

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

1/3/2023

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
- Logar

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

A running total of calls handled: 272,660

Call Metrics

Type of Call	Percentage
Request/Question	50.84%
Follow-up	34.25%
Disconnected	7.95%
Post-Call Survey	2.46%
Complaint	2.25%
Feedback	2.24%

95 %

Inbound

5 %

Outbound

Monthly Volume of Calls Handled

Total # of Calls Handled

71245

Map of Call Distribution by Province

Top 3 Districts

Kabul	6129
Chaghch...	2884
Mazar-e...	2081

Top 3 HTR* Areas

Nad-e...	1430
Kajaki	773
Maywa...	653

Reported Needs

Top 5 Reported Needs

Request for cash assistance	18366
Request for food assistance	13227
Government - Basic Services	11635
General cash enquiry	3639
General inquiry about Awaaz	2817

Top 5 Reported Needs by Sector

Cash	23K
Food / Agric...	20K
Government	12K
Shelter / N...	
Protection	

Call Centre Indicators

Average Call Duration: NA

Average Waiting Time: NA

86 %

Agreed to share their information

92 %

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.

* 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 | August | September | October | November | **December** | **OR SELECT DATES MANUALLY*** | 1/1/2020 | 12/31/2022

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

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Call Metrics

Type of Call	Percentage
Request/Question	52.21%
Follow-up	39.40%
Disconnected	3.26%
Complaint	2.37%
Feedback	2.34%
Post-Call Survey	0.42%

98 % Inbound | **2 %** Outbound

Monthly Volume of Calls Handled

Caller Demographics

Caller Type	Percentage	Age & Gender
Host Comm.	79.52%	< 18: 6.09%
Returnee	10.33%	> 18: 93.91%
IDP	9.29%	
Other	0.67%	
NGO	0.11%	
Refugee	0.09%	

Total # of Calls Handled

8026

Map of Call Distribution by Province

Top 3 Districts

Kabul	670
Chaghch...	389
Kandaha...	266

Top 3 HTR* Areas

Nad-e...	263
Maywa...	119
Kajaki	103

Reported Needs

Top 5 Reported Needs

Request for food assistance	2476
Request for cash assistance	2438
General cash enquiry	421
Request for NFIs	345
Request for agriculture assistance	289

Top 5 Reported Needs by Sector

Food / Agric.	3.3K
Cash	3.0K
Shelter / NFI	
Government	
Health	

Call Centre Indicators

Average Call Duration: 02m57s
Average Waiting Time: 02m47s

89 %

Agreed to share their information

93 %

First call resolution rate

4 SELECT CATEGORY

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

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Awaaz Afghanistan: Community Engagement

A running total of 272,660 calls handled from 28 May 2018 - 31 December 2022

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2020 2021 2022

January February March April May June July August September October November December
OR
SELECT DATES MANUALLY*

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).

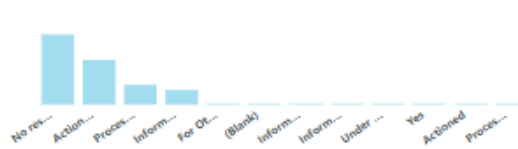
Key Indicators

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

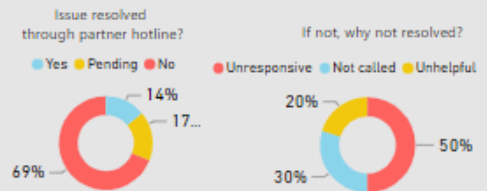
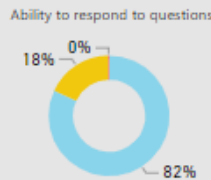
Action taken for referrals where response was provided:



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

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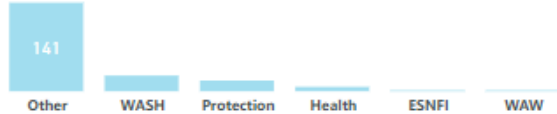
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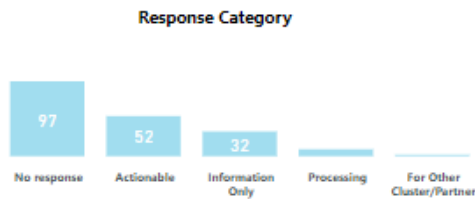
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Key Indicators

