

# Cox's Bazar, Bangladesh – Refugee Crisis

## ETS Situation Report #50

Reporting period: 01/10/2022 to 31/10/2022

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

## Highlights

- One new Nutrition site was added to the ETS data connectivity network in October as a part of the Nutrition connectivity project.
- Eight assessments were conducted for potential new IOM sites to be added to the data connectivity network for new Shelter Management and Shelter Development (SMSD) sector sites and a Liquid Petroleum Gas (LPG) distribution center.
- The ETS quickly responded to the impacts of a level 2 cyclone that hit Bangladesh on the Southern coast in Ukhia and Teknaf regions, affecting some ETS sites, and was successful in reconnecting all impacted networks.



The ETS assesses a connectivity tower 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 683 users from 15 NGOs and six UN agencies in 59 sites across three operational areas – Cox's Bazar, Ukhiya, and Teknaf.

One new site was added to the ETS data connectivity network in October, connecting a new Nutrition center in Ukhia megacamp in Camp 12. After working with the WFP Nutrition unit to connect 14 new Nutrition centers to the data network, the ETS has now connected a total of seven Nutrition sites, and awaiting approval for the rest.

After resolving a connectivity issue for NGO partner Green Hill Hospital, the ETS also expanded the coverage in the site by adding an additional access point in the hospital to improve the service and reach of the network.

Eight assessments were conducted for potential new sites for IOM throughout October to connect new Shelter Management and Shelter Development (SMSD) sector sites and an IOM liquid petroleum gas (LPG) distribution center in Camp 8 W.

Between 23 – 25 October, Bangladesh was hit by a category 1-2 cyclone along the Southern border, including Ukhiya and Teknaf regions where the ETS operates. Three ETS sites – Hakimpara, Jamtoli, and UNHCR Nyapara relay site – were affected by the cyclone resulting in outages of the network and power. The ETS quickly responded to the outage and was able to reconnect the sites to the network by the next day. ETS takes precautionary measures throughout the rest of the year to ensure equipment, towers, and sites are monsoon and cyclone proof to prevent increased damage to sites.

The ETS expanded the network at the Inter-Sector Coordination Group office in Cox's Bazar by installing additional equipment and increasing the coverage for all staff.

The Annual Physical Count activity began in October and ETS completed the count of obsolete, faulty, and damaged equipment items. The ETS will continue to work with the WFP Administration team to continue the exercise in November.

The ETS completed a major network upgrade in October, that will now allow for improved scale of coverage across the camps and increased devices utilizing the network.

A new antenna was installed at the Modhuchara hub to improve the data connectivity coverage across the Ukhia camp area.

### Security communications

In October, ETS security communications services were provided to 897 UN staff members (148 international staff and 749 national staff) through the management of the radio network, utilized by 11 UN agencies throughout the month.

A total of about 5,700 calls were made on VHF handheld radios using the ETS radio network in October, with an average of 190 calls made per day.

A cyclone assessment was conducted for security communications as a part of the VHF network expansion, and one tower was identified and assessed as suitable to use for the expansion. The tower rental process is now ongoing with the company that owns it and will move the expansion project forward.

### ETS Helpdesk

The ETS Helpdesk received a total of 37 ticket requests for assistance in October, 32 of which were resolved.

## 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.

## Meetings

The next Global ETC Joint teleconference will take place on **9 November 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](http://www.etcluster.org/emergencies/bangladesh-refugee-crisis)

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