

Nepal - Earthquake

ETC Situation Report #08

Reporting period 02/06/2015 to 09/06/2015

Highlights

- The ETC continues to provide shared internet connectivity to the response community at 13 sites across three common operating areas in Nepal – Gorkha, Chautara and Charikot.
- ETC services have been decommissioned at UN House/OSOCC in Kathmandu as regular services have been restored therefore ETC capacity is no longer needed.
- The ETC User Feedback Survey which was distributed this week showed an overall satisfactory rating of 91%. A total of 122 users responded to the survey.
- Local ETC teams are carrying out a second round of assessments and updates at all sites to ensure services and equipment are running well in preparation for the monsoon.
- A delegation from the Ministry of Information & Communications travelled on a short mission with the ETC to Chautara to see firsthand the impact ETC services have on humanitarian operations in the field.

Situation Overview

As Nepal begins to emerge from the initial emergency response and looks ahead to the post-disaster phase of the operation, the ETC, too, is helping to develop future preparedness strategies together with its local partners.

At the same time, the ETC continues to provide internet connectivity to the response community through the use of VSATs, wireless links and, where possible, local ISPs. To mitigate any challenges that may occur during the monsoon season, a series of assessments are being carried out in ETC sites to ensure that equipment is kept safe and dry. Last week, the ETC also distributed a User Feedback Survey to all its users in Nepal to identify areas of improvement and to assess the evolving needs of humanitarians operating in the country.



A delegation from the Ministry of Information & Communications watches the ETC in action in Chautara.

Photo: MSB/Morgan Holmberg

The ETC continues to coordinate with humanitarian organisations, national internet and mobile services providers and government authorities for an efficient and effective ICT response.

Response

- The ETC has deployed and shared internet connectivity services in 13 sites across Nepal across three common operating areas, including Gorkha, Charikot and Chautara.
 - ETC services were decommissioned at UN House/OSOCC in Kathmandu as regular services were restored meaning ETC capacity was no longer needed.
 - Security telecommunications continue to be provided in the three common operating areas to ensure the safety and security of humanitarians operating in those areas.
- Ericsson Response WIDER is managing access to the ETC network. Over 1000 users from 140 response organisations have registered to use ETC services so far.
- In order to identify gaps and assess evolving needs, the ETC distributed a User Feedback Survey to its users across Nepal. Initial analysis of the results show an overall satisfactory rating of 91%.
 - Of the 122 responders, 45% were from INGOs; 39% were from UN agencies; while 12% were government representatives.
 - The main ETC service used by responders is internet connectivity.
 - Users rely on ETC services predominantly for meetings and reporting, contacting HQ and field staff, and transferring data.

Planned Response

- Additional shared internet services are planned for:
 - 1x new IHP camp in Charikot
 - 1x new IHP camp in Chautara
- The ETC is currently preparing for a future emergency preparedness workshop that will be held in Kathmandu on 18 June together with the government, MNOs, NGOs and other key ICT stakeholders.
- The team is finalising the contingency plan for the monsoon season in terms of ensuring equipment and services are operating smoothly.
- The ETC will complete the detailed analysis of the User Feedback Survey with a view to develop an action plan to address the issues and gaps highlighted by responders.



Challenges

- Monsoon season is approaching which will not only exacerbate existing logistics challenges but also potentially hamper accessibility to ETC sites.

Meetings

- The last local ETC Working Group meeting was held on 4 June. The next meeting will be held on Thursday 11 June.
- The next Global ETC teleconference will be held on Wednesday 10 June.

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://ictemergency.wfp.org/web/ictopr/emergencies2015/nepal>. 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://ictemergency.wfp.org/documents/10844/3fdd4105-b6c1-4fd9-a190-8189fd8a1cdc>
- **ETC Nepal factsheet:** <http://ictemergency.wfp.org/documents/10844/1a94cf5c-5aa0-4491-b5cc-33b5dbc462cb>

Shared ICT Services

	DISTRICT, TOWN	LOCATION	PROVIDED BY	SERVICES	EQUIPMENT	CUSTOMER
1	Sindhupalchok, CHAUTARA	Humanitarian Hub	emergency.lu, Ericsson Response, ISP	<ul style="list-style-type: none"> Internet connectivity Security telecommunications 	VSAT, WIDER	Humanitarian community
2		Save the Children/Nepal Red Cross	emergency.lu, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Security telecommunications 	Wireless link	Humanitarian community
3	Gorkha, GORKHA	Sub-OSOCC	NetHope, Ericsson Response, ISP	<ul style="list-style-type: none"> Internet connectivity Security telecommunications 	VSAT, WIDER	Humanitarian community
4	Gorkha, ARUGHAT	NGO Hub	NetHope, Ericsson Response, MSF	<ul style="list-style-type: none"> Internet connectivity 	VSAT, WIDER	Humanitarian community
5	Gorkha, DEURALI	Save the Children (2x offices) & Logs Hub	WFP, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Security telecommunications 	Wireless link, WIDER	Humanitarian community
6	Dolakha, CHARIKOT	NGO hub	WFP, Plan International, Ericsson Response,	<ul style="list-style-type: none"> Internet connectivity Security telecommunications 	VSAT, WIDER	Humanitarian community
7		Sub-OSOCC	WFP, Plan International, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Security telecommunications 	Wireless link	Humanitarian community
8		Humanitarian camp	WFP, Plan International, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Security telecommunications 	Wireless link	Humanitarian community
9		Field hospital	WFP, Plan International, Ericsson Response	<ul style="list-style-type: none"> Internet connectivity Security telecommunications 	Wireless link	Humanitarian community



10		Samaritan's Purse + MSF	WFP, Plan International, Ericsson Response	<ul style="list-style-type: none">• Internet connectivity• Security telecommunications	Wireless link	Humanitarian community
11	Nuwakot, BIDUR	NGO Hub	NetHope, Samaritan's Purse	<ul style="list-style-type: none">• Internet connectivity	VSAT	Humanitarian community
12	Kathmandu, KATHMANDU	Humanitarian Staging Area (HSA)	ISP, Ericsson Response	<ul style="list-style-type: none">• Internet connectivity	VSAT, WIDER	Humanitarian community
13	Rasuwa, DHUNCHE	NGO hub	IFRC	<ul style="list-style-type: none">• Internet connectivity	VSAT	Humanitarian community

Internet connectivity services provided at the Humanitarian Staging Area and Logistics Cluster Hubs are provided by the ETC, but **not** part of the ETC project budget. Services at these locations are budgeted as part of the Logistics Cluster project and are used to facilitate operations and inter-agency coordination at these sites.



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Acronyms

BGAN	Broadband Global Area Network – <i>portable global satellite internet network with telephony</i>
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
VSAT	Very Small Aperture Terminal – <i>satellite equipment to provide internet connectivity</i>
WFP	World Food Programme

All information related to ETC operations can 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 earthquake severely impacted 13 out of the 75 districts in the country. Hundreds of aftershocks have been reported including a 6.7 magnitude earthquake. With the severe devastation of the disaster, the Government of Nepal requested for international humanitarian support on 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)