

# Awaaz Afghanistan: Dashboard

For calls handled in 2018-2019 related information [click here](#).



**1 SELECT YEAR**
2020 2021 2022

**2 SELECT MONTH**
January February March April May June July August September October November December

**OR SELECT DATES MANUALLY\***
1/1/2020 5/31/2022

**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
- Laghman
- Loqar

**5 SELECT ANY OF THE ELEMENTS IN THE BELOW VISUALS**
Clear All Filters

**A running total of calls handled: 219,625**

### Call Metrics

Type of Call

Request/Question	39.43%
Follow-up	29.40%
Disconnected	26.27%
Post-Call Survey	3.26%
Feedback	1.19%
Complaint	0.45%

80 % Inbound  
20 % Outbound

Monthly Volume of Calls Handled

### Caller Demographics

Caller Type	Percentage	Age & Gender
Host Comm.	49.03%	< 18: 9.11%
IDP	36.50%	> 18: 90.89%
Returnee	12.94%	
Other	1.18%	
Refugee	0.18%	
NGO	0.16%	

### Total # of Calls Handled

114675

Map of Call Distribution by Province

### Top 3 Districts

Kabul	9042
Kandaha...	3269
Mazar-e-...	2588

### Top 3 HTR\* Areas

Emams...	982
Khogyani	886
Kajaki	667

### Reported Needs

#### Top 5 Reported Needs

General inquiry about Awaaz	14878
Request for food assistance	14671
Request for cash assistance	14384
Government - Basic Services	10195
General cash enquiry	5069

#### Top 5 Reported Needs by Sector

Cash	21K
Food / Agric.	17K
Government	11K
Health	6K
Protection	4K

### Call Centre Indicators

Average Call Duration: NA

Average Waiting Time: NA

**63 %**

Agreed to share their information

**97 %**

First call resolution rate

**4 SELECT CATEGORY**
Cash Education Food / Agric. Government Health Livelihood Nutrition Protection Shelter / NFI 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 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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**1 SELECT YEAR**

2020 2021 **2022**

**2 SELECT MONTH**

January February March April **May**

**OR**

**SELECT DATES MANUALLY\***

1/1/2020 5/31/2022

**3 SELECT PROVINCE**

or leave unselected for national level analysis

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- Kandahar
- Kapisa
- Khost
- Kunar
- Kunduz
- Laghman
- Logar

**5 SELECT ANY OF THE ELEMENTS IN THE BELOW VISUALS**

**A running total of calls handled: 219,625**

**Clear All Filters**

**Call Metrics**

**Type of Call**

Request/Question	54.42%
Follow-up	25.83%
Disconnected	15.31%
Post-Call Survey	2.04%
Feedback	1.50%
Complaint	0.91%

**96 % Inbound**

**4 % Outbound**

**Monthly Volume of Calls Handled**

**Caller Demographics**

Caller Type	Age & Gender
Host Comm.	64.46% < 18 4.23%
IDP	18.19% > 18 95.77%
Returnee	14.29%
Other	2.77%
Refugee	0.17%
NGO	0.11%

**Total # of Calls Handled**

**2207**

**Map of Call Distribution by Province**

**Top 3 Districts**

Kabul	262
Sozmaqala	65
Mazan-e...	55

**Top 3 HTR\* Areas**

Nad-e...	27
Emams...	19
Kajaki	18

**Reported Needs**

**Top 5 Reported Needs**

Government - Basic Services	689
Request for cash assistance	427
Request for food assistance	262
General inquiry about Awaaz	99
General cash enquiry	75

**Top 5 Reported Needs by Sector**

**Call Centre Indicators**

**Average Call Duration: 03m36s**

**Average Waiting Time: 02m46s**

**92 %**

Agreed to share their information

**94 %**

First call resolution rate

**4 SELECT CATEGORY**

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

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# Awaaz Afghanistan: Community Engagement

A running total of 219,625 calls handled from 28 May 2018 - 30 April 2022.  
For calls handled in 2018-2019 related information [click](#)



**1 SELECT YEAR**

2020 2021 2022

**2 SELECT MONTH**

January February March April  
May June July August  
September October November December

**OR**

**SELECT DATES MANUALLY\***

1/1/2020  
5/31/2022

## 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



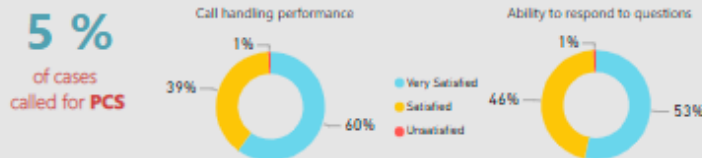
**No response:** No response received from partner  
**Processing:** Partner is determining course of action (temporary)  
**Actionable:** Partner can refer/investigate/provide feedback  
**Information Only:** Partner cannot take action; may have standard message  
**For Other Cluster/Partner:** Partner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

Action taken for referrals where response was provided:

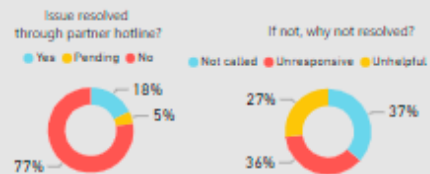


## Post Call Survey (PCS)

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: Community Engagement

A running total of 219,625 calls handled from 28 May 2018 - 30 April 2022.

