

# Awaaz Afghanistan Partner Satisfaction Survey Report



June 2022

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## ABBREVIATIONS

CRM	Complaint Response Mechanism
FRM	Feedback Response Mechanism
IEC	Information, Education and Communication
MoU	Memorandum of Understanding
NGO	Non-governmental organisation
UN	United Nations
UNOPS	United Nations Office for Project Service

## Executive Summary

The Awaaz Afghanistan Partner Satisfaction Survey is designed to gauge the perceptions of the clusters, working groups, UN agencies and humanitarian partners in the field.

The 2022 survey gathered feedback from 44 field-based respondents representing a wide range of partners: UN agencies (2), representatives of the clusters (3), international (20) and national (19) NGOs.

The 2022 Partner Satisfaction Survey results show that Awaaz's partners continue to value its services in the humanitarian sector. Partners rated Awaaz's work in referrals and information sharing the highest. Satisfaction rates with Awaaz's work in humanitarian information sharing and handling complaints and feedback, while positive overall, were slightly lower.

In the survey, 45% of respondents stated that they were not able to reach Awaaz (Question 9) due to the high volume of calls. Awaaz is unable to answer all calls due to limited resources. Awaaz and UNOPS Afghanistan are working hard on outreach initiatives to potential donors to secure additional funding to hire more operators for the centre.

The 2022 survey results demonstrate continued improvement in the overall relationship between Awaaz and humanitarian partners. Responses from international and national NGO partners reinforce the importance of equality and transparency and demonstrate the successful application of Awaaz Afghanistan services.

The 2022 Partner Satisfaction Survey results provide Awaaz Afghanistan with an opportunity to enhance its products and services.

## 1. Background

Awaaz Afghanistan is a collective accountability and community engagement initiative that functions as a toll free, countrywide hotline number (410) that affected populations can dial to access information and register feedback on assistance programs. As a two way communication channel, needs and priorities as reported on the ground are circulated to partners to help improve the quality of programming in Afghanistan.

Awaaz is the only inter-agency feedback mechanism in Afghanistan and has been operating as an integral part of the response since August 2018. In total, Awaaz has handled more than 210,000 calls since its inception. Functioning as a cross-network, toll-free hotline (open seven days a week), Awaaz facilitates a real-time two-way flow of information between affected populations and the humanitarian community at a localised and country-wide level.

By dialling 410, anyone with access to a phone can speak to one of Awaaz's multilingual operators (50% of whom are women) in either Dari, Pashto, Urdu or English to access information on, or lodge feedback about, ongoing humanitarian activities around the country.

Awaaz also provides information on humanitarian services to the affected population, enhancing access to humanitarian assistance, linking callers with established referral systems and providing a complementary complaint and feedback response mechanism. Relaying this self-identification of needs and priorities to the humanitarian community (disaggregated by gender, age, location and needs), and referrals of complaints/feedback both via regular dashboards for situational awareness and on a case-by-case basis with relevant clusters and partners, promotes a better understanding of the priority concerns and preferences of affected people across the country.

## 2. Objectives and Scope

Awaaz's partner satisfaction survey 2022 gathered feedback from field-based partners on their perceptions of Awaaz's services and products. The survey enables Awaaz to improve its products and services and monitor progress against its assigned objectives.

The partner satisfaction survey was not designed to measure the call centre's performance in handling the calls but to capture respondents' views on Awaaz's overall performance in a given context and help identify potential areas for improvement. The 2022 partner satisfaction survey covers Awaaz's four core functions: coordination, information management, referral pathway, and dashboard.

### 3. Survey Methodology

Survey respondents were identified through the Awaaz Afghanistan existing referral channel. Awaaz invited 86 partners to participate in the survey via an online Google Form platform from 15 March to 15 April 2022.

A total of 36 questions were asked in the survey. Partners were asked to describe themselves and their role in the humanitarian response. The survey then asked partners to measure and evaluate Awaaz's coordination and collaboration; to rate Awaaz's analysis, dashboard, referral pathway and relationship.

The 2022 partner satisfaction survey employed a three-point rating scale similar to other surveys.

As a perception-based questionnaire, the partner survey strictly reflects respondents' individual perceptions at the time of the survey.

### 4. Key Findings

#### 4.1. Details of person filling out this survey

Awaaz Afghanistan conducted its first response-wide perceptions survey in Afghanistan. The total number of respondents was 44. Figure 1 below indicated that 45.5% were International NGOs, 43.2% were National NGOs, 6.8% were clusters, and 4.5% were UN agencies.

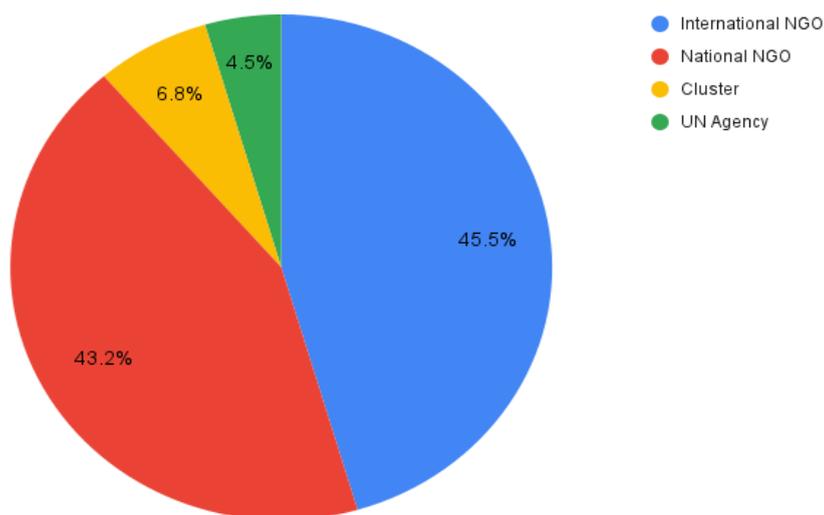


Figure 1: Details of person filling out this survey

Figure 2 shows that 79.5% of the respondents were male, and 20.5% were female.

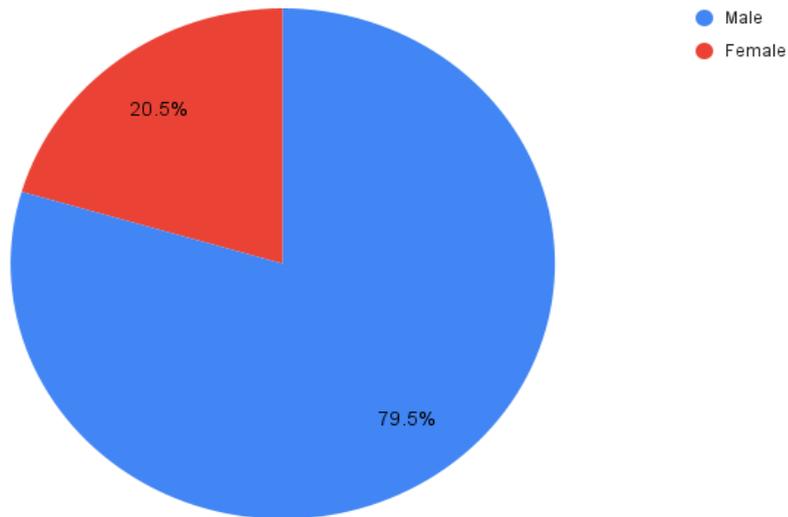


Figure 2: Respondents details based on sex

## 4.2. Overall Perception

### Question 1: Describe your cluster's/organisation's relationship with Awaaz?

**72.7%** of the respondents signed the Partnership Agreement with AWAAZ. The remaining **27.3%** of respondents do not have a signed data sharing Memorandum of Understanding (MoU) with Awaaz Afghanistan but promote and share information about AWAAZ as a feedback-complaints-response mechanism with different stakeholders.

