

# Cox's Bazar, Bangladesh – Refugee Crisis

## ETS Situation Report #45

Reporting period: 01/05/2022 to 31/05/2022

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

## Highlights

- The ETS received a contribution of US\$1 million from USAID's Bureau for Humanitarian Assistance (BHA). With this contribution, the ETS in Bangladesh is now 59 percent funded out of a required US\$1.7 million to deliver services in 2022.
- In May, the ETS connected four new sites to the data connectivity network. There are now 47 sites connected to the ETS network across three common operational areas—Cox's Bazar, Teknaf, and Ukhiya—with a total of 549 data connectivity users, which include 30 new users.
- The ETS is monitoring and reinforcing the masts which facilitate ETS connectivity services across multiple sites. Acting on lessons learned from 2021, the ETS is taking preparedness measures to mitigate against the impact of damage to the masts caused by cyclones and adverse weather events. Tropical cyclone season in Bangladesh is from June to August.



The ETS sets up connectivity services in additional sites across Cox's Bazar. Photo: WFP/ETS

## Activities

### Coordination

The ETS received a contribution of US\$1 million from USAID's Bureau for Humanitarian Assistance (BHA). With this contribution, the ETS in Bangladesh is now 59 percent funded out of a required US\$1.7 million to deliver services in 2022.

The ETS is monitoring and reinforcing the masts which facilitate ETS connectivity services across multiple sites. Acting on lessons learned from 2021, the ETS is taking preparedness measures to mitigate against the impact of damage to the masts caused by cyclones and adverse weather events. Tropical cyclone season in Bangladesh is from June to August.

### Data connectivity

The ETS connected four new sites to the data connectivity network in May. This includes three International Organization for Migration (IOM) Site Management Hubs in Camp 20 extension, 18 and 22, and an IOM Site Management and Training Centre (SMTC) located in Camp 20. There are now 47 sites connected to the ETS network with a total of 549 data connectivity users.

Three assessment missions were conducted in Camp 12, Unchiprang in Camp 22, and an IOM facility in Camp 19 in preparation to connect two additional IOM sites to the ETS network.

The ETS completed the final phase of its project to implement major upgrades in Teknaf to improve data connectivity services in four surrounding sites. A connectivity point provided by the Internet Service Provider (ISP) was relocated to a relay point in Nayapara, from where the surrounding sites are now connected. The relay point in Nayapara is reinforced with two sources of connectivity. The increased coverage will allow for new sites to be added to the network in Teknaf in the future.

The ETS completed maintenance work in the Burmapara site, Cox's Bazar, where both primary and secondary devices for data connectivity were replaced to improve services for users. Further maintenance was carried out to replace a damaged connectivity cable in the IOM Hospital Site located in Camp 2 West.

The team connected the IOM Liquefied Petroleum Gas (LPG) site in Camp 7 to a grid power source to support connectivity services there.

The ETS carried out maintenance activities in e-voucher shops in Camp 4 and Camp 21, as well as in IOM Shelter Management sites in Camp 9 and Camp 18.

The integration of the new Building Block mobile Point of Sale (BB mPOS) setup in the Teknaf network under the existing security policies has been completed. This integration is expected to enable new BB devices to work in Teknaf as well as to improve assistance for affected communities.

### Security communications

A total of 893 VHF radio users utilized the ETS security communications network throughout May, making an average of 248 calls per day.

### Services for communities

The Global ETC held multiple discussions with the ETS in Bangladesh to review and assess the history, current situation, and next steps for delivering services to communities in Bangladesh. Further discussions are scheduled to finalize the decision on the way forward.

### ETS helpdesk

The ETS helpdesk received and addressed a total of 39 ticket requests for assistance. These requests included support with ISP issues (6), user management assistance (22), site maintenance (7), and new installation (4).

To improve communication between users and the ETS, and to keep sites informed about data connectivity network updates, the ETS used the "ETS Announcements" group chat to alert users of service outages and when the network will be restored. The ETS also set up a second communications channel on a popular instant messaging application, to reach as many users as possible.

## Funding

In 2022, the ETS requires a total of US\$1.7 million and is currently 59 percent funded towards this goal with US\$1 million contributions from USAID's Bureau for Humanitarian Assistance (BHA).

## Meetings

The next Global ETC Joint teleconference will take place on **22 June 2022**.

The next local ETS Working Group meeting will take place on **8 June 2022**.

## Contacts

NAME	POSITION	LOCATION	CONTACT
Patrick Midy	ETS Coordinator	Cox's Bazar, Bangladesh	<a href="mailto:patrick.midy@wfp.org">patrick.midy@wfp.org</a>
Kehinde Adewara	Global ETC Information Management Officer	Dubai, UAE	<a href="mailto:kehinde.adewara@wfp.org">kehinde.adewara@wfp.org</a>

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

<https://www.etcluster.org/emergencies/bangladesh-refugee-crisis>

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

[Bangladesh.ETS@wfp.org](mailto:Bangladesh.ETS@wfp.org)