

Partner Satisfaction Survey Report

آواز افغانستان
د افغانستان اواز
Awaaz Afghanistan



2nd Round
2025



 **UNOPS**

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Abbreviations

CFRM	Complaint Feedback Response Mechanism
IEC	Information, Education, and Communication
MIS	Management Information System
MOU	Memorandum of Understanding
NGO	Non-governmental Organization
UN	United Nations
UNOPS	United Nations Office for Project Services
ADIWG	Accountability and Disability Inclusion Working Group

Executive Summary

This report presents the findings of the **2025 Round 2** Awaaz Afghanistan Partner Satisfaction Survey, conducted online via Google Forms from **1 January to 31 January 2026**. The survey gathered perceptions from implementing partners, UN agencies, clusters, working groups, and other stakeholders engaged with Awaaz's referral and feedback mechanisms. As part of Awaaz Afghanistan's ongoing commitment to accountability and system improvement, the survey assessed partner satisfaction across coordination, referral pathways, information management, dashboard usability, inclusivity, and overall effectiveness.

A total of **133 respondents** participated, representing a diverse range of humanitarian and basic human needs actors, including national NGOs, international NGOs, UN agencies, and coordination bodies. The survey explored perceptions across 36 questions covering Awaaz's core functions: facilitating two-way communication, managing referrals, supporting evidence-based data analysis, strengthening complaint and feedback response mechanisms, and maintaining structured coordination with partners.

Key findings from Round 2 include:

- **94%** of respondents confirmed that their questions and requests to Awaaz were answered in a timely and satisfactory manner.
- **98%** rated Awaaz as either highly or moderately effective in improving their organization's complaint and feedback response mechanisms.
- **80%** rated Awaaz as inclusive or very inclusive in reaching diverse community groups.
- **78%** believe Awaaz is accessible to persons with disabilities and individuals with limited literacy.
- **81%** consider Awaaz transparent in sharing service usage data and demonstrating how feedback informs decision-making.
- The vast majority reported high satisfaction with referral timeliness, information relevance and adequacy, responsiveness to partner feedback, and platform usability, with highly satisfied responses ranging between **59% and 71%** across indicators.

- **50%** of respondents reported that Awaaz coordinates with their organization on a monthly basis, while **35%** indicated coordination occurs quarterly.
- **92%** of respondents had received between 1–100 referrals in the past six months, reflecting manageable caseloads aligned with operational mandates.
- The dashboard is widely used to strengthen communication (74%), improve planning and strategies (70%), and inform decision-making (64%).

While overall satisfaction remains high, partners identified targeted areas for improvement. These include strengthening real-time case tracking and referral status visibility, enhancing data disaggregation and filtering within the dashboard, reinforcing structured coordination through clearer focal point arrangements, expanding outreach in remote areas, and continuing capacity-building efforts.

Overall, the survey findings reaffirm Awaaz Afghanistan’s role as a trusted, responsive, and structured feedback-response mechanism within Afghanistan’s aid architecture. Continued system refinements based on partner feedback will further strengthen accountability, transparency, and a coordinated response.

1. Background

Established in 2018, Awaaz Afghanistan is the country’s sole inter-agency, independent communication and accountability helpline. Operating seven days a week, the toll-free, cross-network hotline (410) provides a structured two-way communication channel that enables crisis-affected populations with mobile access to seek information, share feedback, and lodge complaints related to humanitarian and basic human need services.

As an integral mechanism of the Accountability and Disability Inclusion Working Group (ADIWG), Awaaz plays a central role in Afghanistan’s response coordination framework. It ensures that community-identified needs, concerns, and priorities are systematically captured and relayed to partners, strengthening the quality, transparency, and responsiveness of aid interventions.

Through the 410 hotline, callers are connected to trained, multilingual operators, 63% of whom are women, who provide support in Dari, Pashto, Pashai, and English. In addition

to delivering information about available services, Awaaz facilitates structured referrals to relevant organizations through established referral pathways, ensuring that complaints and assistance requests are directed to appropriate partners for follow-up.

