

Awaaz Afghanistan: Dashboard

A running total of 51,507 calls handled from 28 May 2018 - 31 March 2019



1 SELECT YEAR

2018

2019

2 SELECT MONTH

A. Pilot Phase

August

September

October

November

December

January

February

March

OR

SELECT DATES MANUALLY*

5/28/2018

3/31/2019

3 SELECT PROVINCE

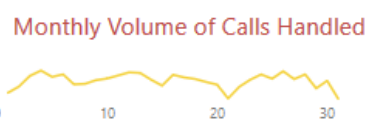
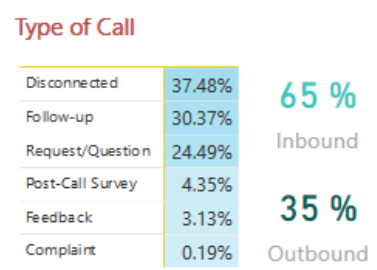
or leave unselected for national level analysis

- Badakhshan
- Badghis
- Baghlan
- Balkh
- Bamyan
- Daykundi
- Farah
- Faryab
- Ghazni
- Ghor
- Hilmand
- Hirat
- Jawzjan
- Kabul
- Kandahar
- Kapisa
- Khost
- Kunar
- Kunduz

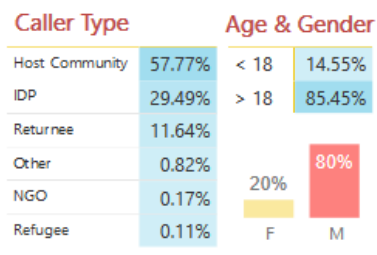
5 SELECT ANY OF THE ELEMENTS IN THE BELOW VISUALS

Clear All Filters

Call Metrics



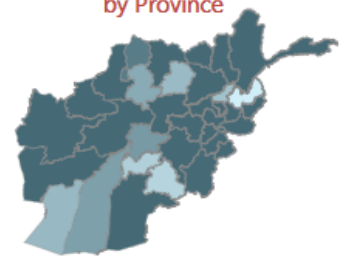
Caller Demographics



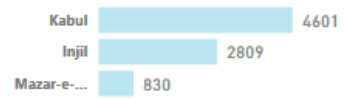
Total # of Calls Handled

51507

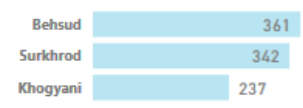
Map of Call Distribution by Province



Top 3 Districts

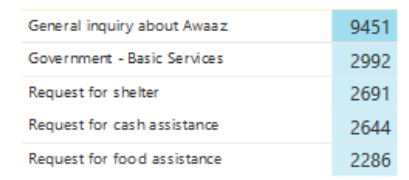


Top 3 HTR* Areas

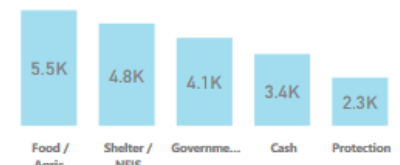


Reported Needs

Top 5 Reported Needs



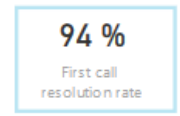
Top 5 Reported Needs by Sector



Call Centre Indicators

Average Call Duration: NA

Average Waiting Time: NA



4 SELECT CATEGORY

- Cash
- Education
- Food / Agric.
- Government
- Health
- Livelihood
- Nutrition
- Protection
- Shelter / NFI
- Water / SanL / Hy...

* When selecting dates manually, please ensure that the other date filters (year and month) are either deselected or inclusive of the manual dates entered.

* Hard-to-Reach (HTR) areas: Identification of HTR areas (district-level) based on the top one hundred HTR areas identified through the 2017 Afghanistan Hard-to-Reach Assessment (AHTRA) implemented by REACH in collaboration with the UN Office for Coordination of Humanitarian Affairs (OCHA) and the Humanitarian Access Group (HAG).

