LIBYA • COVID-19 CALL CENTRE

1 CALL CENTRE
launched on 16 February 2020. Named Tawasul, meaning ‘dialogue’ in Arabic

Libya’s National Centre for Disease Control (NCDC) requested the call centre be used as the NATIONAL COVID-19 HOTLINE

With thanks to funding from ETC partner, GOVERNMENT OF LUXEMBOURG

To date, the ETS-managed COVID-19 hotline has:

354 CASES REFERRED TO NCDC

4 CALL CENTRE OPERATORS

7,822 COVID-19 RELATED CALLS

✓ 630 calls answered regarding COVID-19
✓ 302 majority of calls from West Libya
✓ 307 calls to seek awareness
✓ 22 callers with COVID-19 symptoms and referred to NCDC

WEEKLY ANALYSIS (19 - 25 APRIL)

GENDER ANALYSIS (indicative data set)

41% female callers
59% male callers

KEY OPERATIONAL ETS SERVICES

Tripoli

COVID-19 CALL CENTRE

Benghazi

Libya.ETS@wfp.org | www.etcluster.org/emergencies/Libya-crisis

23 April 2020