

Awaaz Afghanistan: Dashboard

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

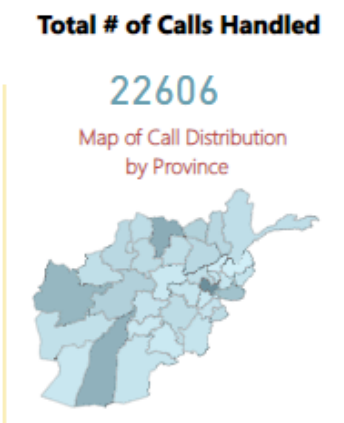
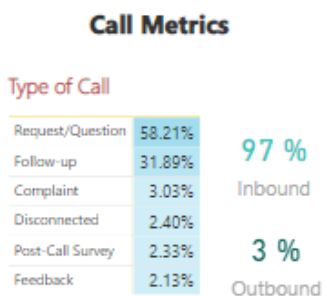


1 SELECT YEAR | 2020 | 2021 | 2022 | **2023** |
 2 SELECT MONTH | January | February | March | April |
 OR **SELECT DATES MANUALLY*** | 1/1/2020 | 5/10/2023

- 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
 - Loar

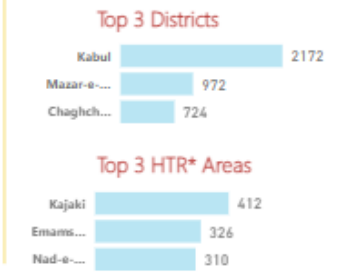
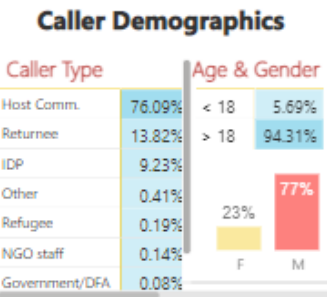
5 SELECT ANY OF THE ELEMENTS IN THE BELOW VISUALS Clear All Filters

A running total of calls handled: 295,251



Reported Needs

Need Category	Count
Request for food assistance	7822
Request for cash assistance	6535
General FSA enquiry	1455
General cash enquiry	1082
FSA access issue	1019



Call Centre Indicators

Average Call Duration: NA

Average Waiting Time: NA

83 %

Agreed to share their information

92 %

First call resolution rate

- 4 SELECT CATEGORY**
- Cash
 - Education
 - Food / Agric.
 - Government
 - Health
 - Livelihood
 - Nutrition
 - Protection
 - Shelter / N/IS
 - Water / Sanit. / Hyg.

Awaaz Afghanistan: Community Engagement

A running total of 295,251 calls handled from 28 May 2018 - 30 April 2023.
For calls handled in 2018-2019 related information [click here](#).



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:

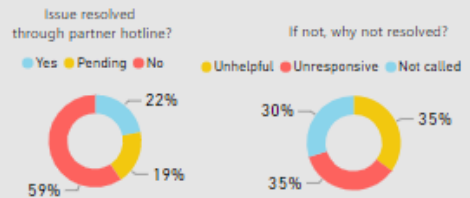
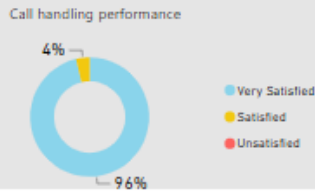


Post Call Survey (PCS)

Caller Satisfaction: Operator Performance

Partner Hotline Referrals: Case Resolution

4 % of cases called for PCS



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1 SELECT YEAR

2020 2021 2022 **2023**

2 SELECT MONTH

January February March **April**

OR

SELECT DATES MANUALLY*

1/1/2020
4/30/2023

3 SELECT PROVINCE

or leave unselected for national level analysis

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- Laghman
- Logar

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[Clear All Filters](#)

A running total of calls handled: 295,251

Call Metrics

Type of Call

Request/Question	65.36%
Follow-up	25.96%
Post-Call Survey	3.13%
Complaint	3.08%
Feedback	2.40%
Disconnected	0.07%

96 % Inbound

4 % Outbound

Monthly Volume of Calls Handled

Total # of Calls Handled

4249

Map of Call Distribution by Province

Top 3 Districts

Kabul	458
Mazar-e-...	187
Chaghch...	115

Top 3 HTR* Areas

Kajaki	76
Balkh	45
Emams...	44

Reported Needs

Top 5 Reported Needs

Request for food assistance	1333
Request for cash assistance	1260
General FSA enquiry	452
General inquiry about Awaaz	214
General cash enquiry	210

