On 13 August 2021 UNHCR in partnership with KASA Foundation launched the new hotline 0800 000 25

Number of unique callers 89

Subject of concerns

- Humanitarian aid: 40%
- Access to social payments: 37%
- Other: 9%
- Living conditions and...: 6%
- Health issues: 3%
- Education: 2%
- Documentation: 2%

Gender of callers

- Female: 16%
- Male: 84%

Vulnerability among callers

- yes: 46%
- no: 54%

Among those with vulnerability

- Multi-children families: 44%
- Serious medical condition: 24%
- Persons with disability: 18%
- Single parent/caregiver with...: 9%
- 65+: 5%