



Queries raised through telephone operators

 **47,152**
Total Calls*

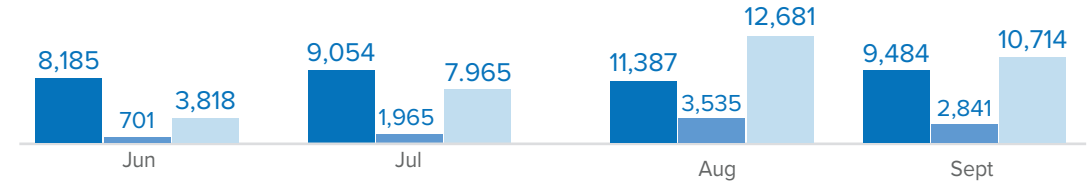
 **35,178**
Queries answered on the spot

 **38,110**
Calls answered

 **9,042**
Returned Calls*

75%
On the Spot Response Rate

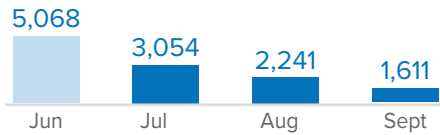
 Calls answered  Returned Calls  Queries answered on the spot



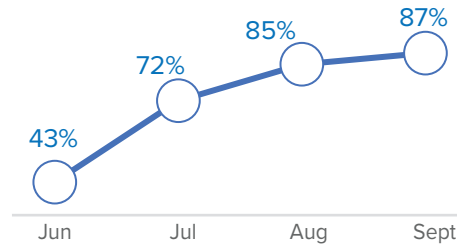
Total number of tickets

 **11,974**

Number of tickets per month




Closed on the Spot Response Rate per month



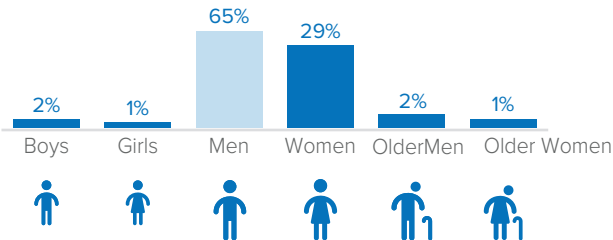
PROTECTION

Top protection issues reported through phone calls

 **1,436**
Physical safety and security issues
76% Closure Rate

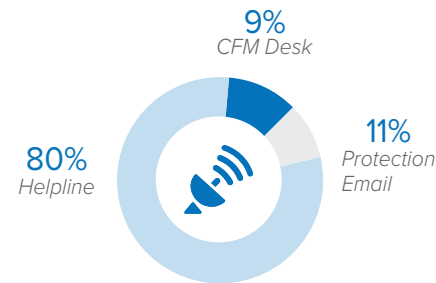
 **765**
Resettlement
91% Closure Rate


AGE & GENDER



PEOPLE WITH DISABILITIES

 **3%**



 **361**
Arrest and detention
71% Closure Rate

 **196**
Legal assistance
71% Closure Rate



79,728 Queries have been submitted through CFM Desks

15%
Single adult male users

12%
Single adult female users

60% Closure Rate

26 days
Average number of days to close queries

TICKETS Top Sectors

40,484 (51%)
Shelter
57% Closure Rate

8,564 (11%)
Registration
82% Closure Rate

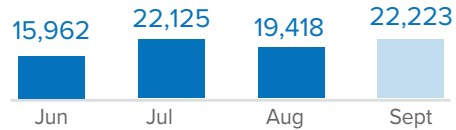
7,922 (10%)
Field and Site Management
70% Closure Rate

5,897 (7%)
Site Development
16% Closure Rate

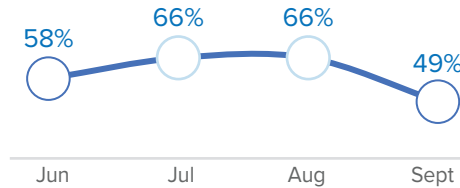
3,783 (5%)
Food Security
37% Closure Rate

543 (0.6%)
Protection*
63% Closure Rate

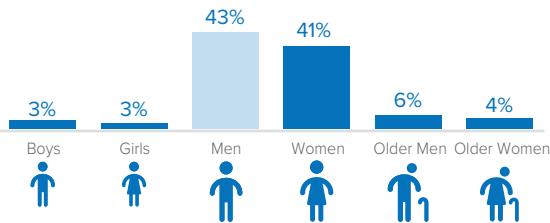
Number of queries per month



Closure Rate per month



AGE & GENDER



PEOPLE WITH DISABILITIES

0.4%

PROTECTION

Top protection issues

175
People at risk
56% Closure Rate

168
Physical safety and security issues
56% Closure Rate

80
Legal assistance
61% Closure Rate

41
Child protection
60% Closure Rate

