



**REPUBLIC OF SOMALILAND
MINISTRY OF INFORMATION AND COMMUNICATION
TECHNOLOGY (MICT)**

**EASTERN AFRICA REGIONAL DIGITAL INTEGRATION PROJECT
(EA-RDIP)**

Referral Pathway



Somaliland EA-RDIP

Project Referral Pathway

Project Grievance Redress Mechanism

Hotline: 9088 | WhatsApp: +252 63 335 2518

Email: grm@eardipsomaliland.org

Online: <https://www.eardipsomaliland.com/grm/portal>

For a sensitive concern, request confidential contact with the PIU GBVS specialist. Initially share only a safe contact method; do not send identifying details or a detailed account through general channels.

Phase 1: Specialized Service Referral

With the survivor's informed consent, select the nearest appropriate service from the directory on the following page. Confirm availability and safe access without delaying emergency care. Referral options include providers in the project corridors and surrounding areas.

Specialized Service Directory

Location	Provider	Main services	Contact
Hargeisa	Baahi Koob GBV Center	Comprehensive GBV care	Asha: 063-4793971 Suhur: 063-4195551*
Hargeisa	Hargeisa Group Hospital	Medical care	Rahma: 063-4482402
Hargeisa	Edna Adan Hospital	Specialist fistula and FGM care	Anisa: 063-4416344
Hargeisa	NAGAAD	Legal, medical and psychosocial support	Khadra: 063-4419982
Hargeisa	SAWLA	Legal support	Yasmin: 063-4522473
Hargeisa	WAAPO	Safe house and protection	Muhim: 063-4407602
Hargeisa	HAVAYOCO	Psychosocial support	Zeinab: 063-4122652
Hargeisa	VOSOMWO	Legal, emergency medical and transport support for minority women and children	Hibaaq: 063-4135905
Gabiley	GBV Stop Center	Comprehensive GBV care	Nacima: 063-4240275
Sheikh / Sahil	GBV Stop Centre, Sheikh	Medical care and counselling	Ubah: 063-4447566
Burao	Baahi Koob GBV Center	Medical care and rape examination	Raaxo: 063-4312376
Burao	WAAPO	Advocacy and shelter	Mahamed: 063-4477855
Borama	Baahi Koob GBV Center	GBV care and counselling	Asma: 063-4459010 C/rashiid: 063-4459128*
Borama	WAAPO	Counselling, safe house and protection	Muna: 063-4509678
Borama	Amoud Legal Clinic	Legal support	Barkhadle: 063-4455808
Borama	MESAF	GBV and child protection, case management and counselling	Sahra: 063-4457468 Khadra: 063-4504179
Oog / Sool	Sool GBV Center	Comprehensive GBV care	Deeqa: 063-4494588
Oog / Sool	Nafis Network	Counselling and awareness	Nimco: 063-4937917

Phase 2: Follow-up and Confidential Documentation

Follow up with consent. Use only the survivor's agreed safe contact method to confirm access to care. Respect decisions to stop follow-up or decline services.

Protect information. Keep essential referral records securely with restricted access. Use only non-identifying information in general GRM records and project reporting.

Close safely. Close the referral when support is accessed, further support is declined or agreed safe contact attempts are unsuccessful. This does not determine the outcome of an allegation.

For children, prioritize safety and best interests, use qualified child-protection or clinical support, and follow applicable consent, assent and reporting requirements. Do not involve an unsafe caregiver.