

## Cox's Bazar – Refugee Crisis

### ETS Situation Report #28

Reporting period 01/12/2020 to 31/12/2020

Following the increased needs to support the humanitarian efforts in response to the Rohingya refugee crisis, World Food Programme (WFP), in its capacity as global lead of the Emergency Telecommunications Cluster (ETC), is supporting the Inter-Sector Coordination Group (ISCG) by addressing common Information and Communication Technology (ICT) needs. Through the establishment of the Emergency Telecommunications Sector (ETS) WFP and its partners ensure a coordinated ICT response and support to those working on the provision of life-saving assistance to the affected populations.

### Highlights

- A survey is ongoing to assess data connectivity needs in the field. Responses will be analyzed and discussed with sector coordinators and the Inter Sector Coordination Group (ISCG) to form the ETS strategy for 2021.
- The ETS plans to provide connectivity in a total 170 sites in 2021, including e-voucher outlets, distribution hubs, logistics hubs and humanitarian hubs.



The ETS Coordinator holds a team meeting at Madhuchara hub.

*Photo credit: WFP/ETS Bangladesh*

### ETS Activities

- The ETS team is now providing data connectivity to 286 users in 34 sites including e-voucher outlets, logistics hubs, Severe Acute Respiratory Infection (SARI) treatment centres and a residential hub where most staff reside.
- In some sites, partners have installed solar solutions to power the ETS connectivity infrastructure. This ensures no interruption when power outages happen in the camps and reduces the carbon footprint.
- The ETS has now submitted its inputs into the Joint Response Plan (JRP) for Rohingya Humanitarian Crisis for 2021 and the WFP Annual Country Report (ACR). The JRP was presented to the heads of agencies, the head of sub-offices, donors and government representatives.
- A survey is ongoing to assess data connectivity needs in the field. Responses will be analyzed and discussed with sector coordinators and the Inter Sector Coordination Group (ISCG), and will inform ETS implementation plan for 2021.
- In recognition of longer-term needs, the ETS Coordinator position has been [externally](#) advertised. The recruitment of an international Information Management Officer, a Helpdesk associate and an IT associate is also ongoing.
- The new IT lead arrived in December while the replacement for the telecommunications lead is waiting for his visa.



- A soil investigation needs to be carried out to determine the foundation needed to support the cyclone-resilient towers. A local engineering company has been identified and the ETS is in the process of requesting approval from the local authority in order to proceed with the investigation.

## Challenges

- The permission needed to import telecommunications equipment, use additional radio frequencies and erect cyclone-resilient towers is still pending government approval.
- Connectivity equipment has been ordered to scale up the operations and is expected to be delivered by the end of March 2021.

## Funding

- The ETS is 74% funded with US\$3.8 million received out of US\$5.1 million required for 2020.

## Key Information

- All information on the ETS response in Cox's Bazar can be found [here](#).
- The latest ETS infographic is also now available and published on the website.
- For further information or to contact the team on the ground, please email [Bangladesh.ETS@wfp.org](mailto:Bangladesh.ETS@wfp.org)

## Contacts

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