

Central African Republic – Conflict

ETC Situation Report #40

Reporting period 01/12/2020 to 31/12/2020

These Situation Reports will be distributed monthly. The next report will be issued on or around 31/01/21.

Highlights

- The ETC in CAR finalized its submission to the [2021 Humanitarian Response Plan \(HRP\)](#) with a total budget request of US\$871,170.
- The ETC has prepared an expenditure plan for the US\$160,000 received from the Common Humanitarian Fund (CHF). This fund will primarily support the provision of services for communities and Internet connectivity.
- The 2020 ETC user satisfaction survey for CAR resulted in an overall satisfaction rate of 85%. The demand for improved Internet connectivity services is being taken into account in the ETC's 2021 work planning.



The ETC continues to support the UNICEF-led Common Feedback Mechanism (CFM) project set up in Bria and to finalize the planned phone booth services with implementing partner, INTERSOS.

Photo credit: WFP/ETC

ETC Activities

Security situation

- The general election in CAR, held on 27 December, caused a resurgence in violence and has forced more than 55,000 people to flee their homes. Due to the increase in armed conflict and attacks against humanitarian actors, the ETC is unable to resume missions until the security situation allows.

Coordination and funding

- The ETC in CAR finalized its submission to the [2021 Humanitarian Response Plan \(HRP\)](#) with a total budget request of US\$871,170. The HRP outlines the ETC's plan 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.

- The ETC in CAR has prepared an expenditure plan for the US\$160,000 received from the Common Humanitarian Fund (CHF). This fund will primarily support the provision of services for communities and Internet connectivity.

Data connectivity services

- A Memorandum of Understanding (MoU) to set up Internet connectivity services for humanitarians in Zemio has been finalized with UN partners WFP and OCHA.
- The ETC is planning to migrate data connectivity services in Bossangoa to a new Internet Service Provider (ISP) to improve services for its users, in line with all other ETC sites.

Security telecommunications

- In late November to early December, the ETC delivered VHF/HF radio training in Birao for seven radio operators from the UN Multidimensional Integrated Stabilized Mission (MINUSCA).
- The ETC team deployed to Bossangoa from 18-21 December to restore the VHF radio channel used by humanitarians.

Services for communities' projects

- The Letter of Understanding (LoU) with implementing partners INTERSOS to complete the final phase of the planned phone booth project for affected communities in the Internally Displaced Persons (IDP) camp in Bria has been finalized.
- The ETC continues to work with the municipality in Bangassou which has proposed the use of a facility as the Information and Learning Hub, planned to empower affected communities to develop digital skills and help them to connect with humanitarians.

COVID-19 call centre

- The ETC continues to support the reopening of the dedicated COVID-19 call centre in Bangui, which has been relocated to the Ministry of Health (MoH) premises with ETC support.
- The ETC has initiated the recruitment process to onboard three team supervisors with technical expertise to staff the call centre on a rotational 24/7 basis, once the centre is reopened. Training of the new staff will start in early January.

2020 user satisfaction survey

- The 2020 ETC user satisfaction survey for CAR – launched from 19 November to 3 December – resulted in an overall satisfaction rate of 85%. An average of 96.6% of respondents found ETC services useful to their operation.
- Where funding and resources allow, the ETC will take all survey feedback received into consideration to improve its services in CAR, including a demand for improved Internet connectivity services and access.



Challenges

- 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 **20 January 2021**.

Information

- ICT responders operating on the ground in CAR are encouraged to share their contact details with 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.

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