Awaaz Afghanistan

The Inter-Agency Communications and Accountability Center

FACT SHEET

وصل، سهیم، آگاه
اریکه، گدون، پوهاوی
Connected Engaged Informed

آواز افغانستان
دافغانستان آواز
Awaaz Afghanistan

Awaaz 5Ws

WHO? We represent a collective inter-agency accountability and community engagement initiative that allows affected populations to access information and register feedback or complaints on assistance programmes.

WHAT? A toll-free national hotline - 410 - open (07:00 am to 07:00 pm) seven days a week, composed of a gender balanced and multi-lingual team of communication agents and project support staff.

WHEN? Started its initial phase in November 2017 and officially launched in May 2018 when the call center received its first call from the affected population in Nangarhar province.

WHERE? Based in Kabul, Awaaz coverage is nation-wide, working with diverse actors (national/international humanitarian and development agencies) to ensure Accountability to Affected Population (AAP).

WHY? There is growing global recognition that systematic and collective engagement with communities can improve program quality as well as build safer and more resilient communities.

Establishment
01 Nov 2017

Status
Ongoing

Total Budget
US$ 9,298,603

2024 Budget
US$ 2,450,000

Awaaz 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), European Commission Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO), The United Nations Entity for Gender Equality and the Empowerment of Women (UN Women), United Nations Population Fund (UNFPA), International Organisation for Migration (IOM), United Nations Development Fund (UNDP), and the Japanese Supplementary Fund (JSF). The 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 hotline (410), confidential, humanitarian call center that affected populations can dial to access information and register feedback/complaints 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. 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.

Objective

Promoting Collective Accountability and Community Engagement in Afghanistan.

Client & Beneficiaries

Awaaz provides a two-way information sharing channel and complaint feedback response mechanism for the affected populations and humanitarian partners. As the interagency mechanism, Awaaz closely works with all the humanitarian agencies to ensure accountability and transparency. Through a monthly dashboard with disaggregated needs registered by gender, age and geographic location Awaaz has proven itself as an increasingly useful information source for the operational partners on emerging needs, response priorities, and programme adaptability. The service enhances affected populations safe access to humanitarian assistance linking callers with established referral systems.

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

- Improve Client's community outreach and evidence-based data;

- Provide the Client with the Community feedback/complaint 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.

Awaaz Major Achievements up to date

- **361,391 (88,728 – 2023)** calls handled averaging **7,394** calls per month reaching more than **2,529,114** individuals from the affected populations;

- **13,544 (2,717 – 2023)** complaints and feedback on the humanitarian assistance are shared through established referral pathway with the humanitarian partners and agencies;

- **2,869 (550 – 2023)** humanitarian partner's community field staff are trained to increase understanding, knowledge, and use of Awaaz services;

- **66 (12 – 2023)** Monthly Interactive Dashboards published with anonymized calls data to enhance Information sharing and AAP infusion into programming cycles. In addition, various tailored datasets are shared with the humanitarian cluster leads and partners when requested;

- **2,773,044 (688,453 – 2023)** IEC materials including posters, flyers and business cards in local languages are handed over to the humanitarian partners to enhance level of awareness among affected populations of the services provided by the Awaaz;

- **135 (27 – 2023)** humanitarian agencies representing humanitarian clusters and working groups have signed Data Sharing MoUs harmonizing their partnership to support collective accountability platform;

- **88%** of affected population calls resolved in line with the available standard messaging received from partners;

- **100%** callers are satisfied with the quality and relevance of information provided by the Awaaz call center; and

- **317 (approximately 50,000 calls) (67 – 2023)** Remote Call Monitoring (RCM) projects are implemented to ensure AAP for the humanitarian pooled fund projects.

- **18,944 (13,074 – 2023)** surveys conducted for the AAP Working Group including for the Community Voices and Accountability Platform, and for other agencies such as WFP in 2019–2020 and Ground Truth Solutions perception surveys in 2021-2022

Implemented by:

UNOPS

Supported by:

AHF Afghanistan Humanitarian Fund | European Union Humanitarian Aid | UN WOMEN | UNDP | IOM UN MIGRATION | UNFPA | The Government of Japan | WFP | UNHCR The UN Refugee Agency

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