

Inter-Agency Communication & Accountability Centre (Awaaz)



Staffed by male and female operators, the centre offers assistance in multiple languages, including Dari, Pashto, Urdu and English
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Supported by



Implemented by



Project Start Date
1 November 2017

Project End Date
Continuous

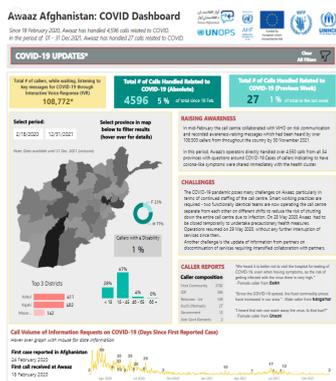
Project Budget (Total)
US\$ 6,722,062
(2023:
US\$ 2,500,000)

Project Background

A joint accountability and community engagement initiative between multiple agencies and partners, the Inter-Agency Communications & Accountability Centre (**Awaaz Afghanistan**) is implemented by UNOPS with current financial support from the **Afghanistan Humanitarian Fund (AHF)**, **The United Nations Entity for Gender Equality and the Empowerment of Women (UN Women)**, and the **Japanese Supplementary Fund (JSF)**. The European Commission Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO), UN High Commissioner for Refugees (UNHCR) and the World Food Programme (WFP) oversee the project as its board members and partners who also funded the establishment of the project as its co-founders.

Open seven days a week, Awaaz is the country's first and the only nationwide, toll-free, confidential, humanitarian call centre that affected populations can dial to access information and register feedback on assistance programmes. Awaaz is an office-based initiative (call center) serving the entire country from the United Nations Office for Project Services (UNOPS) Afghanistan Country Office (AFCO) in Kabul. Awaaz has been operating as an integral part of the humanitarian response, fully integrated into the Accountability to Affected Populations (AAP) Working Group in Afghanistan. Awaaz Afghanistan is the country's first and only inter-agency communications and accountability center, providing a toll-free hotline (410), that affected populations can dial to access information and register feedback/complaints on assistance programmes.

As a community engagement initiative, Awaaz provides a two-way communications channel where needs and priorities, as reported on the ground, are circulated to partners to help improve the quality of programming in Afghanistan. Established in 2018 on behalf of the Humanitarian Country Team (HCT), Awaaz was built on UNOPS' previous technical set-up and successful experience in Iraq with the IDP Call Center



Clients & Beneficiaries

Following 40 years of war and an already dire situation of increasing hunger, economic decline, price rises in food and other essential needs, and rising poverty over the past several years, over 2021 the people of Afghanistan faced intensified conflict, the withdrawal of international forces and then the takeover of the country by the Taliban in August.

The resulting political, social and economic shocks have reverberated across the country with a massive deterioration of the humanitarian and protection situation in the 4th quarter of 2022 and the outlook for 2023 remains profoundly uncertain.

The deteriorating context and an increase in population estimates (now 41.7 million people) have combined to leave a projected 24.4 million people in humanitarian need in 2022, up from 18.4 million people at the start of 2022 (HNO 2022).

Objective

Promoting Collective Accountability and Community Engagement in Afghanistan.

Awaaz for the Beneficiaries

Humanitarian services to affected people, enhancing access to humanitarian assistance, linking callers with established referral systems

Awaaz for the Clients

UNOPS via Awaaz hotline provides the following services to its clients:

- improve Client's community outreach and evidence-based system in the areas of gender-based violence, reproductive health, youth engagement and protection services;
- provide the Client with the Community feedback data segregated by age, gender, disability and other criteria relating to Client's services for further analysis by the Client;
- monitoring of corrective measures (response adaptations and challenges) of community feedback and complaints at the collective level

Achievements to date

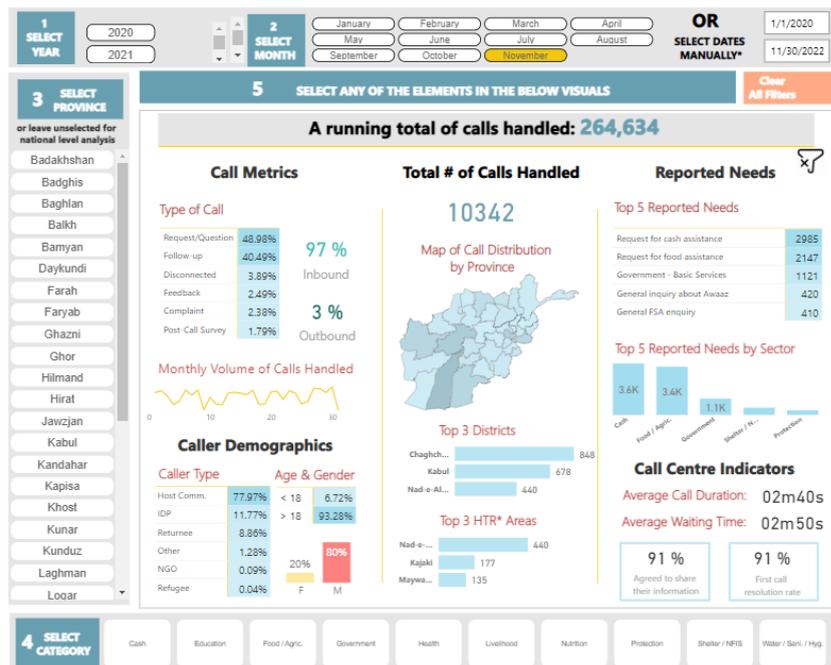
As of November 2022, Awaaz's ten multilingual male/female operators have handled more than 264,000 calls from all 34 Afghan provinces. Through a monthly dashboard disaggregating needs registered by gender, age and geographic location Awaaz provides an important source of information for humanitarian partners operating in the country.

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Awaaz Afghanistan: Dashboard

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



To find more, please visit <https://awaazaf.org/>

As a collective protection mainstreaming and accountability mechanism, Awaaz lends itself to the World Humanitarian Summit's (WHS) Grand Bargain commitments on local leadership, local action, capacity strengthening, and the participation revolution.

Establishing referral pathways with all humanitarian clusters and partners, cases requiring attention are shared (in agreement with the affected person) in a timely manner, helping the humanitarian response to swiftly align its delivery to actual needs.

CoVID-19: Having received its first COVID-19 related call in mid-February 2020 to April 2022, Awaaz has closely collaborated with the WHO and other partners on Risk Communication and Community Engagement (RCCE). Awaaz's pre-recorded awareness-raising messages have been heard by over 209,000 callers from throughout the country and directly handled over 4,645 calls from all 34 provinces with callers enquiring about COVID-19.