

Libya - Crisis

ETS Situation Report #23

Reporting period 01/06/2021 to 30/06/2021

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

- Additional operators speaking Amharic, Hausa, and Tigrinya joined the inter-agency call centre in June, bringing the total number of languages in which services are offered to six (including Arabic, French and English). In June, over 1,921 calls were processed 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).
- ETS Internet connectivity services have been re-established at the UNHCR Community Day Centre (CDC) following a temporary disruption while the centre was being relocated to a new site in Tripoli. In order to make the services more easily accessible, the registration page was translated into two additional languages - Amharic and Tigrinya - and a more simplified log-in process was introduced.



Multilingual operators answer inquiries about humanitarian services and COVID-19 at the ETS-managed call centre in Tripoli.

Photo: WFP / ETS

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. Following the hiring of additional call centre operators in June, the service is now offered in six languages: Arabic, Amharic, English, French, Hausa, and Tigrinya.
- In June, the call centre received over 3,300 calls and registered 1,921 cases for further processing and follow-up. 15 calls were received in relation to COVID-19 while the remaining 99.2 percent of cases related to other humanitarian issues, mainly protection, food security and cash-based transfers.

- Of the total calls related to COVID-19, there were no suspected cases. The majority of callers requested information on vaccine side-effects and guidance on what to do if a family member is infected. Operators raise awareness about the virus and how people can protect themselves from it by providing critical information and official health guidelines, and refer callers with potential symptoms to the health authorities.
- Final preparations are being conducted before launching the ETC's first Chatbot, Mila, which will be integrated into the CFM. In June, the ETS reviewed content and tested the chatbot Mila in preparation for its initial launch in July. In a later phase, the Chatbot will combine Artificial Intelligence (AI) and machine learning to provide affected and at-risk populations with information on COVID-19 and humanitarian assistance.
- A new call management software module has been launched that will help call centre operators to track and respond to the feedback and requests for information that they receive through the CFM.

Services for Communities

- The ETS has re-established Wi-Fi services for persons of concern (POC) at the United Nations High Commissioner for Refugees (UNHCR) Community Day Centre (CDC) following its relocation to a new site in Tripoli. The ETS is working to further improve the service by simplifying the registration and log-in process for users. The registration page was translated into Amharic and Tigrinya in addition to the existing options of Arabic and English, and a more simplified log-in process was introduced.
- The ETS is awaiting confirmation from UNHCR on the need for an ETS powered Wi-Fi service for the Libyan Red Crescent shelter in Misrata. The ETS has completed a market assessment and prepared a technical proposal for the proposed service.

Security Communications

- The ETS has ordered a communications equipment toolkit from WFP UAE to support efforts to troubleshoot the coverage of the VHF network in the Security Operations Centre (SOC) at the UN hub in Benghazi. The equipment is expected to arrive in Libya in July, allowing the team to continue to work with partners to resolve this issue.
- The ETS is supporting the Office for the Coordination of Humanitarian Affairs (OCHA) to obtain clearance from the national authorities to import satellite equipment. A letter has been sent to the Ministry of Telecommunications (MoT) requesting approval to import a BGAN satellite device.
- The ETS continues to provide radio programming services to humanitarians upon request.

Funding

- A grant of USD 118,000 was given to the ETS by European Civil Protection and Humanitarian Aid Operations (ECHO) to fund the CFM project.
- USD 30,000 in funding has been received from *UN Reform – Critical Corporate Initiatives* to support the rollout and integration of the Chatbot into the CFM.



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- With these funds, the ETS has secured 17 percent of the required budget of USD 882,000 for the planned ETS activities for Libya in 2021.
 - Additionally, USD 280,450 in funds from the Government of Luxembourg have been carried over into 2021. The grant has been extended until 31 December 2021 to allow the completion of ETS activities planned for 2020.

Meetings

- The next Global ETC Joint teleconference will take place on **28 July 2021**.

Key information

- All information on the ETS response in Libya can be found [here](#).
- For further information or to contact the team on the ground please contact Libya.ETS@wfp.org

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