

Libya - Crisis

ETS Situation Report #26

Reporting period 01/10/2021 to 31/10/2021

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

- A meeting of the Strategic Action Group (SAG) of the Common Feedback Mechanism (CFM) was held on 20 October to discuss the CFM's financial needs in 2022.
- The ETS has been engaging with security communications partners in preparation for the upcoming Telecommunications Security Standards (TESS) assessment mission from 04-14 November.
- The ETS will launch its annual User Satisfaction Survey in early November. The survey is intended to gather feedback from users of ETS services in Libya in order to assess the sector's current performance and inform future improvements.



Operators at the Tawasul call center register inquiries about humanitarian services through the Common Feedback Mechanism.

Photo: WFP / ETS

ETS Activities

Planning and Coordination

- The annual ETS User Satisfaction Survey will be launched on 04 November. The survey asks humanitarians to provide feedback on the services offered by the ETS in Libya, including Internet connectivity, security communications, and the Common Feedback Mechanism, as well as the sector's coordination and information management activities. The results of this survey will help to inform future efforts to improve the quality of the ETS's services in Libya.
- Due to the impacts of COVID-19 on operations, it was agreed to extend the 2021 Humanitarian Response Plan (HRP) for Libya into the first six months of 2022. The ETS has revised and submitted its projects for the HRP extension.

Common Feedback Mechanism (CFM) project

- Following a mission from the Global ETC to assess the Common Feedback Mechanism (CFM) in September, the CFM's Strategic Action Group (SAG) met on 20 October. The SAG meeting was attended by both UN and International NGOs including OCHA, IOM, CESVI, WFP, CFM and the Protection Sector

Lead. The main key resolution of the meeting was a direction given to the CFM team to develop a budget proposal covering CFM financial needs and gaps for 2022 to facilitate fundraising with partner agencies, including IOM.

- The UN-to-UN contribution agreement between WFP and IOM came to an end on 31 October and is currently under review between the partners to cover November and December 2021. The contribution from IOM has enabled the CFM implementing partner to recruit two additional operators who speak Hausa, Tigrinya and Amharic, some of the most commonly spoken languages amongst the migrant population. This has further increased awareness of the CFM amongst the affected populations in Libya.
- The ETS-managed CFM 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. The service is offered in six languages: Arabic, Amharic, English, French, Hausa, and Tigrinya. The CFM hotline is complimented by a Chatbot that serves as an additional channel for receiving information on humanitarian services and COVID-19. In the current phase of the rollout, the Chatbot, called "Mila", can provide automated answers to frequently asked questions in English and Arabic. In later phases, the chatbot will incorporate Artificial Intelligence (AI) and machine learning to provide more sophisticated answers to a wider range of questions.
- In October, the call centre registered 2,157 cases. 99 percent of cases related to humanitarian issues, with the most common topics of concern being protection, food security and cash-based transfers. The remaining calls related to COVID-19.

Services for Communities

- The ETS is continuing to provide free Wi-Fi service for people of concern (POCs) at the UNHCR Community Day Centre (CDC) in Tripoli. In the month of October, 31 POCs accessed the Internet service in 112 unique sessions.
- Following the re-establishment of the Internet service at the CDC's new location in Tripoli in June, the ETS made changes to simplify the log-in process for users and add additional language options to the interface, which is now available in Amharic, Arabic, English and Tigrinya. The ETS team is working to identify further opportunities to simplify the registration process to increase the accessibility of the service.

Security Communications

- In preparation for the upcoming Telecommunications Security Standards (TESS) assessment mission, the ETS Coordinator has engaged with the UN Department of Safety and Security (UNDSS), and the UNHCR chairperson of Libya's ICT Working Group.
- A list of telecommunications equipment required to support the immediate needs of the Benghazi SOC was developed and agreed with UNDSS. The ETS has initiated the procurement of these items through a local supplier.

- The TESS officer will travel to Benghazi on 04 November to begin the assessment mission, before travelling to Tripoli. The mission aims to evaluate the current security communications infrastructure and identify solutions to the challenges faced in Libya. During the mission, the TESS officer will also provide technical support to troubleshoot ongoing issues with poor coverage of the VHF network in the Security Operations Centre (SOC) at the UN hub in Benghazi.
- The ETS is supporting UNICEF with their application to the Ministry of Telecommunications (MOT) for a VSAT license.
- The ETS is supporting OCHA with licensing a BGAN device via the Ministry of Telecommunications.
- The ETS continues to provide radio programming services to humanitarians upon request.

Funding

- The ETS has secured 18 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 **17 November 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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