

Access the interactive dashboard via <https://awaazaf.org/>

# Awaaz Afghanistan: Dashboard

A running total of 148,427 calls handled from 28 May 2018 - 30 November 2020.



**1 SELECT YEAR** 2018 2019 2020

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

**OR** 5/1/2018  
**SELECT DATES MANUALLY\*** 11/30/2020

**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	Percentage
Follow-up	33.69%
Disconnected	31.51%
Request/Question	28.67%
Post-Call Survey	3.95%
Feedback	1.96%
Complaint	0.22%

**70 %** Inbound  
**30 %** Outbound

### Monthly Volume of Calls Handled

### Caller Demographics

Caller Type	Percentage
Host Comm.	53.51%
IDP	35.09%
Returnee	9.95%
Other	0.80%
Refugee	0.45%
NGO	0.19%

Age & Gender	Percentage
< 18	13.29%
> 18	86.71%
Female (F)	20%
Male (M)	80%

### Total # of Calls Handled

# 148427

### Map of Call Distribution by Province

### Top 3 Districts

Kabul	9105
Injil	5728
Mazar-e-...	2774

### Top 3 HTR\* Areas

Surkhrod	1839
Behsud	1824
Maymana	1163

### Reported Needs

Top 5 Reported Needs	Count
General inquiry about Awaaz	27200
Request for cash assistance	11937
Request for food assistance	11070
Government - Basic Services	7601
Request for NFIs	5185

### Top 5 Reported Needs by Sector

Cash	16K
Food / Agric.	15K
Shelter / NFI	11K
Government	10K
Protection	6K

### Call Centre Indicators

Average Call Duration: NA  
Average Waiting Time: NA

**45 %**

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 / Sanit. / 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 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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**2020**

**2 SELECT MONTH**

January    February    March    April

May    June    July    August

September    October    **November**

**OR**

**SELECT DATES MANUALLY\***

5/1/2018

11/30/2020

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or leave unselected for national level analysis

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Clear All Filters

- Badakhshan
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- Faryab
- Ghazni
- Ghor
- Hilmand
- Hirat
- Jawzjan
- Kabul
- Kandahar
- Kapisa
- Khost
- Kunar
- Kunduz

### Call Metrics

Type of Call	Percentage	Direction
Request/Question	36.74%	75 % Inbound
Disconnected	29.59%	
Follow-up	28.09%	
Post-Call Survey	3.99%	
Feedback	1.20%	
Complaint	0.38%	25 % Outbound

### Monthly Volume of Calls Handled

### Caller Demographics

Caller Type	Percentage	Age & Gender
IDP	48.16%	< 18: 7.98%
Host Comm.	38.04%	> 18: 92.02%
Returnees	12.63%	
Other	0.48%	
Refugee	0.44%	23% F, 77% M
NGO	0.24%	

### Total # of Calls Handled

# 3410

### Map of Call Distribution by Province

### Top 3 Districts

Kandaha...	176
Kabul	153
Maymana	136

### Top 3 HTR\* Areas

Mayma...	136
Behsud	81
Lashkar...	53

### Reported Needs

#### Top 5 Reported Needs

Request for cash assistance	511
Request for food assistance	472
General inquiry about Awaaz	407
Government - Basic Services	208
Request for NFIs	206

#### Top 5 Reported Needs by Sector

Cash	688
Food / Agric.	526
Shelter / H...	318
Government	230
Protection	206

### Call Centre Indicators

Average Call Duration: 03m25s

Average Waiting Time: 01m24s

**70 %**

Agreed to share their information

**97 %**

First call resolution rate

**4 SELECT CATEGORY**

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

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# Awaaz Afghanistan: Community Engagement

A running total of 148,427 calls handled from 28 May 2018 - 30 November 2020.



1  
SELECT  
YEAR

2018

2019

2020

2  
SELECT  
MONTH

A. Pilot Phase

August

September

October

November

December

January

February

March

April

May

June

OR

SELECT DATES  
MANUALLY\*

5/28/2018

11/30/2020

## Referrals Shared to Partners

Select one to see visuals change



## Key Indicators

Please see footnotes for further explanation

1097

77 %

7

Total Referrals Shared  
with Partners

Partner Response Rate  
on Shared Referrals

Average # Days for  
Partner Response

\* '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



**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

Action taken for referrals where response was provided:

67 %

of cases were **deemed actionable** or were being processed

change compared to previous month  
(informative on monthly level only)

-39 %

97 %

of **actionable/processing** cases were given feedback

change compared to previous month  
(informative on monthly level only)

-12 %

89 %

of **actionable/processing** referrals were closed

change compared to previous month  
(informative on monthly level only)

-28 %

## Post Call Survey (PCS)

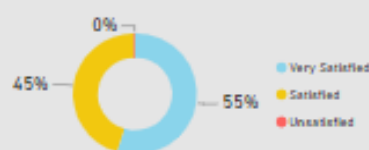
Caller Satisfaction: Operator Performance

Partner Hotline Referrals: Case Resolution

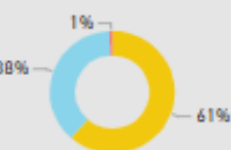
7 %

of cases called for PCS

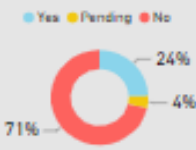
Call handling performance



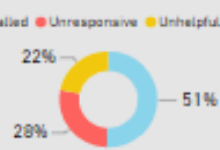
Ability to respond to questions



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 148,427 calls handled from 28 May 2018 - 30 November 2020



