Libya– Crisis

ETS Situation Report #21

Reporting period 01/04/2021 to 30/04/2021

World Food Programme (WFP), in its capacity as global lead of the Emergency Telecommunications Cluster (ETC), is leading the Emergency Telecommunications Sector (ETS) in Libya, responding with government, private sector and humanitarian partners on the ground to ensure a coordinated response.

Highlights

- In April 2021, operators at the inter-agency call centre in Tripoli answered more than 1,600 calls from people requesting information or assistance. Operators continue to share official health guidelines and refer suspected COVID-19 cases to the National Centre for Disease Control (NCDC).

- A total of 41 persons of concern (POC) from 10 countries have accessed ETS connectivity at the UNHCR Community Day Centre in Tripoli this month.

The ETS Coordinator helps persons of concern access the connectivity service at the UNHCR Community Day Centre.
Photo: WFP/ETS Libya

ETS Activities

Common Feedback Mechanism (CFM) project

- The ETS-managed call centre in Tripoli continues to serve as a nationwide COVID-19 information channel as well as a means for affected communities to seek information about other humanitarian issues and to provide feedback on assistance received. In April, call centre operators answered more than 1,600 calls with 9% of calls relating to COVID-19 and the remaining 91% on other humanitarian issues, mainly protection, food security and cash.

- Of the total calls, there have been no suspected cases.

    o Operators are providing critical information and official health guidelines to the population, raising awareness about the virus and how people can protect themselves from it as well as referring callers with potential symptoms to the health authorities.

- The ETS and CFM teams are conducting the final preparations before launching the ETC's first chatbot, Mila, which will be implemented into the CFM in May.

    o The Chatbot combines AI and machine learning to provide affected and at-risk populations with information on COVID-19 and other humanitarian assistance.

- It has been agreed that WFP's hotline in Libya will be integrated into the ETS-managed call centre in Tripoli. Teams are looking at how to enhance the capacity to be able to fully absorb the hotline.

Other ETS activities

- ETS Internet connectivity services continue to be provided to persons of concern (PoC) at UNHCR's Community Day Centre (CDC). The total number of PoCs using the connectivity in April is 41.

- The ETS and its partners plan to print user guides in the Tigrinya language for users to help POCs easily access the service, and the team plans to create a multi-language video that will be shown by community mobilizers to encourage more POCs to use the service.

- The ETS continues to enhance the coverage of the VHF network in the newly-installed SOC in UN hub in Benghazi. However, the repeater has stopped working due to power outages so the ETS is checking what the issue is to identify what needs to be done to resolve it.

- A request has been received from OCHA to obtain Ministry of Telecommunications (MoT) approval and customs clearance letter to import Tetra radios and BGANs.

- A request has been received from UNICEF to obtain a satellite terminal licence from MoT.

Funding

- The ETS will use the European Civil Protection and Humanitarian Aid Operations (ECHO) 100,000 Euro grant for the CFM project.

- The grant from the Government of Luxembourg has been extended until 31 December 2021.

- The ETS is 14% funded out of the US$821,659 required for 2021.

- IOM has agreed to provide funding of US$10,000 for the Common Feedback Mechanism (CFM) in Tripoli.

Key information

- All information on the ETS response in Libya can be found [here](#).

- The latest ETS infographic is also available on the website.

- For further information or to contact the team on the ground please contact Libya.ETS@wfp.org

Contacts

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