

# Yemen – Conflict

## ETC Situation Report #86

Reporting period: 01/11/2023 to 30/11/2023

The ETC was activated in Yemen in April 2015 in response to the conflict crisis. Situation Reports are issued monthly.

## Highlight

- In November, the ETC provided data connectivity services to 1,610 humanitarians and security communications services to a total of 2,448 responders across 20 sites in Yemen.
- The ETC conducted its annual user satisfaction survey for 2023, resulting in an overall satisfaction rate of 89 percent for ETC services and activities provided in 20 sites across 10 common operational areas in Yemen.
- A joint mission to Mukalla was conducted by the ETC and UNDSS on 01 November to improve the quality of VHF radio communications and to train 15 UN staff on radio use for enhanced understanding of security communications services for staff in the UN hub in Mukalla.



The ETC improved the quality of VHF radio communications in the UN hub in Mukalla on 01 November. Photo: WFP/ETC

## Activities

### Coordination

The ETC—led by WFP—continues its collaboration with the World Health Organization (WHO) to provide IT services including connectivity to 29 Emergency Operations Centres (EOCs) across Yemen, supporting humanitarian operations in response to the ongoing cholera outbreak through access to internet and IT facilities.

In November, the [ETC user satisfaction survey results](#) were published and shared with ETC partners. The ETC in Yemen achieved an overall user satisfaction rate of 89 percent in 2023. The concerns and comments reported in the survey have been analysed and will be discussed with the partners in January during the plenary session being held to finalize the 2024 workplan.

The ETC in Yemen is facing funding challenges. To maximize its existing resources, the cluster is planning to conduct a capacity assessment of the infrastructure and

services—namely internet connectivity—to identify the need for and reduce its services where feasible, without compromising the quality of the services.

### **Internet connectivity**

In November, the ETC provided data connectivity to 1,610 humanitarians in 20 sites across 10 common operational areas in Yemen.

The ETC-supported EOC in Socotra performed maintenance activities on the VSAT device and solar panels following the impact of Cyclone Tej, which hit the area on 24 October, to bring the services fully back to their pre-cyclone operational level.

In Hodeidah and Hajjah, the ETC carried out maintenance of ETC network infrastructure for enhanced services in both the UN hub and the I/NGO hub.

The ETC has rectified a VSAT connectivity issue in the hub in Mocha.

### **Security communications**

In November, a total of 2,448 responders benefited from ETC security communications services through the nine UNDSS-managed SOCs across the country.

A joint mission to Mukalla was conducted by the ETC and UNDSS on 01 November to improve the quality of communications for VHF radios and to train 15 UN staff on VHF radio use and provide guidance for UN staff in the hub in Mukalla.

In coordination with UNDSS, the ETC programmed two VHF radios for WFP in Aden, according to the UN standard callsign structure.

### **User support**

In November, the ETC helpdesk received and resolved 990 user requests.

### **Capacity Building**

As part of its continued support to build the Information Management (IM) capacity of ETC partners in Yemen, iMMAP conducted a training session for 20 interagency participants on 'Coordination in Humanitarian Response' on 23 November.

## **Challenges**

Since July 2023, limited financial resources due to a lack of donor funding has been one of the major challenges for the cluster. The ETC is currently looking at alternative funding options in coordination with the UN Resident Coordinator's Office (UNRCO) and the Operations Management Team (OMT).

The ETC continues to face difficulties in the importation of IT and telecommunications equipment. The pre-import certificate for the shipment of two consignments from Djibouti to Aden is still pending approval from the Internationally Recognized Government (IRG). The UNRCO has escalated the issue with Yemen's authorities.

## Funding

The ETC is currently 58 percent funded out of the required US\$3.6 million in 2023.

In March 2023, the ETC received US\$794,000 from the Yemen Humanitarian Fund (YHF), and US\$500,000 from WFP.

An additional cost-shared allocation of US\$219,000 from the UN agencies was approved by the UNRCO in July 2023 to cover the ETC network upgrade costs in the South of Yemen.

The ETC funding proposal for Q3 was US\$750,000. In November, the ETC received US\$374,327 out of US\$750,000. The remainder is expected to be received in December.

## Additional Information

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

## Meetings

The next Local ETC Working Group meeting will take place on **20 December 2023**.

## Contacts

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

[www.etcluster.org/emergencies/yemen-conflict](http://www.etcluster.org/emergencies/yemen-conflict)

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