

# Central African Republic (CAR) – Conflict

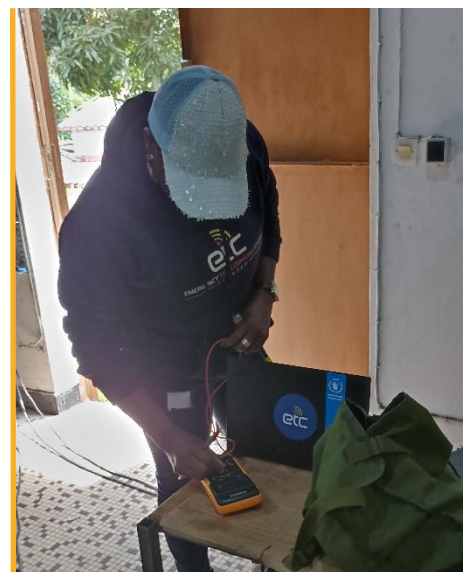
## ETC Situation Report #58

Reporting period: 01/10/2022 to 31/10/2022

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

- In support of its ongoing efforts to develop a funding model to enable the reactivation of its internet services, the ETC conducted a survey of its users across all 10 locations to assess the impact of the disruption. Over 80 percent of respondents agreed that it was important to urgently restore the ETC services.
- The ETC took part in a joint mission to Bangassou from 11-13 October with INTERSOS the Central African Red Cross to plan for the establishment of an ETC Learning Centre and cybercafé.
- The ETC worked with UNDSS restore two UN security communications radios channels that had been out of service for two weeks.



The ETC works to restore UN security communications channels. Photo: WFP/ Ariane Nghandi

## Activities

### Coordination

The ETC has prepared its submission for the CAR 2023 Humanitarian Response Plan (HRP) and presented its plan to the Office for the Coordination of Humanitarian Affairs (OCHA) on 28 October.

The ETC is working with INTERSOS and the Central African Red Cross to set up a cybercafé and Learning Centre to serve the community in Bangassou.

The ETC took part in a joint mission to Bangassou from 11-13 October with INTERSOS and the Central African Red Cross to plan for the establishment of the planned Learning Centre. The team met with the local authorities, youth group leaders and partners to conclude phase one of the planning. In the next step, INTERSOS will oversee the construction work, which is set to begin with laying the foundations for the structure by the end of the year.

### Internet connectivity

Due to an ongoing lack of funding, the ETC disconnected its internet services in 10 sites across the country—Alindao, Bambari, Bouar, Bria, Bossangoa, Bangassou, Birao, Kaga Bandoro, Paoua, and Zemio—in August.

In support of its ongoing efforts to develop a funding model to enable the reactivation of the internet services, the ETC conducted a user mapping survey to assess the impact of the disruption. Less than half of respondents in the 10 sites had access to an alternative internet connection provided by their own organisation, and a significant proportion reported that they are relying on unstable GSM connectivity to conduct their work. In all locations, 70 percent or more of respondents indicated that the disruption of the ETC services had an extreme or significant impact on their work. Furthermore, over 80 percent of respondents across all locations stated that it was important to urgently restore the ETC services.

ETC connectivity services continue to be provided to five users in Batangafo through the emergency.lu VSAT terminal. The planned mission by emergency.lu technicians to install new VSAT equipment provided by the Government of Luxembourg has been postponed to November.

### **Security communications**

The ETC worked with UNDSS to re-establish UN security communications radio channels 3 and 5. The battery system was replaced on 18 October to restore the services, which had been down for two weeks.

### **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 203,660 calls. In October, an average of 3,279 calls were taken per week, of which 26 percent related to COVID-19 vaccinations; 14 percent related to information on measures to control COVID-19; seven percent related to COVID-19 alerts; two percent related to COVID symptoms; two percent related to the COVID-19 pass; and 49 percent related to other concerns such as domestic violence and road accidents.

### **Common Feedback Mechanism (CFM)**

The CFM in Bria 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.

A total of 3,515 cases have been registered via the CFM since it launched for the first time in September 2021. An average of 59 cases per week were registered throughout October.

The ETC conducted a mission in Bria from 17-21 October to train interagency staff on the use of the database software which supports the CFM. The ETC procured 27 additional licenses for the software to allow CFM operators in more sites in the IDP camp in Bria to directly input complaints into the system. The training was carried out in two phases - the first for complaint collectors, and the second for focal points from each cluster.

The ETC is working with INTERSOS on the plan to expand the CFM service to a further five sites in Bambari, Batangafo, Bossangoa, Kaga Bandoro, and Paoua.

### Phone booths

An issue with the telecommunications provider caused a disruption to the ETC phone booth services in the IDP camp in Bria from 01-20 October.

After services were restored, 136 calls were made in the last weeks of October using the ETC phone booths. 60 percent of calls were made by men, 21 percent by women, and the remaining 19 percent of calls were made by children. A total of 3,432 calls have been made using the ETC phone booth service in Bria since it opened in September 2021.

### Charging station

In October, an average of 388 devices were charged each week at the ETC's free charging facilities in Bria. 39 percent of users were men, 21 percent women, and the remaining 40 percent children. Since the service was launched in September 2021, 23,181 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 of US\$450,000 from the Common Humanitarian Fund (CHF) managed by OCHA, which funds the CFM project in collaboration with UNICEF.

A further US\$1.5 million is required to fund the ETC's provision of critical communications services to humanitarians and the affected population in 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 **09 November 2022**.

## Contacts

NAME	POSITION	LOCATION	CONTACT
Francis Koroma	ETC Coordinator	Bangui, CAR	<a href="mailto:Francis.koroma@wfp.org">Francis.koroma@wfp.org</a>
Nadege Ndassimba	ICT Officer	Bangui, CAR	<a href="mailto:Nadege.ndassimba@wfp.org">Nadege.ndassimba@wfp.org</a>
Claire Roach	Information Management Officer	Dubai, UAE	<a href="mailto:Claire.roach@wfp.org">Claire.roach@wfp.org</a>

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)