Top 5 Reported Needs by Sector

Food / Agric.	2.0K
Cash	1.6K
Protection	
Shelter / NFIS	
Livelihood	

Call Centre Indicators

Average Call Duration: 02m57s

Average Waiting Time: 3m50s

78 %

Agreed to share their information

92 %

First call resolution rate

4 SELECT CATEGORY

- Cash
- Education
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- 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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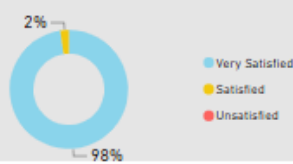


Post Call Survey (PCS)

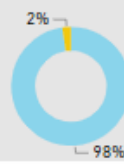
Caller Satisfaction: Operator Performance

4 % of cases called for PCS

Call handling performance

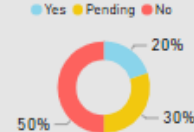


Ability to respond to questions

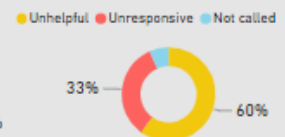


Partner Hotline Referrals: Case Resolution

Issue resolved through partner hotline?



If not, why not resolved?



Awaaz Afghanistan: Highlights

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During April, Awaaz handled 4,249 calls (around 33% from IDPs and returnees; 67% from HCs; and remaining from other groups).

Snapshot	Partner Engagement	Main Trends
<p>Top Reported Needs</p> <p>This month, Awaaz received calls from all provinces, with the highest call volume for Kabul, Balkh, Hirat, and Nangarhar accounting for 37%.</p> <p>“ My husband is an addict and he sells household assets to buy drugs. I have 3 children but I am unable to feed them. We are severely in need of assistance. ” - Female caller from Kabul</p> <p>Food related calls constituted the highest humanitarian need reported, accounting for 48% of the overall call volume. Of those queries, 31% came from IDPs and returnees.</p> <p>With 38%, cash-related calls constituted the second-highest humanitarian need reported, followed by general enquiries related to the protection, NFIs, and livelihood.</p> <p>Women and girls accounted for 22% of the calls highlighting food, cash, health and protection as top humanitarian needs (71% from host communities; 29% from IDPs and returnees).</p> <p>In total, 33% of the calls were received from IDPs and returnees, 67% 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 and standard messaging. The remaining were complaints/feedback required referral and/or follow-up by Awaaz to close the feedback loop.</p>	<p>Non-Standard Referrals</p> <p>Awaaz made 144 referrals to 35 partners for their feedback and/or action. Of those, 51% were complaints and cases of negative feedback made against a humanitarian actor.</p> <p>67% of all partners which received referrals in April responded to the referrals while 33% remained without a response.</p> <p>For the referrals where response was provided, 75% of the cases were deemed actionable or were being processed, of these cases 100% were given feedback and 18% were closed and solved.</p> <p>“ The caller lives in a rented house. He has 11 daughters and a 5-years-old son. Due to many financial issues, he engaged his 6-year-old daughter for AFN 150,000 in order to tackle his family issues. Requested cash and food assistance. ” - Male caller from Farah</p> <p>Above: After receiving the complaint, Awaaz referred the case to the responsible organization who is looking into the case resolution and following up with the caller.</p> <p>The referred cases to partners for their feedback and/or action were received from 33 provinces, with the highest volume from Kabul, Ghor, Kapisa and Balkh accounting for 35%.</p>	<p>Enhanced coordination</p> <p>Awaaz has finalized its information management upgrade launching it in March 2023 with which efficiency and effectiveness will be assured with the referrals/feedback loop management for the humanitarian response.</p> <p>Awaaz is considering various ways to enhance communication and coordination with partners through coordination meetings, increased awareness raising sessions, and distribution of IEC materials.</p> <p>Cross-Cutting Issues</p> <p>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.</p> <p>Awaaz conducted post-call surveys on 4% of its registered cases. From callers' feedback on partner hotlines revealed 20% issues resolved, 60% deemed not helpful, and 33% did not respond to the calls.</p> <p>Partner Satisfaction...</p> <p>Read Awaaz Afghanistan Partner Satisfaction Survey full report on Awaaz website.</p> <p>Awaaz is striving to upgrade its systems and databases for an efficient service delivery considering all recommendations in the report.</p>