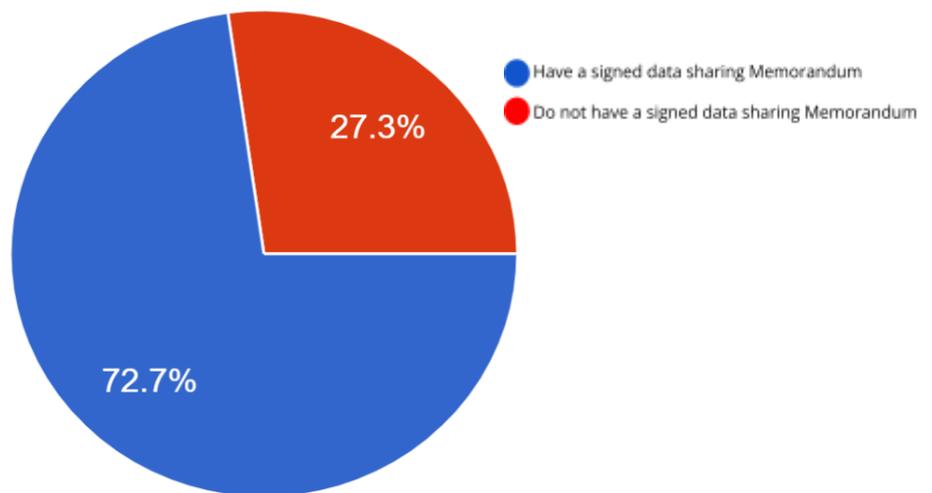


Figure 3: Respondents relationship with Awaaz

### Question 2: How satisfied are you with Awaaz services?

Figure 4 describes - 54.4% of partners were highly satisfied with Awaaz’s products and services. 40.9% of the respondents are moderately satisfied. 4.5% of the partners are not satisfied at all with Awaaz services.

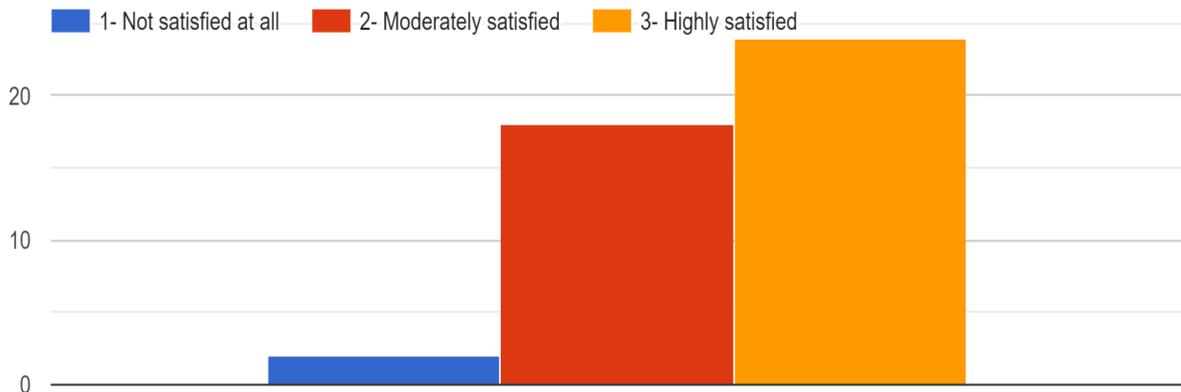


Figure 4: Respondents satisfaction with Awaaz services

### Question 3: How does your organisation promote and share information about Awaaz to your project partners/participants?

Among the respondents, 87% reported that they promote and share information about Awaaz with their partners and the ground level participants through community-based sessions, in-person interventions, and dissemination of Awaaz Information, Education and Communication (IEC) materials. 13% of the respondents used different approaches: Email, virtual meetings, cluster coordination meetings and mailing lists.

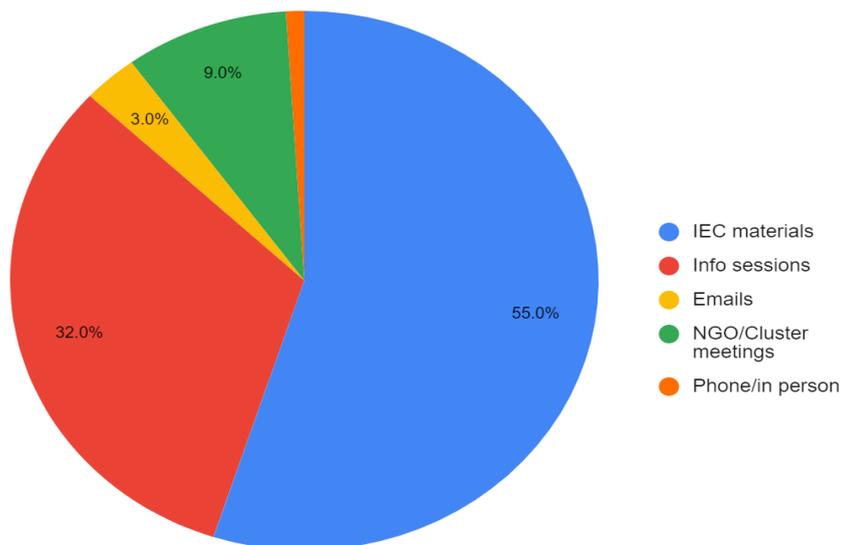
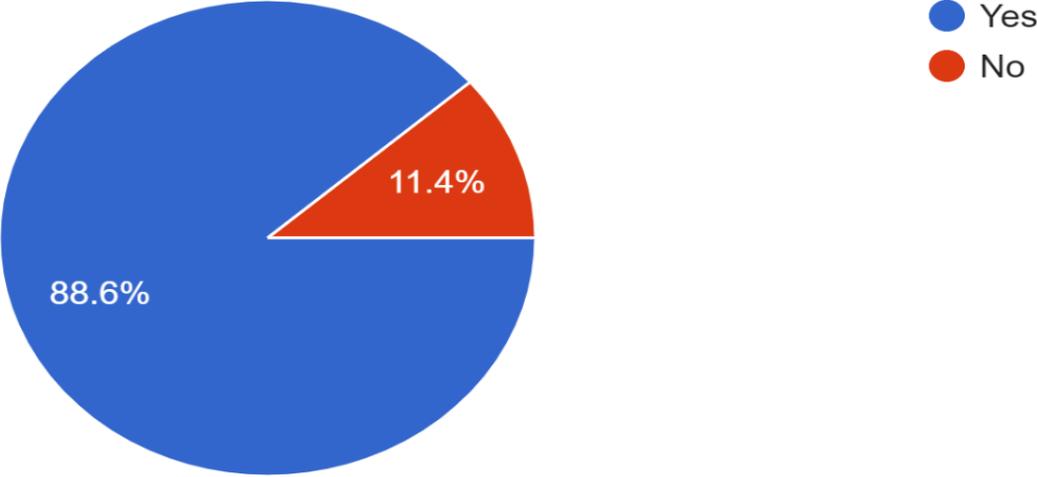


Figure 5: How respondent’s organisation promote and share information about Awaaz

**Question 4: Do you feel that Awaaz clearly and adequately communicates its policies and processes, including the referral process?**

