Nepal - Earthquake

ETC Situation Report #14

Reporting period 13/08/2015 to 15/09/2015

These Situation Reports are distributed every three weeks. The next report will be issued on or around 05/10/15.

Highlights

- The ETC is providing internet connectivity in 17 sites across three common operating areas in Nepal– Gorkha, Chautara and Charikot – as well as in the Humanitarian Staging Area (HSA) in Kathmandu.

- The transition plan has been presented to partners, users and ETC co-lead Ministry of Information & Communication (MoIC) and WFP. ETC plans to transition services starting end of September.

- ETC services have started to be decommissioned in locations where partners no longer have ICT requirements.

- More than 1,550 humanitarians have registered to use ETC services since the beginning of the operation.

- The second ETC survey in Nepal shows a 93.5% of satisfaction level from the 107 users that responded.

Situation Overview

Four months after a 7.8-magnitude earthquake struck Nepal, the ETC operation is stabilizing and looking at transitioning its services as local services are restored. Ongoing connectivity needs at each site are now being assessed to ensure a smooth transition from ETC services beyond end of September - the current timeframe of the response. Currently, the ETC expects to demobilize its services in Gorkha and the Humanitarian Staging Area (HSA) in Kathmandu at the end of September. Two common operational locations – Chautara and Charikot – will be provided with ETC Internet services until 15 October. Extension of the radio communication network will be handed over to UNDSS as agreed in order to continue this service.

Ozdzan Hadziemin, ICT Emergency Coordinator and Sami Nikkanen, ETC team leader, visiting the VHF repeater site in Charikot.
Photo: WFP/Caroline Teyssier

Response

- The ETC is providing shared internet connectivity services in 17 sites across three common operating areas, including Gorkha, Charikot and Chautara,in addition to the Kathmandu-HSA.

  o The ETC decommissioned its services in two locations: IFRC offices in Dhunche and Chautara due to the closure of temporary IFRC offices at the end of August.

  o Security telecommunications continue to be provided in the three common operating areas to ensure the safety and security of humanitarians operating in those areas.

  o ICT helpdesks are provided in all sites.

  o Assessment of services and needs have been held in all common operational locations. The ETC team visited Gorkha on 25 August and Chautara and Charikot on 7-8 September.

- Ericsson Response WIDER is managing access to the ETC network. Over 1,550 users from 250+ response organisations have registered to use ETC services in Nepal since the beginning of the operation.

- The second ETC User Satisfaction Survey was completed. 107 users participated in the survey with vast majority (94) from UN agencies and International NGOs. From the analysis of the comments and responses highlighted in the survey, it emerges that users recognize the ETC is providing satisfactory common ICT services and qualified staff to support this. Responders are keen on seeing these services continuing to improve and extending the support to other areas close to the programme (i.e. Cash and Voucher activities).

  o Compared to the results of the first ETC survey circulated in Nepal in early June 2015, responders no longer reported slow ETC Internet services or issues with online registration. This shows the ETC clearly managed to improve its services throughout the response. Overall satisfaction rate

shows improvement with an augmentation of level of satisfaction from 91% to 93.5%. This shows that ETC not only managed to maintain a high level of satisfaction but even increased the level of satisfaction of services deployed across common operational areas in Nepal over the past three months.

Planned Response

- The ETC transition plan is now being finalized to be presented to the local ETC working group for endorsement. The plan covers:

  o ETC services at Gorkha and the HSA will be demobilised on 30 September;

  o The ETC will continue to provide internet connectivity to humanitarians at the IHP camps in Chautara and Charikot until 15 October;

  o ETC services will be transitioned to Local internet services providers (ISP) for humanitarian organizations requiring services beyond the end of September. The ETC will also hand over the establishment of the Radio VHF network in the three main hubs to the UN Department of Safety and Security (UNDSS);

  o Cluster coordination will transition to the pre-earthquake telecommunications cluster (co-led by WFP and the Ministry of Information and Communications) throughout October 2015.

Challenges

- Customs regulations are a challenge, delaying importation of ICT equipment. This needs to be taken into consideration for further preparedness measures including prepositioning of ICT equipment.
- The monsoon season will soon end but may still exacerbate existing logistics challenges as well as potentially hampering accessibility to, and therefore the demobilization of, ETC sites.

Meetings

- The last local ETC Working Group meeting was held on 4 September 2015. The next meeting will be held on 22 September 2015.

- The next Global ETC teleconference will be held on Thursday 17 September.