* All complaints registered related to humanitarian services are addressed with the relevant partners for feedback loop closure. Non-relevant complaints are registered and caller expectations are

Awaaz Afghanistan: Dashboard

A running total of 51,507 calls handled from 28 May 2018 - 31 March 2019



1 SELECT YEAR

2019

2 SELECT MONTH

- A. Pilot Phase
- August
- September
- October
- November
- December
- January
- February
- March

OR
SELECT DATES MANUALLY*
3/1/2019
3/31/2019

3 SELECT PROVINCE

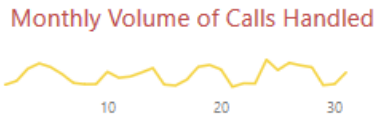
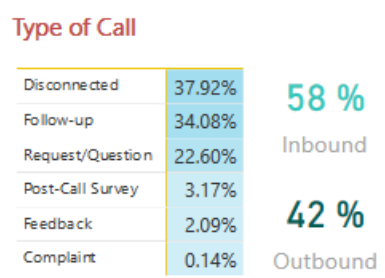
or leave unselected for national level analysis

- Badakhshan
- Badghis
- Baghlan
- Balkh
- Bamyan
- Daykundi
- Farah
- Faryab
- Ghazni
- Ghor
- Hilmand
- Hirat
- Jawzjan
- Kabul
- Kandahar
- Kapisa
- Khost
- Kunar
- Kunduz

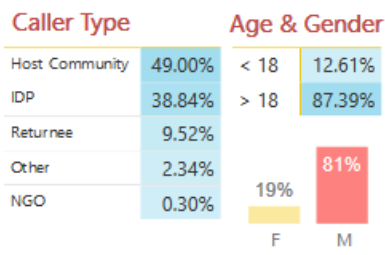
5 SELECT ANY OF THE ELEMENTS IN THE BELOW VISUALS

Clear All Filters

Call Metrics



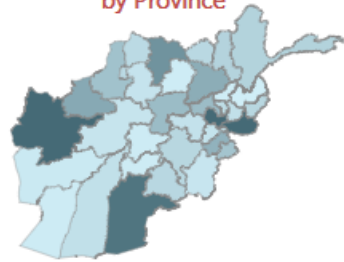
Caller Demographics



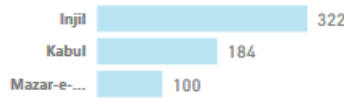
Total # of Calls Handled

5079

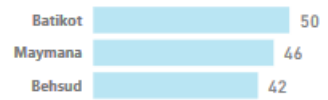
Map of Call Distribution by Province



Top 3 Districts



Top 3 HTR* Areas

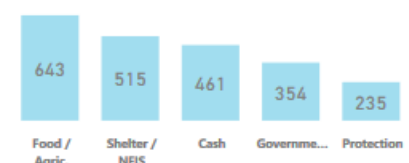


Reported Needs

Top 5 Reported Needs

General inquiry about Awaaz	696
Request for food assistance	531
Request for cash assistance	357
Request for shelter	329
Issue with shelter status / conditions	263

Top 5 Reported Needs by Sector



Call Centre Indicators

Average Call Duration: 02m59s

Average Waiting Time: 01m02s



4 SELECT CATEGORY

- Cash
- Education
- Food / Agric.
- Government
- Health
- Livelihood
- Nutrition
- Protection
- Shelter / NFIS
- Water / SanI. / Hy...

