

Cox's Bazar, Bangladesh

Refugee Crisis

December 2021

Operation overview

Violence in Myanmar has forced over 900,000 Rohingya refugees to flee across the border into Bangladesh since 2017. In 2021, the ETS maintained security communications and data connectivity services to facilitate the entire response and support humanitarians working in life-saving operations.



ETS was activated on **25 AUGUST 2017**



DATA CONNECTIVITY services provided in **40 SITES**, including for the Food Security Sector, Health Sector, Nutrition Sector, non-food item distribution sites, a residential hub and humanitarian office, and a Government Camp-in-Charge office



SECURITY COMMUNICATIONS provided to approx. **1,000 USERS** every month



90% USER SATISFACTION RATING of ETS services in 2021



US\$1.1 MILLION received in 2021 out of a required budget of **US\$3.9 MILLION**



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

ETS ACTIVITIES IN BANGLADESH

2022 ETS OBJECTIVES

- Maintain the provision of existing services to enable the entire humanitarian response in **three operational areas**, Cox's Bazar, Ukhiya, and Teknaf.
- Expand data connectivity services to **70 sites** in the refugee camps to enable the humanitarian response.
- Continue to provide **security communications services** in collaboration with UNDSS to support the safety and security of humanitarians in the field.
- Conduct **capacity building activities for humanitarians** working in the response to fill assessed gaps in ICT and telecommunications knowledge and 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.
- Provide **coordination of ETS activities** and share operational information to support decision-making, strengthen advocacy efforts and ensure the swift delivery of services through information management.



ETS connects a Fresh Food Corner as one of the 40 sites connected to the ETS network. Photo: WFP/ETS Geneva Costopulos

DATA CONNECTIVITY FOR THE RESPONSE COMMUNITY

- **Humanitarians** — ETS connectivity is being provided to **over 500 humanitarians** 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, hold meetings and communicate with colleagues.
- **Enabling digital assistance efforts** — Connectivity is being provided in **40 sites** across sectors, including Food Security Sector e-voucher outlets, Health Sector hospitals, Nutrition Sector sites, Logistics Sector hubs, a humanitarian residential site, Nutrition Sector sites, a government office, and other critical response locations in and around the camps.
- **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. Additionally, data connectivity is provided to users from 11 NGOs and five UN agencies.

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 by utilizing the ETS radio network.
- **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.

Learn more about ETS Bangladesh: <https://www.etcluster.org/emergencies/bangladesh-refugee-crisis>
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