

## Central African Republic – Conflict

### ETC Situation Report #44

Reporting period 01/05/2021 to 30/06/2021

These Situation Reports will be distributed every two months. The next report will be issued on or around 31/08/21.

### Highlights

- The ETC is providing emergency connectivity services for a forum of 52 INGOs in Bangui at a common operations centre for the International NGO Coordination Committee (CCO), following a city-wide connectivity services blackout of the main Internet service provider in CAR.
- The ETC has launched the phone booth project for affected communities in the Internally Displaced Persons (IDP) camp in Bria. The phone booths will enable affected populations to communicate with their families and contact humanitarian helplines free of charge.
- The dedicated COVID-19 call centre in Bangui, managed by the Ministry of Health (MoH), re-opened on 18 June. The ETC supported the reopening of the '1212' hotline by setting up communications equipment, training operator staff and recruiting technical supervisors.



The ETC installs emergency connectivity services in the operations centre of the International NGO Coordination Committee (CCO) in Bangui.

*Photo credit: WFP/ETC*

### ETC Activities

#### Internet connectivity

- Throughout May and June, the ETC provided Internet connectivity services to an average of 483 users across up to 12 sites in CAR to facilitate the humanitarian response.
- Due to a major fire in the server room of the primary service provider in CAR on 6 June, there has been a city-wide connectivity services blackout in Bangui impacting on the activities of UN agencies and INGOs. In response to a request from the humanitarian community to support the worst affected organizations, the ETC is providing Internet connectivity services to a forum of 52 INGOs in Bangui at a common operations centre for the International NGO Coordination Committee (CCO).



- 
- ETC partner – Ericsson Response – has remotely adjusted its equipment in Batangafo to increase the availability of ETC Internet connectivity services from 20-minute timeslots to 24-hour availability, to provide an enhanced working environment for humanitarian workers. The ETC is planning a follow-up mission to Batangafo to extend the services to an additional local partner – Oxfam – and to complete the optimization of the services initiated remotely by Ericsson Response.
  - The ETC deployed to Bangassou on 25 May to restore Internet connectivity services for 38 humanitarian workers after equipment was damaged due to heavy rains and storms.

#### *Services for communities' projects*

- The ETC has launched the phone booth project for affected communities in the Internally Displaced Persons (IDP) camp in Bria. To finalize the service, the ETC installed solar power equipment in the phone booths to ensure continuity of services during power blackouts. The ETC also trained six phone booth operators from 22-23 May on how to use telephone and communications equipment installed by the ETC. The phone booths will enable affected populations to communicate with their families and contact humanitarian helplines free of charge.
- The ETC supported the UNICEF-led Common Feedback Mechanism (CFM) project in Bria by delivering training between 18-25 May for a total of 17 CFM staff on the use of tablets to capture feedback on the data information and management platform.
- The ETC has submitted a funding request to enable the cluster to continue implementation of the Information and Learning hub for use by the affected population in Bangassou. If implemented, the hub will provide opportunities for communities to develop digital skills and connect with humanitarian workers.

#### *COVID-19 call centre*

- The dedicated COVID-19 call centre in Bangui, managed by the Ministry of Health (MoH), re-opened on 18 June. Three supervisors have been recruited by the ETC to support the operator staff and enable uninterrupted 24/7 services. The ETC also set up communications equipment and trained six call centre agents on using the communications systems as part of its support services. From 18-28 June, approximately 640 calls (majority female callers) were received on the '1212' hotline, mostly related to queries about the COVID-19 vaccine and what to do if a family member contracts COVID-19.

## **Funding**

- The ETC is 18 percent funded out of a required US\$870,000 to carry out planned activities in 2021. A further US\$710,000 is urgently needed to maintain, provide, and finalize ETC communications services.
- The ETC has submitted a funding request of US\$160,000 to the OCHA Common Humanitarian Fund (CHF) to provide vital communications services for humanitarian workers and affected communities.



---

## Challenges

- Funding constraints remain a critical element in enabling the team to move forward with several ongoing ETC activities in CAR.
- The volatile security situation in the country remains a challenge for all humanitarians.

## Meetings

- The next Global ETC Joint teleconference will take place on **21 July 2021**.

## Information

- ICT responders operating on the ground in CAR are encouraged to share their contact details with [CAR.ETC@wfp.org](mailto:CAR.ETC@wfp.org) to facilitate local coordination.
- All the information related to the ETC response in CAR can be found on the [dedicated emergency page](#) on the ETC website.

## Contacts

### **CAR.ETC@wfp.org**

Francis Koroma, ETC Coordinator

[Francis.koroma@wfp.org](mailto:Francis.koroma@wfp.org)

Elizabeth Millership, ETC Information Management Officer

[elizabeth.millership@wfp.org](mailto:elizabeth.millership@wfp.org)