

## Mozambique – Cyclones Idai and Kenneth

### ETC Situation Report #13

Reporting period 29/04/19 to 06/05/19

ETC Mozambique SitReps are distributed every six days. The next report will be issued on or around 12/05/19.

### Highlights

- Since the start of the Emergency Telecommunications Cluster (ETC) response to **Cyclone Idai**, 1,739 humanitarians are registered to access ETC Internet connectivity services to conduct their lifesaving work.
- In response to **Cyclone Kenneth**, a second ETC Coordinator has been deployed to the northern city of Pemba.
- ETC is gearing up to provide 3 months of satellite Internet services in up to 4x locations in response to Cyclone Kenneth. Currently, the ETC is providing temporary connectivity services to humanitarian staff in Pemba at both the National Disaster Management Institute (INGC) Coordination Centre and the World Food Programme (WFP) emergency office in Hotel Kauri.
- An ETC Officer is in the Comoros Islands to assess the situation after it was also struck by Cyclone Kenneth on 24 April.
- Initial ETC expenses related to Cyclone Kenneth have been taken from currently available ETC funds. The ETC will submit an application to the Central Emergency Response Fund (CERF) for funds of US\$250,000. The total ETC budget for Cyclone Kenneth has been established as US\$720,000 for a period of 3 months.



USAID have donated 6 vehicles to WFP in Beira for its Cyclone Idai operation. Due to damage to roads caused by flooding, a 4x4 vehicle is essential to get access to many locations.

Photo credit: ETC

### Situation Overview

Mozambique's National Disaster Management Institute (INGC) estimate that 168,000 people have been affected by Cyclone Kenneth in Mozambique and are in need of assistance. The most affected area is Cabo Delgado, the northernmost province of Mozambique. Some areas are still being assessed due to the sensitive security situation in some locations within the path of Cyclone Kenneth. Several coastal locations are being used as an access point for humanitarian agencies due to road infrastructure damage.

There are a number of UN agencies, NGOs and the government national disaster office trying to assess assistance required for the affected populations without reliable communications services, which is hampering their response. Preliminary assessments from several organizations including OCHA and WFP highlight extensive road and infrastructure damage in the districts of Quissanga, Macomia and Ibo island. Communication needs continue to fluctuate and intensify in some areas. An ongoing security advisory is in effect for parts of Cabo Delgado and has to be taken into consideration for any planning.

## Response

- In response to **Cyclone Kenneth**, a second ETC Coordinator has been sent to the northern city of Pemba. The ETC Coordinator in Beira will continue to lead the ETC response to Cyclone Idai. Additional ETC partners are being contacted to support the ETC response in Cabo Delgado.
  - ETC partner Telecoms Sans Frontieres (TSF) has deployed staff and communications equipment to Mozambique and joined the United Nations Disaster Assessment and Coordination (UNDAC) mission to Pemba.
  - 1x Ericsson Response partner has joined the ETC team in Pemba. A further 2x Ericsson Response volunteers will join the ETC operation in Pemba from 6 May.
- An initial ETC assessment of the ICT needs of the humanitarian community in Pemba and surrounding areas has been carried out with indications of intermittent functioning of Internet Service Providers (ISP) in Pemba and frequent disruptions in connectivity. Following this assessment, the ETC is:
  - Providing temporary connectivity services to humanitarian staff at the INGC coordination centre in Pemba until services from local providers are fully restored.
  - Providing a VSAT connection at Hotel Kauri in Pemba for WFP and other UN agencies staying in the hotel.
  - Installing the ETC response solution on the roof of Raphael's Hotel in Pemba, composed of the emergency.lu GATR VSAT and the Ericsson Response WIDER equipment to provide and distribute connectivity to humanitarian staff staying at the hotel.
  - Supporting the Mission Aviation Fellowship (MAF) in Mozambique with Internet services at 1x location on Ibo Island with the aim of setting up a link across the island to connect with the airport.
- Equipment has been received incrementally in Pemba, including 4x VSAT terminals in Pemba (1 GATR and 3 Eutelsats), acquired from partners Government of Luxembourg and from the Crisis Connectivity Charter that had already been activated in Beira.
- Pemba is the Emergency Operations Centre (EOC) for Cyclone Kenneth and Mocimboa will be a Forward Operation Base (FOB).