As the interagency complaint and feedback response mechanism for partners including the national and international NGOs and the United Nations, Awaaz reinforces transparency and accountability across the response. It collects and analyzes self-identified needs and concerns, disaggregated by gender, age, location, and vulnerability characteristics. Aggregated insights are shared through an interactive dashboard to support situational awareness, planning, and evidence-based decision-making, while case-specific information is coordinated directly with clusters and partners. Through this integrated approach, Awaaz contributes to a more informed, accountable, and responsive delivery system across Afghanistan.

2. Objectives and Scope

Conducted on a bi-annual basis, the Partner Satisfaction Survey gathers feedback from UN agencies, clusters, working groups, and national and international organizations operating in Afghanistan. Its primary objective is to assess how Awaaz Afghanistan is perceived by its partners and to evaluate its effectiveness as an interagency, independent Complaint and Feedback Response Mechanism (CFRM). The survey examines partners' experiences with Awaaz's coordination practices, referral processes, information sharing, dashboard functionality, accessibility, and overall responsiveness.

The survey does not assess the technical performance of the call center in handling individual calls. Rather, it captures partners' perspectives on Awaaz's overall performance, strengths, and areas requiring improvement. In particular, the assessment focuses on Awaaz's core functions: facilitating structured coordination with partners; managing and sharing feedback data; operating an effective referral pathway; and maintaining a user-friendly, evidence-based dashboard that supports planning and decision-making.

By systematically collecting and analyzing partner feedback, Awaaz is able to identify operational gaps, refine processes, strengthen collaboration mechanisms, and enhance accountability to affected populations. The findings also serve as a benchmark to track

progress over time and ensure that Awaaz's services remain responsive, inclusive, and aligned with the evolving needs of crisis-affected communities and partners.

3. Survey Methodology

For the second round of the 2025 Partner Satisfaction Survey, Awaaz Afghanistan invited 251 partner organizations to participate. The survey was conducted online via Google Forms between 1 January and 31 January 2026. A total of 133 responses were received, representing national NGOs, international NGOs, UN agencies, clusters, working groups, and stakeholders engaged with Awaaz's referral and feedback mechanisms.

Consistent with previous rounds, the survey utilized a structured questionnaire composed of 36 questions, combining three-point rating scale questions with multiple-choice and open-ended responses. Respondents were identified through Awaaz Afghanistan's existing referral and coordination channels. The survey explored partners' roles in the response and assessed Awaaz's performance across key areas, including coordination frequency, referral timeliness, clarity and adequacy of information shared, dashboard usability, inclusivity, accessibility, and overall effectiveness in strengthening complaint and feedback response mechanisms.

As a perception-based assessment, the findings reflect respondents' views at the time of data collection regarding Awaaz's performance during the second half of 2025. The results are intended to inform system improvements, strengthen accountability practices, and guide operational refinements in coordination, referral management, and information sharing.

4. Key Findings

4.1. Details of the persons filling out this survey

A total of **133 respondents** participated in the survey, reflecting a broad representation of implementing partners engaged with Awaaz Afghanistan.

As illustrated in Figure 1, the majority of respondents (**59%**) represented national NGOs, followed by **35%** from international NGOs. Participation from UN agencies accounted for **5%**, while **1%** represented clusters. This distribution demonstrates continued strong engagement from national partners, who remain primary users of Awaaz’s coordination and referral mechanisms, while maintaining representation from international actors and UN entities.

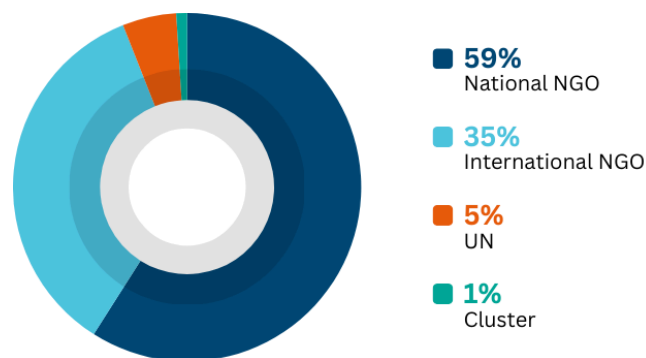


Figure 1: Details of the persons filling out this survey

In terms of gender representation (Figure 2), **79%** of respondents were male and **21%** were female. While male participation remains predominant, female representation reflects continued engagement of women professionals within the coordination forums and accountability processes.

