

Libya– Crisis

ETS Situation Report #15

Reporting period 01/10/2020 to 31/10/2020

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

- The ETS is now providing WiFi connectivity services for Persons of Concern (POC) at a UNHCR Community Day Centre in Tripoli.
- Since the ETS launched the inter-agency call centre in February, operators have answered more than 16,300 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).



The ETS is providing connectivity for persons of concern at UNHCR's Community Day Centre, Tripoli.
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 October, call centre operators answered more than 2,030 calls with 29% of calls related to COVID-19 and the remaining 71% on other humanitarian issues. To date, more than 16,300 calls have been answered and addressed, and more than 399 suspected cases have been referred to 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.
- A discussion with the Global ETC team is ongoing to discuss the potential roll-out of a globally-managed CFM chatbot.



Other ETS activities

- The ETS is now providing WiFi connectivity services for Persons of Concern (POC), including refugees and asylum seekers at the UNHCR Community Day Centre (CDC) in Tripoli. The people will be able to use the service to contact their families. Usage data is being monitored.
- The ETS completed an assessment of the Security Operations Centre (SOC) in Benghazi and the process to import security telecommunications equipment to install in the site in Benghazi has been initiated.
- The Telecommunications Security Standards (TESS) team delivered remote VHF radio programming training to two WFP staff who are now preparing to programme 33 radios, as requested by the International Organization for Migration (IOM).
- UN Support Mission in Libya (UNSMIL) continue to discuss HF and Tetra licences with MoT. These licenses will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.
- The team continues to engage with IOM for the confirmation of their radios' details to enable the ETS to programme them.
- Discussions continue with UNHCR on forms to be completed as part of the customs clearance support the ETS is providing for their Thurayas.

Funding

- As outlined in the Humanitarian Response Plan (HRP) for 2020, the ETS requires US\$1 million to implement its activities this year. To date, the ETS is 50% funded.

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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