

Libya – Conflict

ETS Situation Report #32

Reporting period: 01/04/2022 to 30/04/2022

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

- As originally recommended by Telecommunications Security Standards (TESS), the use of VHF radio in analog will be the adopted security communications system used in Libya to ensure all radio equipment used by the humanitarian community is accessible and compatible.
- The ETS completed the rehabilitation of the VHF infrastructure in Tripoli as well as the installation of an indoor satellite communications solution in the UN hub in Benghazi. The strengthened communications network will guarantee 24/7 reachability to the Benghazi Security Operations Centre (SOC) during long-distance humanitarian missions.
- The ETS-managed inter-agency Common Feedback Mechanism (CFM) call centre in Tripoli registered 6,092 cases related to humanitarian issues in April. This represents a seven percent increase from previously reported. At the end of the reporting period, 99 percent of cases had been resolved and one percent were referred for further support.



ETS upgrades equipment in the Security Operations Centre (SOC) in Benghazi. Photo: WFP/ETS

ETS Activities

Security communications

As originally recommended by Telecommunications Security Standards (TESS), the inter-agency ICT community in Libya has adopted the use of VHF radio in analog as the preferred technology to facilitate the security communications systems of the humanitarian community in Libya. Using VHF infrastructure will ensure all radio equipment used by the humanitarian community in Libya is accessible and compatible.

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The approval for importing VHF handheld radios to equip the SOC in Benghazi has been received from the authorities.

Common Feedback Mechanism

The ETS-managed inter-agency Common Feedback Mechanism (CFM) call centre in Tripoli registered 6,092 cases related to humanitarian issues in April. This represents a seven percent increase from the previous month. At the end of the reporting period, 99 percent of cases had been resolved and one percent were referred for further support.

The CFM 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 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 14 Chatbot users. CFM implementing partner, Moomken, distributed Chatbot flyers and promoted the Chatbot in various communication channels.

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 **18 May 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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