

Libya– Crisis

ETS Situation Report #18

Reporting period 01/01/2021 to 31/01/2021

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 January 2021, operators at the inter-agency call centre in Tripoli answered more than 900 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 60 persons of concern (POC) from 16 countries have accessed ETS connectivity at the UNHCR Community Day Centre in Tripoli.



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 January, call centre operators answered more than 900 calls with 14% of calls relating to COVID-19 and the remaining 86% on other humanitarian issues, mainly protection, food security and cash.
- 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 are attending a training exercise on the ETC's first chatbot, Mila, which will be implemented into the CFM in February.



- 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

- ETS Internet connectivity services continue to be provided to persons of concern (PoC) at UNHCR's Community Day Centre (CDC). In January, 60 POCs used the service (54 males, six females) from 16 countries. 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 started implementing the Security Operations Centre (SOC) at the new UN hub in Benghazi.

Funding

- The ETS will use the European Civil Protection and Humanitarian Aid Operations (ECHO) 100,000 Euro grant for the CFM project.
- To date, the ETS Libya has US\$207,182 from the Government of Luxembourg.

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

LOCATION	NAME	TITLE	EMAIL
Tripoli	Ahmed Elsheikh	ETS Coordinator	ahmed.elsheikh@wfp.org
Dubai	Suzanne Fenton	ETS Information Management Officer	suzanne.fenton@wfp.org