

Nigeria – Conflict

ETS Situation Report #65

Reporting period: 01/03/2022 to 31/03/2022

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 March, the ETS team provided reliable internet connectivity services to 1,822 users from 86 humanitarian organizations across 10 sites in North-East Nigeria.
- The team conducted maintenance activities on connectivity equipment in Bama, Banki, Damasak, Maiduguri and Monguno to improve services for responders.
- The ETS continued to install connectivity and security communications equipment in the humanitarian hub in Dikwa, to prepare for its re-opening. The hub has been closed since a security incident occurred in March 2021.



ETS staff installs solar power equipment in the security communications centre in Dikwa. Photo: WFP/ETS

Activities

Coordination

The ETS hosted the monthly local Working Group meeting on 30 March 2022 to discuss updates and challenges as part of efforts to provide technical support to the local working group members.

Internet connectivity

In March, the ETS provided reliable internet connectivity services to 1,822 users from 86 organizations, including for 16 UN agencies and 70 NGOs across North-East Nigeria.

This month, the ETS conducted maintenance activities on connectivity equipment in Bama, Banki, Damasak and Maiduguri to improve services for responders.

The ETS continued to install and configure connectivity and security communications equipment in the humanitarian hub in Dikwa, which has been closed since March 2021 due to a security incident. The installation of equipment is 95 percent complete.

Security communications

Throughout March, the ETS programmed 12 radios for four UN agencies and INGOs—FHI360, IOM, OCHA and UNDP in Maiduguri—to improve the communications network between staff in the region.

Routine maintenance was conducted in the Security Operations Centre (SOC) in Monguno and Gwoza to improve services for responders.

The ETS team conducted basic security communications training for one staff from Première Urgence Internationale (PUI) and one staff from Norwegian Church Aid (NCA) in Monguno.

User support

The team resolved 101 issues reported to the ETS helpdesk in March.

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 received US\$1,500,000 from the USAID Bureau for Humanitarian Assistance (BHA) and is now fully funded to carry out its 2022 activities.

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 **13 April 2022**.

The next Local ETS Working Group meeting will be held on **27 April 2022**.

Contacts

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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:

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