

## Libya– Crisis

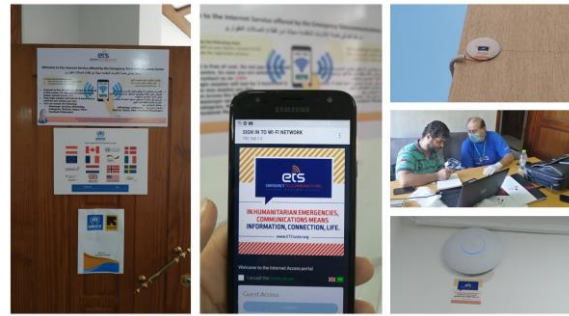
### ETS Situation Report #14

Reporting period 01/09/2020 to 30/09/2020

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 has now closed its User Satisfaction and Needs Assessment Survey and the feedback received on ETS services and additional needs from partners is being analyzed.
- To support the ETS connectivity services that will be provided to persons of concern (PoC) in UNHCR's Community Day Centre (CDC) in Tripoli, a user-friendly guide on how users can connect to the Wi-Fi service has been finalized for distribution.
- Since the ETS launched the call centre in February, operators have answered more than 14,400 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 plans to provide 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. To date, call centre operators have answered more than 14,400 calls with 83% of calls related to COVID-19 and the remaining 17% on other humanitarian issues.
- 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.
  - Intersectoral data recently collated found that 63.3 per cent of households in Libya who have received assistance in the last six months knew about the CFM.



- The ETS submitted its inputs for the Humanitarian Needs Overview (HNO) for 2021 on 21 September.
- The ETS submitted documentation to the authorities to enable the clearance of UNHCR telecommunications equipment at customs. The application is in process.

### Services for affected communities

- The ETS is preparing to provide WiFi connectivity services for Persons of Concern (POC), including refugees, returnees, stateless people, internally displaced people and asylum seekers at the UNHCR Community Day Centre (CDC) in Tripoli. POCs will be able to use the service to contact their families.

### Benghazi

- The VHF license has been granted by the Ministry of Telecommunications and the ETS now plans to use it to implement a secure VHF communications network in the UN hub in Benghazi.
- 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.

### 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](mailto:Libya.ETS@wfp.org)

### Contacts

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