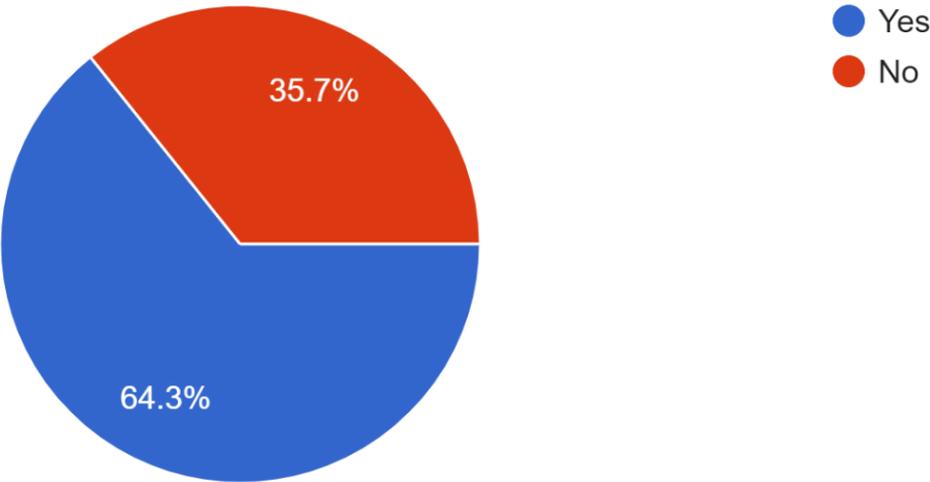
As indicated in the figure 6 below , **88.6%** of the respondents felt that Awaaz clearly and adequately communicates its policies and processes, including the referral process. The survey findings indicate that **11.4%** of the respondents reported otherwise.



**Figure 6: Respondent’s perception on Awaaz communication on policies, processes including referral pathway.**

**Question 5: Do you know the name of Awaaz’s focal person to respond to the feedback/complaints of the crisis-affected people registered through Awaaz?**

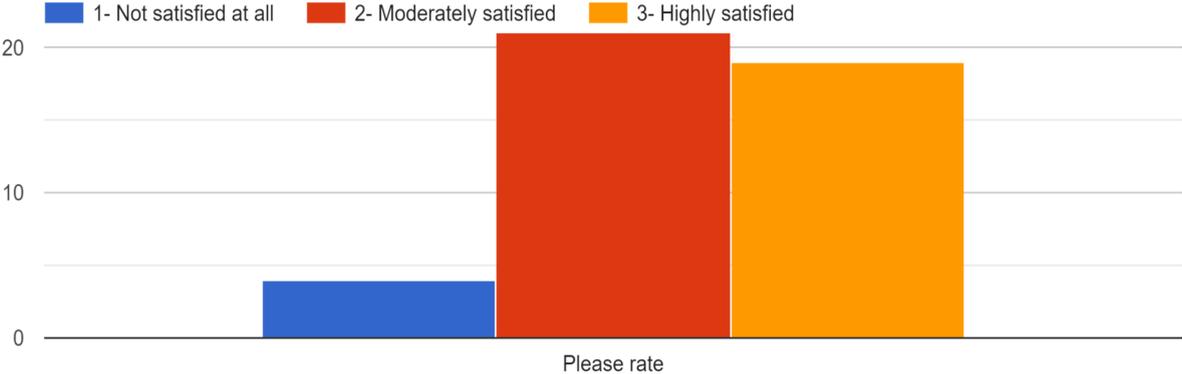
Majority respondents (**64.3%**) reported that they are familiar with the name of Awaaz’s focal person. **35.7%** of the respondents don't know the name of the focal point.



**Figure 7: Respondent’s know the focal person to respond to Awaaz feedback/complaints.**

**Question 6: Are you satisfied with the way AWAAZ mainstreams gender in its operations especially in terms of handling complaints/feedback from the crisis-affected men and women?**

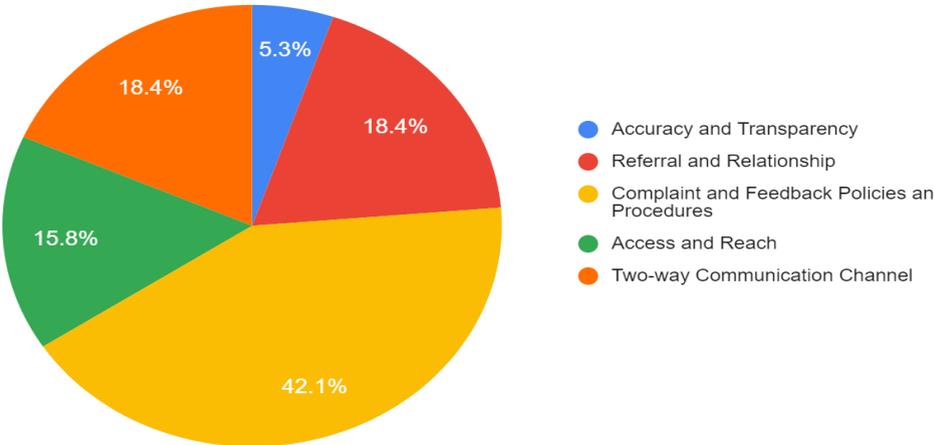
Survey respondents indicated that 43.2% of the partners were highly satisfied with the way Awaaz mainstreams gender in its operations, especially in terms of handling complaints/feedback from the crisis-affected men and women. A significant number of respondents (47.7%) are moderately satisfied with the way Awaaz mainstream gender in its operations.



**Figure 8: Awaaz gender mainstreaming initiatives**

**Question 7 : What do you think is Awaaz’ greatest strength?**

**42.1%** of the respondents agreed that Awaaz's main strengths are the call centre complaint and feedback policies and procedures. **18.4%** rated Awaaz playing an essential role in the referral pathway and relationship among the humanitarian partners. **18.4%** of respondents think Awaaz's strength is a two-way communication channel among partners and the affected population.



**Figure 9: Awaaz greatest strength according to the respondents**

### Question 8: What do you think are Awaaz' areas of improvement?

In terms of Awaaz's areas of improvement, the respondents were split in their perceptions. **33.3%** of the partner respondents felt that the Awaaz data visualisation, analysis and reporting process need improvement.

The findings also indicated that Awaaz has to improve data analysis, increase participation in in-country activities in their dashboard, and regularly update information and data on all platforms. **22.2%** of the respondents considered that Awaaz should focus on improving local partners' awareness and capacity. **16.7%** of respondents indicated that Awaaz needs to engage more with the community and increase awareness at the ground level.

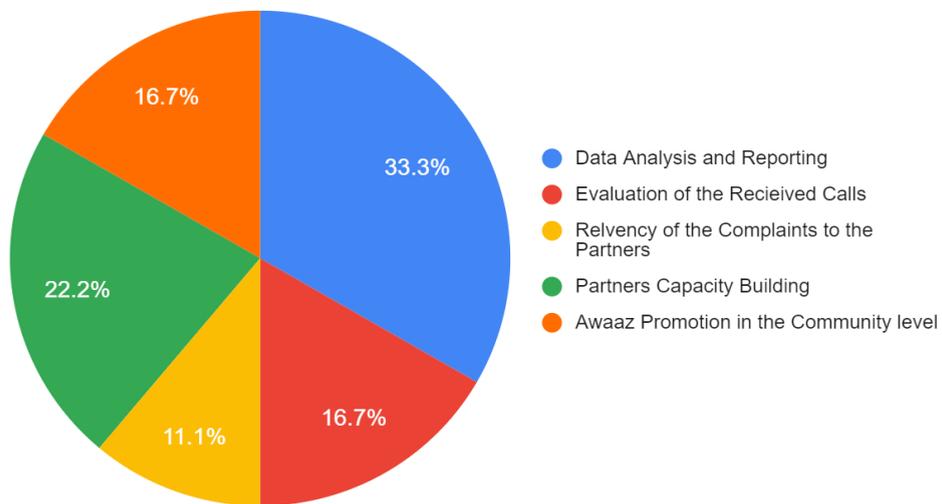
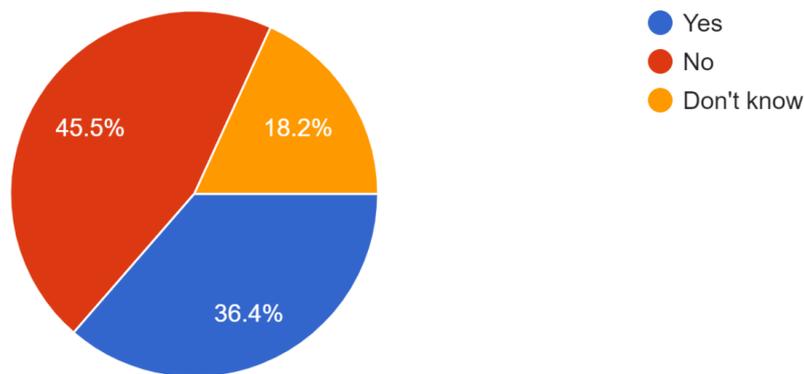