Information

- ICT responders operating on the ground in Nepal are encouraged to share their contact details with Nepal.ETC@wfp.org to facilitate local coordination.

- Dedicated information-sharing space has been created on the ETC website: http://www.etcluster.org/emergencies/nepal-earthquake. Organisations involved in the ICT response are encouraged to share updates with the ETC community to support the overall coordination.

- **ETC Nepal services map:**http://www.etcluster.org/document/nepal-etc-services-map-28-july-2015

- **ETC Nepal factsheet:**http://www.etcluster.org/document/etc-factsheet-02-august-2015

Shared ICT services

DISTRICT, TOWN	LOCATION	ETC /ICT Services	PROVIDED BY	EQUIPMENT	CUSTOMER
Kathmandu, KATHMANDU	Humanitarian Staging Area (HSA)	Internet connectivity	ISP, Ericsson Response	WIDER	Humanitarian community
		ICT helpdesk	WFP		
		Coordination	WFP		
		Assessment mission	WFP		
Sindhupalchok, CHAUTARA	IHP camp Humanitarian Hub (IOM, OCHA, UNDP) WHO/DHO	Internet connectivity	emergency.lu, Ericsson Response, ISP,	VSAT, WIDER	Humanitarian community
		ICT Helpdesk	RedR, WFP		
		Security telecommunications	UNDSS	VHF repeater and COMCEN	
		Assessment mission	WFP		
	IFRC	*ETC services have been decommissioned*			
Gorkha, GORKHA	Sub-OSOCC	Internet connectivity (Main)	Ericsson Response, ISP	WIDER	Humanitarian community
		ICT helpdesk	Ericsson Response, WFP		
		Security telecommunications	UNDSS	VHF repeater and COMCEN	
		Assessment mission	WFP		
Gorkha, DEURALI	Save the Children Logs Hub	Internet connectivity	Ericsson Response, ISP	Wireless link, WIDER	Humanitarian community
		ICT Helpdesk	Ericsson Response, WFP		
		Security telecommunications	UNDSS	VHF repeater and COMCEN	
		Assessment mission	WFP		
Gorkha, ARUGHAT	*ETC services have been decommissioned*				
Dolakha, CHARIKOT	IHP camp NGO hub/Plan International	Internet connectivity	emergency.lu, Ericsson Response, ISP	VSAT, WIDER	Humanitarian community

	Sub-OSOCC/Save the Children IOM Samaritan's Purse MSF Office MSF Field Hospital Logs hub Red Cross WFP	ICT helpdesk	CMC Finland, WFP		
		Security telecommunications	UNDSS	VHF repeater and COMCEN	
		Assessment mission	WFP		
Nuwakot, BIDUR	*ETC services have been decommissioned*				
Rasuwa, DHUNCHE	*ETC services have been decommissioned*				

Contacts

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Acronyms

BGAN	Broadband Global Area Network –*portable global satellite internet network with telephony*
ETC	Emergency Telecommunications Cluster
GSM	Global System for Mobile communications
HSA	Humanitarian Staging Area
ICT	Information and Communications Technology
ISP	Internet Services Provider
NGO	Non-Governmental Organization
OSOCC	On-Site Operations Coordination Centre
UN	United Nations
UNDSS	UN Department of Safety and Security
VSAT	Very Small Aperture Terminal – *satellite equipment to provide internet connectivity*
WFP	World Food Programme

All information related to ETC operationscan be found on the ICT Emergency website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: Nepal.ETC@wfp.org

Background on the emergency:

On 25 April (11:56, UTC+5:45), a 7.8 magnitude earthquake struck Nepal with the epicentre located 81 km northwest of the capital city of Kathmandu. The earthquakeseverely impacted 13out of the 75 districtsin the country. Hundreds of aftershocks have been reported including a 6.7 magnitude earthquake. With the severe devastation ofthe disaster, the Government of Nepal requested for international humanitarian supporton 26 April.The Emergency Telecommunications Cluster (ETC) was activated on 27 April to provide:

1. Internet connectivity in hubs and operational areas.
2. Security communications network in remote areas.
3. Technical training of humanitarian staff, upskilling local personnel and ensuring sustainability of solutions after the emergency period.
4. Strengthening of disaster response capacity for the Nepali authorities.

The World Food Programme (WFP) is co-leading the ETC in Nepal with the Ministry of Information and Communications.

Sources: OCHA Nepal Earthquake sitrep, Emergency Telecommunications Cluster (ETC)