

Cox's Bazar, Bangladesh – Refugee Crisis

ETS Situation Report #51

Reporting period: 01/11/2022 to 30/11/2022

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

Highlights

- 12 new Nutrition sites were added to the ETS data connectivity network, including new Nutrition centres, Shelter Management and Shelter Development (SMSD) sector hubs, and a hospital for the NGO Bangladesh Red Crescent Society (BDRCS).
- Six site assessments were conducted for potential new sites and equipment installations.
- The ETS collaborated with the Inter-Sector Coordination Group (ISCG) to submit and present the 2023 sector strategy and objectives for the Joint Response Plan (JRP) and presented it to heads of sectors and operations in Cox's Bazar.



The ETS configures the radio link for a Camp 17 new WFP Nutrition site. Photo: WFP/ETS

Activities

Coordination and information management

The ETS worked with the Inter-Sector Coordination Group (ISCG) to finalize the 2023 Joint Response Plan (JRP), which was reviewed by the Government of Bangladesh for feedback on 2023 strategy and objectives for the sector. On 21 November, the ETS presented its strategy and project portfolio to ISCG, sector leads, and heads of operations. The 2023 JRP has allocated a 30% decrease in funding for ETS from 2022, which will be adapted into the budget and strategy for the new year.

Throughout November, the ETS conducted its annual User Satisfaction Survey among data connectivity and security telecommunications users to assess feedback from users to improve services. The survey revealed an overall satisfaction rate of 86% across all services, coordination, and information management.

Data connectivity

Since the beginning of 2022, the ETS provided data connectivity services to a total of 708 users from 15 NGOs and six UN agencies in 71 sites across three operational areas – Cox's Bazar, Ukhiya, and Teknaf.

In November, 12 new sites were added to the data connectivity network, including seven Nutrition sector sites in Camps 7, 11, 15, 16, 17, 18, and 21, and three IOM Shelter Management and Shelter Development (SMSD) sector sites in Camps 12 and 9, and one new hospital site in Camp 12 for the NGO Bangladesh Red Crescent Society (BDRCS).

Six assessments were conducted by the ETS team across various camps for potential new sites and installations for BDRCS, Nutrition, and SMSD sites, as well as for a new site for Prantic Hospital upon request for data connectivity services.

Throughout November, the ETS technical team conducted 18 site visits for equipment installations, 23 site visits for connectivity outages, and four visits for general site maintenance.

The NGO partner Hope Hospital submitted a request to ETS for expansion of the network in their field hospital site in Camp 4, and ETS responded by installing additional access points and created new vouchers for user registrations, and successfully expanded the network access to more areas of the site.

The ETS data connectivity site at the Logistics Sector hub for NGO Humanity and Inclusion (HI) in Camp 22 was decommissioned, due to the closure of the warehouse and phasing out of the Logistics Sector in the Cox's Bazar operation.

The Annual Physical Count activity began in October, and in November, the ETS worked with the WFP Administration and IT teams to continue the exercise and complete the count of obsolete, faulty, and damaged telecommunications equipment items.

Security communications

In November, ETS security communications services were provided to 885 UN staff members (155 international staff and 730 national staff) through the management of the radio network, utilized by 11 UN agencies throughout the month.

A total of about 7,176 calls were made on VHF handheld radios using the ETS radio network in November, with an average of 239 calls made per day.

Approvals were granted by the Government of Bangladesh for VHF use in the Bhasan Char operation, so that security communications services can be provided in this new operational area, and the ETS is now working on importing equipment into the country to begin installations.

ETS Helpdesk

The ETS Helpdesk received a total of 62 ticket requests for assistance in November.

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.

The ETS began its budget and strategy development for 2023, after it was revealed there will be a decrease in funding for ETS in the 2023 Joint Response Plan. The 2023 funding allocated for ETS is US \$1.15 million.

Challenges

After approvals were granted by the Government of Bangladesh for VHF radio use on Bhasan Char island, the ETS is now working on the importation process for telecommunications equipment to install the network.

Meetings

The next Global ETC Joint teleconference will take place in **January 2023**.

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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