- A WFP Unmanned Aircraft Systems (UAS) aerial assessment team have been mobilized at the request of INGC, with 1x UAS Coordinator travelling to Pemba alongside 3 personnel deployed from Beira. A further 3-5 INGC personnel will complete the team.
- On the evening of 24 April, Cyclone Kenneth also crossed the **Comoros islands** situated off the east coast of Mozambique, generating extremely high winds, heavy rains and unusually high coastal waves. Whilst loss of life on the islands has been very limited, impact on road and electricity infrastructure has been very significant. An ETC Officer is currently in Comoros to assess the situation and has found no critical gaps in ICT needs so far. The assessment mission is ongoing.
- Since the start of the ETC response to **Cyclone Idai**, 1,739 humanitarians are registered to access ETC Internet connectivity services to conduct their lifesaving work effectively across Beira, Buzi and Nhamatanda.
  - The ETC is using a local ISP to provide 100Mbps fibre connection at the EOC in Beira airport and 16x other locations in the city via microwave links including for:
    - Catholic Relief Services (CRS) office, World Food Programme (WFP) office, WFP warehouse, OCHA office, DHL office in Beira airport, Samaritan's Purse office, THW camp in Nhangau village, World Health Organisation (WHO) office, Médecins Sans Frontières (MSF) cholera treatment unit (CTU) in Macurrungo, an IOM/UNICEF office in Hotel Beira Terrace, Concern Worldwide office in Beira, Esmabama office, UN Population Fund (UNFPA) office, UN High Commissioner for Refugees (UNHCR), Oxfam office and UNHAS air operations.
  - ETC partners Ericsson Response and the Government of Luxembourg continue to provide vital communications equipment and connectivity services on the ground.
  - Since the ETC activated the Crisis Connectivity Charter to support humanitarian communications in Mozambique, satellite industry companies, Eutelsat SA, Inmarsat and SES are providing services.
  - ETC plans to scale back connectivity services in Beira city from 17 May with the possibility of phasing out the services by 31 May, as the local ISP are now functioning and stable, although not yet available in all locations in Beira. This has been announced at both Management and Inter Cluster Coordination Group (ICCG) meetings on 1 May and 3 May, with some agencies and NGOs already subscribing for their connectivity needs to ISP as they move into new office premises.
- The ETC Coordinator in Beira is scheduled to be replaced by 16 May.
- The ETC Telecommunications Specialist has left Mozambique after successfully finalizing the Communications Centre (COMCEN) in Beira. ETC partner MSB has identified a Standby Partner (SBP) specialist replacement to be based in Beira.
- The ETC continues to liaise closely with all responders on the ground in Beira and in the field to identify connectivity gaps to support response efforts. A comprehensive list is being maintained complete with GPS coordinates to enable the team to conduct efficient assessments of the sites on a priority basis and the deployment of connectivity where required.

## Services for Communities (S4C)

- The S4C Advisor has completed her assessment in response to **Cyclone Idai** and has left Beira on 23 April. She will continue to support S4C ETC interventions in Mozambique remotely. The S4C assessment report has been finalized and shared with partners. Based on the report findings, S4C will reprioritize the community radio stations it will rehabilitate due to funding shortfalls.
  - S4C has linked up with OCHA-led Community Engagement partners Coordination with National Forum for Community Radios (FORCOM), a national NGO which acts as a central coordination and advocacy platform for 51 community radio stations in Mozambique. As part of the support provided by the ETC, FORCOM has agreed to provide free-of-charge airtime on community radio stations to humanitarian agencies.
  - The ETC will start visiting local radio stations assessed by FORCOM to see how the ETC can assist in returning to broadcast.
- Following **Cyclone Kenneth**, the ETC S4C team has carried out a preliminary assessment on damaged community radios. Out of 10 community radios in Nampula and Pemba, 4 are not functioning. The ETC will follow this up with further scoping missions to determine its response.

## Planned Response

- The IT Emergency Coordinator is based in the capital, Maputo and continues to collaborate closely with the National Institute of Communications in Mozambique (INCM) to facilitate importation of telecommunications equipment urgently needed in the affected areas of both **Cyclones Idai and Kenneth**.
- In response to **Cyclone Kenneth**, the ETC is planning the following activities:
  - The ETC is gearing up to provide 3 months of satellite Internet services in up to 4x locations, likely to be Pemba, Macomia, Mucoio and Ibo Island. Where possible, the ETC will distribute Internet connectivity within a 15km radius to humanitarian actors operating in these 4 locations.
  - The ETC will provide assistance to communities, specifically community radio stations affected by Cyclone Kenneth to ensure affected populations have access to communication services needed for recovery efforts.
  - If requested, the ETC will provide a Security Communications Centre with VHF and HF radio infrastructure. The Centre will operate 24/7 for 3 months providing staff, vehicle tracking and all other standard operating procedures for security. If Security Communications Centres are needed in multiple locations, the ETC will seek further funding.
  - The ETC will coordinate ICT activities within the response community (including commercial entities and government authorities) to mitigate duplication of efforts and maximise use of available resources.