* When selecting dates manually, please ensure that the other date filters (year and month) are either deselected or inclusive of the manual dates entered.
 * Hard-to-Reach (HTR) areas: Identification of HTR areas (district-level) based on the top one hundred HTR areas identified through the 2017 Afghanistan Hard-to-Reach Assessment (AHTRA) implemented by REACH in collaboration with the UN Office for Coordination of Humanitarian Affairs (OCHA) and the Humanitarian Access Group (HAG).
 * All complaints registered related to humanitarian services are addressed with the relevant partners for feedback loop closure. Non-relevant complaints are registered and caller expectations are

Awaaz Afghanistan: Community Engagement

A running total of 51,507 calls handled from 28 May 2018 - 31 March 2019



1
SELECT
YEAR

2018
2019

2
SELECT
MONTH

A Pilot Phase August September October
November December January February
March

OR
SELECT DATES
MANUALLY*

5/28/2018
3/31/2019

Referrals Shared to Partners

Select one to see visuals change



* 'Other' refers to referrals shared with specific agencies (for example, where a caller mentions an agency name or submits a sensitive complaint).

Key Indicators

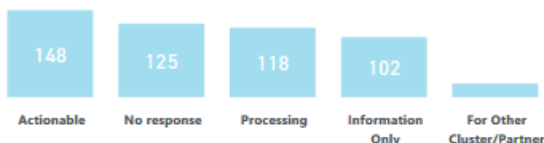
Please see footnotes for further explanation

516 76 % 72 %

Total Referrals Shared with Partners Partner Response Rate on Shared Referrals Partner Feedback Rate on Shared Referrals

Partner Response Breakdown

Response Category



Action taken for referrals where response was provided:

68 %

of cases were deemed actionable or were being processed

change compared to previous month -8 %

97 %

of actionable/processing cases were given feedback

change compared to previous month -7 %

88 %

of actionable/processing referrals were closed

change compared to previous month -28 %

No response: No response received from partner

Processing: Partner is determining course of action (temporary)

Actionable: Partner can refer/investigate/provide feedback

Information Only: Partner cannot take action; may have standard message

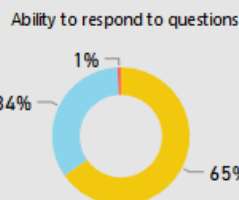
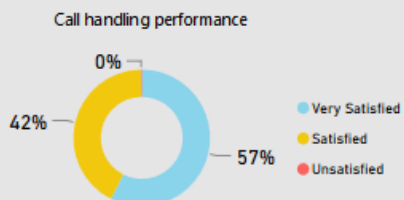
For Other Cluster/Partner: Partner believes referral should go elsewhere

Post Call Survey (PCS)

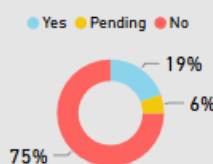
Caller Satisfaction: Operator Performance

Partner Hotline Referrals: Case Resolution

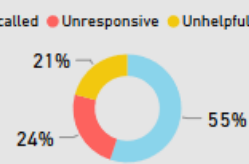
7 %
of cases called for PCS



Issue resolved through partner hotline?



If not, why not resolved?



Awaaz defines a "referral" as a non-standard call that is shared with the respective partner for action and feedback. Referrals shared by Awaaz are non-standard calls shared with the respective partner for action and feedback (i.e. no existing standard messaging or partner hotline exists for the issue). **Referrals Shared to Partners:** Partners include clusters and individual agencies. Protection referrals cover referrals to the Afghanistan Protection Cluster (APC) and its sub-clusters: Child Protection in Emergencies (CPIE); Housing, Land and Property (HLP); and Mine Action. **Key Indicators:** Partner Response Rate = percentage of shared referrals where partner has indicated nature of referral in terms of possible action to be taken (see Partner Response Breakdown). Partner Feedback Rate = percentage of shared referrals where feedback has allowed either Awaaz or the partner to contact the caller and provide said feedback directly (where consent has been received). A partner response to referrals does not, necessarily, equate to resolution of issue but to the provision of feedback to Awaaz on the status of the referred case.

