



OVERVIEW

 **2**
COMMON OPERATIONAL AREAS

 **6**
ETS SERVICES & ACTIVITIES
coordination, information management, connectivity, security communications, customer support, Common Feedback Mechanism (CFM)

 **1**
UNDSS SECURITY OPERATIONS CENTRE (SOC) supported by the ETS

 **SECURITY COMMUNICATIONS**
services made available to humanitarians including radio programming and radio training


 **CONNECTIVITY AND HELPDESK** services set up in Benghazi and handed over to UN hub

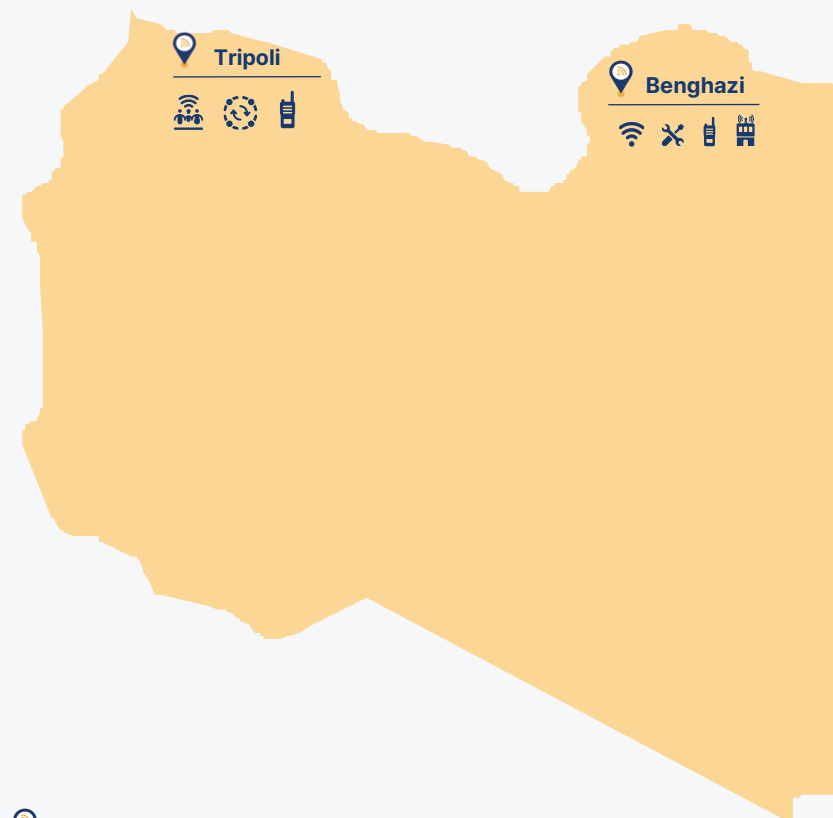
AFFECTED POPULATION


 **68,000**
cases handled via the **CFM 'TAWASUL' CALL CENTRE** in since its launch in February 2020

60,000+ cases related to humanitarian issues
7,500+ cases related to COVID-19

 **CHATBOT** available from November 2021 until deactivation as part of CFM transition to WFP

 Internet connectivity provided to the affected population at the **UNHCR COMMUNITY DAY CENTRE** in Tripoli from July 2020 to November 2021



 Locations with operational ETS services from October 2018 – June 2022



Partner and donor organization support for the ETS in Libya:
Donors: ECHO, Government of Luxembourg, IOM, OCHA, UN Reform, WFP
Partners: Moomken, National Centre for Disease Control (NCDC), UNDSS, UNHCR, UNSMIL



4 years of presence
ETS was activated from **OCTOBER 2018** to **JUNE 2022**



18% funded in 2022
out of required **US\$882,000** at transition in June 2022