

Awaaz Afghanistan: Dashboard

A running total of 62,335 calls handled from 28 May 2018 - 31 May 2019



1 SELECT YEAR

2018

2019

2 SELECT MONTH

A. Pilot Phase August September October

November December January February

March April May

OR

SELECT DATES MANUALLY*

5/28/2018

5/31/2019

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

Type of Call

Disconnected	36.42%	63 %
Follow-up	30.74%	
Request/Question	25.41%	37 %
Post-Call Survey	4.29%	
Feedback	2.94%	Outbound
Complaint	0.20%	

Monthly Volume of Calls Handled



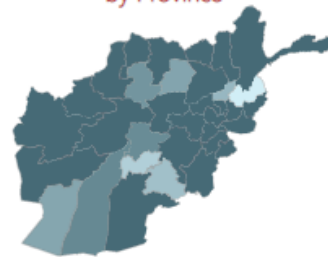
Caller Demographics

Caller Type	Age & Gender
Host Community	< 18: 13.96%
IDP	> 18: 86.04%
Returnee	
Other	19% F, 81% M
NGO	
Refugee	

Total # of Calls Handled

62335

Map of Call Distribution by Province



Top 3 Districts

Kabul	5321
Injil	3480
Mazar-e-...	1051

Top 3 HTR* Areas

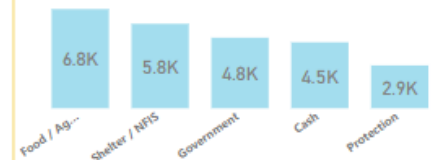
Behsud	580
Surkhrud	435
Khogyani	313

Reported Needs

Top 5 Reported Needs

General inquiry about Awaaz	11700
Request for food assistance	3497
Request for cash assistance	3458
Government - Basic Services	3403
Request for shelter	3220

Top 5 Reported Needs by Sector



Call Centre Indicators

Average Call Duration: NA

Average Waiting Time: NA

49 %	94 %
Agreed to share their information	First call resolution rate

4 SELECT CATEGORY

- Cash
- Education
- Food / Agric.
- Government
- Health
- Livelihood
- Nutrition
- Protection
- Shelter / NFIS
- Water / Sani. / Hyg.

* 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 managed.

* 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.

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آواز افغانستان
د افغانستان آواز
Awaaz Afghanistan

UNOPS

Assisted by
AHF
Afghanistan
Humanitarian
Fund

Funded by
European Union
Humanitarian Aid

WFP

UNHCR
The UN Refugee Agency

1
SELECT
YEAR

2019

2
SELECT
MONTH

A. Pilot Phase

August

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October

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January

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April

May

OR

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MANUALLY*

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or leave unselected for
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Daykundi

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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

Type of Call

Follow-up	34.53%	55 %	Inbound
Request/Question	31.65%		
Disconnected	26.75%	45 %	Outbound
Post-Call Survey	4.96%		
Feedback	1.87%		
Complaint	0.25%		

Monthly Volume of Calls Handled



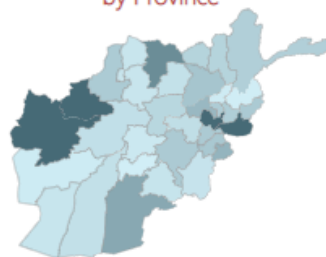
Caller Demographics

Caller Type	Age & Gender
Host Community	< 18: 12.36%
IDP	> 18: 87.64%
Returnee	6.24%
Other	0.70%
NGO	0.23%
	18% F, 82% M

Total # of Calls Handled

5144

Map of Call Distribution by Province



Top 3 Districts

Kabul	343
Injil	341
Qala-e-Naw	237

Top 3 HTR* Areas

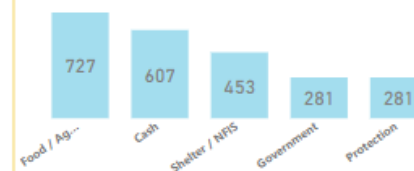
Behsud	121
Surkhrud	57
Khogyani	53

Reported Needs

Top 5 Reported Needs

General inquiry about Awaaz	1122
Request for food assistance	605
Request for cash assistance	424
Request for shelter	250
Government - Basic Services	186

Top 5 Reported Needs by Sector



Call Centre Indicators

Average Call Duration: 02m49s

Average Waiting Time: 43s

44 %

Agreed to share
their information

96 %

First call
resolution rate

4
SELECT
CATEGORY



Cash



Education



Food / Agric.



Government



Health



Livelihood



Nutrition



Protection



Shelter / NFIS



Water / Sani. / Hyg.

