

Cox's Bazar, Bangladesh – Refugee Crisis

ETS Situation Report #48

Reporting period: 01/08/2022 to 31/08/2022

The ETS was activated in Bangladesh in August 2017 in response to the Rohingya refugee crisis. ETS Situation Reports are distributed every month.

Highlights

- The ETS received approval from the Government of Bangladesh to install connectivity in two out of 14 new nutrition sites, and began the process to install this service.
- The ETS data network underwent a major system configuration to mitigate connectivity issues and expand capacity of the network to allow for over 1,500 devices to be connected.
- To mitigate the effects of the current fuel crisis in Bangladesh, the ETS continued to deploy solar power systems in sites as a power source.



The ETS assesses connectivity in an NGO site for Médecins Sans Frontières (MSF) in the camps. Photo: WFP/ETS

Activities

Data connectivity

Since the beginning of 2022, the ETS has provided data connectivity services to a total of 610 users from 15 NGOs and six UN agencies in 53 sites across three operational areas – Cox's Bazar, Ukhiya, and Teknaf.

The ETS data network experienced fibre cuts in Hakimpara and Jamtoli areas, affecting multiple connectivity sites in the camps. The ETS worked with the Internet Service Providers (ISPs) to resolve the issue.

A new access point was installed in the Modhuchara hub to expand the ETS network to additional areas and extend the coverage.

After waiting for government approval to connect 14 new nutrition sites to the data network, the ETS received approval for two of the sites to be connected in the camps, and began the process to connect them.

The ETS network underwent a major system configuration to solve issues within the network and prevent issues in the future. An upgrade of the system will now allow for over 1,500 devices to be connected, increasing its capacity.

To mitigate the effects of the ongoing fuel crisis in Bangladesh, the ETS has ensured the optimization of fuel consumption by continuing to deploy solar power systems in sites as a back-up power source. Additionally, an assessment was conducted for an off-grid solar system for the 14 new nutrition sites, that will serve as a pilot model for other sites with consistent power issues and outages.

Security communications

In August, ETS security communications services were provided to 908 UN staff members (150 international staff and 758 national staff) through the management of the radio network, utilized by 11 UN agencies throughout the month.

A total of 8,796 calls were made on VHF handheld radios using the ETS radio network in August, with an average of 284 calls made per day.

ETS Helpdesk

The ETS Helpdesk received and addressed a total of 73 ticket requests for assistance in August.

Information Management

The ETS worked with the Inter-Sector Coordination Group (ISCG) on the 2023 Joint Response Plan (JRP), and contributed its strategy and objectives for the coming year.

Dashboard

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

Funding

In 2022, the ETS requires a total of US\$1.7 million, and is currently 59% funded towards this goal. US\$1 million was carried over from 2021, and US\$1 million was received from USAID's Bureau of Humanitarian Assistance (BHA) towards the total operational budget for 2022.

Challenges

The ETS is awaiting approvals from the government for VHF and satellite use in the Bhasan Char operation, so that security communications services can be provided in this new operational area. The approvals were submitted at the beginning of 2022.

Additional delays in obtaining approval to use the services of Internet Service Providers (ISPs) in the camps have slowed expansion of the ETS network.

The ETS faces challenges with local procurement of telecommunications equipment for the VHF network expansion in Teknaf, and is still seeking local vendors in Bangladesh to continue the project with UNDSS.

Meetings

The next Global ETC Joint teleconference will take place on **7 September 2022**.

Contacts

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

www.etcluster.org/emergencies/bangladesh-refugee-crisis

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

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