

## Central African Republic – Conflict

### ETC Situation Report #38

Reporting period 01/08/2020 to 31/10/2020

These Situation Reports will be distributed monthly. The next report will be issued on or around 30/11/20.

### Highlights

- The ETC has received US\$160,000 from the Common Humanitarian Fund (CHF) to carry out some of the activities planned in 2020 which will continue into 2021.
- The ETC in CAR submitted its inputs to the 2021 Humanitarian Response Plan (HRP) with a total requirement of \$871,170 to deliver ETC services.
- The ETC is supporting the Common Feedback Mechanism (CFM) project led by UNICEF in Bria that was launched in late September. The CFM enables affected communities to contact humanitarians to explain their needs and to request assistance.



The ETC conducts an evaluation mission to the UNICEF-led Common Feedback Mechanism (CFM) project set up in Bria, which is supported by the ETC.

Photo credit: WFP/ETC

### ETC Activities

#### Coordination and funding

- The ETC has received US\$160,000 from the Common Humanitarian Fund (CHF) to carry out some of the activities planned in 2020 which will continue into 2021.
- The ETC in CAR submitted its inputs to the 2021 Humanitarian Response Plan (HRP) with a total requirement of \$871,170 to maintain Internet connectivity services, implement the remaining Telecommunications Security Standards (TESS) recommendations to upgrade security telecommunications infrastructure across CAR and finalize three services for communities' projects in Bria and Bangassou.

#### Data connectivity services

- The ETC continues to deliver Internet connectivity services to over 500 users from 29 organizations (nine UN agencies and 20 NGOs) across 10 sites in CAR.



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- The ETC deployed to Bambari from 30 September-5 October to resolve an issue with the data network there by upgrading and reinstalling ETC data connectivity equipment.
  - The ETC's Internet connectivity links are currently being evaluated to identify possible upgrades to extend the networks to accommodate more users.

#### *Services for communities' projects*

- During an evaluation mission to Bria between 21-22 October, the ETC visited operators from INTERSOS who are taking calls from three sites set up in the Internally Displaced Persons (IDP) camps in Bria, as part of the Common Feedback Mechanism (CFM) project led by UNICEF. To support the project, the ETC is providing tablets and licenses as well as delivering training on the customer relationship management system used to capture feedback and complaints online. The CFM enables affected communities to contact humanitarians to explain their needs and to request assistance. In turn, the CFM will help humanitarians work more efficiently towards meeting those needs.
- While in Bria, the ETC evaluated the progress of setting up the designated phone booths in Bria's IDP camp and is working with implementing partner INTERSOS to complete the remaining activities. The phone booths will enable affected populations to communicate with their families and to contact humanitarian helplines free-of-charge.
- The team also visited Bangassou between 17-23 October to look at resuming the setup of the Information and Learning Hub in one site. Once completed, the hub in Bangassou will empower affected communities to develop digital skills and help them to connect with humanitarians.

#### *COVID-19 call centre*

- Following a meeting with the Ministry of Health (MoH), the ETC was informed that the COVID-19 call centre in Bangui must be moved to a new site. The ETC will support the reopening of the call centre at a new site on MoH premises by repurposing a new World Food Programme (WFP) prefab structure.

## **Challenges**

- Reduced staffing capacity is impacting on the delivery of services.
- Funding constraints remains a critical element to move forward several ongoing ETC activities in CAR.
- The volatile security situation in the country remains a challenge for all humanitarians.

## **Meetings**

- The next Global ETC Joint teleconference will take place on **18 November 2020**.



## Information

- ICT responders operating on the ground in CAR are encouraged to share their contact details with [CAR.ETC@wfp.org](mailto:CAR.ETC@wfp.org) to facilitate local coordination.
- All the information related to the ETC response in CAR can be found on the [dedicated emergency page](#) on the ETC website.

## Contacts

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