

“Providing emergency telecommunications services to the humanitarian community”

ETC Situation Report #21

Republic of South Sudan

Reporting period 30/04/13 to 31/05/13

Author: Julie Vander Wiel

Highlights:

- ETC conducted two telecommunications needs assessment missions in Unity State and Upper Nile during the month of May.

Cluster Responsibilities:

- WFP is leading ETC activities in RoSS with responsibility for coordination, implementation, and overall operational support for common ICT services.

Achievements:

- ETC carried out a needs assessment mission in Maban, at the Kaya Refugee Camp. The major findings of the mission included:
 - The humanitarian organizations and partners presently operating in Kaya are WFP, IMC, OXFAM, ACTED, IRC, MSF, and LWFD.
 - UNHCR is not permanently present in Kaya, but will conduct its operation from Bunj through daily mission.
 - There are no security communication systems on the ground. Kaya is about 28 km away from the current UNHCR Field Office in Bunj where there is a Radio Room and other communication equipment.
 - All locations in Maban County are in UN security phase 3.
 - In order to address the identified gaps and enhance the security telecommunications services in Kaya, ETC agreed to follow up with UNHCR ICT Team.
- ETC conducted a telecommunications needs assessment in Unity State. The following items were identified:

Yida

- Some agencies have installed their own VSAT for the Yida refugee response.
- Partners still rely on the ETC VSAT when their own means of connectivity are not functioning properly.
- The roads between Yida to Ajoung Thuk are covered by VHF CH 11 (UN Channel) in Pariang which allow all UN convoys to be tracked.

Ajuong Thok

The following are the communication means available in Ajuong Thok:

- a. Satellite Phone: Thuraya network is proven and is one of UNHCR's primary external communication means.
 - b. VHF Coverage: UNHCR has coverage (CH 10) with mobiles throughout the county (Ajuong Thuk, Pariang and Yida) while NGOs have no VHF coverage in this aspect.
 - c. HF: UNHCR has coverage throughout County and State. HF is its secondary internal and external communication mean.
 - d. Mobile/cellular network: Zain is the only local mobile phone service provider operational within Paryang County. There is intermittent reception throughout Ajuong Thok only.
 - e. Internet: Some agencies have started to order their equipment while the majority still facing some logistical constraints to transport to Ajuong Thok.
- During the ETC Working Group meeting on 9 May, a presentation of Global Humanitarian Services (GHS) was given by a representative from the WFP Dubai office.
 - During the Cluster Defence for the CAP mid-year review, ETC presented to the panel the revised ETC strategy and budget to carry out its services for the 2nd half of 2013.
 - A support mission to Yida is ongoing to move the ETC Response kit Indoor unit to a more secure place due to the incoming rain season as well as to support the organizations with radio programming.

Challenges and Gaps:

- Importation of telecommunications equipment continues to be a concern as significant delays are experienced in receiving tax exemption letters and customs clearance.
- Rains have been reported to have started already in the Equitorias and Jonglei. The road situation will quickly change in the coming weeks if the rain continues.
- The situation around Pibor remains tense and unpredictable. The incident on 9 April 2013 affects the movement of food and other humanitarian supplies into Gumruk and Pibor. All UN movement on the Bor/Pibor road has been suspended until further advice.

Funding remains an issue with shortfall of approximately 76%.

Planned Activities:

- Response kits – ETC is planning to support the new refugee sites with the ETC Data Response kits and VHF radio coverage in two locations: Ajuong Thuk-Unity State and Kaya-Upper Nile state.

- During the second half of the year, a LetsComm training session will be held again for local ICT/Telecommunications technicians. This training is teaching staff on how to install and maintain radios systems. Two slots for this training will be reserved for colleagues within the MoTPS.
- ETC and partners are exploring different options on the best approach to switch from analog to digital radios over the next five years.

Meetings:

The Global ETC Teleconferences on RoSS will be held on an ad hoc basis. Operational updates continue to be shared via monthly ETC SitReps. Local ETC Working Group meetings are scheduled for the first Thursday of each month at 11am (UTC +3) in Juba.

ICT Emergency website links:

All information related to the ETC response in South Sudan can be found on the ICT Emergency website:

RoSS Page: <http://ictemergency.wfp.org/web/ictepr/countries-south-sudan>

RoSS Forum:

http://ictemergency.wfp.org/group/ictepr/forum/-/message_boards/category/287645

RoSS ETC e-mail address: SouthSudan.ETC@wfp.org

Status Matrix:

LOCATION	STATE	AGENCY	REPEATER CH.	TEL. LINES	RADIO ROOM	ICT SUPPORT	CONNECTIVITY	STAFF TRAINED
Aweil	Northern Bahr El Ghazal	WFP	11, 13	No	24/7	Yes	VSAT	Yes
Bentiu (Rubkona)	Unity	WFP	6, 7, 9	No	24/7	Yes	VSAT	Yes
Juba	Central Equatoria	WFP	1,2,6,7,8,9,13,14,15	No	24/7	Yes	VSAT	Yes
Malakal	Upper Nile	WFP	6,7,9	No	24/7	Yes	VSAT	Yes
Maban	Upper Nile	UNHCR	3, 9	No	n/a	From Juba	VSAT	Yes
Pibor	Jonglei	UNMISS	9	No	n/a	Yes	VSAT	Yes
Renk	Upper Nile	IOM	n/a	No	n/a	Yes	VSAT	Yes
Rumbek	Lakes	WFP	10, 11, 13	No	24/7	No	VSAT	Yes
Torit	Eastern Equatoria	UNHCR	10, 12	No	24/7		VSAT	Yes
Wau	Western Bahr El Ghazal	WFP	6, 11, 15	No	24/7	Yes	VSAT	Yes
Yambio	Western Equatoria	UNICEF	6, 7, 9	No	24/7		VSAT	Yes
Yida	Unity State	UNHCR	3, 13	No	n/a	From Juba	VSAT	Yes

Staff in the Operation:

This list below shows the key people involved in providing and supporting inter-agency ICT services.

LOCATION	STATE	AGENCY	NAME	MOBILE PHONE/CONTACT
Aweil	Northern Bahr El Ghazal	WFP	Malek Ring	+211 955 928 008
Bentiu	Unity	WFP	Supported by Juba Team	Southsudan.ETC@wfp.org
Bor	Jonglei	WFP	Rida Shaba	+211 922 465 434
Juba	Central Equatoria	WFP	Haidar Baqir	+211 922 465 540
			Diya Alasadi	+211 922 465 600
			Marta Dabbas	+211 922 465 440
Maban	Upper Nile	WFP	Supported by Juba Team	
Malakal	Upper Nile	WFP	Supported by Juba Team	
Renk	Upper Nile	WFP	Supported by Malakal Team	
Wau	Western Bahr El Ghazal	WFP	Charles Mandella	+211 955939943
Yida	Unity	WFP	Supported by Juba Team	

Acronyms:

ACTED	Agency for Technical Cooperation and Development
CAP	Consolidated Appeal Process
ETC	Emergency Telecommunications Cluster
GHS	Global Humanitarian Services
HISP	Humanitarian Internet Support Project
ICT	Information and Communications Technology
IMC	International Medical Corps
IRC	International Rescue Committee
LetsComm	Let's Communicate Training
LWFD	Lutheran World Fund
MoTPS	Ministry of Telecommunications and Postal Service
MSF	Médecins Sans Frontières
NGO	Non-Governmental Organization
RoSS	Republic of South Sudan
UN	United Nations
UNMISS	United Nations Mission in South Sudan
VSAT	Very Small Aperture Terminal
WFP	World Food Programme