Awaaz Afghanistan: Community Engagement

A running total of 51,507 calls handled from 28 May 2018 - 31 March 2019



1 SELECT YEAR 2019 2 SELECT MONTH
A Pilot Phase August September October
November December January February
March
OR 5/28/2018
SELECT DATES MANUALLY* 3/31/2019

Referrals Shared to Partners

Select one to see visuals change



Key Indicators

Please see footnotes for further explanation

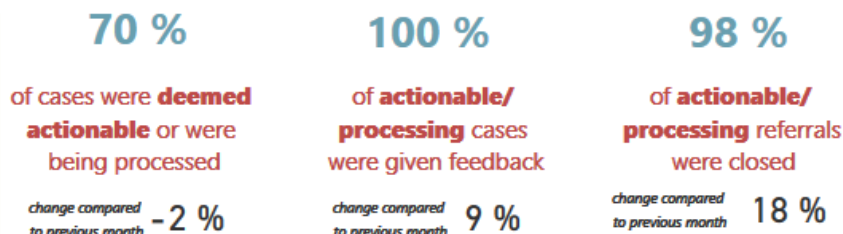


* 'Other' refers to referrals shared with specific agencies (for example, where a caller mentions an agency name or submits a sensitive complaint).

Partner Response Breakdown

Response Category

Action taken for referrals where response was provided:

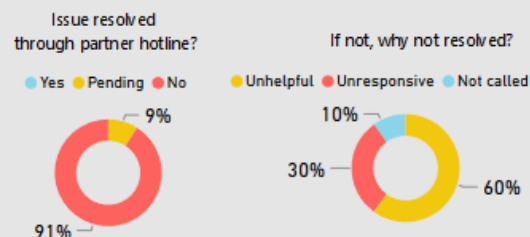
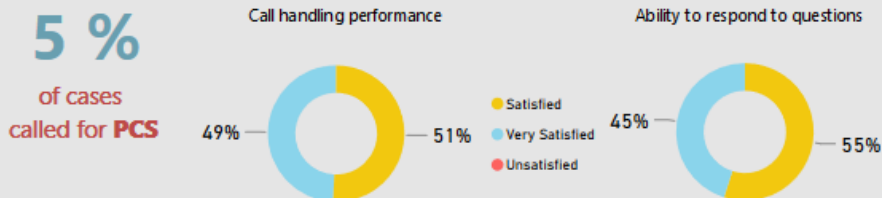


No response: No response received from partner
Processing: Partner is determining course of action (temporary)
Actionable: Partner can refer/investigate/provide feedback
Information Only: Partner cannot take action; may have standard message
For Other Cluster/Partner: Partner believes referral should go elsewhere

Post Call Survey (PCS)

Caller Satisfaction: Operator Performance

Partner Hotline Referrals: Case Resolution



Awaaz defines a "referral" as a non-standard call that is shared with the respective partner for action and feedback. Referrals shared by Awaaz are non-standard calls shared with the respective partner for action and feedback (i.e. no existing standard messaging or partner hotline exists for the issue). **Referrals Shared to Partners:** Partners include clusters and individual agencies. Protection referrals cover referrals to the Afghanistan Protection Cluster (APC) and its sub-clusters: Child Protection in Emergencies (CPIE); Housing, Land and Property (HLP); and Mine Action. **Key Indicators:** Partner Response Rate = percentage of shared referrals where partner has indicated nature of referral in terms of possible action to be taken (see Partner Response Breakdown). Partner Feedback Rate = percentage of shared referrals where feedback has allowed either Awaaz or the partner to contact the caller and provide said feedback directly (where consent has been received). A partner response to referrals does not, necessarily, equate to resolution of issue but to the provision of feedback to Awaaz on the status of the referred case.

Awaaz Afghanistan: Highlights

A running total of 51,507 calls handled from 28 May 2018 - 31 March 2019



UNOPS



AHF



Funded by European Union Humanitarian Aid



UNHCR

1
SELECT
YEAR

2019

2
SELECT
MONTH

A. Pilot Phase

August

September

October

November

December

January

February

March

OR
SELECT DATES
MANUALLY*

5/28/2018

3/31/2019

During March, Awaaz handled 5,079 calls, of which 48% were made by internally displaced populations (IDPs) and returnees.

