

# HelpLINE 0 800 210 160

**ACCESS**  
TO MULTISECTORAL HUMANITARIAN ASSISTANCE PROJECT



24/7

February  
2021



**737**

Number  
of received calls

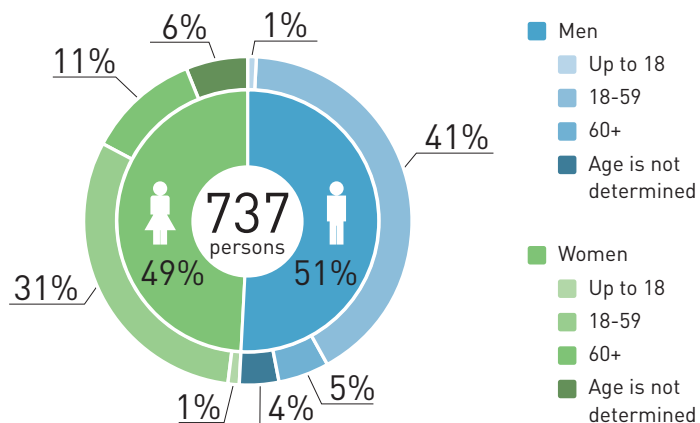
Calls at night / day



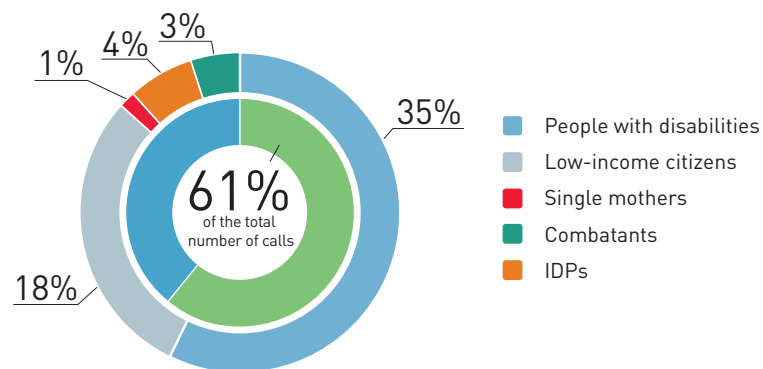
**899**

Range  
of thematic  
topics

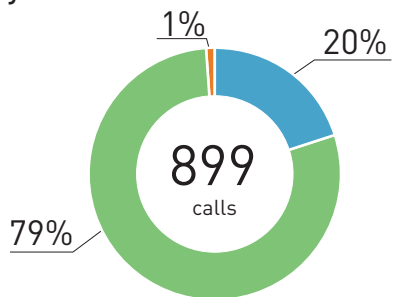
## Gender disaggregation



## Identified social vulnerable groups

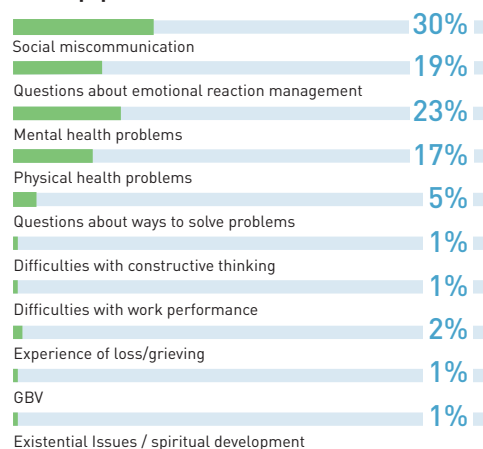


## Topics of the calls by time and reason

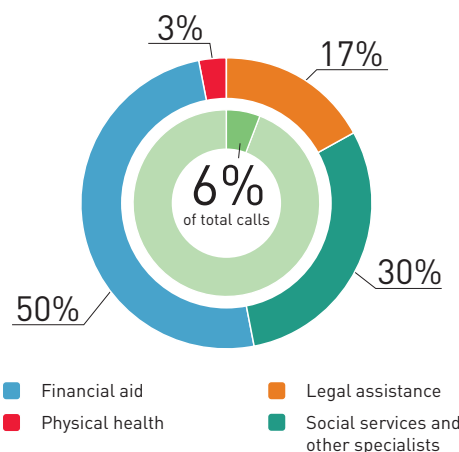


- Aggravation of problem existed before the conflict
- Problem arose as a result of the conflict
- Problem related to COVID-19

## Psychological topics of appeals



## Referrals



## Geography of calls

