The National Call Center (Línea de Atención Nacional in Spanish) was initially launched as a regional pilot on 19 July 2021 by UNHCR and the Norwegian Refugee Council (NRC), to provide access to reliable information on protection pathways and access to basic services and rights to the population of concern. Today, via a toll-free number, UNHCR helps identify the needs of the population and refers them to specialized services that ensure an adequate response all throughout the entire territory, including in remote areas lacking coverage.

Geographic distribution

1 LAN operators work remotely from different points within the 4 coverage areas: North-east, West, Center and East.
The persons of concern who call the Center (LAN) are registered in the PRIMES case registration and management system by groups. The registration is processed on the basis of the data provided by the personas dialing in, including characteristics of sex, age and specific protection needs. Once registered, steps are undertaken to assist the population, including the provision of information, orientation and legal assistance by NRC or referral of cases for protection pathways.

19,374
People benefiting from the guidance and legal assistance provided by the LAN
- More than 3,800 people attended on a monthly basis
- More than 129 people attended on a daily basis

17,402
Cases registered in PRIMES for assistance and referral pathways
- 79% of the people assisted are women
- The average age range of the records is between 18 – 59 years old

3,431
Referrals for specialized care

Results between July – December 2021

Main reasons for contact:

According to the focus groups carried out in 2021, 60% of the participants have indicated that the waiting time for assistance through the LAN have been adequate and 100% of the participants feel satisfied with the help received.

Main achievements:

- More than 19,300 people benefited from orientation and assistance services provided by the LAN between July and December 2021.
- The implementation of a (call-back) pilot to ensure that all incoming calls are answered and followed upon in a timely manner.
- More than 100 care services identified throughout the country.
- Coordination between UNHCR partners and existing protection networks for cases referrals.
- Tools and mechanisms that guide a harmonized operation of the LAN.
- Implementation of feedback and grievance redress mechanism to ensure participation and inclusion, two-way communication and transparency.