

Awaaz Afghanistan: Dashboard

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



1 SELECT YEAR

2 SELECT MONTH

OR SELECT DATES MANUALLY*

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: 361,391

Call Metrics

Type of Call	Percentage
Request/Question	52.98%
Follow-up	34.68%
Feedback	6.13%
Complaint	3.69%
Post-Call Survey	1.82%
Disconnected	0.70%

93 %
Inbound

7 %
Outbound

Monthly Volume of Calls Handled

Total # of Calls Handled

88728

Map of Call Distribution by Province

Top 3 Districts

Kabul	7023
Mazar-e-...	2935
Hirat	1908

Top 3 HTR* Areas

Nad-e-...	1552
Kajaki	1373
Dehraw...	1310

Reported Needs

Top 5 Reported Needs

Request for cash assistance	26780
Request for food assistance	22107
General inquiry about Awaaz	5818
General FSA enquiry	5381
General cash enquiry	4813

Top 5 Reported Needs by Sector

Cash	37K
Food / Agric.	34K
Shelter / NFI	
Protection	
Health	

Call Centre Indicators

Average Call Duration: NA

Average Waiting Time: NA

86 %

Agreed to share their information

88 %

First call resolution rate

4 SELECT CATEGORY

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

Awaaz Afghanistan: Community Engagement

A running total of 361,391 calls handled from 28 May 2018 - 30 December 2023
 For calls handled in 2018-2019 related information [click here](#).



1 SELECT YEAR

2020 2021 2022 **2023**

2 SELECT MONTH

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

OR

SELECT DATES MANUALLY*

1/1/2020
 12/31/2023

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

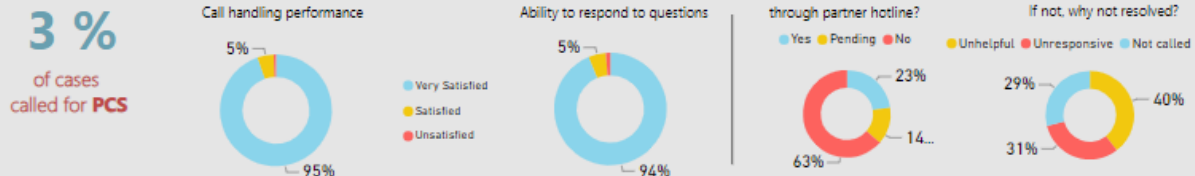
Action taken for referrals where response was provided:



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.

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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

Request/Question	50.82%
Follow-up	33.50%
Feedback	7.80%
Complaint	4.95%
Post-Call Survey	2.87%
Disconnected	0.06%

88 %

Inbound

12 %

Outbound

Monthly Volume of Calls Handled

Caller Demographics

Caller Type	Age & Gender
Host Comm.	55.14% < 18 3.24%
Returnee	37.28% > 18 96.76%
IDP	6.86%
NGO staff	0.41%
Government/DFA	0.15%
Refugee	0.10%
Other	0.08%

15%
F

85%
M

Total # of Calls Handled

10283

Map of Call Distribution by Province

Top 3 Districts

Kabul	732
Injil	313
Baghlan	305

Top 3 HTR* Areas

Baghlan	305
Delraw...	221
Chora /...	172

Reported Needs

Top 5 Reported Needs

Request for cash assistance	3948
Request for food assistance	1760
Cash distribution issue	710
FSA access issue	620
General cash enquiry	604

Top 5 Reported Needs by Sector

Call Centre Indicators

Average Call Duration: 02m7s

Average Waiting Time: 02m30s

86 %

Agreed to share their information

83 %

First call resolution rate

4 SELECT CATEGORY

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Food / Agric.

Government

Health

Livelihood

Nutrition

Protection

Shelter / NPIS

Water / Sanit. / Hyg.

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* 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.

Awaaz Afghanistan: Community Engagement

A running total of 361,391 calls handled from 28 May 2018 - 30 December 2023.
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				September	October	November	December		

Referrals Shared to Partners

Select one to see visuals change



Key Indicators

Please see footnotes for further explanation



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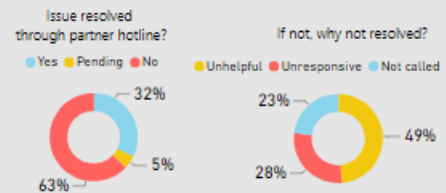


Post Call Survey (PCS)

Caller Satisfaction: Operator Performance

Partner Hotline Referrals: Case Resolution

5 % of cases called for PCS



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Awaaz Afghanistan: Highlights

A running total of 361,391 calls handled from 28 May 2018 - 31 December 2023

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During December, Awaaz handled 10,283 calls (44% from IDPs and returnees; 55% 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 Hirat, Hilmand, Kabul, Nangarhar, Kandahar, Uruzgan and Balkh accounting for 60%.</p> <p>“ An agency surveyed our village, they enlisted those families for assistance who gave them food and lunch, though they were rich and not vulnerable, the caller asked for justice and fair distribution of assistance. ”</p> <p>- Male caller from Nangarhar</p> <p>Cash related calls constituted the highest humanitarian need reported, accounting for 55% of the overall call volume. Of those queries, 46% came from IDPs and returnees.</p> <p>With 30%, food-related calls constituted the second-highest humanitarian need reported, followed by general enquiries related to the NFIs, Livelihood and Protection.</p> <p>Women and girls accounted for 15% of the calls highlighting cash, food, NFIs, health and livelihood as top humanitarian needs (68% from host communities; 32% from IDPs and returnees).</p> <p>In total, 44% of the calls were received from IDPs and returnees, 55% 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 587 referrals to 64 partners for their feedback and/or action. Of those, 87% were complaints and cases of negative feedback made against a humanitarian actor.</p> <p>37% of all partners which received referrals in December responded to the referrals while 63% remained without a response.</p> <p>For the referrals where response was provided, 100% of the cases were deemed actionable or were being processed of which 100% were given feedback and 28% were closed and solved.</p> <p>“ There are many unexploded ordnance just about 100 meters from our village. Before it hurts the residents of our area, please clear the area. ”</p> <p>Female caller from Uruzgan</p> <p>Above: After receiving the call, 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 for partner feedback and/or action were from 33 provinces, with the highest number of calls (48%) from Uruzgan, Hirat, Hilmand, Kabul, Ghor, Balkh, Nangarhar.</p>	<p>Enhanced coordination</p> <p>Awaaz focuses on enhanced communication and coordination with partners through follow up meetings, awareness raising sessions, and distribution of IEC materials.</p> <p>Awaaz updated its service directory with updated inputs from 67 partners based on which updated information on humanitarian programming will be provided to the callers.</p> <p>Challenges</p> <p>In some places, the enumerators/ surveyors accept the beneficiary list prepared by the community focal point; however, they have to conduct house-to-house surveys- Reported by callers</p> <p>Partners' responsiveness is a key challenge for Awaaz as an inter-agency and two-way communication center. Awaaz intensified its collaboration and engagement with partners to help rectify this shortcoming.</p> <p>Development</p> <p>To improve data visualization, data extraction and reporting processes, Awaaz will upgrade its dashboard in January 2023. The new dashboard provides data from March-December 2023 while the old dashboard until December 2023.</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.