Snapshot

Partner Engagement

Main Trends

Top Reported Needs

Awaaz received a spike in calls from Kandahar, ranking as the province with the fourth highest call volume, with 55% of calls from host communities.

“ I am so grateful to Awaaz for connecting me with the services I need. ”
- Female host community caller from Kabul, March 2019

The majority of calls reporting access issues around food assistance were placed from Kandahar (23%), Hirat (20%) and Badghis (17%), largely citing cases of diversion.

54% of all calls related to ESNFI were made from Hirat (43%) and Badghis (11%), with 80% requesting assistance with shelter. 88% of all ESNFI distribution issues registered highlighted delays.

14% of cash-related calls reported issues with registration, distribution or access, a decrease of 48% compared to February. Of those calls, 78% came from Hirat with 90% being placed by IDPs.

Top protection concerns included child protection, housing and legal assistance. 47% of the former came from Hirat, with the majority reporting that children are working and not attending school.

Women and girls accounted for 23% of calls reporting issues on protection concerns, calling from Baghlan (17%), Kabul (15%), Parwan (13%) and Takhar (11%).

Non-Standard Referrals

Awaaz made 67 referrals to 12 partners for their feedback and/or action. Of those, 52% were complaints and cases of negative feedback made against a humanitarian actor (organisations and individuals).

33% of cases referred to partners were shared with the Protection cluster, with the majority of case containing an element of diversion or extortion.

75% of all response partners which received referrals in March scored a 100% response rate. One partner has not yet responded to any referral shared, despite continuous follow-up efforts by Awaaz.

“ Awaaz has drastically improved two-way communication in Afghanistan, the 50,000 calls in a few months are indicative of this. ”
- Zlatan Milisic, Country Director, WFP Afghanistan

Above: Since answering its first call in May 2018, the centre's eight multi-lingual operators – four of whom are women – have answered over 50,000 calls. 20% of callers seeking advice and assistance were female.

All referrals were shared by Awaaz within the established granted timelines. 66% of non-urgent referrals shared were acknowledged by partners within the agreed timeline of one week. Of urgent referrals, only 50% were acknowledged within the agreed 24-hour timeframe. 15% of referrals shared are still pending feedback.

Cross-Cutting Issues

In March, Awaaz received a spike in calls from Kandahar, triggered by increased needs and Awaaz's related outreach mission briefing humanitarian response partners on Awaaz's services. 53% of those calls came from flood affected populations highlighting needs around food (33%) as well as shelter and non-food items (33%).

In March, Awaaz recorded a slow increase of calls of displaced populations stating their need for cash assistance to return to their place of origin (PoO), with the majority of those calls coming Hirat asking for transportation assistance.

Accountability

Awaaz continued to survey callers' perception of humanitarian assistance processes regarding access to information, assistance and communication channels.

29% of respondents confirmed information provision on assistance and assistance access was adequate; 31% reported the existence of open two-way communication channels with service providers, with the majority stating that these channels are either unresponsive (46%) or not being trusted (13%).

Challenges

Awaaz's awareness raising efforts must focus on areas with great need but low representation through call volume. In March, Awaaz has received its first call from Nuristan and has now handled calls from all 34 provinces of Afghanistan.

Key Considerations

* Information gaps reported are unverified and may not necessarily correspond to gaps in services. They may highlight a communication gap either between the agency and the callers, or Awaaz.

* High call volumes from certain areas may be affected by the visibility of, or dependency on, Awaaz as a feedback mechanism. Awaaz is constantly looking for ways to ensure the hotline is available to other catchment areas where call volumes are lower.

* Caller issues recorded and reported by Awaaz are done so without bias or assumption and have not been verified.

