

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

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, 8/1/2022

3 SELECT PROVINCE: or leave unselected for national level analysis

5 SELECT ANY OF THE ELEMENTS IN THE BELOW VISUALS

Clear All Filters

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

A running total of calls handled: 230,241

Call Metrics

| Type of Call | Percentage | Direction |
|------------------|------------|-----------|
| Request/Question | 40.30% | 81 % |
| Follow-up | 29.54% | |
| Disconnected | 25.04% | 19 % |
| Post-Call Survey | 3.04% | |
| Feedback | 1.33% | Outbound |
| Complaint | 0.74% | |

Total # of Calls Handled

125293

Map of Call Distribution by Province

Top 3 Districts

| | |
|-------------|-------|
| Kabul | 10030 |
| Kandaha... | 3521 |
| Mazar-e-... | 2962 |

Top 3 HTR* Areas

| | |
|----------|------|
| Emams... | 1094 |
| Khogyani | 960 |
| Kajaki | 799 |

Reported Needs

Top 5 Reported Needs

| | |
|-----------------------------|-------|
| Request for cash assistance | 16894 |
| Request for food assistance | 15926 |
| General inquiry about Awaaz | 15211 |
| Government - Basic Services | 12346 |
| General cash enquiry | 5627 |

Top 5 Reported Needs by Sector

| | |
|---------------|-----|
| Cash | 24K |
| Food / Agric. | 19K |
| Government | 13K |
| Protection | 6K |
| Health | 6K |

Caller Demographics

| Caller Type | Percentage | Age & Gender |
|-------------|------------|--------------|
| Host Comm. | 51.59% | < 18: 8.79% |
| IDP | 34.18% | > 18: 91.21% |
| Returnee | 12.75% | |
| Other | 1.17% | |
| Refugee | 0.17% | |
| NGO | 0.15% | |

Call Centre Indicators

Average Call Duration: NA

Average Waiting Time: NA

66 %

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.

* 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 June **July**

OR SELECT DATES MANUALLY*

1/1/2020
7/31/2022

3 SELECT PROVINCE

or leave unselected for national level analysis

- Badakhshan
- Badghis
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- Laghman
- Loqar

5 SELECT ANY OF THE ELEMENTS IN THE BELOW VISUALS

A running total of calls handled: 230,241

Call Metrics

| Type of Call | Percentage | Inbound/Outbound |
|------------------|------------|------------------|
| Request/Question | 46.30% | 94 % |
| Follow-up | 33.47% | |
| Disconnected | 11.25% | Inbound |
| Complaint | 5.18% | |
| Feedback | 3.12% | 6 % |
| Post-Call Survey | 0.68% | |
| | | Outbound |

Monthly Volume of Calls Handled

Total # of Calls Handled

5423

Map of Call Distribution by Province

Top 3 Districts

| | |
|-------------|-----|
| Kabul | 466 |
| Mazar-e-... | 202 |
| Behsud | 145 |

Top 3 HTR* Areas

| | |
|----------|----|
| Emams... | 77 |
| Kajaki | 75 |
| Khogyani | 50 |

Reported Needs

Top 5 Reported Needs

| | |
|-----------------------------|------|
| Request for cash assistance | 1231 |
| Government - Basic Services | 897 |
| Request for food assistance | 671 |
| FSA access issue | 329 |
| General FSA enquiry | 317 |

Top 5 Reported Needs by Sector

Call Centre Indicators

Average Call Duration: 02m38s

Average Waiting Time: 03m46s

90 %

Agreed to share their information

88 %

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 230,241 calls handled from 28 May 2018 - 31 July 2022.
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
7/31/2022

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



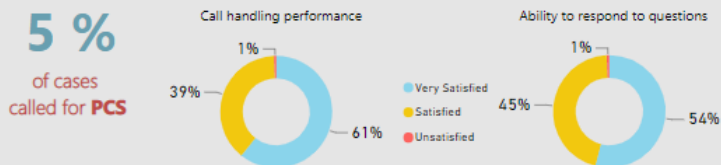
No response: No response received from partner
Processing: Partner is determining course of action (temporary)
Actionable: Partner can refer/investigate/provide feedback
Information Only: Partner cannot take action; may have standard message
For Other Cluster/Partner: Partner believes referral should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

Action taken for referrals where response was provided:

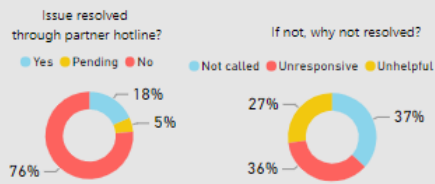


Post Call Survey (PCS)