- The ETC will consolidate and share operational information, with the aim of enhancing operational decision making. This includes maintaining information sharing platforms, contact lists, the country webpage on [www.ETCluster.org](http://www.ETCluster.org), ETC Dashboard and generating regular SitReps.

## Challenges

- The national electricity grid in Beira has been restored by teams from Electricidade de Moçambique (EDM) but power supplies are not yet fully stable and outlying areas around Beira are still under repair.
- Extensive road and infrastructure damage caused by Cyclone Kenneth in the districts of Quissanga, Macomia and Ibo island is preventing the transfer of vital ICT equipment from Beira to the response efforts in Pemba.
- Security issues in Cabo Delgado province may hamper the humanitarian operation. UN agencies are relying on IOM and WFP as the most informed agencies on ongoing sensitive security issues in the country. The ongoing security situation may prevent the deployment of ETC SBPs to Pemba.
- Increasing numbers of confirmed malaria cases in the Sofala Province in the wake of Cyclone Kenneth are causing UNICEF and partners to ramp up effort to prevent further transmission.

## Funding

- The ETC requires US\$1.2 million for the provision of services in up to 4 EOCs for 6 months, along with a number of connection sites at accommodation centres, health centres, distribution points and humanitarian hubs. So far, it is 50% per cent funded having received US\$100,000 from the Central Emergency Response Fund (CERF) and US\$500,000 from WFP's Strategic Resource Allocation Committee.
- The ETC has submitted a US\$500,000 funding proposal to local donors to fund ETC activities in the country.
- Initial ETC expenses related to Cyclone Kenneth have been taken from currently available ETC funds. Going forwards, the ETC will submit an application for CERF funds for US\$250,000. The ETC total budget for Cyclone Kenneth has been established as US\$720,000 for a period of 3 months.

## Meetings

- The next Global ETC teleconference on the Cyclone Idai response in Mozambique will be held on Tuesday 7 May.
- The next ETC Coordination meeting will be held on 7 May in Beira at 1730 in the OCHA conference room at Condominio Imperio.

## Information

- All the information related to the ETC response in Mozambique can be found on the dedicated emergency page on the ETC website: [www.etcluster.org/emergencies/mozambique-cyclones-idai-and-kenneth](http://www.etcluster.org/emergencies/mozambique-cyclones-idai-and-kenneth)
- The latest ETC Mozambique Dashboard can be found here: <https://www.etcluster.org/document/etc-mozambique-dashboard-30-april>
- Partners that are responding in the affected areas or have relevant information on the Mozambique operation for the wider humanitarian community can share it by emailing [Mozambique.ETC@wfp.org](mailto:Mozambique.ETC@wfp.org).



## Key ETC Contacts

### [Mozambique.ETC@wfp.org](mailto:Mozambique.ETC@wfp.org)

LOCATION	NAME	TITLE	EMAIL
Beira, Mozambique	Neil Murphy-Dewar	ETC Coordinator	<a href="mailto:neil.murphy-dewar@wfp.org">neil.murphy-dewar@wfp.org</a>
Pemba, Mozambique	Ryan Twitney	ETC Coordinator	<a href="mailto:ryan.twitney@wfp.org">ryan.twitney@wfp.org</a>
Dubai, UAE	Suzanne Fenton	ETC IM Officer	<a href="mailto:suzanne.fenton@wfp.org">suzanne.fenton@wfp.org</a>
Maputo, Mozambique	Pastor Lovo	WFP IT Emergency Coordinator	<a href="mailto:pastor.lovo@wfp.org">pastor.lovo@wfp.org</a>

## Acronyms

CERF	Central Emergency Response Fund
COMCEN	Communications Centre
EOC	Emergency Operations Centre
ETC	Emergency Telecommunications Cluster
GATR	Ground Antenna Transmit and Receive
HF	High Frequency
ICCG	Inter Cluster Coordination Group
ICT	Information and Communications Technology
INCM	National Institute of Communications in Mozambique
INGC	National Disaster Management Institute
UAS	Unmanned Aircraft Systems
UNHAS	United Nations Humanitarian Air Service
SBP	Standby Partner
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WFP	UN World Food Programme

All information related to ETC operations can be found on the ETC website: [www.ETCluster.org](http://www.ETCluster.org)

For more information, or to be added or deleted from the mailing list, please contact: [Global.ETC@wfp.org](mailto:Global.ETC@wfp.org)