Figure 10: Awaaz area of improvement suggested by the respondents

### Question 9: Have your project participants tried to call Awaaz?

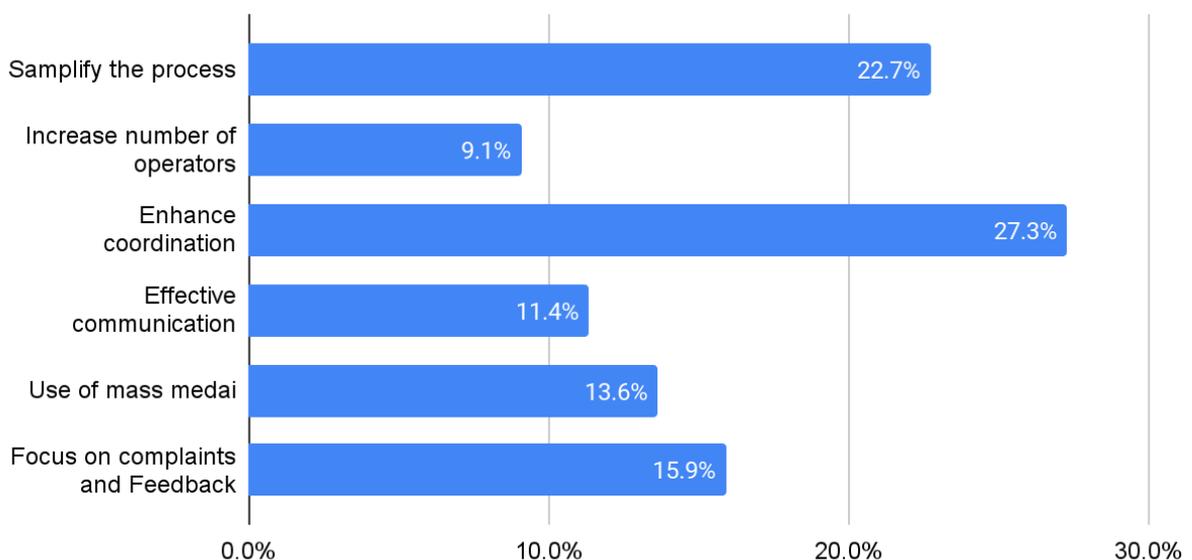
More than 45% of the respondents reported that project participants could not reach Awaaz. 36.4% stated that project participants could call and reach Awaaz services.



**Figure 11: Respondent's response related to their ability to reach Awaaz**

**Question 10 : What would make Awaaz a more effective feedback response mechanism?**

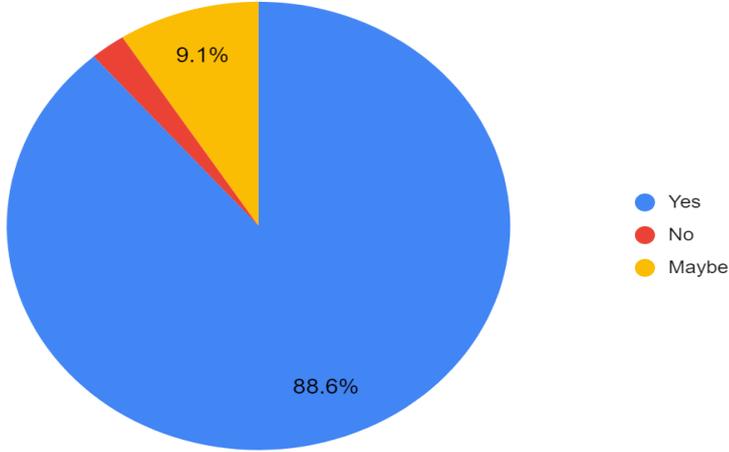
Figure 12 indicated that **27.7%** of the respondents suggested that Awaaz should enhance coordination and collaboration among Awaaz and its partners. **22.7%** recommended that Awaaz needs to simplify the process of referral pathway and call segments. **15.9%** of respondents recommended prioritising the complaints and feedback response segment.



**Figure 12: Suggestion on how to increase Awaaz effectiveness as feedback response mechanism**

**Question 11 : Is Awaaz transparent regarding how many people utilise its services, visit its web pages, and how the monthly feedback analysis is used?**

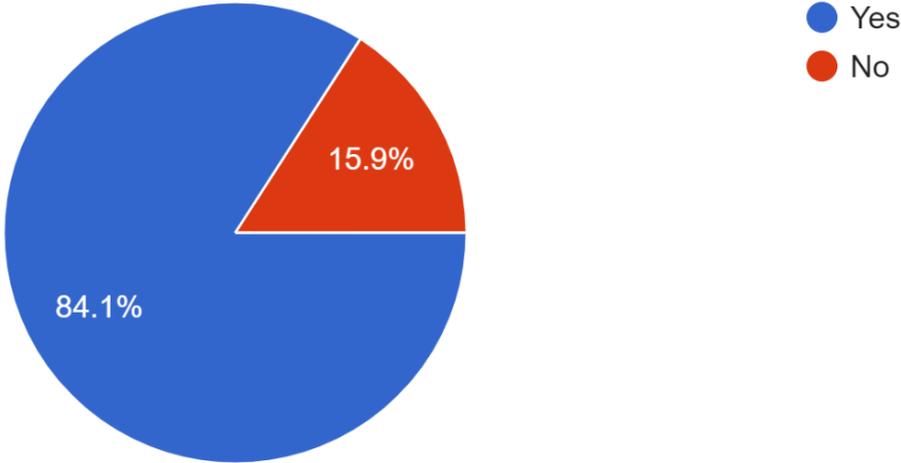
The survey recorded that 88.6% of respondents have indicated that Awaaz is transparent in terms of its services and monthly updates. Awaaz dashboard on Awaaz’s website informs evidence-based decision-making and programming for the humanitarian partners from the feedback provided by the affected communities.



**Figure 13: Suggestion on how to increase Awaaz effectiveness as feedback response mechanism**

**Question 12: Do you feel your questions and requests to Awaaz have been answered in a timely and satisfactory manner?**

The findings show that 84.1% of respondents agreed that Awaaz had answered the question and requests in a timely and satisfactory manner (figure 14). However, 15.9% of respondents do not agree with the statement.



