

Central African Republic (CAR) Conflict

Operation overview

CAR has suffered from a complex humanitarian crisis since the outbreak of conflict in 2013. The ETC provides services to humanitarian responders in 11 common operational areas across the country and supports the affected population through communications, charging, and helpline services in Bria and a training centre and cyber café in Bangassou.

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Services provided in **11 COMMON OPERATIONAL AREAS**
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0% FUNDED out of required **US\$1.2 MILLION** in 2023
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11 SECURITY OPERATION CENTRES (SOCs) supported by the ETC
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ETC was activated in **DECEMBER 2013**



Organizations supporting the ETC in CAR:
 Donors: Common Humanitarian Fund (CHF) managed by OCHA | Partners: Central African Red Cross, Ericsson Response, Government of Luxembourg, INTERSOS, IOM, UNDSS, UNICEF, WFP

Services for affected communities

COVID-19 response — access to information on COVID-19 can mean the difference between life and death. The ETC is continuing its support to the Ministry of Health’s call centre in Bangui, where operators respond to queries about symptoms, vaccines, national health guidelines and referrals.

Phone and charging services — For over half a million people displaced within CAR, access to communications services and information can provide a lifeline. The ETC has set up phone booths and charging stations in the Internally Displaced Persons (IDP) camp in Bria to enable affected populations to communicate with their families and contact humanitarian helplines free of charge.

Common Feedback Mechanism — The ETC supports the UNICEF-led Common Feedback Mechanism (CFM) in Bria to enable affected communities to explain their needs and to request assistance from the humanitarian community. Following the success of the pilot, the ETC is planning to expand CFM services to a further three locations –Batangafo, Bossangoa, and Bouar.



Learning centre and Cyber Café — in January 2023, the ETC launched its first Learning Centre and Cyber Café in Bangassou, providing the local community with opportunities to improve their digital literacy skills.

Shortfall in funding for critical humanitarian communications services

Humanitarians work in insecure areas throughout CAR. To stay safe while assisting affected communities, responders require reliable means of communication. The ETC supports radio services in 11 Security Operations Centres (SOC) across the country. Improvements to the radio infrastructure are required in six sites—as recommended by the Telecommunications Security Standards {TESS+}—to ensure the provision of reliable communication services, however a critical shortfall in funding has prevented the implementation of the upgrades. Further, in August 2022, a lack of funding led to the disconnection of the ETC’s data connectivity services for humanitarian responders in 11 locations across the country.

To carry out its planned activities, including restoring ETC data connectivity services and completing the refurbishment of the security communications infrastructure, the ETC requires USD 1.2 million in 2023.