

Central African Republic (CAR) – Conflict

ETC Situation Report #56

Reporting period: 01/08/2022 to 31/08/2022

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

Highlights

- From 24-26 August, the ETC undertook a joint mission with OCHA and implementing partner INTERSOS to the camp for Internally Displaced People (IDPs) in Bria to follow up on activities to improve the Common Feedback Mechanism (CFM).
- The free-of-charge ETC phone booth service in the IDP camp in Bria was reoperationalized on 2 August, after an increase in demand caused the service to be shut down in the last week of July. In August, an average of 41 calls were made per week.
- The ETC is continuing its efforts to raise the necessary funds to reactivate internet services in the 10 sites that were disconnected as of 1 August due to a persistent shortfall in funding.



The ETC, OCHA and INTERSOS plan for improvements to CFM services in the IDP camp in Bria. Photo: WFP/ETC

Activities

Internet connectivity

The ETC continues its efforts to raise the necessary funds to reactivate internet services in 10 sites—Alindao, Bambari, Bouar, Bria, Bossangoa, Bangassou, Birao, Kaga Bandoro, Paoua, and Zemio. The ETC connectivity services were disconnected in the 10 sites as of 1 August due to a persistent shortfall in funding.

Connectivity services continue to be provided to 25 users in Batangafo through a VSAT set up in 2019, thanks to the in-kind donation of Global ETC partners Ericsson Response and emergency.lu.

Security communications

The ETC is supporting the Agency for Technical Cooperation and Development (ACTED) with the procurement of VHF and HF equipment for their five sub-offices. The ETC is following up on the delivery of the equipment and will support the installation once received.

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 171,338 calls. In August, an average of 2,693 calls were taken per week, of which 30 percent related to COVID-19 vaccinations; 15 percent related to COVID-19 alerts; 13 percent related to information on measures to control COVID-19; six percent related to COVID symptoms; three percent related to the COVID-19 pass; and 33 percent related to other concerns such as domestic violence and road accidents.

Common Feedback Mechanism (CFM)

A total of 3,075 cases have been registered via the CFM in Bria since it launched for the first time in September 2021. An average of 52 cases per week were registered throughout August.

Over the past month, the ETC worked with OCHA to upgrade the database software used to register CFM cases. Further, from 24-26 August, the ETC undertook a joint mission with OCHA and implementing partner INTERSOS to follow up on activities identified by the Accountability to Affected Populations (AAP) Working Group to improve the CFM services.

The CFM enables people living in the Internally Displaced Persons (IDP) camp to explain their needs and to request assistance. Feedback is channeled to humanitarian partners to address via a feedback and complaints system automated by the ETC.

The ETC is developing a Memorandum of Understanding (MOU) and budget with INTERSOS for the expansion of the CFM service to a further five sites in Bambari, Batangafo, Bossangoa, Kaga Bandoro, and Paoua.

Phone booths

The free ETC phone booth service in the IDP camp in Bria was reoperationalized on 2 August, after an increase in demand caused the service to be shut down in the last week of July.

In August, an average of 41 calls were made using the ETC's free-of-charge phone booth service per week. 40 percent of calls were made by men, 22 percent by women, and the remaining 38 percent of calls were made by children. A total of 3,118 calls have been made using the ETC phone booth service in Bria since it opened in September 2021.

Charging station

In August, an average of 394 devices were charged at the ETC's free charging facilities in Bria each week. 41 percent of users were men, 24 percent women, and the remaining 35 percent children. Since the service was launched in September 2021, 18,980 devices have

been powered up used the charging station, including mobile phones, radio receivers and flashlights.

Dashboard

See the [ETC Dashboard](#) for an overview of service locations.

Funding

The ETC in CAR is 23 percent funded thanks to a contribution from the Common Humanitarian Fund (CHF) managed by OCHA of US\$450,000, to be used for to the CFM project in collaboration with UNICEF. 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 critical funding shortfall, the ETC discontinued its internet services in 10 sites from 1 August 2022.

Additional funding is also required to procure the equipment needed to complete the upgrades to the security communications network recommended by Telecommunications Security Standards {TESS+} in six remaining 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 **7 September 2022**.

Contacts

NAME	POSITION	LOCATION	CONTACT
Francis Koroma	ETC Coordinator	Bangui, CAR	Francis.koroma@wfp.org
Nadege Ndassimba	ICT Officer	Bangui, CAR	Nadege.ndassimba@wfp.org

Claire Roach	Information Management Officer	Dubai, UAE	Claire.roach@wfp.org
--------------	--------------------------------	------------	--

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

[**www.etcluster.org/emergencies/central-african-republic-conflict**](http://www.etcluster.org/emergencies/central-african-republic-conflict)

For more information or to be added or deleted from the mailing list please contact:

[**CAR.etc@wfp.org**](mailto:CAR.etc@wfp.org)