

Libya

Conflict

2022

Overview

Ten years after the fall of the previous regime, Libya continues to see an escalation in violence and an increase in internal displacement. The ETS launched an inter-agency common feedback mechanism (CFM) hotline in 2020 that serves as a **humanitarian call centre** and a nationwide **COVID-19 information channel**. In 2022, the ETS is working to improve the ways communities can receive information and provide feedback through the CFM. The ETS also continues to facilitate the provision of **security communications** services to the response community.



ETC services provided in **2 COMMON OPERATIONAL AREAS** plus coordination services in Tunis.



18% of the required **USD 0.88 million** has been secured for the ETS' activities until June 2022.



The ETS is supporting **1 UNDSS SECURITY OPERATION CENTRE (SOC)** in Benghazi



ETC was activated in **OCTOBER 2018**



ETS Objectives in 2022

Strengthen the ways communities receive information and provide feedback through the **Common Feedback Mechanism** (CFM), improving humanitarian organizations' **accountability to affected populations**;

Provide **connectivity** services to contribute to **expanding access to information** and to meeting the **communications needs of affected communities**; and

Enhance the **safety and security** of the response community through the coordination and implementation of improvements to the **security communications** network in Tripoli and Benghazi.

Common Feedback Mechanism

The CFM has four main objectives:

Access to information — enabling affected communities to access critical information about humanitarian assistance available to them. Since the outbreak of the coronavirus pandemic, the call centre has had a dual role as a nationwide COVID-19 information channel.

Enable feedback — enabling two-way communication between affected people and the humanitarian community; including receiving and referring reports of sexual exploitation and abuse.

Enhance accountability — improving accountability and efficiency through facilitating a collective accountability mechanism that puts affected communities at the centre of the humanitarian response.

Enhance decision making — providing analysis of communities' needs and preferences, by identifying and reporting on communities' concerns and needs to help humanitarians take informed programming decisions.



Security Communications

As originally recommended by Telecommunications Security Standards (TESS), the inter-agency ICT community in Libya has adopted the use of VHF radio in analog as the preferred technology to facilitate the security communications systems of the humanitarian community in Libya. Using VHF infrastructure will ensure all radio equipment used by the humanitarian community in Libya is accessible and compatible.

The ETS completed the rehabilitation of the VHF infrastructure in Tripoli as well as the installation of an indoor satellite communications solution in the UN hub in Benghazi. The strengthened communications network will guarantee 24/7 reachability to the Benghazi Security Operations Centre (SOC) during long-distance humanitarian missions.

The approval for importing VHF handheld radios to equip the SOC in Benghazi has been received from the authorities.

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Partner and donor organizations supporting the ETS operation in Libya: the Government of Luxembourg, National Centre for Disease Control (NCDC), OCHA, UNDSS, UNHCR, UNSMIL, WFP, IOM, ECHO