OPERATION OVERVIEW

Nine years after the fall of the previous regime, Libya continues to see an escalation in violence and an increase in internal displacement. The ETS continues to provide **security communications** services to the response community. In 2020, the ETS launched a **humanitarian call centre** which is now the nationwide **COVID-19 information channel**.

ETS was activated in **OCTOBER 2018**

Since the call centre was launched, operators have answered more than **16,300 CALLS** and referred **>399 suspected COVID cases** to the health authorities.

ENGAGING with partners to upgrade the security communications network in Tripoli and Benghazi.

50% funded of the required **US$1 MILLION** as outlined in the Humanitarian Response Plan for 2020.

Tunis   **Tripoli**   **Benghazi**

Operational ETS services
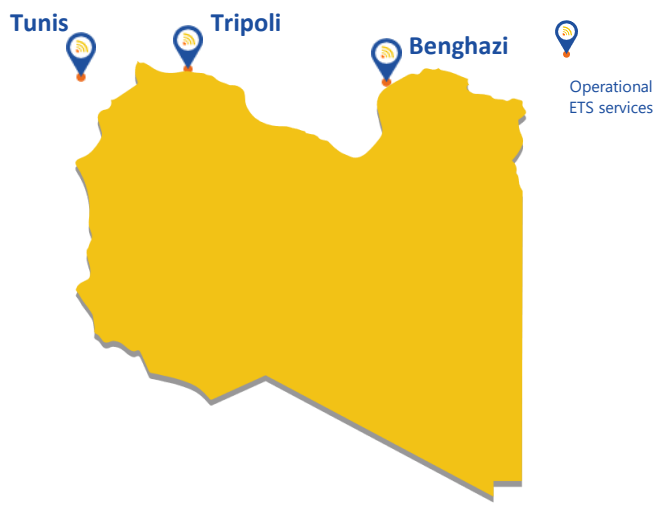
To enable affected communities to access lifesaving information:

UNHCR COMMUNITY DAY CENTRE
The ETS is providing critical connectivity to Persons of Concern at UNHCR's Community Day Centre in Tripoli.

ETS OBJECTIVES IN 2020

- Implement a **Common Feedback Mechanism** (CFM) to improve **accountability to affected populations;**

- Enhance the **safety and security** of the response community through the **coordination** and **implementation** of **security communications** in Tripoli and Benghazi; and

- Provide **cyber security** and **connectivity** services to **affected communities** for the inter-agency women/ youth empowerment project in Sebha, working across the humanitarian development-peacebuilding nexus.

THE CFM HAS FOUR MAIN OBJECTIVES:

Access to information — enabling affected communities to access critical information about humanitarian assistance available to them. Following the outbreak of the coronavirus pandemic, the call centre now has a dual role of the nationwide COVID-19 information channel.

Enable feedback — enabling two-way communication between affected people and the humanitarian community; including receiving and referring reports of sexual exploitation and abuse.

Enhance accountability— improving accountability and efficiency through facilitating a collective accountability mechanism that put affected communities at the centre of the humanitarian response.

Enhance decision making — providing analysis of communities' needs and preferences, by identifying and reporting on communities' concerns and needs to help humanitarians take informed programming decisions.

SECURITY COMMUNICATIONS

The ETS will use the VHF license granted by the Ministry of Telecommunications (MoT) to implement a secure VHF communications network in the UN hub in Benghazi.

UN Support Mission in Libya continue to discuss HF and Tetra licences with MoT which will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.

FUNDING NEEDS AND PROJECTED IMPACT

As of the end of October, the ETS is 50% funded and requires immediate funding of US$500,000 to maintain and expand the provision of its communications services in Libya.

All information about the ETS response in Libya is available on the website:

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

To contact the team please email Libya.ETS@wfp.org