

Central African Republic – Conflict

ETC Situation Report #43

Reporting period 01/03/2021 to 30/04/2021

These Situation Reports will be distributed every two months. The next report will be issued on or around 30/06/21.

Highlights

- In collaboration with INTERSOS, the ETC has finalized the installation of designated phone booths in Bria's Internally Displaced Persons (IDP) camp to improve access to communications services for affected communities.
- The ETC supported Action Against Hunger (ACF) in Bangui to resolve issues with their HF/VHF radio network coverage and to improve their security telecommunications infrastructure.
- The ETC conducted a mission to Bossangoa to restore and expand VHF radio network coverage to 20 kilometres to enable humanitarian responders working outside the city to communicate with those located in Bossangoa.



ETC partners set up phone booths to improve access to communications for affected communities in Bria.

Photo credit: WFP/ETC

ETC Activities

Internet connectivity

- The ETC provided Internet connectivity services to an average of 521 users across 11 sites in CAR in March and April to facilitate the humanitarian response.
- The ETC provided remote support to address power and connectivity issues impacting on ETC Internet services provided to humanitarians in Zemio. Internet connectivity services are now reactivated in this location.

Security telecommunications

- On 21 March, the ETC supported Action Against Hunger (ACF) in Bangui to resolve issues with their HF/VHF radio network coverage and to improve their security telecommunications infrastructure.
- The ETC programmed VHF radios on behalf of the UN Office for Project Services (UNOPs) on 17 March.
- On 25 March, the ETC conducted a mission to Bossangoa to restore and expand VHF radio network coverage to 20 kilometres to enable humanitarian responders working outside the city to communicate with those located in Bossangoa.
- The ETC is supporting the relocation of equipment from the Security Operations Centre (SOC) in Kaga Bando to a new site hosted by UNICEF. This will ensure continuity of security communications services for humanitarians.

Services for communities' projects

- In collaboration with INTERSOS, the ETC continues to set up the designated phone booth project in Bria's Internally Displaced Persons (IDP) camp. The phone booths will enable affected populations to communicate with their families and to contact humanitarian helplines free-of-charge. The installation of the phone booths has been finalized and a manager recruited. The recruitment of technical staff and phone operators is ongoing. An evaluation mission to oversee the completed work is scheduled in early May.

COVID-19 call centre

- Following COVID-19-related delays, the Ministry of Health (MoH) has re-initiated the recruitment process to onboard three team supervisors with technical expertise to oversee nine operators at the dedicated COVID-19 call centre in Bangui. Once onboarded, the ETC will assist with staff training. The ETC has finalized the set-up of the call centre at the new site in MoH premises and tested all communications and power equipment, ready for use.

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 **5 May 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

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