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Partner Response Breakdown



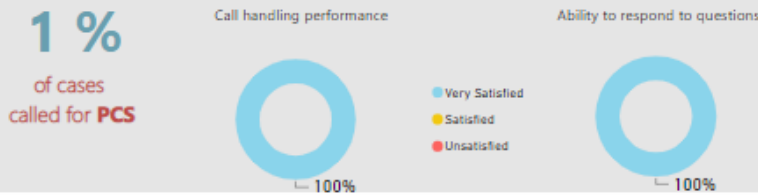
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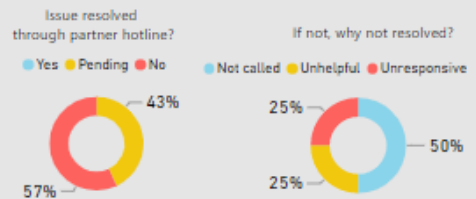


Post Call Survey (PCS)

Caller Satisfaction: Operator Performance



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Awaaz Afghanistan: Highlights

A running total of 272,660 calls handled from 28 May 2018 - 31 December 2022.

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	2022			May	June	July	August		12/31/2022
				September	October	November	December		

During December, Awaaz handled 8,026 calls (around 20% from IDPs and returnees; 80% from HCs; and remaining from other groups).

Snapshot

Partner Engagement

Main Trends

Top Reported Needs

This month, Awaaz received calls from all provinces, with the highest call volume for Kabul, Hilmand, Kandahar, Hirat, and Ghor accounting for 43%.

“ I contacted Awaaz to verify a caller who identified himself as a UN employee. He asked me to send him a 1,100 AFN credit card so that he will consider me for a cash... ”
- Female caller from Kabul

Food related calls constituted the highest humanitarian need reported, accounting for 42% of the overall call volume. Of those queries, 15% came from IDPs and returnees.

With 38%, Cash-related calls constituted the second-highest humanitarian need reported, followed by general enquiries related to the government basic services, shelter and NFIs, and health.

Women and girls accounted for 20% of the calls highlighting food, cash, NFIs and government basic services as top humanitarian needs (78% from host communities; 22% from IDPs and returnees).

In total, 20% of the calls were received from IDPs and returnees, 80% from HCs and the remaining from refugees and other groups.

Majority of calls were directly referred to dedicated partners with guidance on assistance processes and standard messaging. The remaining were complaints/feedback required referral and/or follow-up by Awaaz to close the loop.

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.

Non-Standard Referrals

Awaaz made 192 referrals to 31 partners for their feedback and/or action. Of those, 63% were complaints and cases of negative feedback made against a humanitarian actor.

49% of all partners which received referrals in December responded to the referrals and 51% of the referrals remained without any response or feedback from the partners. For the referrals where response was provided, 64% of the cases were deemed actionable or were being processed, of these cases 100% were given feedback and 31% were closed and solved.

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

The referred cases to partners for their feedback and/or action were received from 32 provinces, with the highest volume from Kabul, Daykundi, Hilmand, and Nangarhar accounting for 39%.

Enhanced coordination

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.

In Q4, AWAAZ has signed 8 new MoUs with humanitarian partners, reaching a total of 109 MoUs by the end of 2022.

Challenges

From the majority of calls, the interference of authorities and elders in beneficiary selection and distribution processes has adversely affected the effectiveness of humanitarian response. Delays in partner response to referrals and the lack of timely information provision from service providers on messaging hampered Awaaz's ability to provide timely feedback to callers in some cases. Awaaz is intensifying collaboration with its partners to help rectify this shortcoming.

Project Advancement

Awaaz has designed a new information system to bring efficiency in its data intake forms and call handling processes. The system will also automatise the referrals and feedback loop management with partners and callers. Awaaz expects to launch its new system in early 2023.