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Awaaz Afghanistan: Community Engagement

A running total of 62,335 calls handled from 28 May 2018 - 31 May 2019



1
SELECT
YEAR

2018

2019

2
SELECT
MONTH

A. Pilot Phase

August

September

October

November

December

January

February

March

April

May

OR

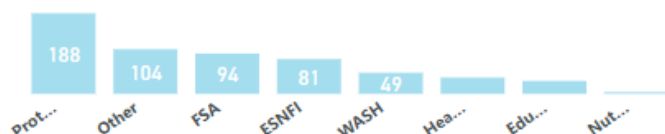
SELECT DATES
MANUALLY*

5/28/2018

5/31/2019

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

588

73 %

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 - 10 %

97 %

of actionable/
processing cases
were given feedback

change compared
to previous month - 7 %

89 %

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

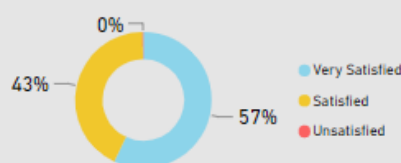
Post Call Survey (PCS)

Caller Satisfaction: Operator Performance

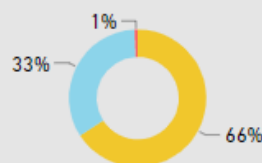
Partner Hotline Referrals: Case Resolution

7 %
of cases
called for PCS

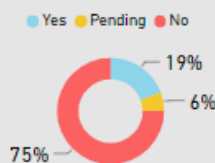
Call handling performance



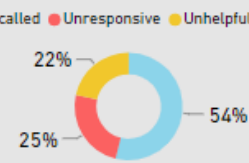
Ability to respond to questions



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 62,335 calls handled from 28 May 2018 - 31 May 2019



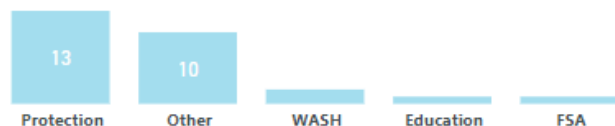
1 SELECT YEAR: 2019

2 SELECT MONTH: A. Pilot Phase, August, September, October, November, December, January, February, March, April, **May**

OR SELECT DATES MANUALLY*: 5/28/2018, 5/31/2019

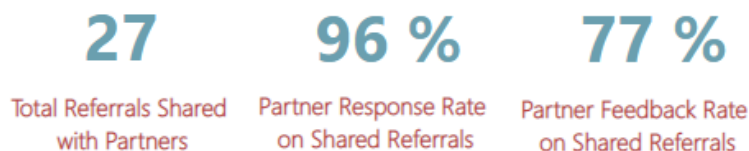
Referrals Shared to Partners

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Key Indicators

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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)

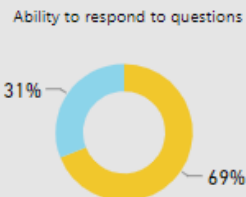
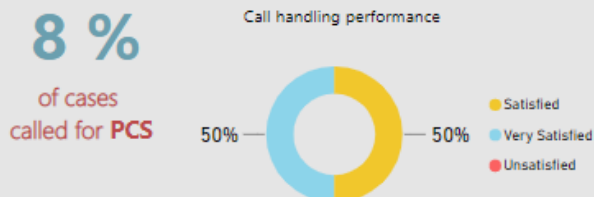
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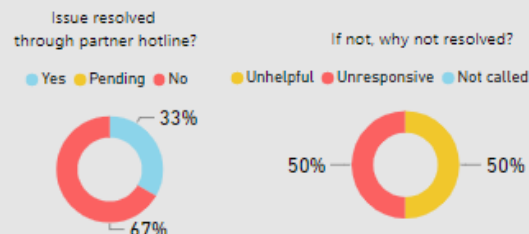
For Other Cluster/Partner: Partner believes referral should go elsewhere

Post Call Survey (PCS)

Caller Satisfaction: Operator Performance



Partner Hotline Referrals: Case Resolution



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Awaaz Afghanistan: Highlights

A running total of 62,335 calls handled from 28 May 2018 - 31 May 2019



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

During May, Awaaz handled 5,144 calls, of which 49% were made by internally displaced populations (IDPs) and returnees.

Snapshot

Partner Engagement

Main Trends

Top Reported Needs

In this month, Awaaz recorded the highest call volume for the provinces Hirat, Nangarhar and Kabul, accounting for 9% of the overall call volume each.

“ After calling Awaaz, the partner organisation visited our area and put an end to ongoing extortion in our area. ”

- Male IDP caller from Balkh, May 2019

Awaaz received a spike in calls from Nangarhar reporting issues around food security, with 93% stating the need for food assistance. 83% of those calls were placed by IDPs and 16% by returnees.

Awaaz recorded a spike in cash-related calls reporting issues with registration, distribution or access. Of those calls, 66% were received from Hirat (39%) and Badghis (27%), with 98% reported by IDPs.

