



## BANGLADESH • REFUGEE CRISIS

July 2021

### OPERATION OVERVIEW

Ongoing violence in Myanmar in 2017 forced millions of Rohingya to flee across the border into Bangladesh. In **2021**, the ETS maintains **security communications** and **data connectivity** services to **facilitate the entire response** and support humanitarians working in life-saving operations.



ETS was activated on  
**25 AUGUST 2017**



**DATA CONNECTIVITY** services provided in **38 SITES** including e-voucher outlets, logistics hubs, government Camp in Charge offices, fire response sites, humanitarian hubs, and SARI/ITC sites. **441 USERS** are connected to the ETS data network



Security communications services provided to **945 USERS**



**29%** funded of the annual budget of **US\$3.9 MILLION** in 2021



To support the **COVID-19** response in Bangladesh, the ETS is providing critical connectivity in **5 SEVERE ACUTE RESPIRATORY INFECTION (SARI)** centres and **ISOLATION TREATMENT CENTRES (ITC)**

# ETS Activities in Bangladesh

## ETS OBJECTIVES IN 2021

- Maintain the provision of **existing services** to enable the entire humanitarian response in three operational areas, Cox's Bazar, Ukhiya, and Teknaf.
- **Expand data connectivity** services in the refugee camps to enable the humanitarian response.
- Continue to provide **security communications** services in collaboration with UNDSS to support the safety and security of humanitarians in the field.
- Provide **coordination of ETS activities** and share **operational information** to support decision-making, strengthen advocacy efforts and ensure the swift delivery of services through information management.

## DATA CONNECTIVITY FOR THE RESPONSE COMMUNITY

- **Humanitarians** — ETS connectivity is being provided to humanitarians working in and around Cox's Bazar and in the refugee camps through registered user accounts that connect to the entire network at multiple locations in the camps, enabling responders to carry out their work, hold meetings and communicate with colleagues.
- **Enabling digital assistance efforts** — Connectivity is being provided in 38 sites, including WFP e-voucher outlets, to enable members of the affected community to redeem e-vouchers in return for food. The ETS also provides connectivity to government offices, other WFP food sites, hospitals, a humanitarian residential hub, and other critical response locations in and around the camps.
- **SARI treatment centres** — To support the COVID-19 response, the ETS has coordinated the provision of connectivity in five Severe Acute Respiratory Infection (SARI) treatment centres and Infection Treatment Centres (ITC) to enable medical teams to track the pandemic and provide life-saving treatment.
- **Fire response** — Following the fires that broke out in the refugee camps in March 2021, the ETS responded by connecting three fire response sites within the camps so teams could respond faster to the disaster and support the relief within days. This support is ongoing across the three sites.
- **Engaging with partners** — The ETS is working closely with global ETC partners, Cisco TacOps, Ericsson Response and NetHope to design a new data connectivity network for the use of responders, as well as working with other implementing UN agencies including UNHCR, IOM, and UNDSS.

## SECURITY COMMUNICATIONS SERVICES

- **Radio network** — The ETS is working to strengthen and expand the coverage of the VHF radio network, in line with UN Security Communications System (SCS) standards, to support the safety and security of UN staff in the field. Each month, UNDSS provides radios to approximately 1,000 humanitarians by utilizing the ETS radio network. The ETS also provides radio programming as requested.
- **Radio training** — The ETS will resume in-person capacity building sessions on radio users training for humanitarians when possible (temporarily suspended due to COVID-19 measures).

**All information about the ETS response in Bangladesh is available on the website:**

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