

## Nigeria – Conflict

ETS Situation Report #62

Reporting period: 01/12/2021 to 31/12/2021

The ETS was activated in North-East Nigeria in November 2016 in response to the protection crisis. As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is leading the ETS in Nigeria, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response. ETS Nigeria SitReps are issued monthly.

### Highlights

- In 2021, the ETS team provided reliable internet connectivity services to more than 3,642 users from 104 humanitarian organizations across 10 sites in North-East Nigeria.
- The team conducted a mission to Damasak to assess connectivity equipment in preparation for the re-opening of the humanitarian hub, following the closure of the hub in April due to heightened insecurity.
- The ETS in Nigeria achieved a user satisfaction rate of 95 percent in 2021 – a record breaking 900 respondents took part in the survey.



ETS staff conduct routine checks on connectivity equipment in Maiduguri. Photo: WFP/ETS

### Activities

#### *Coordination*

The 2021 survey to assess user satisfaction rates of ETS services and activities was closed on 19 November with a record-breaking 900 responses. ETS service users gave an overall user satisfaction rate of 95 percent across the core ETS services and activities provided in North-East Nigeria, including internet connectivity, security communications, helpdesk, coordination and information management. The ETS is taking all feedback into consideration to improve the existing services and to ensure the communications needs of humanitarians are met, including the need to increase internet connectivity speeds and deliver more technical training sessions. The full survey report can be read [here](#).

#### *Internet connectivity*

Since the beginning of 2021, the ETS has provided reliable internet connectivity services to more than 3,642 users from 104 organizations, including for 16 UN agencies and 88 NGOs across North-East Nigeria.

In December, the ETS conducted a mission to Damasak to assess the connectivity equipment in preparation of the re-opening of the hub, following the hub closure in April due to heightened insecurity.

### *Security communications*

Throughout December, the ETS programmed 45 radios for four UN agencies and INGOs – Street Child, Save the Children, UNDP and WFP in Maiduguri – to improve the communications network between staff in the region.

Training sessions were provided to 13 Salient Humanitarian Organization staff on basic VHF radio use to enable communication between responders.

The team provide technical support to Action Contre La Faim (ACF) in relocating their security communications equipment.

### *User support*

The team resolved 73 issues reported to the ETS helpdesk in December.

## Planned activities

The ETS is planning to deploy to several field locations to conduct maintenance activities on ETS connectivity equipment.

The ETS conducted an assessment mission to Bama on 5 November 2021 and plans to implement services for communities there in 2022.

## Funding

The ETS in Nigeria ended 2021 with 100 percent funds out of the required US\$1.97 million that was needed to implement its activities in 2021. The required budget going into 2022 is US\$1.6 million.

## Challenges

The availability of helicopter flights to field locations is currently very restricted due to space limitations, weather conditions, and security concerns. This is impacting on ETS deployments.

The security situation remains volatile.

## Meetings

The next Global ETC Joint Teleconference covering the Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **12 January 2022**.

The next Local ETS Working Group meeting will be held on **19 January 2022**.

## Contacts

NAME	POSITION	LOCATION	CONTACT
Burak Sezgin	Interim ETS Coordinator	Maiduguri, Nigeria	<a href="mailto:Burak.sezgin@wfp.org">Burak.sezgin@wfp.org</a>
Oyintare Kalama	ETC Information Management Officer	Maiduguri, Nigeria	<a href="mailto:Oyintare.kalama@wfp.org">Oyintare.kalama@wfp.org</a>
Elizabeth Millership	Global ETC Information Management Officer	Dubai, UAE	<a href="mailto:Elizabeth.millership@wfp.org">Elizabeth.millership@wfp.org</a>

All information related to ETS operations can be found on the website:

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

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

[Nigeria.ets@wfp.org](mailto:Nigeria.ets@wfp.org)