**Figure 14: Respondents feedback on the time taken for Awaaz to respond to questions requests.**

### 4.3. Analysis and Dashboard

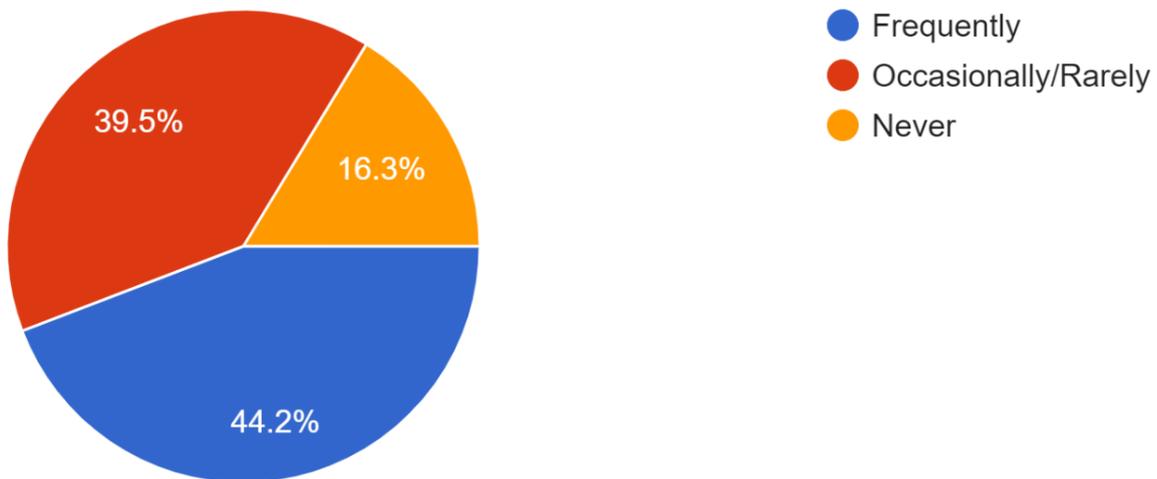
Since May 2018, Awaaz has made evidence-based datasets publicly available through an interactive dashboard ([www.awaazaf.org](http://www.awaazaf.org)). The dashboard disaggregates data by gender, age, location, needs and priorities.

Awaaz shares the data via regular dashboards for situational awareness and on a case-by-case request basis with relevant clusters and partners.

In this section, the survey examined the effectiveness of Awaaz's dashboard.

#### **Question 13: How many times in the last six months has your cluster/organisation looked at the monthly feedback data analysis dashboard on the Awaaz website?**

According to the figure below, **44.2%** of respondents have visited the Awaaz dashboard frequently, while **39.5%** reported occasionally or rarely. Only **16.3%** of respondents stated that they never visited the Awaaz website.

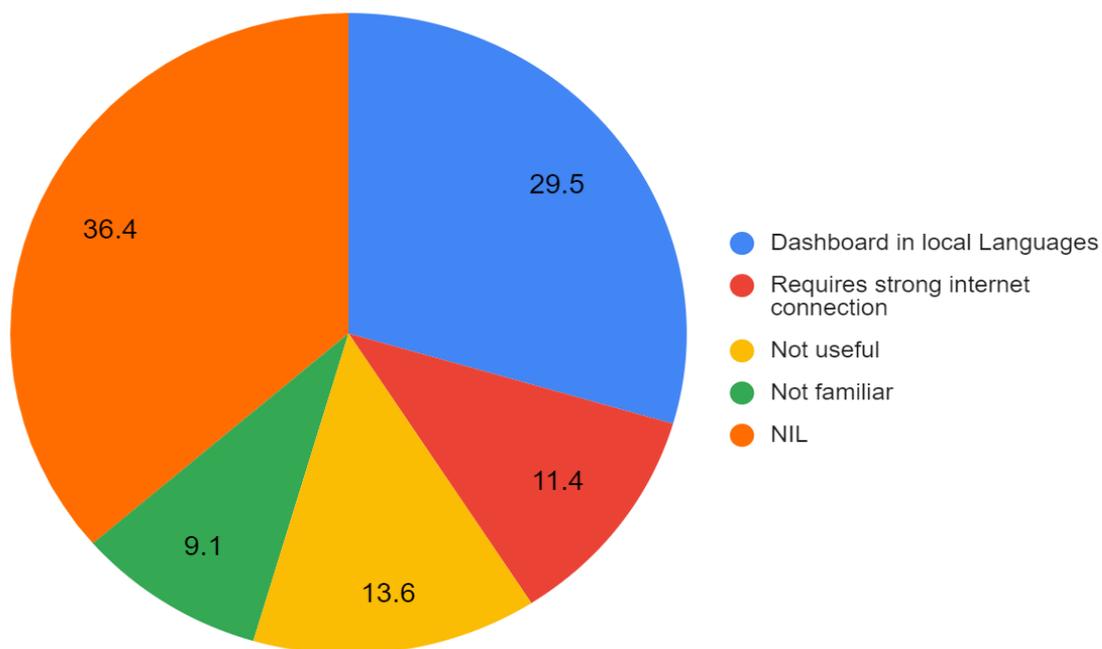


**Figure 15: Respondents visited Awaaz website in the last six months.**

#### **Question 14: If you never or rarely looked at the monthly feedback analysis dashboard on the Awaaz website, why don't you?**

In the follow-up question, the respondents were asked to describe why they never or rarely looked at the monthly feedback analysis dashboard on the Awaaz website. 13.6% of the respondents stated that the information provided in the dashboard is not useful.

About 11.3% of the respondents also reported that the website requires a strong internet connection, and the dashboard took too long to load. A few reported that they don't know how to filter the information provided in the dashboard. 29.5% of respondents recommended having the dashboard in local languages such as Dari and Pashto will increase the number of visitors to the website.

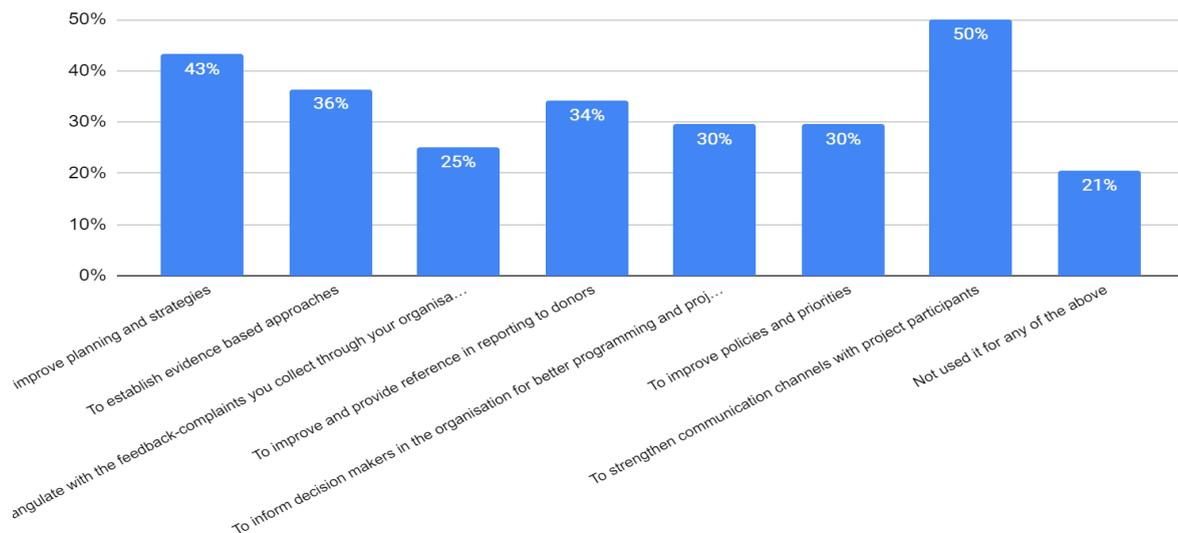


**Figure 16: Respondents feedback on the Awaaz dashboard.**

**Question 15: How does your organisation use the feedback information on the dashboard?**

Figure 17 below, the majority of the respondents reported that the partners use the dashboard data to improve planning and strategies; to establish evidence-based approaches; to triangulate with the feedback; to improve and provide reference in the reporting to donors; to inform decision makers; to improve policies and priorities and to strengthen communication channels with the project participants.

