

# Bangladesh Refugee crisis

2023

## Operation overview

Violence in Myanmar has forced 945,953 Rohingya refugees to flee across the border into Bangladesh since 2017. The ETS maintains security communications and data connectivity services to facilitate the entire response and support humanitarians working in life-saving operations.



ETS services provided in **3 COMMON OPERATIONAL AREAS**



**DATA CONNECTIVITY** services provided in **91 SITES**



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



**84% FUNDED** out of required **US\$1.15 MILLION** in 2023



ETS was activated in **AUGUST 2017**



Partner and donor organizations supporting ETS in Bangladesh: IOM, UNDSS, UNHCR, USAID/BHA, WFP, KOICA

## Communication needs in Bangladesh

To assist the response community in Bangladesh, the ETS provides reliable and effective means of communication for humanitarians to provide assistance, stay safe and communicate with colleagues. Across three common operational areas—Cox’s Bazar, Teknaf and Ukhiya—the ETS provides communication services to humanitarian workers from UN agencies and I/NGO partner organizations.



## ETS services for the response

**Coordination** — The ETS works with partners in Bangladesh such as 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.

**Connectivity for humanitarians** — ETS connectivity is provided to almost 700 humanitarians working in and around Cox’s Bazar and in the refugee camps. Connectivity is provided through registered user accounts that connect seamlessly to the entire ETS network at multiple locations in the camps, enabling responders to carry out their work and communicate with colleagues. Additionally, data connectivity is provided to users from 15 NGOs and 11 UN agencies.

**Connectivity to enable digital assistance efforts** — Connectivity is provided in 83 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** — 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, approximately 1,000 humanitarians utilize the joint ETS-UNDSS radio network infrastructure with an average of about 300 calls made per month. The ETS also works closely with the Security Operations Centre (SOC), which is managed by UNDSS.

**Capacity building** — The ETS is developing new capacity building programs to fill gaps in telecommunications skills for radio users working in the response. Workshops and ICT training are also planned for telecommunications technicians and data users from the various UN agencies and INGOs, to cover best practices for mobile radio installations and use—aiming at improving user experiences.

## ETS objectives in 2023

**Coordinate ETS activities** and share operational information to support decision-making, strengthen advocacy efforts and ensure the swift delivery of services through information management.

Maintain the provision of existing emergency telecommunication services to enable and support the entire humanitarian response in **three operational areas**.

Expand data connectivity services to **100 sites** in the refugee camps to enable the response and support operations.

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

Conduct **capacity building activities** to strengthen the telecommunications and ICT expertise and skills of humanitarian staff across the response and ensure sustainability of services.