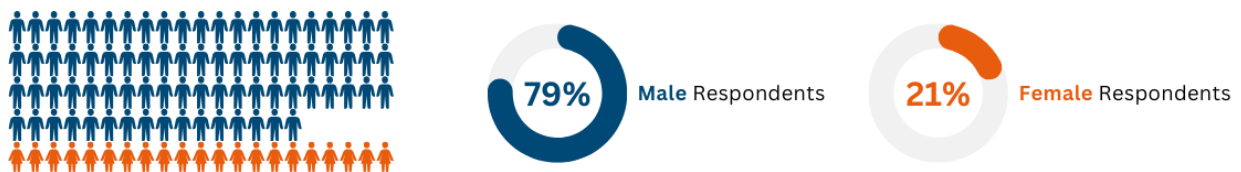


Figure 2: Respondents' details based on gender

4.2. Overall Perception

Question 1: How satisfied are you with the services provided by Awaaz?

A strong overall level of satisfaction is evident among participating partners. A significant **73% of respondents** reported being highly satisfied, while the remaining **27%** indicated moderate satisfaction, and notably, no respondents expressed dissatisfaction. The predominance of highly satisfied responses demonstrates sustained confidence in Awaaz's service delivery, responsiveness, and coordination role within the response. The absence of negative feedback further reinforces Awaaz's credibility as a trusted and reliable accountability mechanism. While the proportion of moderately satisfied respondents suggests there may be opportunities for continued enhancement in certain areas, the overall findings confirm that Awaaz's services are widely valued and positively perceived by its partner organizations.

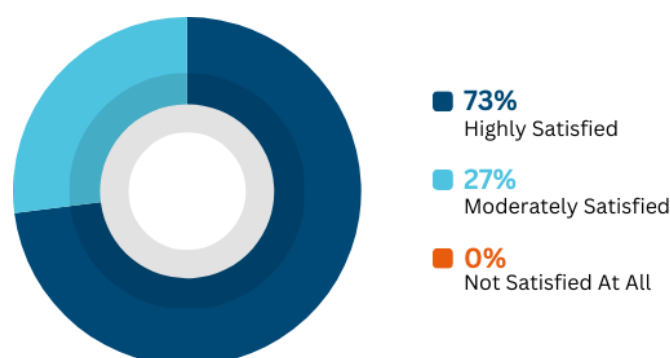


Figure 3: Respondents' satisfaction with Awaaz services

Question 2: How does your organization promote and share information about Awaaz to your project partners/participants/beneficiaries?

The findings indicate that organizations primarily rely on direct, in-person engagement to promote and share information about Awaaz. Community Meetings and Orientation Sessions (**32%**) emerged as the most commonly used method, reflecting the continued importance of face-to-face communication in raising awareness among beneficiaries and project participants. This is closely followed by IEC Distribution and Display (**28%**), highlighting the sustained relevance of printed materials such as posters, brochures, and visibility tools in disseminating key information.

Field Outreach and Mobilization (**18%**) also plays a significant role, demonstrating the value of frontline staff and community mobilizers in reinforcing awareness at the grassroots level. Meanwhile, Integration into Project Activities (**12%**) indicates that some organizations are embedding Awaaz messaging within their routine program implementation and accountability mechanisms. In contrast, more structured Partner Coordination Channels (**6%**) and Digital and Remote Communication (**4%**) remain comparatively underutilized.

Overall, the results suggest that promotion efforts are strongly grounded in traditional and community-based approaches, which remain effective in the Afghan operational context. However, the relatively limited use of digital and coordinated inter-agency channels may present opportunities to diversify outreach strategies and enhance the breadth and efficiency of information dissemination.

