



Overview

Total Budget
US\$ 11.38 million

Timeline
2017 - ongoing

SDGs priorities



Services



Partners



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Awaaz Afghanistan (Voice of Afghanistan)

Awaaz Afghanistan is Afghanistan's first nationwide humanitarian call centre developed as a joint initiative between multiple UN agencies and partners (AHF, ECHO, Japan, UNWomen, UNFPA, UNDP, IOM, WFP, UNHCR).

The UNOPS-implemented call centre offers a single point of contact for Afghans affected by conflict and natural disasters to receive critical information about assistance and support. Callers can also provide feedback on the humanitarian response and assistance they receive. The call centre has already handled over 555,360 calls from all over the country since its launch in May 2018 – around 20% of these calls have come from female callers. 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.

Progress

	555,360 calls handled averaging above 7,000 calls per month reaching more than 3.9 million individuals.
	6,388 community field staff from humanitarian partners were trained on Awaaz services
	14,787 complaints and feedback cases on humanitarian assistance were shared with partners through the referral pathway
	198 Humanitarian agencies signed Data Sharing MoUs for collective accountability
	92% of affected population calls were resolved based on standard messaging.
	99% of callers were satisfied with the information provided by the Awaaz call centre
	4,322,311 IEC materials were distributed to enhance awareness
	66 monthly interactive dashboards with anonymized call data were published to enhance information sharing, and an advanced real-time dashboard has been available on Awaaz website since March 2023
	225 Remote Call Monitoring projects were implemented for humanitarian pooled fund projects (AHF/OCHA)
	20,737 surveys were conducted for the AAP Working Group and other agencies