The survey shows that the Awaaz dashboard is providing meaningful information to partners. **50%** of the respondents stated that the dashboard information is useful in strengthening communication channels with project participants, while **43.2%** rated the information improved their planning and strategies.



**Figure 17: How respondents use the information on Awaaz's dashboard.**

**Question 16: How could the dashboard and analysis be made more useful for your cluster/ organisation?**

84.4% of the respondents indicated that the information provided by the dashboard is well organised and useful for them. 15.6% stated that detailed data should be presented for each cluster along with the referral results.

Details feedback can be found in Annex III.

**Question 17: To what extent is Awaaz efficiently and effectively providing two-way communication between crisis-affected people and your organisation?**

65.9% of the respondents agreed (responded excellent/good) that Awaaz efficiently and effectively provides two-way communication between crisis-affected people and humanitarian partners (Figure 18). However 29.5% rated Awaaz as only fair and 4.5% not good at all.



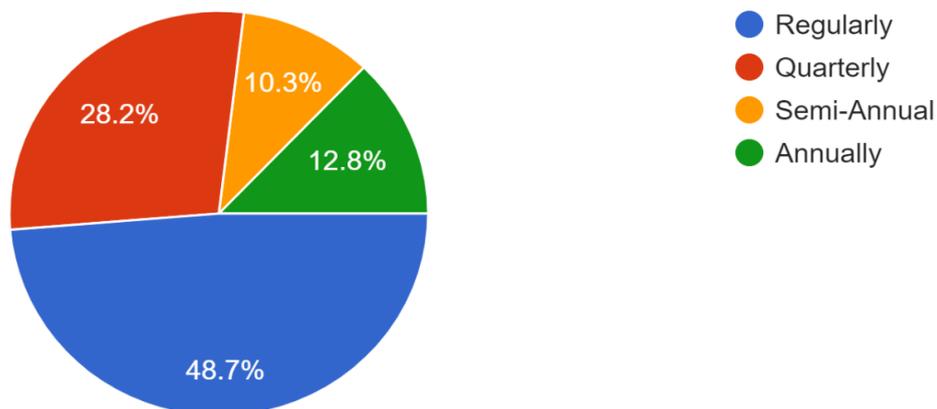
**Figure 18: Respondents perception on the efficiency of Awaaz in providing two-way communication between crisis-affected people**

## 4.4. Referrals and Relationship

Awaaz facilitates safe, functional, dignified and confidential complaints and referral mechanisms. Awaaz shares relevant information with clusters through dedicated referral pathways set up by focal points of all clusters and with the national/international NGOs. To assess the extent to which the partner respondents are satisfied with the Awaaz coordination and collaboration with the partners. The respondents were asked to suggest or recommend any improvement that Awaaz can implement.

### Question 18: How frequently Awaaz coordinates with your cluster/Working Group/Sub-Working Group/Organisation?

**48.7%** of respondents pointed out that Awaaz regularly coordinates with the partners. **28.2%** of respondents rated Awaaz coordinate on a quarterly basis. **10.3%** stated that Awaaz coordinates with them on semi-annual basis and **12.8%** stated that Awaaz coordinates with them annually.



**Figure 19: Awaaz coordination frequency with clusters, working groups, sub-working groups and organisations.**

### Question 19: How can Awaaz improve its engagement and coordination with Clusters/WG/Sub-WG/your organisation?

**76.9%** of the respondents agreed that Awaaz effectively engages with national and sub-national partners, particularly in the referral pathway.

However, about 23.1% of respondents stated that Awaaz's engagement and coordination are less suited for them.

A significant number of respondents recommended that Awaaz increase involvement in outreach activities by organising in-person meetings to engage more with diverse stakeholders and increase support to the local NGOs.

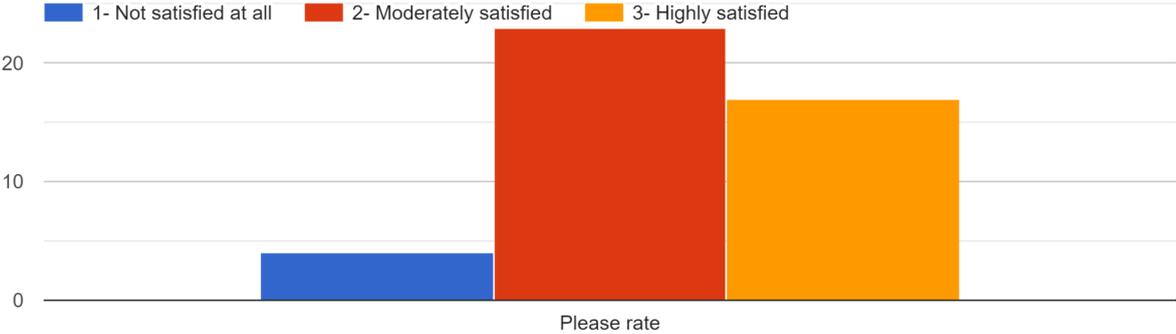
Details feedback is listed in the Annex IV.

**Question 20: How many cases Awaaz referred you through its referral pathway?**

55% of the respondents stated Awaaz referred around 50-100 cases to their Clusters/WG/Sub-WG/Organisation.

**Question 21: How satisfied are you with the timeliness of the referrals?**

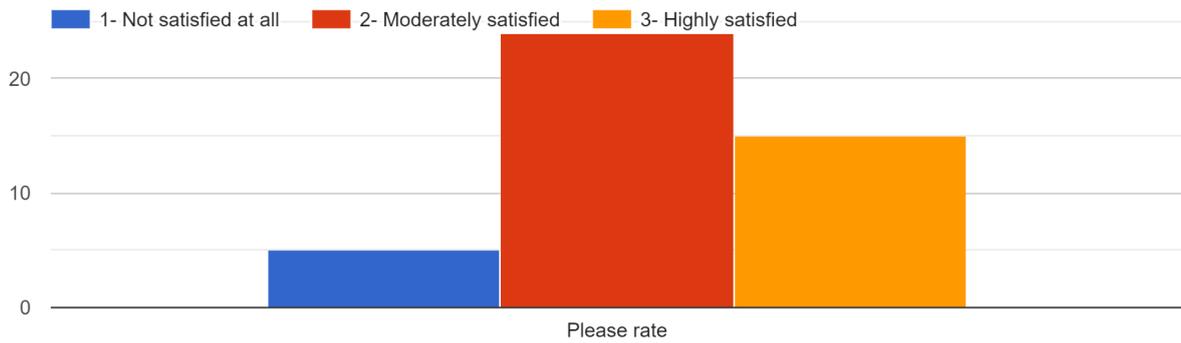
The survey found out that 90.9% of the respondents moderately satisfied or highly satisfied with the timeliness of the referrals



**Figure 20: Awaaz timeliness of referrals.**

**Question 22: How satisfied are you with the information that Awaaz provides you in order to allow you to take action?**

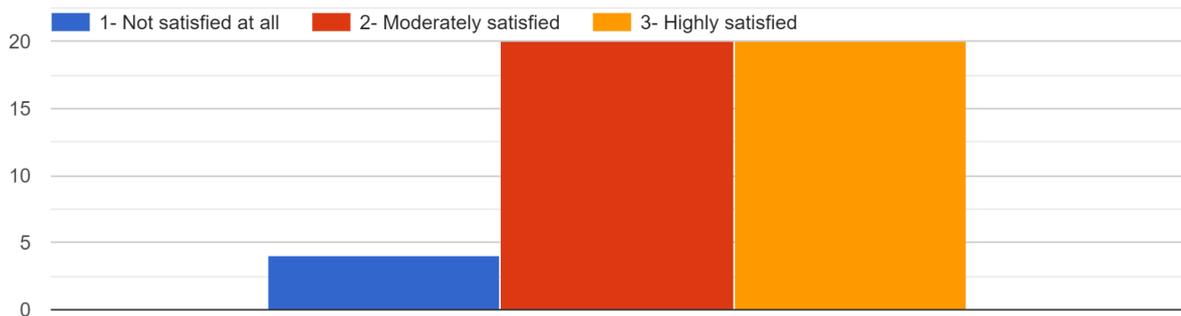
89.3% of respondents rated either moderately satisfied or highly satisfied with the statement. Only 10.7% of respondents were not satisfied at all.



