



Since February 2020, the ETS has managed a call centre in Tripoli which serves as a humanitarian hotline as well as a nationwide COVID-19 information channel.

Services provided in **2 COMMON OPERATIONAL AREAS** plus coordination services in Tunis

The ETS has received **18%** of the **USD 882,000** required for 2021

The ETS is supporting **1 SECURITY OPERATIONS CENTRE (SOC)** in Benghazi

ETS was activated in **OCTOBER 2018**

**20,056**  
CASES PROCESSED  
since January 2021

**IN 6**  
LANGUAGES

**387**  
related to  
COVID-19



**19,660**  
related to  
humanitarian  
services



### BREAKDOWN OF CALLERS

**28%** female  
**72%** male



92% from the **West**  
6% from the **South**  
2% from the **East**



### UNHCR COMMUNITY DAY CENTRE TRIPOLI

Internet provided to **352** POCs in  
**3,041** unique sessions in 2021