

# Cox's Bazar, Bangladesh – Refugee Crisis

## ETS Situation Report #49

Reporting period: 01/09/2022 to 30/09/2022

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

## Highlights

- Four sites were added to the ETS connectivity network in September—there are now 58 sites connected to the ETS network across Cox's Bazar, Teknaf and Ukhiya.
- The first phase of a major system reconfiguration to accommodate a doubling in the number of ETS connectivity users was successfully completed and tested. The network user capacity is now extended to over 1,500 devices.
- Approval has been received from the authorities to import the required telecommunications equipment to deploy a VHF network in Bhasan Char—the network will accommodate humanitarian security communications needs amid the increasing number of refugees relocated from Cox's Bazar.



ETS installs a solar panel in a WFP Nutrition site located in Camp 14, Hakimpara. Photo: WFP/ETS

## Activities

### Coordination

The ETS worked with the Inter-Sector Coordination Group (ISCG) on the 2023 Joint Response Plan (JRP) and contributed its strategy and objectives for the coming year. The JRP will be ready by December 2022 for submission to the Bangladesh government.

### Data connectivity

In September, data connectivity services were provided to 636 users across 58 sites.

Four sites were added to the ETS connectivity network in September—IOM Shelter Development in Camp 18, IOM Shelter Development in Camp 11, Liquefied Petroleum Gas (LPG) site in Camp 22 and a Nutrition Centre in Camp 14. There are now 58 sites connected to the ETS network.

The first phase of a major system reconfiguration to accommodate a doubling in the number of ETS connectivity users was successfully completed and tested on 8 September. The network user capacity is now extended to over 1,500 devices. The second phase has also been completed with the configuration of a network monitoring tool, which enables robust network connectivity troubleshooting to mitigate the impact of connectivity outages.

The ETS has connected three out of the 14 WFP Nutrition Sector sites planned for installations. Connecting the remaining 11 sites is on hold until a power supply is established. The ETS has received 10 solar kits and supporting equipment for this purpose. The ETS installed solar power systems in two WFP Nutrition sites in Camp 12 and 14 in Hakimpara from 26 to 27 September.

The ETS upgraded the UNHCR relay point in Camp 7 with new devices to increase network coverage to accommodate new sites in this location.

Based on user feedback from IOM, the ETS is working to increase network coverage at the ISCG compound in Cox's Bazar by replacing the IOM guest network.

### Security communications

In September, ETS security communications services were provided to 892 UN staff members through the management of the radio network, utilized by 11 UN agencies throughout the month.

8,750 radio calls were received in September. The average daily call was 291.

Approval has been received from the authorities to import the required telecommunications equipment to deploy a VHF network in Bhasan Char—the network will accommodate humanitarian security communications needs amid the increasing number of refugees relocated from Cox's Bazar.

The purchase of telecommunications equipment to expand the VHF radio network in Teknaf is ongoing—the locally procured equipment is expected to arrive by the end of October.

### ETS Helpdesk

The ETS Helpdesk received and addressed a total of 57 ticket requests for assistance in September and 55 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 **12 October 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>
Mufaro Masuka	ETC Global Information Management Officer	Dubai, United Arab Emirates	<a href="mailto:mufaro.masuka@wfp.org">mufaro.masuka@wfp.org</a>

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)

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

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