

Libya– Crisis

ETS Situation Report #5

Reporting period 01/07/19 to 31/08/19

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 Emergency Telecommunications Sector (ETS) is providing Internet connectivity and customer support services to 51 staff at the UN hub in Benghazi which is now operational.
- The ETS is 45% funded of the total US\$2.1 million required for its activities in 2019.
- Thanks to the donations received from the Government of Luxembourg, the ETS is now proceeding with its planned Services for Communities (S4C) project which is the establishment of a common feedback mechanism (CFM) in Tripoli.

Situation Overview

A severe security incident occurred in Benghazi on 10 August, killing three UN staff and injuring others. Continued clashes in Murzuq, southern Libya, have resulted in the displacement of over 9,400 individuals since the beginning of August. Since the onset of the Tripoli conflict in April 2019, over 218 civilians have been killed and over 289 civilians have been injured due to the ongoing attacks that use indiscriminate weaponry, being directly targeted, or being casualties of explosive remnants of war in conflict-affected areas, including Tripoli and Murzuq.

Civilian casualties have increased dramatically since 2018 with an estimated 188 civilians killed and 356 civilians injured last year, as estimated by the UNSMIL Human Rights civilian casualty reports. This dramatic increase in 2019 is due to the renewal of hostilities in Tripoli due to the proximity of the hostilities to civilian populations.



The ETS team participates in a Gender in Humanitarian Action training session in Tunis ahead of the opening of a common feedback mechanism.

Photo: ETS Libya

The ETS in Benghazi is currently supporting UN Department of Safety and Security (UNDSS) with their investigations into the security incident of 10 August.

ETS Response

- The UN Support Mission in Libya (UNSMIL) has submitted a request to the Ministry of Telecommunications to add humanitarian organisations to UNSMIL's existing Tetra radio licence. The ETS on behalf of all agencies, funds and programmes in Libya has submitted a request through the Humanitarian Coordinator for VHF and HF licensing. These licences will enable humanitarians to operate security telecommunications equipment which is essential in ensuring their safety and security.
- The 24/7 Security Operations Centre (SOC) that the ETS established at the UN hub in Benghazi continues to operate using only mobile phones until the licencing issue in Tripoli is resolved. The ETS is requesting permission from the authorities to build a radio tower at the UN hub and use radios.
 - To date, the SOC has tracked 428 missions.
- The ETS continues to provide Internet connectivity to approximately 51 staff at the UN hub in Benghazi.
- The ETS has now started the coordination of Common Feedback Mechanism, CFM. This will consist of an inter-agency call centre based in Tripoli that will enable the affected population to contact humanitarians and communicate their needs.
- As part of the ETC's S4C activities, the ETS team conducted a community assessment in Libya via phone survey. 100 households took part in the survey which aimed to evaluate local perceptions and concerns about humanitarian programmes and sharing of personal data. The results gave the ETS further insight into protection issues, access to telecommunications, digital literacy and education levels among the affected population.
- The ETS team participated in a Monitoring and Humanitarian Response workshop from 1–2 August in Tunis which resulted in the CFM being integrated into the response plan for monitoring and evaluation.
- A CFM project manager will join the ETS team in Libya on 16 September for three months.

Funding

- The ETS in Libya requires US\$2.1 million in 2019 to conduct its activities. So far, it has received US\$550,000 from the Central Emergency Response Fund (CERF) and US\$556,180 received from the Government of Luxembourg meaning it is 45% funded.



Meetings

- The next Global ETC Joint Teleconference will be held on Wednesday 18 September 2019.

Information

- Information on the ETS in Libya can be found on: <https://www.etcluster.org/emergencies/libya-crisis>
- The latest ETS Libya Dashboard can be found here: <https://www.etcluster.org/document/ets-libya-dashboard-march-2019>

Shared ICT Services

CITY	LEAD AGENCY	ETC SERVICES
Tripoli	WFP/UNDSS	<ul style="list-style-type: none">• Coordination• Planned Services for Communities (inter-agency call centre)
Benghazi	WFP/UNDSS	<ul style="list-style-type: none">• Internet connectivity• SOC

Key ETS Contacts

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Acronyms

AAP	Accountability to Affected People
CwC	Communication with Communities
DC	Deputy Commissioner
EPR	Emergency Preparedness and Response
ETC	Emergency Telecommunications Cluster
ETS	Emergency Telecommunications Sector
HF	High Frequency
ICT	Information and Communications Technology
IM	Information Management



IMO	Information Management Officer
ISP	Internet Service Provider
IT	Information Technology
MNO	Mobile Network Operator
MOFA	Ministry of Foreign Affairs
NGO	Non-Government Organisation
S4C	Services for Communities
TSF	Telecom Sans Frontiere
UN	United Nations
UNDSS	United Nations Department of Safety and Security
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
VHF	Very High Frequency
VSAT	Very Small Aperture Terminal
WVI	World Vision International
WFP	World Food Programme

All information related to ETC operations can be found on the ETC website: www.ETCluster.org

For more information, or to be added or deleted from the mailing list, please contact: Libya.ETS@wfp.org