

Libya– Crisis

ETS Situation Report #6

Reporting period 01/09/19 to 31/10/19

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) continues to provide Internet connectivity and customer support services at the United Nations (UN) hub in Benghazi which is now operational.
- The call for a cooperating partner to provide call centre services for the Common Feedback Mechanism (CFM) mechanism was launched through the UN partnership portal.
- A CFM project manager is on board to prepare the establishment of inter-agency call centre.



An ETS staff member runs a training session on how to use ETS emergency communications satellite equipment when on the move.

Photo: ETS Libya

Situation Overview

A number of attacks on medical facilities and health workers have been reported across Libya. On 24 October, a drone struck an ambulance, killing the driver in the southern outskirts of Tripoli. This was the nineteenth attack on an ambulance in 2019. On the same day, an airstrike damaged Wadi Alrabei field hospital in Ain Zara and injured a paramedic, while at the beginning of October, a field hospital in the Gaser Ben Gasher neighborhood of Tripoli was hit resulting in the death of one doctor and injury of two paramedics. Since January 2019, the UN has documented at least 58 attacks on health workers and health facilities.

This month also saw attacks on civilians and civilian infrastructure. Civilian casualties have increased dramatically since 2018 with an estimated 188 civilians killed and 356 civilians injured last year, as estimated by the UN Support Mission in Libya (UNSMIL) Human Rights Civilian Casualty reports. This dramatic increase in 2019 is due to the renewal of hostilities in Tripoli and the proximity of hostilities to civilian populations.

ETS Response

- The call for a cooperating partner to provide call centre services for the CFM mechanism was launched on 9 October through the UN partnership portal and closed on 22 October. The portal is a common online platform where UN agencies post requests for partnership and where registered NGOs and INGOs are pre-screened and can respond to those calls. This is a collaboration between UN Children's Fund (UNICEF), UN High Commissioner for Refugees (UNHCR) and WFP.
- With the CFM project manager now on board, preparations to establish the inter-agency call centre continues, including the design and procurement of visibility materials.

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.
- The Humanitarian Needs Over view (HNO) process is currently underway with needs based plan and budget being finalised for 2020.

Challenges

- The process of obtaining radio licences in Libya continues to be a challenge. UN staff have no radios at all in the east (Benghazi) and staff are only able to use mobile phones. In the west (Tripoli) UNSMIL and VHF are currently working with the MOT to renew UNSMIL's existing Tetra licence, adding UN agencies and at the same time applying for VHF licences.

Meetings

- The next Global ETC Joint Teleconference will be held on Wednesday 20 November 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
INGO	International Non-Governmental 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