

Awaaz Afghanistan

The Inter-Agency Communications and Accountability Center

FACT SHEET



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

MAJOR ACHIEVEMENTS

410,314 calls handled averaging above **7k** calls per month reaching more than **2.5 million** individuals.

7,614 complaints and feedback on humanitarian assistance were shared with partners through a referral pathway.

2,869 community field staff from humanitarian partners were trained on Awaaz services.

66 monthly interactive dashboards with anonymized call data were published to enhance information sharing.

2,773,044 IEC materials in local languages were distributed to enhance awareness.

135 Humanitarian agencies signed Data Sharing MoUs for collective accountability.

88% of affected population calls were resolved based on standard messaging.

100% of callers were satisfied with the information provided by the Awaaz call center.

317 remote Call Monitoring projects were implemented for humanitarian pooled fund projects.

18,944 surveys were conducted for the AAP Working Group and other agencies like WFP and Ground Truth Solutions.



Objective

Promoting Collective Accountability and Community Engagement in Afghanistan.

About Us

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.

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;

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