

Syria – Conflict

ETC Situation Report #62: September – October

Reporting period: 01/09/2023 to 31/10/2023

The ETC was activated in Syria in January 2013 in response to the conflict crisis. Situation Reports are distributed every two months.

Highlights

- The ETC is closely monitoring the regional conflict crisis that may impact on humanitarian operations in Syria.
- The ETC delivered a capacity building workshop in Beirut, Lebanon, from 19 to 21 September. The workshop focused on UN Security Communications System (SCS) and was attended by 21 participants from 12 UN agencies and the International Committee of the Red Cross (ICRC) based in Syria.
- The cluster fully restored its services in the UN hub in Tartous by replacing the faulty solar power equipment, during a mission from 07 to 10 October—the system is now fully operational to power communications services in the Security Operations Centre (SOC) and data centre.



The ETC installs a solar power system in Damascus to ensure uninterrupted power supply. Photo: WFP/ETC

Activities

Coordination

The ETC is closely monitoring the regional conflict crisis that may impact on humanitarian operations in Syria.

The cluster launched the annual 2023 user satisfaction survey from 03 to 24 October with a response rate of 21% (72 responses from 336 users) and overall user satisfaction rating of 89%. The Key Performance Indicator (KPI) is 80% user satisfaction. The results are being consolidated in a report and the feedback from users will be used to inform gaps and planning for improved service provision in 2024.

The ETC received the Ministry of Foreign Affairs (MoFA) approval to import four ICOM VHF radio repeater units and associated accessories from Dubai to Syria.

The cluster submitted a Note Verbale (NV) to MoFA requesting approval to transport equipment for setting up the back-up Security Operations Centre (SOC) in the UN hub in Qamishli.

On 20 October, the cluster ensured costing for the VHF and HF radio frequency licenses used by UN agencies in Syria was completed for the remainder of 2023.

The ETC purchased and received an essential stock of solar power inverters to replenish the contingency stock stored in Damascus. This will ensure instant resolving of any power downtime issues experienced in the UN hubs in Syria.

Data connectivity

The ETC continues to provide internet connectivity services to 336 humanitarians from 18 UN agencies across eight sites in Syria.

Security communications

The ETC provides security communications services to 721 users from 20 UN agencies across eight sites in Syria.

On 25 September, the ETC successfully replaced the 8kW solar power system and installed additional batteries to increase power storage capacity in the Deir Ezzor SOC. The service is fully restored in both the SOC and data centre.

The cluster fully restored its services in the UN hub in Tartous by replacing the faulty 5kW solar power system and install additional batteries to increase power storage capacity, during a mission from 07 to 10 October—the system is now fully operational to power communications services in the SOC and data centre.

ETC is supporting the relocation of the SOC in Aleppo to a new building in the UN hub . The VHF radio and satellite phone cabling has been successfully installed. The ETC is preparing the additionally needed equipment in Damascus for road transportation to Aleppo.

The contingency stock of ICOM VHF repeaters is awaiting shipment clearance at Beirut airport since 03 October—enroute to Syria from Dubai.

Capacity building

The ETC delivered a capacity building workshop in Beirut, Lebanon, from 19 to 21 September. The workshop focused on UN SCS and was attended by 21 participants from 12 UN agencies and the ICRC based in Syria.

Dashboard

See the [ETC Dashboard](#) for an overview of service locations.

Funding

The ETC has identified a funding requirement of US\$500,000 to cover its operations in Syria in 2023.

USAID's Bureau for Humanitarian Assistance (BHA) contributed US\$181,000 to the ETC operation in Syria in 2023.

With this grant, as well as funding carried over from contributions from BHA and the Government of Ireland in 2022, the ETC has met 58% of its funding requirement for 2023.

Challenges

The ETC is closely monitoring the regional conflict crisis that may impact on humanitarian operations in Syria.

Syria is facing a country-wide power crisis which impacts on ETC connectivity services.

The importation of equipment, lack of access to operational areas, and lengthy deployment authorisations from relevant authorities frequently affects the timely implementation of ETC activities across Syria.

Contacts

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Further information related to ETC operations can be found on the website:

www.etcluster.org/emergencies/syria-conflict

For more information or to be added or deleted from the mailing list please contact:

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