* Awaaz faces a number of disconnected calls for the following reasons: network coverage; deliberate disconnection of calls by callers; depletion of mobile phone batteries; and technical issues.

Awaaz Afghanistan: 2018 Review

Awaaz handled a total of 37,538 calls from 28 May 2018 - 31 December 2018.

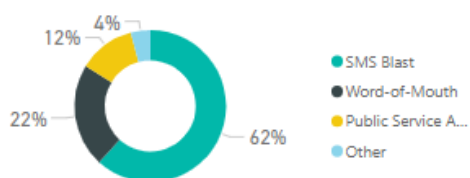


Caller Satisfaction

98 %

of callers were **satisfied** with Awaaz's call-handling professionalism

How did callers hear about Awaaz



"By contacting Awaaz we received much needed health support for our sick children. Awaaz gives me hope and I will share our issues with them again in the future."

-Male IDP caller from Hirat (December 2018)

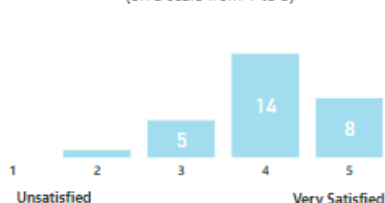
29

callers exercised their **right to be forgotten** and requested to withdraw their case/information

General Partner Satisfaction

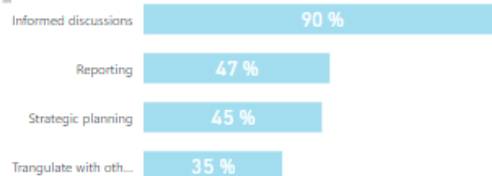
Overall satisfaction with Awaaz's services

(on a scale from 1 to 5)



Caller feedback is used for:

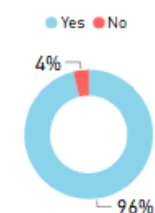
(multiple choice)



Do you believe Awaaz to be sustainable?

79 %

of respondents found Awaaz's interactive dashboard **useful**



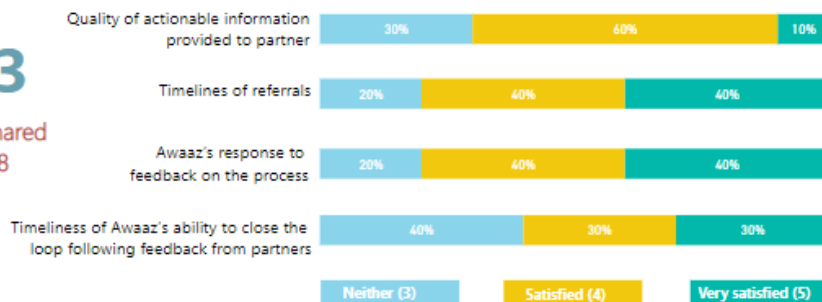
Awaaz Referral Partners

333

referrals shared in 2018

Awaaz's quality of information and referral procedures

(Scale from 1 to 5, with 1 being very dissatisfied and 5 being very satisfied)



"The interactive system established by Awaaz allows us to systematically record the concerns of affected people and communities and refer them to respective humanitarian response partners for action in a timely manner."

-Awaaz partner referral focal point provides feedback in the 2018 partner survey

Awaaz Afghanistan - Partner Satisfaction Survey: Awaaz undertook its first partner satisfaction survey to reflect on its 2018 operations, the results of which will form a baseline for partner satisfaction. The survey will be conducted semi-annually, with the next survey to be circulated in July 2019.

Awaaz Partners: These partners include (1) General Partners - all humanitarian response partners; (2) Referral Partners - all partners with which Awaaz has established formal pathways for cases that require action. These partners include clusters, sub-clusters, working groups, non-governmental organisations and UN agencies, funds and programmes; (3) Data Sharing Partners - all partners to which Awaaz shares anonymised and tailored datasets on an ad-hoc or regular basis.