

Central African Republic (CAR) – Conflict

ETC Situation Report #49

Reporting period: 01/01/2022 to 31/01/2022

The ETC was activated in C.A.R. in December 2013 in response to the conflict crisis. Situation Reports are distributed every month.

Highlights

- Critical funding of US\$450,000 has been committed by OCHA to support the expansion of ETC Common Feedback Mechanism (CFM) services in an additional five locations in 2022 – Bambari, Batangafo, Bossangoa, Kaga Bandoro, and Paoua.
- The ETC increased the capacity of the solar power system in Zemio to improve the performance of internet services in the hub.
- A mission is planned from 1–4 February to restore internet services in Batangafo with equipment provided by Ericsson Response. ETC internet services have been unavailable in Batangafo since 27 September 2021.



The ETC increases solar power capacity to support internet services in Zemio. Photo: WFP/ETC

Activities

Coordination

Critical funding of US\$450,000 has been committed by OCHA's Common Humanitarian Fund (CHF) to support the expansion of ETC Common Feedback Mechanism (CFM) services in an additional five locations in 2022 – Bambari, Batangafo, Bossangoa, Kaga Bandoro, and Paoua.

Internet connectivity

In January, the ETC provided internet connectivity services to an average of 668 users across 10 sites in CAR to facilitate the humanitarian response, including for 12 UN agencies and 56 I/NGOs. Services in the eleventh site—Batangafo—remain down.

The ETC assisted International Medical Corps (IMC) to set up internet connectivity in its new relocated compound in Birao. The set up of internet connectivity services in the new OCHA compound in Alindao is also complete.

A mission was conducted in Zemio from 28–31 January to increase the capacity of the solar power system which supports ETC internet connectivity services in the humanitarian hub managed by OCHA.

A mission is planned on 1-4 February to restore internet services in Batangafo with equipment provided by Ericsson Response.

Security communications

From 18–20 January, the ETC deployed to Bangassou to assess the HF and VHF radio network coverage and re-configure eight HF radios for WFP staff.

The ETC supported the configuration of radios in four vehicles for the INGO Concern, and radios in three vehicles for INGO Finn Church Aid (FCA).

The ETC provided guidance to the NGO Médecins du Monde (MDM) on the radio frequency assignment procedure with the government authorities.

COVID-19 call centre

Since the re-launch of the 24/7 toll-free '1212' COVID-19 helpline in June 2021, led by the Ministry of Health, operators have registered a total of 73,325 calls. From 28 December – 31 January, an increased average of 3,554 calls were taken per week, of which 68 percent related to COVID-19 vaccinations; six percent related to COVID-19 pass; six percent related to COVID-19 alerts; nine percent related to information on measures to control COVID-19; and 11 percent related to other concerns.

Common Feedback Mechanism (CFM)

A total of 1,922 cases have been registered via the Common Feedback Mechanism (CFM) for communities in Bria since it was launched in September. An average of 109 cases per week were registered in January. 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.

Phone booths

In January, an average of 44 Internally Displaced People (IDPs) per week used the ETC's free-of-charge phone booth service in Bria's IDP camp, of which 49 percent were men, 28 percent were women, and the remaining 23 percent were children and young people.

Charging station

In January, an increased average of 297 IDPs per week used the ETC's free-of-charge charging facilities in Bria, of which 57 percent were men, 21 percent were women, and the remaining 22 percent were children and young people. Since the service was launched in September, 4,437 people have used the charging station to power up their devices, including mobile phones, radio receivers and flashlights.

Funding

In 2022, the ETC requires funding of US\$1.95 million. With the OCHA contribution of US\$450,000, the ETC in CAR is 23 percent funded in 2022. 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 be held on **16 February 2022**.

Contacts

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All information related to ETC operations can be found on the website:

www.etcluster.org/emergencies/central-african-republic-conflict

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