDP | Internally Displaced Person |
| IOM | International Organisation for Migration |
| ISP | Internet Service Provider |
| IT | Information Technology |
| NGO | Non-Governmental Organisation |
| OCHA | Office for the Coordination of Humanitarian Affairs |
| UN | United Nations |
| UNDP | UN Development Programme |
| UNDSS | UN Department of Safety and Security |
| UNHAS | UN Humanitarian Air Service |
| VHF | Very High Frequency |

**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: Nigeria.ETS@wfp.org**