

Bangladesh Refugee Crisis

April 2022

Operation overview

Violence in Myanmar has forced over 900,000 Rohingya refugees to flee across the border into Bangladesh since 2017. The ETS is maintaining security communications and data connectivity services to facilitate the entire response and support humanitarians working in life-saving operations.



Connectivity services provided in **43 sites** to **519** members of the interagency community in **Cox's Bazar, Ukhiya and Teknaf**.



Security communications services provided to **939 VHF radio users** of the ETS network.



0% funded out of total **US\$1.7 million** 2022 operational budget.



ETS was activated on **25 August 2017**.



Communication needs in Bangladesh

Data connectivity for the response community

Humanitarians — ETS connectivity is being provided to **519 humanitarians** since the beginning of 2022 working in and around Cox's Bazar and in the refugee camps through registered user accounts that connect to the entire network at multiple locations in the camps, enabling responders to carry out their work and communicate with colleagues.

Enabling digital assistance efforts — Connectivity is being provided in **43 sites** across sectors, including Food Security Sector e-voucher outlets, Health Sector hospitals, Nutrition Sector sites, Logistics Sector hubs, a humanitarian residential site, a government office, and other critical response locations in and around the camps.



Security communications services

Radio network — The ETS has established and maintains the coverage of the VHF radio network, in line with UN Security Communications System (SCS) standards, to support the safety and security of UN staff in the field. Each month, UNDSS provides radios to approximately **1,000 humanitarians** utilizing the ETS radio network with an average of **300 calls made per month**.

Capacity building — The ETS is developing new capacity building programs to fill gaps in telecommunications skills for radio users working in the response. Additionally, ICT trainings for data users from NGOs and UN agencies are planned.

Coordination

Engaging with partners — The ETS works with partners in Bangladesh to implement programming with UN agencies including UNHCR, IOM, WFP, and UNDSS. The ETS also hosts a monthly Local Working Group meeting to engage with NGOs and other partners working in the response.

The ETS in 2022

Provide coordination of ETS activities and share operational information to support decision-making, strengthen advocacy efforts and ensure the swift delivery of services.

Maintain the provision of services to enable the humanitarian response in three operational areas.

Expand data connectivity services to sites in the refugee camps to enable the humanitarian response.

Provide security communications services in collaboration with UNDSS to support the safety and security of humanitarians.

Conduct capacity building activities for humanitarians working in the response to fill gaps in ICT and telecommunications skills.

Implement Services for Communities to improve access to information for affected populations. In 2022, the ETS plans to assess and map the ICT needs to inform future project planning.

Bangladesh.ETS@wfp.org | <https://www.etcluster.org/emergencies/bangladesh-refugee-crisis>

Partner and donor organizations supporting the ETS in Bangladesh: IOM, UNDSS, UNHCR, USAID/BHA, WFP, Korea International Cooperation Agency (KOICA).