

Nigeria – Crisis

ETS Situation Report #61

Reporting period 01/11/2021 to 30/11/2021

As global lead of the Emergency Telecommunications Cluster (ETC), the World Food Programme (WFP) is leading the Emergency Telecommunications Sector (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

- The ETS continues to provide reliable internet connectivity and security communications services to the response community in 10 sites. Since the beginning of the year, the team has provided internet connectivity to more than 3,543 users from 104 organizations across North-East Nigeria.
- The team conducted an assessment mission to Dikwa to re-establish ETS services in the humanitarian hub, following the attack in March.
- The ETS held the 2021 user satisfaction survey to gather feedback on its services and activities – a record breaking 900 respondents took part. The survey report is forthcoming.



An ETS telecommunications officer fixes critical equipment in the Security Operations Centre (SOC) in Damaturu.

Photo: ETS Nigeria

ETS Activities

Coordination

- To assess its services and activities, the ETS launched the 2021 user satisfaction survey on 29 October and closed the survey on 19 November. The results will be analysed and published in December.

Internet connectivity

- Since the beginning of the year, the ETS has provided reliable internet connectivity services to more than 3,543 users from 104 organizations (16 UN agencies and 88 NGOs) across North-East Nigeria.
- This month, the ETS carried out corrective maintenance on connectivity equipment in Monguno and the Red Roof hub in Maiduguri to improve services.

Security communications

- Throughout November, the ETS programmed 66 radios for seven UN agencies and INGOs – International Medical Corps (IMC), Salient Humanitarian Organization, Street Child, Malteser International, Save the Children, UNMAS and UNDP in Maiduguri – to improve the communications network between staff in the region.
- Technical training sessions were provided to three Norwegian Refugee Council (NRC) staff on the installation of satellite phone docking stations to enable communication between responders.
- The team conducted an assessment mission to Dikwa to re-establish ETS services in the humanitarian hub, following the attack in March. The ETS will also support the re-establishment of services in the new Security Operations Centre (SOC), which is under construction by the International Organization for Migration (IOM).
- The ETS conducted missions to Damaturu to resolve transmission issues and conduct routine maintenance on security communications equipment in the Security Operations Centre (SOC).

User support

- The team resolved 97 issues reported to the ETS helpdesk in November.

Planned Activities

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

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.

Funding

- In November, the ETS received US\$1,050,000 from the Central Emergency Response Fund (CERF) and is now 100 percent funded out of a required US\$1.97 million to implement activities in 2021.

Meetings

- The next Global ETC Joint Teleconference covering the Bangladesh, Central African Republic, Libya, Nigeria, Syria and Yemen operations will be held on **15 December 2021**.



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

Information

- All information on the ETS response in North-East Nigeria, including the latest ETS Dashboard, infographic, and factsheet, can be found [here](#).
- For more information or to contact the team on the ground please contact Nigeria.ETS@wfp.org.

Key ETS Contacts

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