

Central African Republic – Conflict

ETC Situation Report #47

Reporting period 01/11/2021 to 30/11/2021

These Situation Reports will be distributed every month. The next report will be issued on or around 31/12/21.

Highlights

- The ETC submitted its draft proposal and budget of US\$1.95 million to the Humanitarian Response Plan (HRP) for 2022.
- The 2021 survey to assess user satisfaction rates of ETC services and activities was launched on 11 November and will close on 2 December. All users of ETC services are encouraged to participate [here](#).
- An inter-agency team deployed to Paoua and Kaga Bandoro to implement Telecommunications Security Standards (TESS) recommendations to enhance security communications services.



An NGO, Expertise France, uses ETC connectivity services in Bangassou.

Photo credit: WFP/Elizabeth Millership

ETC Activities

Coordination

- The ETC submitted its draft proposal and budget of US\$1.95 million to the Humanitarian Response Plan (HRP) for 2022. The ETC will continue to provide critical communications services to affected communities and responders across CAR amid the ongoing conflict crisis.
- The 2021 survey to assess user satisfaction rates of ETC services and activities was launched on 11 November and will close on 2 December. All users of ETC services are encouraged to participate [here](#). A report summarizing the findings will be published in December.

Internet connectivity

- In November, the ETC provided internet connectivity services to an average of 678 users across 11 sites in CAR to facilitate the humanitarian response, including for 12 UN agencies and 56 I/NGOs.



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- ETC connectivity services in Batangafo remain non-operational since September. The ETC is seeking a solution with the Internet Service Provider (ISP).

Security communications

- Following inter-agency planning with UNDSS, UNHCR, UNICEF and WFP, a team deployed to Paoua from 12-16 November and to Kaga Bandoro from 19-25 November to implement Telecommunications Security Standards (TESS) recommendations, including operationalizing UN and NGO VHF radio channels, programming all VHF radios, and installing solar power solutions to support the Security Operations Centre (SOC) services. Further planned missions to complete the remaining TESS recommendations in CAR have been put on hold due to a lack of available equipment. There are 11 remaining sites in need of upgrade. The recommendations aim to enhance security communications services across the country.
- Technical support and guidance were provided to NGO Triangle Génération Humanitaire to configure five radio devices.
- The ETC configured 25 VHF handheld radios for partner INTERSOS.

Phone booths

- In November, an average of 96 Internally Displaced People (IDPs) per week used the ETC's free-of-charge phone booth service in Bria's IDP camp, of which 45 percent were men, 23 percent were women, and the remaining 32 percent were children and young people. Since the service was launched in September, a total of 623 people have used the phone booths to call family.

Charging station

- In November, an average of 367 IDPs per week used the ETC's free-of-charge charging facilities in Bria, of which 40 percent were men, 26 percent were women, and the remaining 34 percent were children and young people. Since the service was launched in September, a total of 2,370 people have used the charging station to power up their devices, including mobile phones, radio receivers and flashlights.

Common Feedback Mechanism (CFM)

- A total of 791 cases have been registered via the Common Feedback Mechanism (CFM) for communities in Bria since it was launched in September. An average of 85 cases per week were registered in November. The CFM enables people to explain their needs and to request assistance. Feedback is channelled to humanitarian partners to address via a feedback and complaints system automated by the ETC.

COVID-19 call centre

- Since the re-launch of the toll-free '1212' COVID-19 helpline in June, operators have registered a total of 41,543 calls. In November, an average of 2,866 calls were taken per week, of which 79 percent related to the vaccine and its secondary effects while four percent were requests for information about measures to control COVID-19. The remaining 17 percent of calls were related to other health concerns, including the vaccine for polio. The ETC supports the Ministry of Health-managed COVID-19 call centre with funding, training, and technical support. Read more about the call centre [here](#).



Funding

- In 2021, the ETC has received critical funding of US\$320,000 from the OCHA Common Humanitarian Fund (CHF) out of a required total of US\$870,000 to carry out planned activities in 2021.
- At just 37 percent funded, the ETC requires urgent funding of US\$550,000 – in the context of CAR, the provision of communications services is vital to connect displaced communities with family members and enable humanitarians to deliver assistance.

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 **15 December 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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