For calls handled in 2018-2019 related information [click](#)



1 SELECT YEAR: 2020, 2021, 2022  
 2 SELECT MONTH: January, February, March, April, May  
 OR SELECT DATES MANUALLY\*: 1/1/2020, 5/31/2022

## Referrals Shared to Partners

Select one to see visuals change



## Key Indicators

Please see footnotes for further explanation



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## Partner Response Breakdown

Response Category



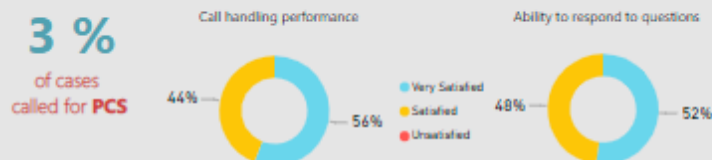
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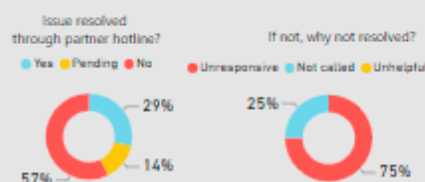


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# Awaaz Afghanistan: Highlights

A running total of 217,418 calls handled from 28 May 2018 - 31 March 2022.

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1 SELECT YEAR	2020	2021	2 SELECT MONTH	January	February	March	April	OR SELECT DATES MANUALLY*	1/1/2020
	2022			May					5/31/2022

During April, Awaaz handled 2,207 calls (32% from IDPs and returnees; 64% from HCs; and remaining from other groups).

Snapshot	Partner Engagement	Main Trends
<p><b>Top Reported Needs</b></p> <p>This month, Awaaz received calls from all provinces except Nuristan, with the highest call volume for Kabul, Nangarhar and Kandahar accounting for 29%.</p> <p>“ <b>Around 500 households are living in a camp in this area, all of them have their own houses. Recently the authorities have decided to evacuate them from this area.</b> ”</p> <p>- Male caller from Badghis</p> <p>Government basic services related calls constituted the highest humanitarian need reported, accounting for 31% of the overall call volume. Of those queries, 7% came from IDPs and returnees.</p> <p>With 24%, general enquiries about the cash related services constituted the second-highest need reported, followed by food, protection, and livelihood.</p> <p>Women and girls accounted for 24% of the calls highlighting government basic services, cash and food as top humanitarian needs (73% from host communities; 26% from IDPs and returnees).</p> <p>In total, 32% of the calls were received from IDPs and returnees, 64% from HCs and the remaining from refugees and other groups.</p> <p>Majority of calls were directly referred to dedicated partners with guidance on assistance processes; The remaining were complaints/feedback required referral and/or follow-up by Awaaz to close the loop.</p>	<p><b>Non-Standard Referrals</b></p> <p>Awaaz made 64 referrals to 22 partners for their feedback and/or action. Of those, 53% were complaints and cases of negative feedback made against a humanitarian actor.</p> <p>The partner response rate to referrals have increased according to the previous 3 months; 89% of the partners scored a 100% on time response rate. 28% of referrals shared are still pending any response.</p> <p>The referred cases to partners for their feedback and/or action were received from 24 provinces, with the highest volume from Kabul, Kunduz, Kandahar and Hilmand accounting for 45%.</p> <p>“ <b>In March 2022, an agency surveyed all residents of the area and distributed the beneficiary cards. We received two rounds of the assistance, in the second round the quantity and quality of the assistance was not fine. I am requesting help in this regard.</b> ”</p> <p>- Female caller from Kunduz</p> <p>Awaaz is receiving complaints and cases of negative feedback about the distribution of humanitarian aid, the cases are shared with the partners and actions are taken. This month Awaaz received most of the complaints from Kabul province.</p> <p>Awaaz shared 98% of all the referrals with its partners within the agreed timeline of 24 hours for urgent referrals and one week for non-urgent referrals. Of the cases referred, 72% were acknowledged by partners within the agreed timeline.</p>	<p><b>Enhanced coordination</b></p> <p>Awaaz has increased its efforts to improve 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 organizations and response are improved.</p> <p>Awaaz is considering various ways to enhance communication and coordination with the partners through increased awareness, capacity-building sessions, and IEC materials.</p> <p><b>Challenges</b></p> <p>The interference of authorities and elders in the beneficiary selection and distribution processes has adversely affected the effectiveness of humanitarian response. The unavailability of services and the lack of information around the services of many partners posed a challenge to Awaaz as the center relies on up-to-date information to guide callers to available services. Awaaz intensified the collaboration with its partners to help rectify this shortcoming.</p> <p><b>Assessments</b></p> <p>Awaaz Afghanistan conducted its first response-wide perceptions survey in Afghanistan. The total number of respondents was 44, of which 45.5% were International NGOs, 43.2% were National NGOs, 6.8% were clusters, and 4.5% were UN agencies.</p>

**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.