**Figure 21: Respondents satisfaction towards information provided by Awaaz.**

**Question 23: How satisfied are you with the relevancy of information Awaaz provides you?**

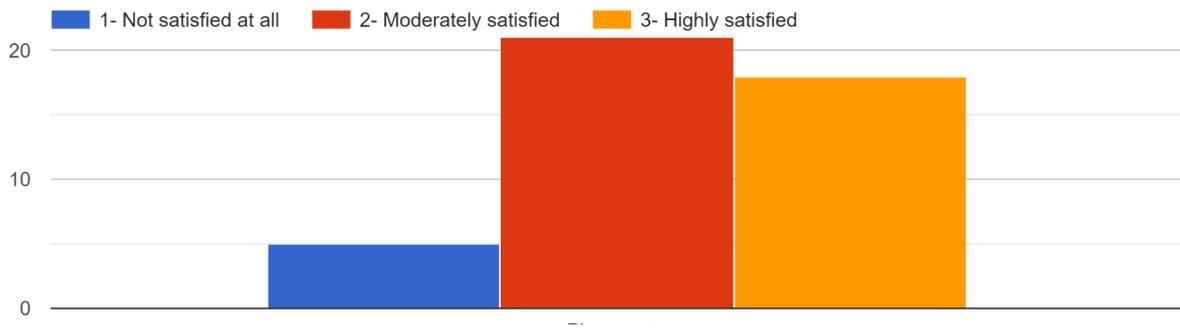
Respondents rated information shared by Awaaz is relevant. Over **90%** of respondents rated either 'moderately satisfied' or 'highly satisfied'.



**Figure 22: Respondents satisfaction towards the relevancy of information provided by Awaaz.**

**Question 24: How satisfied are you with the timeliness Awaaz provides you with callers' information?.**

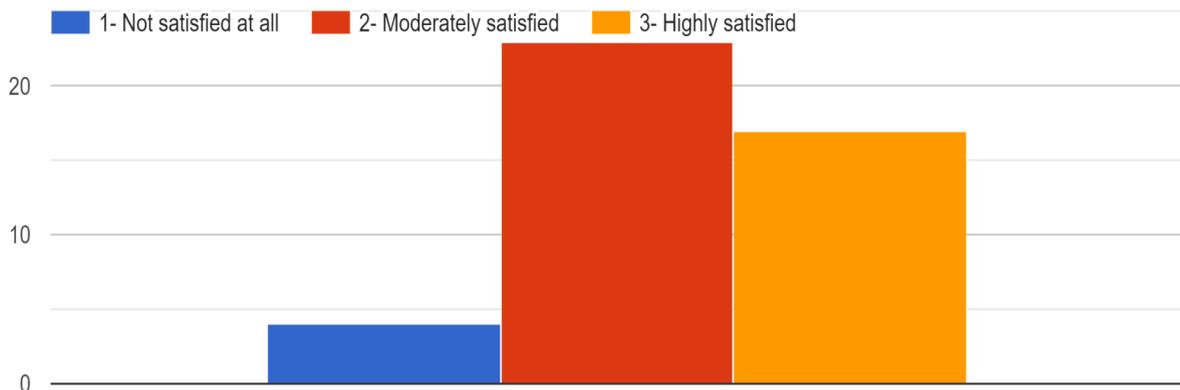
Figure 23 shows that **89.9%** of the respondents stated that they are either moderately satisfied or highly satisfied with the timeliness of callers' information provided by Awaaz.



**Figure 23: Respondents' satisfaction towards the callers' contact information Awaaz provided to address referrals/feedback/complaints.**

**Question 25: How satisfied are you with Awaaz's response to feedback you provide on any aspect of its operations?**

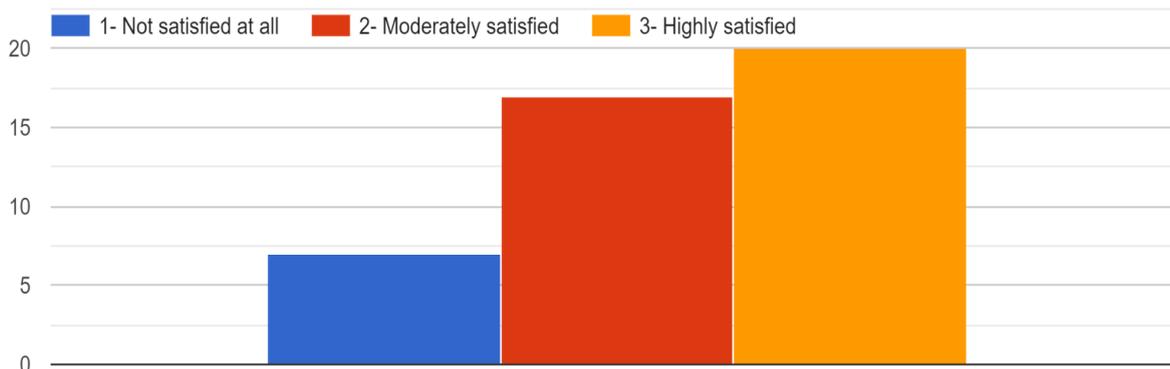
**38.6%** of the respondents from the survey stated that they are satisfied with the response provided by AWAAZ. **52.3% of respondents** they are moderately satisfied with the response from Awaaz.



**Figure 24: Respondents' satisfaction towards the responses provided by Awaaz.**

**Question 26: How satisfied are you with the suitability of Google Sheets as a referral platform?**

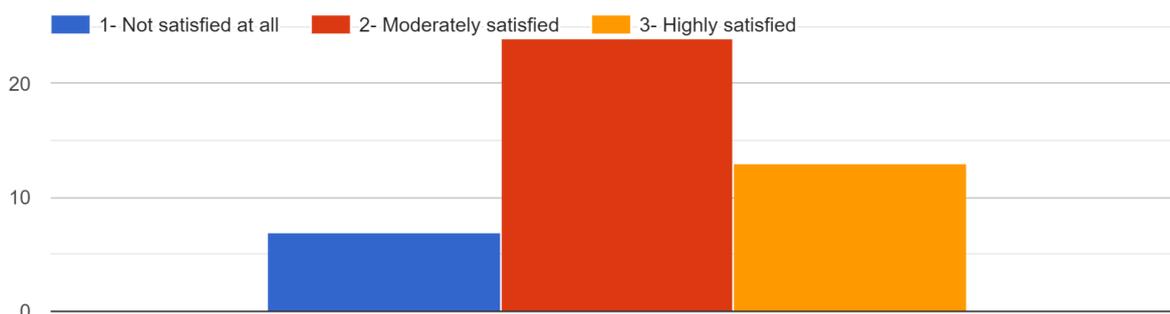
**86.2%** are moderately satisfied and highly satisfied with the Google Sheets as a referral platform. However as shown in the figure below **13.8%** of the respondents are not satisfied at all.



**Figure 25: Respondents' satisfaction on google sheets as a referral platform.**

**Question 27: To what extent is Awaaz effective in improving the CRM - FRM system of your organisation?**

87.2% of the respondents felt that Awaaz effectively improves complaints, feedback response mechanisms at the country level by rating awaaz as highly satisfied and moderately satisfied.