**1 SELECT YEAR** | 2018 | 2019 | **2020** | **2 SELECT MONTH** | January | February | March | April | May | June | July | August | September | October | **November** | **OR SELECT DATES MANUALLY\*** | 5/28/2018 | 11/30/2020

## 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



## Partner Response Breakdown

Response Category



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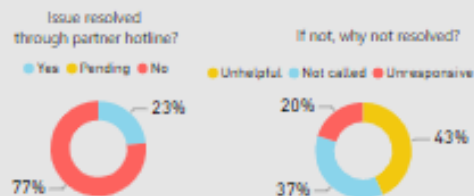
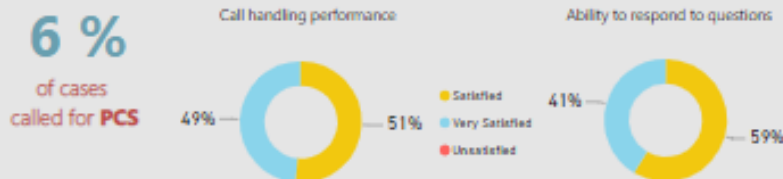
Action taken for referrals where response was provided:



## Post Call Survey (PCS)

Caller Satisfaction: Operator Performance

Partner Hotline Referrals: Case Resolution



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# Awaaz Afghanistan: Highlights

A running total of 148,427 calls handled from 28 May 2018 - 30 November 2020.



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	2020		January	February	March	April		11/30/2020
			May	June	July	August		
			September	October	November			

During November, Awaaz handled 3,410 calls, of which 61% were made by internally displaced populations (IDPs) and returnees.

## Snapshot

### Top Reported Needs

This month, Awaaz recorded the highest call volume for the provinces Nangarhar, Kabul and Kandahar, accounting for 23% of the overall call volume.

“ **The floods in our area destroyed our houses. We are living in tents and our female family members have no access to proper latrines. Can someone help us?** ”  
- Male caller from Parwan

Above: A family affected by heavy flooding living in emergency shelter reported the lack of latrines causing privacy issues for women. After Awaaz's referral, WASH partners provided assistance.

Cash-related calls constituted the highest humanitarian need reported, accounting for 20% of the overall call volume. Of those requests, 64% came from displaced people and 16% from returnees.

Reports from displaced people were received from 31 provinces with the majority calling from Faryab (15%), Kandahar (14%) and Nangarhar (13%). Top needs reported included food, cash and ESNFL.

Women and girls accounted for 23% of calls highlighting food, cash and non-food items as top humanitarian needs overall, and child protection with 53% as the top protection concern.

13% of calls were received from returnees, 10% of which from female callers. Returnees reported cash, food and non-food items as well as questions around HLP as top needs.

## Partner Engagement

### Non-Standard Referrals

97% of calls were closed in the first call, including referrals to dedicated partner hotlines and guidance on assistance processes; The remaining required referral and/or follow-up by Awaaz to close the loop.

Awaaz made 22 referrals to 12 partners for their feedback and/or action. Of those, 64% were complaints and cases of negative feedback made against a humanitarian actor.

67% of all response partners which received referrals in November scored a 100% response rate. This month, 18% of referrals remained without any response or feedback from the partner.

“ **We are confident that this partnership with Awaaz will strengthen our accountability system and enable us to better serve our beneficiaries.** ”  
- NGO after signing the Data Sharing MoU with Awaaz for case referrals

Above: Awaaz is continuously coordinating with humanitarian partners operational around the country to ensure full collaboration and align and harmonize information sharing, messaging and referral pathways.

Awaaz shared 100% of all referrals with its partner within the agreed timeline of 24 hours for urgent referrals and one week for non-urgent referrals. Of the 88% of cases responded to, 61% of non-urgent and urgent referrals shared by Awaaz were acknowledged by partners within the agreed timeline.

## Main Trends

### COVID-19

Throughout November, Awaaz continued to support RCCE partners with the dissemination of key COVID-19 messages. Awaaz shared pre-recorded awareness-raising messages which were heard by over 4,000 callers from throughout the country during this month. Since February 2020, Awaaz reached 35,000 callers with pre-recorded key COVID-19 messages.

During this month, Awaaz only received 62 calls from 20 provinces enquiring about COVID-19 a further decrease of 16% compared to the previous month. More details can be found on the dedicated Covid-19 dashboard.

### Challenges

COVID-19 poses many challenges on Awaaz; To reduce the risk of shutting down in case of infection, two functionally identical teams operate the centre separately.

While, as a result, the call volume has decreased, the continuity of operations remains paramount. On 24 November 2020, Awaaz had to be closed temporarily for half a day to undertake precautionary health measures. With the COVID-19 work practice, operations could resume swiftly.

### Achievements

Out of a total of 850+ projects considered, Awaaz Afghanistan had been selected as one of the top 100 projects to be showcased at the third (virtually held) edition of the Paris Peace Forum, which took place on 11-13 November 2020.

### 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.