

Syria & the Surrounding Countries

ETC Situation Report #44

Reporting period 01/10/2020 to 30/11/2020

The ETC operates under the 'Whole of Syria (WoS)' approach which comprises activities in Turkey, Lebanon and Jordan for an effective humanitarian response inside Syria. The next report will be issued on or around 31/01/2021.

Highlights

- The ETC in Syria is preparing to submit its inputs to the 2021 Humanitarian Response Plan (HRP) with a total budget request of US\$600,000.
- The annual ETC user satisfaction survey in Syria resulted in an overall user satisfaction rate of 95.6% for the core ETC services provided in the country. The full report can be read [here](#).
- From 15-16 November, the ETC installed Vehicle Tracking Systems (VTS) in two UN Mine Action Service (UNMAS) vehicles to support the safety and security of staff.



An ETC Telecommunications Specialist enhances security communications systems in two UNMAS vehicles in Damascus.

Photo: WFP/ETC

ETC Activities

Coordination and funding

- The recruitment of a dedicated ETC Coordinator in Syria is ongoing. The Vacancy Announcement (VA) for the post closed on 5 November.
- The ETC in Syria is preparing to submit its inputs to the 2021 Humanitarian Response Plan (HRP) with a total budget request of US\$600,000. In 2021, the ETC will focus on the provision of reliable connectivity solutions in all inter-agency locations. This includes the implementation of a sustainable power solution in inter-agency hubs to mitigate the impact of increased power cuts across the country, which are hindering

the humanitarian response efforts in some field locations. The ETC will also continue to upgrade security telecommunications infrastructure used by humanitarians.

Security telecommunications

- From 15-16 November, the ETC installed Vehicle Tracking Systems (VTS) in two UN Mine Action Service (UNMAS) vehicles to support the safety and security of staff. The ETC is planning to install VTS in two further UNMAS vehicles.
- 20 VHF radio devices being imported by the ETC on behalf of UNDSS are awaiting customs clearance in Lebanon. The ETC continues to follow up to ensure the devices are delivered safely and efficiently.
- The ETC has submitted an approval request to the authorities to implement new satellite phone solutions used by UN agencies, to further improve security telecommunications networks in Syria.
- The ETC is finalizing a procurement plan to upgrade connectivity networks and Security Operation Centres (SOCs) in all locations where ETC services are provided.
- The ETC is procuring additional equipment to complete the country-wide project to migrate and upgrade all security telecommunications infrastructure used by humanitarians to support their safety and security. To date, the upgrades have been carried out by the ETC in Damascus, Homs and Aleppo. As part of the next phase of the project, the ETC is preparing to deploy to Qamishli and Tartous.

Solar power project

- To mitigate the impact of increasingly frequent power cuts on its connectivity services in Syria, the ETC has initiated the procurement of solar power equipment to implement sustainable solutions across all interagency hubs. Delivery of the solar system equipment is expected in early 2021.

Annual user satisfaction survey

The analysis report for the annual ETC user satisfaction survey in Syria has been published and can be read [here](#). The survey resulted in an overall user satisfaction rate of 95.6% for the core ETC services provided in the country, including Internet connectivity, security telecommunications, telephony and customer support. This year's satisfaction rate has risen by 10 per cent since 2019. The most notable reason for this boost in user satisfaction is the upgrades made to security telecommunications infrastructure across the country.

Challenges

- Frequent power cuts across Syria are impacting on the delivery of ETC services.
- The COVID-19 pandemic continues to impact on the importation of equipment and movement of staff.
- Lack of access to operational areas and lengthy deployment authorisations from relevant authorities is a major issue which frequently affects the timely implementation of ETC activities across Syria.



Meetings

- The next Global ETC Joint teleconference will take place on **16 December 2020**.

Information

- Humanitarian ICT responders supporting the Syria operation across the region are encouraged to share their contact details with Syria.ETC@wfp.org to facilitate coordination efforts.
- A dedicated information-sharing space on Syria – including an ETC dashboard, infographic and factsheet – can be found on the [ETC website](#).

Contacts

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