

Central African Republic (CAR) – Conflict

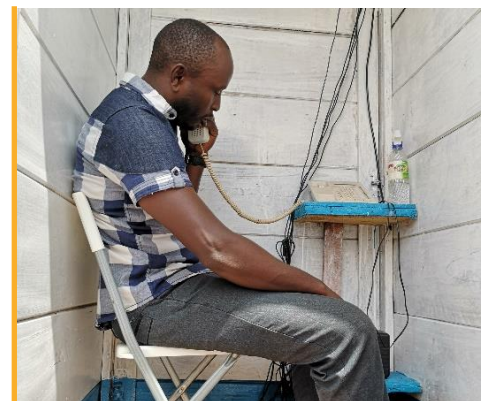
ETC Situation Report #53

Reporting period: 01/05/2022 to 31/05/2022

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

Highlights

- In May, the ETC provided internet connectivity services to 590 humanitarians across 11 sites in CAR serving 12 UN agencies and 56 I/NGOs in order to facilitate the humanitarian response.
- The ETC delivered training on basic radio procedures to four Médecins du Monde radio operators and 10 other staff from 30 May to 02 June. Further training sessions for additional Médecins du Monde staff are planned to take place in June.
- The ETC received two duplexers configured by MINUSCA for radio channel 11 in Kaga Bondoro and WFP channel 8 in Bangui. The ETC replaced the duplexer for WFP radio channel 8 in Bangui on 30 May. This will improve security communications services for humanitarians.



The ETC's free-of-charge phone booth service in the IDP camp in Bria was restored after a technical issue caused an outage in the first week of May. Photo: WFP/ETC

Activities

Internet connectivity

In May, the ETC provided internet connectivity services to 590 humanitarians across 11 sites in CAR serving 12 UN agencies and 56 i/NGOs to facilitate the humanitarian response.

Security communications

The ETC received two duplexers configured by MINUSCA for radio channel 11 in Kaga Bandoro and WFP channel 8 in Bangui. The WFP duplexer was replaced on 30 May and channel is currently being tested. This will improve security communications services for humanitarians.

The ETC delivered training on basic radio procedures to four Médecins du Monde radio operators and 10 other staff from 30 May to 02 June. Further training sessions for additional Médecins du Monde staff including four radio operators, four guards, and 15 other staff members are planned to take place in phases until 19 June.

The ETC is working with Action Contre la Faim (ACF) and UNICEF to obtain the software required to configure 12 radios.

A planned mission to Alindao to support ACF to install a High Frequency (HF) base station has been postponed due to security concerns.

COVID-19 call centre

Since the re-launch of the 24/7 toll-free '1212' COVID-19 helpline led by the Ministry of Health in June 2021, operators have registered a total of 133,640 calls. In May, an average of 3,239 calls were taken per week, of which 63 percent related to COVID-19 vaccinations; four percent related to the COVID-19 pass; seven percent related to COVID-19 alerts; seven percent related to information on measures to control COVID-19; and 19 percent related to other concerns such as domestic violence and road accidents.

Common Feedback Mechanism (CFM)

The Common Feedback Mechanism (CFM) established by the ETC in Bria in September 2021 was temporarily suspended in March following the conclusion of the planned six-month pilot phase.

The ETC met with the Accountability to Affected People (AAP) working group on 06 May to review the requirements for the reactivation of CFM services in Bria. In parallel, the ETC is working with CFM implementing partner, UNICEF, to purchase equipment and software needed to expand CFM services to a further five sites in CAR.

In addition to serving as a means for affected communities to seek information about humanitarian services and to provide feedback on the assistance they receive, the CFM is a valuable tool for humanitarian organisations to better learn the needs of communities they serve and to increase their accountability to the affected population.

Phone booths

The ETC conducted remote maintenance on the phone booths set up in the Internally Displaced People (IDP) camp in Bria after a technical issue that brought down the service during the first week of May.

In the last three weeks of May, an average of 31 calls were made using the ETC's free-of-charge phone booth service per week. 39 percent of calls were made by men, 33 percent by women, and the remaining 28 percent of calls were made by children. A total of 2,544 calls have been made through the ETC phone booth in Bria since it opened in September 2021.

Charging station

In May, an average of 525 devices were charged at the ETC's free charging facilities in Bria each week. 34 percent of users were men, 23 percent women, and the remaining 41 percent children. Since the service was launched in September 2021, 11,198 devices have been powered up used the charging station, including mobile phones, radio receivers and flashlights.

Funding

The ETC in CAR is 23% funded thanks to a contribution from OCHA of US\$450,000. A further US\$1.95 million is required to fund the ETC's provision of critical communications services to humanitarians and the affected population in 2022.

Due to a shortfall of funding, the ETC has paused the implementation of upgrades to the security communications network recommended by Telecommunications Security Standards (TESS) in 14 sites. Additional funding is required to procure the equipment needed to complete the upgrades in the remaining six sites across the country.

Challenges

Funding constraints remain a critical challenge to the ETC's continuation of ongoing activities and expansion of ETC services 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 **22 June 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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