

Cox's Bazar – Refugee Crisis

ETS Situation Report #26

Reporting period 01/10/2020 to 31/10/2020

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

- The ETS is currently preparing to submit its budget and narrative for the Joint Response Plan (JRP) for 2021.
- The ETS is providing critical data connectivity services to support the humanitarian response in 28 sites.
- The ETS is conducting its annual user satisfaction survey to assess the satisfaction of ETS services and identify any existing communications gaps.



The ETS is providing data connectivity services in 28 sites to support the humanitarian response.

Photo: WFP/ETS Bangladesh

ETS Activities

- The ETS continues to prepare its inputs into the Joint Response Plan (JRP) for 2021. The ETS is currently conducting its annual user satisfaction survey to assess the satisfaction of ETS services and identify any communications gaps that still need to be met. The results will feed into the JRP submission.
- The ETS team is now providing data connectivity in 28 sites including e-voucher outlets, logistics hubs, Severe Acute Respiratory Infection (SARI) treatment centres, and a residential hub in Cox's Bazar where some staff reside.
- A meeting with the Bangladesh Telecommunications Company Limited (BTCL) took place in Cox's Bazar to explore the possibility of having a dedicated bandwidth of 1Gbps to be used as a back up.
- The ETS has supported WFP in deploying infrastructure to assist the secure information-gathering from affected communities in Rohingya camps as part of the Monitoring Evaluation Assessment and Learning (MEAL) surveys in Jamtoli, Lambashia and Balukhali and an additional six sites.
- The ETS continues to work with partners, CISCO TacOps, Ericsson Response and NetHope on the design of the new communications network.
- The ETS continues to conduct regular assessments, installations and maintenance activities to ensure the full operability of its services in all sites.



Staffing

- The new ETS Coordinator arrived in Cox's Bazar on 27 October.

Challenges

- Several international ETS staff are due to leave in December after their contracts end and no replacements have yet been identified.

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.
- The next Global ETC Joint Teleconference will be held on 18 November, 2020.
- For further information or to contact the team on the ground, please email Bangladesh.ETS@wfp.org

Contacts

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