

## Libya– Crisis

### ETS Situation Report #17

Reporting period 01/12/2020 to 31/12/2020

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

- The annual ETS User Satisfaction Survey was concluded resulting in an overall satisfaction rate of 95.6%.
- Since the ETS launched the inter-agency call centre in February, operators have answered more than 19,160 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).



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 December, call centre operators answered more than 2,056 calls with 16% of calls related to COVID-19 and the remaining 84% on other humanitarian issues.
- Since launching in March 2020, more than 19,160 calls have been answered and addressed (68% COVID-related), and more than 751 suspected cases have been referred to the National Centre for Disease Control (NCDC).
  - 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 ETC's first CFM chatbot is expected to be launched at the end of January in Libya. The ETC's CFM project manager will attend a training next week to learn more about the Chatbot.



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

### Other ETS activities

- The ETS in Libya launched its annual user satisfaction survey in December, resulting in an overall satisfaction rate of 95.6%
- The ETS continues to provide Wi-Fi services to persons of concern (PoCs), including refugees and asylum seekers, at the UNHCR Community Day Centre (CDC) in Tripoli. To date, more than 287 PoCs have used this service.
- The ETS continues to plan the implementation of the Security Operations Centre (SOC) at the UN hub in Benghazi. Equipment has now been received in Benghazi with implementation to be planned for January 2021.
- The UN Support Mission in Libya (UNSMIL) continues to discuss the issue of HF and Tetra licences with the Ministry of Telecommunications (MoT). These licenses will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.

### Funding

- To date, the ETS is 50% funded out of the US\$1 million required for 2020.
- The European Civil Protection and Humanitarian Aid Operations (ECHO) has confirmed 100,000 Euro grant for the CFM project.

### 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](mailto:Libya.ETS@wfp.org)

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