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 230,241 calls handled from 28 May 2018 - 31 July 2022.
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1
SELECT
YEAR

2020

2021

2022

2
SELECT
MONTH

January

February

March

April

May

June

July

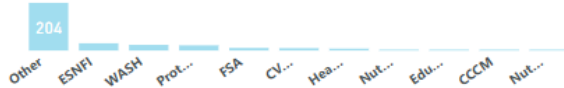
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1/1/2020

7/31/2022

Referrals Shared to Partners

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Key Indicators

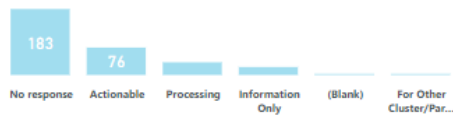
Please see footnotes for further explanation

318 42 % 5

Total Referrals Shared with Partners Partner Response Rate on Shared Referrals Average # Days for Partner Response

Partner Response Breakdown

Response Category



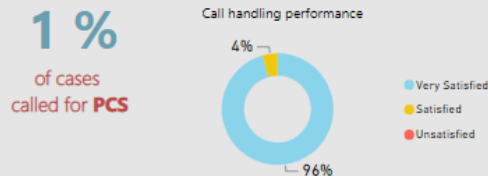
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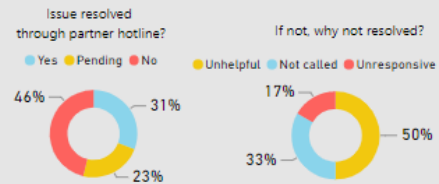


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Awaaz Afghanistan: Highlights

A running total of 230,241 calls handled from 28 May 2018 - 31 July 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 | June | July | | | 7/31/2022 |

During July, Awaaz handled 5,423 calls (25% from IDPs and returnees; 73% from HCs; and remaining from other groups).

| Snapshot | Partner Engagement | Main Trends |
|---|--|---|
| <h3>Top Reported Needs</h3> <p>This month, Awaaz received calls from all provinces, with the highest call volume for Nangarhar, Kabul, Balkh and Hilmand accounting for 25%.</p> <p>“ A huge bomb and many other explosive materials are found 100 meters from our village where 200 families are living. If it is exploded, it may destroy the whole village.” - Male caller from Ghazni</p> <p>Cash related calls constituted the highest humanitarian need reported, accounting for 31% of the overall call volume. Of those queries, 35% came from IDPs and returnees.</p> <p>With 25%, Food-related calls constituted the second-highest humanitarian need reported, followed by general enquiries related to the government basic services, protection, and livelihood.</p> <p>Women and girls accounted for 23% of the calls highlighting cash, government basic services and food as top humanitarian needs (75% from host communities; 25% from IDPs and returnees).</p> <p>In total, 25% of the calls were received from IDPs and returnees, 73% 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> | <h3>Non-Standard Referrals</h3> <p>Awaaz made 318 referrals to 27 partners for their feedback and/or action. Of those, 49% were complaints and cases of negative feedback made against a humanitarian actor.</p> <p>42% of all partners which received referrals in July responded to the referrals. 58% of the referrals remained without any response or feedback from the partners.</p> <p>The referred cases to partners for their feedback and/or action were received from 28 provinces, with the highest volume from Nangarhar, Khost, Kunduz and Kandahar accounting for 19%.</p> <p>“ Floods hit our houses and destroyed everything. We moved to Kabul without taking anything with us. We need food, NFIs and other basic living materials.” Female caller from Kabul</p> <p>Above: Awaaz received calls from the flash flood affected people from different provinces, the cases were shared with the partners and actions were taken for providing the basic services to the affected people in these provinces.</p> <p>Awaaz shared 100% of the referrals with its partners within the agreed timeline of 24 hours for urgent referrals and twice a week for non-urgent referrals. Of the cases referred, 67% were acknowledged by partners within the agreed timeline.</p> | <h3>Enhanced coordination</h3> <p>Awaaz has increased its efforts to improve communication and coordination among UN agencies and humanitarian partners (specifically on referral pathways, processes and compliance) to ensure that the quality, accountability and transparency within the organizations and for the response are improved.</p> <p>Awaaz is considering various ways to enhance communication and coordination with the partners through coordination meetings, increased awareness raising sessions, and distribution of IEC materials.</p> <h3>Challenges</h3> <p>The interference of authorities and elders in the beneficiary selection and distribution processes has adversely affected the effectiveness of humanitarian response.</p> <p>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> <h3>Partner Satisfaction...</h3> <p>Read Awaaz Afghanistan Partner Satisfaction Survey full report in Awaaz website. Awaaz is striving to upgrade its systems and databases for an efficient service delivery considering all recommendations in the report.</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.