

Libya – Conflict

ETS Situation Report #33

Reporting period: 01/05/2022 to 31/05/2022

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

- The ETS in Libya is working to improve VHF radio coverage in two locations between Janzur in the north west and Mitiga International Airport located 34 kilometres to the east, following user feedback and a joint inter-agency radio check exercise.
- The ETS-managed inter-agency Common Feedback Mechanism (CFM) service in Tripoli is being transitioned to WFP in Libya. As part of the transition of CFM services to WFP, the ETC Chatbot in Libya will be deactivated, following an impact analysis.
- In May, the CFM call centre registered 5,307 cases related to humanitarian issues. The most common categories of humanitarian issues raised were Protection, Cash, and Shelter and Non-Food Items.



The ETS-managed Common Feedback Mechanism service in Tripoli is transitioning to WFP. Photo: WFP/ETS

ETS Activities

Coordination

The ETS Coordinator transitioned out of Libya on 20 May. Coordination activities have been handed over to the local ETS team in the interim, until the ongoing transition of ETS services is complete. The sector response in Libya is being monitored by OCHA until the end of 2022 with a view to potentially restructuring the operation.

Security communications

In response to user feedback on VHF radio coverage in Tripoli, the ETS conducted a joint radio check exercise with the Security Operations Centre (SOC) managed by the UN Support Mission in Libya (UNSMIL). The radio check was carried out in multiple locations from Janzur in the north west to Mitiga International Airport located 34 kilometres to the east – two locations across this distance showed the need for improved VHF radio coverage (Al Ghiran and Al Dribi).

The ETS is supporting the inter-agency adoption of VHF radio as the security communications system to be used in Libya, as recommended by the Telecommunications Security Standards (TESS). This decision was made to ensure all radio equipment used by the humanitarian community is accessible and compatible. The ETS is exploring options with partners—including WFP and the UN Global Service Centre (UNGSC) UN Department of Operational Support (UNDOS)—to decommission the radio systems and devices that are no longer required in country.

The project to rehabilitate VHF radio infrastructure in Benghazi to strengthen security communications for humanitarians is ongoing. Approval has been granted by the Telecommunications Authority to import a VHF repeater and handheld radios to equip the Security Operations Centre (SOC) in Benghazi and the shipment has been prepared by WFP in Dubai. The ETS is in discussions with TESS to assist with the rehabilitation – a TESS mission would also deliver training to boost national capacity to conduct similar activities in the future.

Common Feedback Mechanism

The ETS-managed inter-agency Common Feedback Mechanism (CFM) in Tripoli serves as a means for affected communities to seek information about humanitarian services and to provide feedback on the assistance they receive. It is also a valuable tool for humanitarian organizations to better understand the needs of the communities they serve and to increase their accountability to the affected population.

The ETS is handing over the CFM service to WFP Libya. As part of the transition process, technical training on the customer relationship management system integrated into the CFM was delivered to WFP in Libya on 16 May. This will build the capacity of WFP Libya to continue the service.

In May, the CFM call centre registered 5,307 cases related to humanitarian issues. The most common categories of humanitarian issues raised were Protection, Cash, and Shelter and Non-Food Items. A total of 21 percent of the registered cases were female while 99 percent were from the west part of the country. At the end of the reporting period, 99 percent of cases had been resolved and one percent were referred for further support.

The CFM is complemented by the ETC Chatbot, launched in November 2021. The chatbot, which can provide automated answers to frequently asked questions about COVID-19 and humanitarian services in English and Arabic, is available on Telegram under the name “@Tawasulchatbot”. There are a total of 15 Chatbot users. As part of the transition of CFM services to WFP, the ETC Chatbot in Libya will be deactivated, following an impact analysis.

The ETS team finalized updates to the Standard Operating Procedure (SOPs) for the CFM as well as a module to train staff on Protection against Sexual Exploitation and Abuse (PSEA), to further strengthen the service before handover.

Funding

In 2021, the ETS secured 18 percent of the required budget of US\$882,000 for planned ETS activities in Libya – these funds are now extended until 31 May 2022.

Meetings

The next Global ETC Joint teleconference will be held on **22 June 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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