

Central African Republic – Conflict

ETC Situation Report #42

Reporting period 01/02/2021 to 28/02/2021

These Situation Reports will be distributed monthly. The next report will be issued on or around 31/03/21.

Highlights

- The ETC set up Internet connectivity services for the humanitarian community in Zemio, bringing the total number of sites to 11.
- The ETC deployed to Bossangoa to restore Internet connectivity services and Bouar to restore VHF radio services used by the humanitarian community.
- To support the UNICEF-led Common Feedback Mechanism (CFM) in Bria, the ETC installed the customer relationship management system on devices that will be used to capture feedback and complaints online.



An ETC technician restores VHF radio services for humanitarians in Bouar.

Photo credit: WFP/ETC

ETC Activities

Internet connectivity

- The ETC deployed to Zemio from 29 January to 7 February to set up Internet connectivity services for the humanitarian community in response to a request for services from the Office for the Coordination of Humanitarian Affairs (OCHA). There are approximately 10 users from OCHA and the International Red Cross (IRC) utilizing the new ETC Internet connectivity services in Zemio.
- The ETC is providing Internet connectivity services to an average of 520 users across 11 sites in CAR, including the new site in Zemio.
- Equipment used to provide Internet connectivity services to humanitarians in Bossangoa was restored by the ETC on 11 February.



Security telecommunications

- The ETC deployed to Bouar from 9-11 February to restore the VHF radio services used by humanitarian responders.

Services for communities' projects

- The ETC continues to support the Common Feedback Mechanism (CFM) set up by UNICEF in three sites in the Internally Displaced Persons (IDP) camp in Bria by working with implementing partner INTERSOS to install and train users on the customer relationship management system that will be used to capture feedback and complaints online. The CFM enables affected communities to contact humanitarians to explain their needs and to request assistance.

COVID-19 call centre

- To support the reopening of the dedicated COVID-19 call centre managed by the Ministry of Health (MoH) in Bangui, the ETC is planning to onboard and train three team supervisors with technical expertise in March – dependent on the security situation – to staff the call centre on a rotational 24/7 basis, once the centre is reopened. The process has been significantly delayed due to the security situation in CAR.

Challenges

- Funding constraints remain a critical element in enabling the team to move forward with 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 **24 March 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.

Contacts

CAR.ETC@wfp.org

Francis Koroma, ETC Coordinator



Francis.koroma@wfp.org

Elizabeth Millership, ETC Information Management Officer

elizabeth.millership@wfp.org