Awaaz received the lowest call volume for shelter and NFI related calls since September 2018. 12% of ESNFI-related calls reported issues with distribution or access, with 91% placed by IDPs.

With 32%, housing, land and property ranked the top protection concern, with most calls originated from Kabul (33%) and Nangarhar (22%), highlighting questions or issues around land allocation.

Women and girls accounted for 18% of calls highlighting food as top need overall (14%), and child protection with 40% as top protection concern.

Non-Standard Referrals

Awaaz made 27 referrals to 8 partners for their feedback and/or action. Of those, 74% were complaints and cases of negative feedback made against a humanitarian actor (organisations and individuals).

48% of referrals were referred to or cross-shared with the Protection cluster, with all cases containing an element of diversion or extortion.

88% of all response partners which received referrals in May scored a 100% response rate. Only one referral partner has not yet responded to any referral shared, despite continuous follow-up efforts by Awaaz.

“ Awaaz listens to our issues and concerns and raises our voice. We trust Awaaz and believe in its work as a transparent and confidential service. ”

- Male IDP caller, Hirat, May 2019

Above: Awaaz received a call on behalf of a community in need of assistance, reporting a group of people coming with an NGO to their area and recording a video of IDP families, including women, without their consent.

Awaaz referred the case to the respective NGO who intervened and educated the alleged person, a member of a theatre group hired to pass key messages to communities and who was not aware of the obligation to take consent, not to film or take photos of people without their explicit consent.

Cross-Cutting Issues

In May, Awaaz received an increased amount of calls from drought-affected IDPs as well as drought- and conflict-affected IDPs residing in Hirat and Badghis concerning the approaching end of humanitarian assistance, particularly around the need for drinking water and food assistance, as well as cash assistance for transportation to return to their places of origin.

In May, Awaaz attended OCHA's Data Sharing Protocol meeting, identifying clarity around consent as a priority. Awaaz has specific SOPs on informed consent, and adequately informs callers on those right; 47 callers have already acted on their right to be forgotten.

Accountability

Awaaz continued to record a positive trend in callers' perception of access to information and communication channels regarding humanitarian assistance.

31% of respondents confirmed information provision on assistance and assistance access was adequate; 53%, an increase of 33% compared to April, reported the existence of open two-way communication channels with service providers, with the 67% stating that these channels are working well.

Challenges

Feedback from partners has shown that Awaaz must increase its continuous awareness raising efforts to communicate Awaaz's key messages to relevant focal points through established partners. Awaaz is seeking opportunities to increase its community liaison activities.

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.

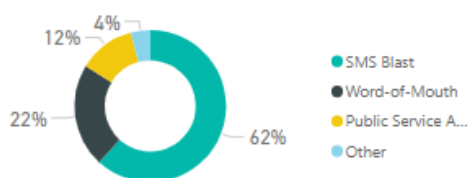


Caller Satisfaction

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)

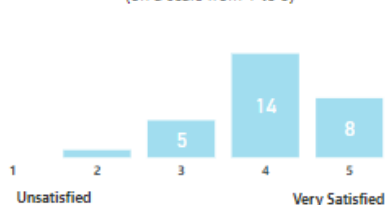
29

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

General Partner Satisfaction

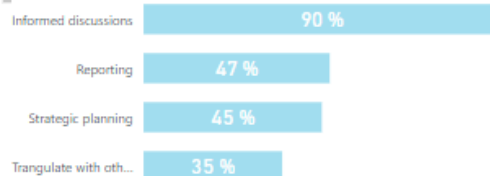
Overall satisfaction with Awaaz's services

(on a scale from 1 to 5)



Caller feedback is used for:

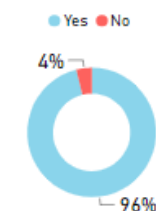
(multiple choice)



Do you believe Awaaz to be sustainable?

79 %

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



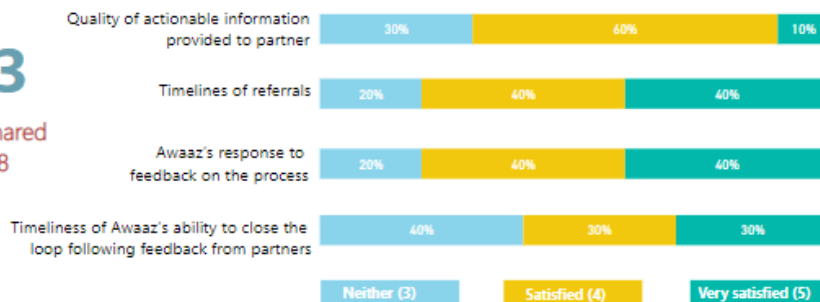
Awaaz Referral Partners

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.