

Central African Republic (CAR) – Conflict

ETC Situation Report #60

Reporting period: 01/12/2022 to 31/12/2022

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

- The Government of Luxembourg deployed two technicians on a mission to Batangafo from 6 to 8 December to restore connectivity services for I/NGOs after power fluctuations caused an issue with the emergency.lu satellite terminal. Services were restored on 13 December.
- The ETC's free-of-charge phone booth service in the Internally Displaced Persons (IDP) camp in Bria saw a 300% increase in usage in December after the cluster conducted awareness raising activities among the affected population.
- The results of the ETC's annual user satisfaction survey have been compiled in a report and published on the ETC website in [English](#) and [French](#). The cluster reached its target of 80% of users reporting satisfaction with the cluster's services and activities in 2022.



Emergency.lu technicians support the restoration of VSAT connectivity in Batangafo in a mission from 6-8 December. Photo: WFP/ ETC

Activities

Coordination

The results of the ETC's annual user satisfaction survey have been compiled in a report and published on the ETC website in [English](#) and [French](#). In 2022, the ETC reached its baseline target of 80% of users reporting satisfaction with the cluster's services and activities. The results showed the need for improvement in coordination and the delivery of ETC services, especially internet connectivity, ICT helpdesk, Common Feedback Mechanism (CFM) services in Bria, and the COVID-19 call centre in Bangui. The ETC is taking all feedback received into consideration in the development of the 2023 workplan in CAR.

Learning Centre and Cyber Cafe

Work on the construction of the Learning Centre and Cyber Café in Bria has been ongoing since 17 November and is now 90% complete. ETC partner INTERSOS is overseeing the construction of the building, while the Central African Red Cross will manage the centre.

Internet connectivity

From 6 to 8 December, the ETC participated in a joint mission with the Government of Luxembourg and WFP technicians to restore connectivity services in Batangafo, which had been down due to the effect of power fluctuations on the satellite terminal. During the mission, emergency.lu technicians helped to upgrade components of the satellite terminal, which was provided as an in-kind donation, and conduct maintenance on the solar system providing power to the VSAT. An average of 14 humanitarian staff have used the service per week since it was successfully re-operationalized on 13 December.

The VSAT connectivity in Batangafo, which serves more than 12 national and international NGOs, is the only remaining ETC connectivity site in CAR since the service was disconnected in 10 sites across the country in August 2022 due to a lack of funding.

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 230,393 calls. In December, an average of 2,961 calls were taken per week, of which 47 percent related to COVID-19 vaccinations; nine percent related to information on measures to control COVID-19; eight percent related to COVID-19 alerts; four percent related to COVID symptoms; two percent related to the COVID-19 pass; and 30 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 4,691 cases have been registered via the CFM since it launched for the first time in September 2021. An average of 166 cases per week were registered throughout December.

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. Training for the new CFM focal points in Bambari and Kaga Bandoro is scheduled to take place in January and February 2023.

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. The work to rehabilitate the facilities began on 25 November and is 80% complete.

After conducting awareness raising activities within the IDP camp, the ETC saw a significant increase in the use of the phone booth service during the month of December. The cluster recruited staff to carry out door-to-door visits to promote all of the ETC's services in the

camp, including the CFM, charging station, and phone booth. While increased usage was observed across all services, the awareness raising activities have so far had the greatest impact on the use of the ETC phone booth. In December, an average of 241 calls were made per week using the ETC phone booths, compared to only 57 a week in November. This represents a more than 300% increase in usage. 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 4,580 calls have been made using the ETC phone booth service in Bria since it opened in September 2021.

Charging station

In December, an average of 536 devices were charged each week at the ETC's free charging facilities in Bria. 50 percent of users were men, 34 percent women, and the remaining 16 percent children. Since the service was launched in September 2021, 27,740 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 was 23 percent in 2022 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 was required to fund the ETC's provision of critical communications services to humanitarians and the affected population in 2022.

Additional funding is 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 **26 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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