



## OPERATION OVERVIEW

Ten years after the fall of the previous regime, Libya continues to see an escalation in violence and an increase in internal displacement. In 2020, the ETS launched an inter-agency common feedback mechanism (CFM) hotline that serves as a **humanitarian call centre** and a nationwide **COVID-19 information channel**. In 2021, the ETS is working to improve the ways communities can receive information and provide feedback through the CFM. The ETS also continues to provide **security communications** services to the response community.



ETS was activated in  
**OCTOBER 2018**



Since the beginning of 2021, CFM operators have processed **14,051 CASES** in **6 LANGUAGES** regarding humanitarian services and **COVID-19**.



The ETS is engaging with partners to upgrade the **SECURITY COMMUNICATIONS** network in Benghazi.



**18%** of the required **USD 0.88 MILLION** for the ETS' activities outlined in the 2021 Libya Humanitarian Response Plan has been secured.

Tunis Tripoli Misrata Benghazi



Operational  
ETS services

Planned  
ETS services

To **enable affected communities** to access lifesaving information:



The ETS is providing **critical connectivity** at the UNHCR Community Day Centre in Tripoli. Since the beginning of 2021, **289 per-sons of concern** have accessed the internet in **2,758 ETS-provided Wi-Fi sessions**.

# ETS activities in Libya

## ETS OBJECTIVES IN 2021

- Strengthen the ways communities receive information and provide feedback through the **Common Feedback Mechanism** (CFM), improving humanitarian organizations' **accountability to affected populations**;
- Provide **connectivity** services to contribute to **expanding access to information** and to meeting the **communications needs of affected communities**; and
- Enhance the **safety and security** of the response community through the coordination and implementation of **security communications** in Tripoli and Benghazi.

## 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 as a 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 puts 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 is working with the United Nations Department of Safety and Security (UNDSS) to improve the capacity of the secure VHF communications network at the UN hub in Benghazi.

The ETS also provides other security communications services to humanitarian organizations upon request, including radio programming services and assistance in obtaining clearances from the national authorities for the importation of telecommunications equipment.

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