

Libya – Crisis

ETS Situation Report #22

Reporting period 01/05/2021 to 31/05/2021

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 May, operators at the inter-agency call centre in Tripoli answered more than 1,650 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 19 persons of concern (POC) from four countries accessed ETS connectivity at the UNHCR Community Day Centre in Tripoli in May. ETS services at the CDC have paused temporarily while the CDC is relocated to a new site in Tripoli.
- The ETS and CFM teams are preparing to launch the [ETC's first chatbot](#), Mila, which will be implemented into the Common Feedback Mechanism (CFM) project.



ETS services at the UNHCR Community Day Centre will resume once relocated to a new site 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. In May, call centre operators answered more than 1,650 calls. 1 percent of calls related to COVID-19 while the remaining 99 percent related to other humanitarian issues, mainly protection, food security and cash.
- Of the total calls related to COVID-19, there were no suspected cases. 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 final preparations before launching the [ETC's first chatbot](#), Mila, which will be implemented into the CFM. 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 the WFP 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.
- The ETS conducted a visit to the UNHCR Lebanese Red Cross (LRC) shelter in Misurata, ahead of a possible project to provide connectivity to Persons of Concern (POCs) there. The team sent the assessment report to UNHCR, which has confirmed the need for ETS services at the shelter.
- UNHCR has also requested ETS connectivity services for POCs at a third location – their registration centre in Saraj, Tripoli. The ETS has conducted a site assessment.

UNHCR's Community Day Centre (CDC)

- ETS Internet connectivity services continue to be provided to persons of concern (PoC) at UNHCR's Community Day Centre (CDC). The total number of 19 POCs used the connectivity services in May.
- ETS Internet connectivity services have been temporarily paused while the CDC is relocated to the new site in Tripoli.

Security communications

- The ETS has installed the spare power supply for the VHF repeater at the Security Operations Centre (SOC) in the UN hub in Benghazi. The team continues to work with partners to find solutions to improve the coverage mapping for the VHF network.
- The ETS programmed 20 VHF radios for IOM staff in Tripoli.
- The ETS team is supporting OCHA to draft a letter to the Ministry of Telecommunications (MoT) to obtain approval for a BGAN satellite device. The team will also assist OCHA with radio programming, once OCHA sends the list of radios and with all details of users and locations.

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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