

Libya– Crisis

ETS Situation Report #19

Reporting period 01/02/2021 to 28/02/2021

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 February 2021, operators at the inter-agency call centre in Tripoli answered more than 1,223 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 34 persons of concern (POC) from 10 countries have accessed ETS connectivity at the UNHCR Community Day Centre in Tripoli this month.
- ETS staff have now completed the Chatbot training ahead of the technology being implemented next 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 February, call centre operators answered more than 1,223 calls with 6% of calls relating to COVID-19 and the remaining 94% on other humanitarian issues, mainly protection, food security and cash.
- Of the total calls, two suspected cases have been advised to contact the nearest emergency centre based on the recommendation of 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 ETS and CFM teams have completed training exercises on the ETC's first chatbot, Mila, which will be implemented into the CFM in March.
 - 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). In February, 32 POCs from 10 countries used the service (28 male, 6 female). The user guide for the CDC has been translated to Amharic, as most POCs are from Ethiopia and Eritrea. The translated user guide will be printed in coordination with ETS partner in the CFM, Moomken.
- The ETS has installed the VHF network in the SOC in UN hub in Benghazi with two base radios and one repeater which covers the whole Benghazi area. The team is ensuring that coverage reaches the airport.

Funding

- The ETS will use the European Civil Protection and Humanitarian Aid Operations (ECHO) 100,000 Euro grant for the CFM project.
- With the above funds, the ETS is 14% funded out of the US\$821,659 required for 2021.

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

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