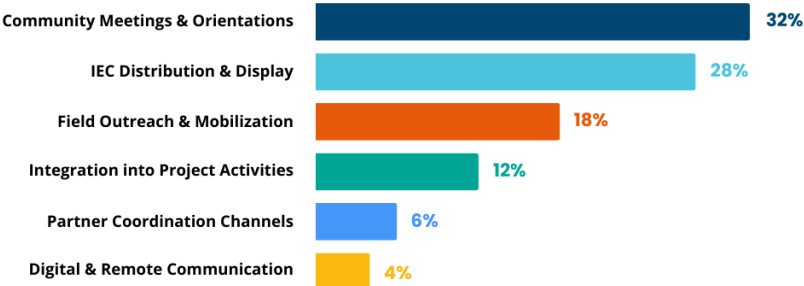


Figure 4: How the respondent's organizations promote and share information about Awaaz

Question 3: Do you think Awaaz communicates its policies and processes, including the referral mechanism, clearly and adequately?

A clear majority of respondents (**91%**) affirmed that Awaaz communicates its policies, processes, and referral mechanisms in a clear and adequate manner, while **9%** indicated otherwise. This strong positive response reflects sustained confidence in Awaaz's ability to convey procedural guidance and referral pathways effectively to its partners. The findings suggest that existing communication channels, such as guidelines, coordination meetings, onboarding sessions, and direct engagement, are largely meeting partner expectations. At the same time, the minority view highlights the importance of reinforcing orientation efforts, improving consistency in information sharing, and ensuring that all partners, particularly newly engaged organizations, are fully familiar with referral protocols and system updates. Collectively, the data reaffirm

communication as a key strength of Awaaz’s operational framework, while pointing to opportunities for targeted enhancements to maintain clarity and inclusivity across the network.

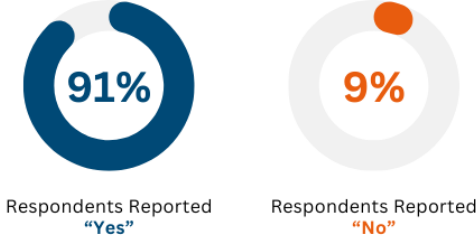


Figure 5: Respondents’ perception of Awaaz’s communication on policies, processes, and the referral mechanism.

Among the **9%** of respondents who indicated that Awaaz’s policies and referral processes are not fully clear or adequate, feedback primarily pointed to gaps in orientation, training, and the completeness of referral information rather than concerns about the overall design of the mechanism. Several partners highlighted the need for more structured onboarding and refresher trainings, particularly to clarify case timelines, investigation procedures, and closure protocols. Others emphasized challenges related to incomplete referral details, such as unclear locations or missing beneficiary identifiers, which can hinder verification and timely follow-up.

In contrast, the majority of respondents (**91%**) affirmed that Awaaz communicates its policies and referral processes clearly and effectively. Positive feedback emphasized the structured nature of the system, including orientation sessions, written guidelines, SOPs, and regular coordination meetings that clarify roles and responsibilities. The step-by-step referral pathway, from case intake and documentation to investigation, follow-up, and closure, was widely described as transparent and easy to understand.

Partners also underscored the value of accessible communication channels, including the toll-free multilingual hotline and trained operators, as well as the support provided by designated focal points. Ongoing follow-up through email and coordination platforms was cited as reinforcing accountability and consistency. Collectively, the findings suggest that while communication is broadly perceived as effective and trusted, strengthening partner orientation and standardizing referral information could further enhance clarity and operational efficiency across the network.

Question 4: Do you know the name of Awaaz’s focal person assigned to liaise with your organization regarding follow-up on feedback and complaints submitted through the system?

The majority of respondents (**83%**) confirmed that they are aware of the Awaaz focal person assigned to liaise with their organization, while **17%** indicated that they do not know the designated contact. This high level of awareness suggests that, in most cases, Awaaz has successfully established clear liaison arrangements to facilitate referral follow-up, case coordination, and structured communication with partners.

