

Libya– Conflict

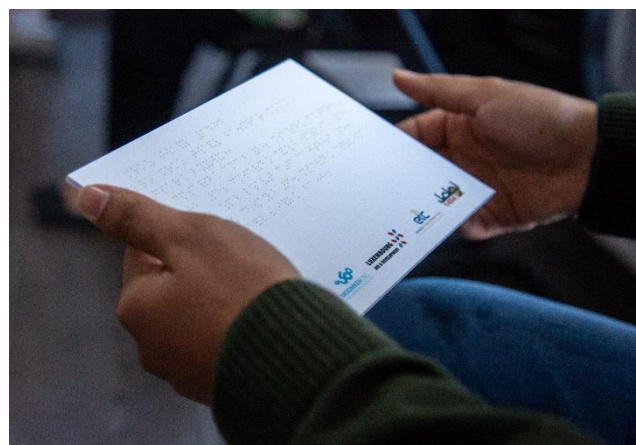
ETS Situation Report #28

Reporting period: 01/12/2021 to 31/12/2021

The 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 chatbot developed by the ETS to compliment the Tawasul Common Feedback Mechanism (CFM) hotline has been made available on Telegram under the name “@Tawasulbot”.
- The chatbot has been presented at a number of events organised by IOM with community representatives. Further activities are planned to publicize the launch of the chatbot and increase awareness amongst the affected population on how they can use it to access information on humanitarian services
- The ETS exceeded its targeted user satisfaction rating of 80% in its annual survey of users of ETS services in Libya. Users reported 83% satisfaction with ETS internet connectivity, security communications and CFM services as well as its information management and coordination activities.



A booklet providing information on the Tawasul hotline in braille is presented to community advocates at an event organised to mark the International Day for People with Disabilities. *Moomken*

ETS Activities

Planning and Coordination

The ETS achieved an 83% user satisfaction rating in its annual survey of users of all ETS services in Libya, exceeding its target of 80%. The survey asked 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.

Some of the feedback received highlighted the need for improvements to the security communications infrastructure in Libya, and a lack of awareness amongst humanitarian actors in Libya of the ETS' activities. A permanent dedicated coordinator joined the ETS in October, and will work to increase interagency engagement and communication on the ETS' activities and services. The ETS will also continue to engage closely with UNDSS to improve security communications systems for humanitarians in Libya. A full report on the survey results was shared with the survey participants and other stakeholders in December.

The ETS is engaging with the Libyan Ministry of Telecommunications (MoT) to identify opportunities to build their capacity to deploy telecommunications solutions. As a result of this engagement, the MoT has shared a list of capacity building activities that the ETS could support with. A potential training provider has been identified, and consultations are ongoing with the ministry to deliver these activities.

Security Communications

A Telecommunications Security Standards (TESS) specialist deployed to Benghazi from 4-14 November to conduct an assessment of the security telecommunications challenges in the country and identify solutions and opportunities for improvement. As an immediate result of the mission, improvements were made to the Benghazi VHF radio network, expanding coverage to reach the Benghazi airport.

The ETS is working closely with UNDSS to continue to follow up on the findings of the TESS mission to enhance the safety and security of humanitarian personnel and assets in Libya.

The ETS continues to support humanitarians with telecommunications importation and licensing procedures and radio programming services upon request.

Common Feedback Mechanism

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 Emergency Telecommunications Sector (ETS) inter-agency Common Feedback Mechanism (CFM) registered 4,210 cases of people requesting information or assistance in December. More than 99 percent of the calls received were related to humanitarian services. The most frequently raised concerns related to Protection, Cash, and Food Assistance. The CFM also serves as a national COVID-19 informational hotline, and its trained operators continue to share official health guidelines and refer suspected COVID-19 cases to the National Centre for Disease Control as required.

To mark the International Day for People with Disabilities on 03 December, an event was organised with local disability inclusion advocates to identify ways to increase awareness of the Tawasul hotline among people living with disabilities and who may have difficulty accessing information. To ensure accessibility to people living with visual disabilities, a braille booklet with information pertaining to humanitarian assistance, COVID-19, and the Tawasul hotline has been developed.

A chatbot developed by the ETS to compliment the Tawasul Common Feedback Mechanism hotline has been made available on Telegram under the name "@Tawasulbot". In the current phase of its development the Chatbot, called "Mila", can provide automated answers to frequently asked questions about COVID-19 and humanitarian services 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.

The chatbot has been presented at a number of events organised by IOM with community representatives. Further activities are planned to publicize the launch of the chatbot and increase awareness amongst the affected population on how they can use it to access information on humanitarian services.

A new dashboard to manage, display, and share statistics on the Common Feedback Mechanism with partners is under development.

Service for Communities

While the ETS continues to provide free-of-charge internet services at the UNHCR Community Day Centre in Tripoli, the centre was closed throughout the month of December due to security concerns.

In 2021, 352 people of concern (POCs) access the ETS Internet service in 3,041 unique sessions.

Funding

The ETS secured 18 percent of the required budget of US \$882,000 for the planned ETS activities for Libya in 2021. The Libya Humanitarian Response Plan (HRP) has been extended into the first six months of 2022.

The ETS also received US \$280,450 in funds from the Government of Luxembourg, which was carried over into 2021 to allow the completion of ETS activities planned for 2020. Given the extension of the HRP, the grant was further extended until 31 May 2022.

Meetings

The next Global ETC Joint teleconference will be held on **12 January 2022**.

Contacts

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All information related to ETS operations can be found on the website:

<https://www.etcluster.org/emergencies/libya-crisis>

For more information or to be added or deleted from the mailing list please contact:

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