**Figure 26: Respondents' rating on Awaaz effectiveness in improving the CRM - FRM system**

## 5. Recommendations

The respondents shared ideas on improvement initiatives Awaaz can implement. The majority of the respondents shared valuable ideas and recommendations.

Below are some of the ideas considered in the survey:

- **Enhanced coordination:** the survey respondents reflected on improving internal communication and coordination among UN agencies and other humanitarian partners (specifically on referral pathways, processes and compliance) to ensure that the quality of the accountability and transparency within the organisations are improved.

- Improved reporting mechanism: suggestions on Awaaz data visualisation. Awaaz must improve the analysis and reporting process.
- Guidance and mentoring: suggestions on educating humanitarian partners on what services are or aren't available for Awaaz. Provide partners with case handling information and referral pathways.
- Improve partners' engagement and awareness: Awaaz should consider various ways to increase awareness, provide capacity-building initiatives, develop easy to understand IEC materials and assess partner needs.
- Increase the number of the Awaaz call centre operators: Respondents suggested that Awaaz increase the number of operators to improve the effectiveness of the call centre:
- In the survey, 45% of respondents stated that they were not able to reach Awaaz (Question 9) due to the high volume of calls. Awaaz is unable to answer all calls due to limited resources. Awaaz and UNOPS Afghanistan are working hard on outreach initiatives to potential donors to secure additional funding to hire more operators for the centre.

## 6. Conclusion

The survey responses identify areas of improvement for Awaaz. Some of the improvements suggested include:

- Improving the reporting system
- Improved data analysis
- Improved data visualisation
- Placing a greater focus on the complaints and feedback section

The survey has also demonstrated the importance of ensuring partners' contribution to the referral pathway and data for reporting.

On the partner side, the most significant improvements were seen in the formalisation and expansion of the complaints and feedback mechanism and Referral Systems as well as better stakeholder engagement at the ground level.

## Document Information

### Revision History

Date	Name	Title	Contribution
17 May 22	Abdul Mateen ASHRAFI	Consultant	Created the document
17 May 22	Edrees OMED	Project Manager	Reviewed the document
25 May 22	Muhamad Syafiq SALEHUDIN	Planning & Coordination Officer	Reviewed the document
02 Jun 22	Marysia ZAPASNIK	Head of Programme	Review and approval
08 Jun 22	Nicholas GEORGE	Country Director and Representative	Final approval

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## Annexes

### Annex I: Survey Questionnaire

Partner satisfaction survey questionnaire ([Link](#))

### Annex II: Partners list

#	Organisation Name	Abbreviation
1	Care of Afghan Families	CAF
2	Health Cluster	Cluster
3	Aga Khan Foundation	AKF
4	Bakhtar Development Network	BDN
5	Development and Humanitarian Services for Afghanistan	DHSA
6	United Nations High Commissioner for Refugees	UNHCR
7	Mission East	ME
8	Norwegian Refugee Council	NRC
9	Danish Committee for Aid to Afghan Refugees	DACAAR
10	Solidarity for Afghan Families	SAF
11	Coordination of Humanitarian Assistance	CHA
12	Première Urgence - Aide Médicale Internationale	PU-AMI
13	Concern Worldwide	CW
14	People In Need	PIN
15	Citizen's Organisation for Advocacy And Resilience	COAR
16	Solidarity for Afghan Families BD	SAF-BD
17	Agency for Technical Cooperation and Development	ACTED
18	MOVE Welfare Organisation	MOVE
19	Afghan Women Association for Rehabilitation & Development	AWARD
20	Social Uplift Organisation	SUO
21	The Killid Group	DHSA-TKG
22	HealthNet TPO	TPO
23	Swedish Committee for Afghanistan	SCA
24	Women for Afghan Women	WAW
25	Afghan Amputee Bicyclists for Rehabilitation And Recreation	AABRR
26	Emergency Shelter and Non-Food Items	Cluster
27	Education Cluster	Cluster
28	International Rescue Committee	IRC

29	Rural Rehabilitation Association for Afghanistan	RRAA
30	Just For Afghan Capacity and Knowledge	JACK
31	Demining Agency for Afghanistan	DAFA
32	New Consultancy and Relief Organisation	NCRO
33	United Nations Population Fund	UNFPA
34	Rural Capacities Development Committee	RCDC
35	Action Against Hunger	AAH
36	Youth Health & Development Organisation	YHDO
37	Afghan Women Rights Organisation	AWRO
38	Blumont - COMAC	Blumont
39	Medair	Medair
40	The HALO Trust	THT
41	CARE International	CARE
42	Islamic Relief Worldwide	IRW
43	Mine Clearance Planning Agency	MCPA
44	Danish Refugee Council	DRC

### Annex III: Details feedback for Q16

24. How could the dashboard and analysis be made more useful for your cluster/ organisation?	
1	It's useful to share via email as well (monthly analysis)
2	To be discussed with all the organisations in person.
3	Because you have a lot of experience in this area, you can plan according to your own experiences
4	More explained and expanded figures should be added.
5	Not specific recommendations at this point.
6	Data is good and well analysed
7	it is working well for us
8	Very good no comment
9	to be brief and relevant to our organisation activities
10	Increasing the level of communication with partners
11	can't give input because not used yet
12	I have no suggestion in this case because I am satisfied with Awaaz's activity.
13	It is good and should be designed very easy to be understandable for all
14	user friend to analyse the findings
15	that must be in shape of awareness so people can understand well
16	It is clear

17	Good to use the data for the transparency
18	It's useful and have enough information
19	To be loaded fast
20	Contentiously contact with the partners
21	It will be better that the relevant dashboard analysis data should be shared with the relevant organisations in a timely manner based on need.
22	With more detail information and fast data extraction
23	When communicate with relevant organisation on time
24	It's an easy way to access the data and dashboard
25	It is sufficient to use
26	This Dashboard and analysis help us to look at our area/ location of Services and easily follow up with relevant Implementing Partners.
27	When the dashboards are being updated the link should be shared with the registered partners.
28	No specific feedback on this. as it seems to me very fine
29	It is clear and useful for us.

## Annex IV: Details feedback for Q19

How can Awaaz improve its engagement and coordination with partners/ Clusters/ WG/ Sub-WG/ your organisation?	
1	Through regular meetings and info sessions
2	To implement the activities in a partnership with partners at the ground level
3	To raise more awareness about its service, to enhance its coordination with all partners.
4	By follow up and and prepared orientation
5	By conducting monthly field coordination meetings
6	No problems, thus far.
7	Engagement, dialogues, and actions together
8	To organise some offline or online session
9	Organise meetings with the working group and have more coordination.
10	Sharing information and meetings and sharing the results of reported events
11	Conduction of awareness raising sessions
12	Just had a training session to the humanitarian NGOs
13	Sometimes it needs to have an online or face-to-face meeting and the referrals and feedback need to be in the national Language.
14	For the improvement of the engagement AWAAZ should be in contact with AWARD in every situation
15	Through further meetings and trainings

16	Through frequent communications and meetings
17	inviting to the meeting of Awaaz
18	AWAAZ should keep regular contact with all the partners and organisations
19	by having a strong coordination and a monthly or quarterly based meeting with the relevant partners or organisations.
20	Through monthly meeting and reporting
21	through email and regular contacts
22	It is the better way to duly sign the MoUs and regularly follow it up.
23	It is sufficient
24	We propose to have regular Quarterly meetings.
25	To participate in cluster monthly meetings if any issues arise could be here over there.
26	through additional meeting
27	By establishing regular communication.
28	Clusters meetings
29	Good coordination
30	Meeting and engagement in different projects
31	They should share their information through the DMAC monthly coordination meeting
32	if Awaaz could establish the two way referral system it will much better in our organisation to give the effective feedback to the caller