





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

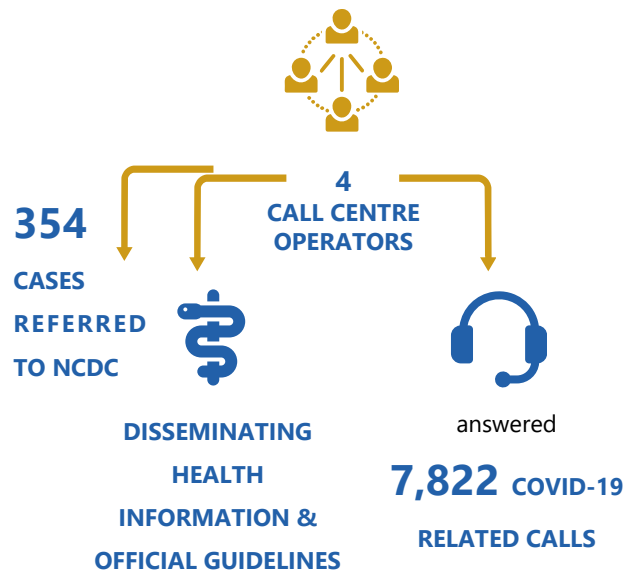


Libya's National Centre for Disease Control (NCDC) requested the call centre be used as the **NATIONAL COVID-19 HOTLINE**

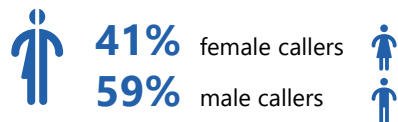


With thanks to funding from ETC partner, **GOVERNMENT OF LUXEMBOURG**

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




**GENDER ANALYSIS (indicative data set)**




**41%** female callers

**59%** male callers

**WEEKLY ANALYSIS (19 - 25 APRIL)**



- ✓ **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



**COVID-19 CALL CENTRE**  
Tripoli



**Key**  
Operational ETS services