






Libya Conflict

2022

Operation 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.

	The ETS was activated in OCTOBER 2018
	In February 2022, CFM operators have processed 4,618 CASES in 8 LANGUAGES regarding humanitarian services & COVID-19 .
	The Tawasul Chatbot was launched as a complementary information channel to the CFM hotline on 18 November 2021.
	The ETS is engaging with partners to upgrade the SECURITY COMMUNICATIONS network in Benghazi.
	18% of the required USD 0.88 million has been secured for the ETS' activities until June 2022.



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

The ETS is working with the United Nations Department of Safety and Security (UNDSS) to improve the capacity of the secure VHF communications network at the UN hub in Benghazi.

Furthermore, the ETS will support UNDSS in implementing improvements to the overall security communications infrastructure in Libya based on the recommendations of the Telecommunications Security Standards (TESS) mission that took place in November 2021.

The ETS also provides other security communications services to humanitarian organizations upon request, including radio programming services and assistance in obtaining clearances from the national authorities for the importation of telecommunications equipment.

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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