

Central African Republic (CAR) – Conflict

ETC Situation Report #59

Reporting period: 01/11/2022 to 30/11/2022

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

- On 17 November, key partners including local authorities, INTERSOS, and the Central African Red Cross (CRCA) gathered at the site of the new ETC Learning Centre and Cyber Café in Bangassou to mark the beginning of construction work on the centre.
- The ETC visited the Security Operations Centre (SOC) of Mercy Corps in Bangui on 8 November to restore their HF and VHF radio communications facilities.
- The ETC conducted its annual user satisfaction survey from 1-22 November to gather feedback to help monitor and improve the ETC's services in CAR. The cluster met its target of an overall 80% satisfaction rating. A full report of the survey results will be circulated to all stakeholders.



Construction work begins on the ETC Learning Centre and Cyber Café in Bangassou. Photo: WFP/ Nadege Ndassimba

Activities

Coordination

The ETC conducted its annual user satisfaction survey from 1-22 November. The survey is intended to gather feedback from all users of ETC services in the country to help the cluster to monitor and improve its performance. Based on the initial survey results, ETC CAR achieved an overall satisfaction rate of 80% in 2022. A full report on the results of the survey will be circulated to all users and stakeholders in due course.

Learning Centre and Cyber Cafe

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

On 17 November, key partners including local authorities, INTERSOS, and CRCA gathered at the site for a ceremony to mark the beginning of construction work on the centre. The construction of the centre is ongoing.

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.

Following the disconnection, the ETC conducted a survey to measure the impact of the loss of ETC internet services on the humanitarian community. 100 percent of respondents to the survey agreed that the services should be re-established. The Global ETC is supporting ETC CAR in its efforts to establish a costing model that would allow for the sustainable reestablishment of the services.

Services are no longer operational in the one remaining ETC connectivity site, Batangafo, due to an issue with the satellite terminal providing services there. A joint mission by the Government of Luxembourg and emergency.lu technicians is scheduled to take place from 6-8 December to resolve the issue.

Security communications

The ETC visited the Security Operations Centre (SOC) of Mercy Corps in Bangui on 8 November to restore their HF and VHF radio communications facilities.

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 November, an average of 3,056 calls were taken per week, of which 47 percent related to COVID-19 vaccinations; eight percent related to information on measures to control COVID-19; six percent related to COVID-19 alerts; four percent related to COVID symptoms; one percent related to the COVID-19 pass; and 34 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 4,028 cases have been registered via the CFM since it launched for the first time in September 2021. An average of 115 cases per week were registered throughout November.

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

From 28 November to 2 December, the ETC conducted a joint mission to Bria along with INTERSOS and a construction company contracted to upgrade the facilities at the ETC phone booth in the IDP camp.

In November, an average of 57 calls were made per week using the ETC phone booths. 40 percent of calls were made by men, 29 percent by women, and the remaining 31 percent of

calls were made by children. A total of 3,617 calls have been made using the ETC phone booth service in Bria since it opened in September 2021.

Charging station

In November, an average of 483 devices were charged each week at the ETC's free charging facilities in Bria. 41 percent of users were men, 28 percent women, and the remaining 31 percent children. Since the service was launched in September 2021, 25,597 devices have been powered up using 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 in **January 2023**.

Contacts

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

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

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