

# Central African Republic (CAR) Conflict

2022

## Operation overview

The conflict crisis in CAR has forced more than a million people to flee their homes and left over half the population in need of humanitarian assistance. 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.



Services provided in **11 COMMON OPERATIONAL AREAS**



**23% FUNDED** out of required **US\$1.9 MILLION** in 2022



**11 SECURITY OPERATION CENTRES (SOCs)** supported by the ETC



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

## Communication needs in CAR

Humanitarians work in unstable and insecure areas throughout CAR. To assist affected communities, responders require reliable and effective means of communication to work, stay safe and communicate with colleagues. The ETC in CAR responds to severe gaps in the country's data and security communications infrastructure caused by the conflict. Until August 2022, the ETC provided data connectivity services to humanitarian responders in 11 locations across the country, however a persistent shortfall in funding meant that it was necessary to disconnect all 11 sites. The ETC security communications services continue to support 11 Security Operations Centres (SOCs) in Bambari, Bangassou, Bangui, Batangafo, Birao, Bossangoa, Bouar, Bria, Kaga-Bandoro, N'Dele, and Paoua.

## Affected communities

**COVID-19 response** — In CAR, free and rapid access to information on COVID-19 could mean the difference between life and death. The ETC has supported the Ministry of Health to re-open a dedicated COVID-19 call centre in Bangui, where operators take calls from the population on symptoms, vaccines, national health guidelines and referrals through the helpline number '1212'.

**Communication services in Internally Displaced Persons (IDP) camps** — Communication is a basic human need. 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 large Internally Displaced Persons (IDP) camp in Bria to enable affected populations to communicate with their families and contact humanitarian helplines free of charge. The ETC also supports the UNICEF-led Common Feedback Mechanism (CFM) in Bria to enable affected communities to contact humanitarians to explain their needs and to request assistance. Following the success of the pilot in Bria, the ETC is planning to expand CFM services to a further five locations in 2022 – Bambari, Batangafo, Bossangoa, Kaga Bandoro and Paoua.



## Telecommunications Security Standards {TESS+}

The ETC, {TESS+} and UNDSS are working to strengthen and augment the capacity/coverage of VHF and HF radio networks across 14 sites in CAR, in line with UN Security Communications System standards to ensure staff can communicate safely and securely. The recommendations have been implemented in eight sites, with six sites remaining across the country pending the required funding.

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