Such clarity contributes to smoother information flow and reinforces accountability within the referral process. When focal point roles are clearly defined and visible, partners are better positioned to seek clarification, follow up on specific cases, and ensure timely coordination, thereby strengthening overall system efficiency.

Among those who responded “No,” feedback indicates that communication with Awaaz often takes place through generic institutional channels, such as the shared email address or the online tracking portal, rather than through a formally introduced individual focal person. Some partners reported indirect coordination through donors, sub-offices, or headquarters, while others noted that focal point information may exist at sub-national levels but is not consistently communicated centrally. Several respondents expressed a preference for formal introductions with clear contact details and defined liaison roles, suggesting that more systematic visibility of focal persons would further streamline coordination and enhance accountability.

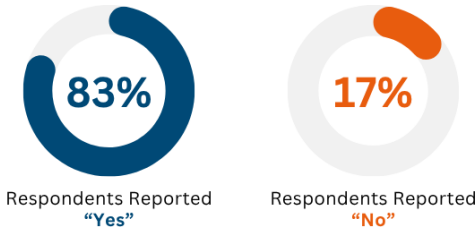


Figure 6: Respondents know the focal person to respond to Awaaz's feedback/complaints.

Question 5: How satisfied are you with how Awaaz mainstreams gender in its operations (especially handling complaints from both men and women)?

Respondents expressed a strong level of satisfaction with Awaaz’s approach to gender mainstreaming, with **71%** reporting being highly satisfied and **29%** moderately satisfied, while no respondents indicated dissatisfaction. The predominance of highly satisfied responses suggests that partners recognize and value Awaaz’s efforts to ensure gender-sensitive complaint handling, including the availability of male and female operators and the provision of multilingual support. The absence of negative responses further reinforces the perception of Awaaz as an inclusive and equitable mechanism that provides a safe space for both men and women to raise concerns. While the proportion of moderately satisfied respondents indicates potential room for continued refinement and strengthening of gender-responsive practices, the overall findings confirm that gender mainstreaming remains a well-regarded and integral component of Awaaz’s operational framework.

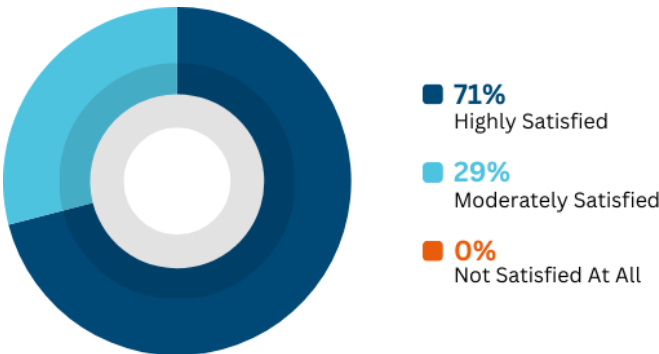


Figure 7: Awaaz gender mainstreaming initiatives

To further increase the proportion of highly satisfied respondents, Awaaz will strengthen its gender-responsive approaches through targeted improvements. These include expanding outreach to women and underserved groups, particularly in remote areas, enhancing the visibility and accessibility of female operators. Awaaz will also provide refresher guidance on gender-sensitive referral handling and continue monitoring feedback trends to ensure services remain responsive to the needs of diverse population groups.

Question 6: What do you think are Awaaz’s greatest strengths?

As illustrated in Figure 8, Accessibility and Reach (**34%**) emerged as the most frequently identified strength of Awaaz. Respondents emphasized the nationwide toll-free hotline, multilingual support, and the mechanism’s ability to connect with communities across diverse geographic contexts, including remote and hard-to-reach areas. This strong emphasis reflects Awaaz’s role as an inclusive and widely accessible channel through which crisis-affected populations can safely seek information, submit feedback, and raise concerns.

Confidentiality and Trust (**22%**) and Effective Referral and Follow-Up (**20%**) were also prominently recognized. Partners highlighted Awaaz’s neutral positioning and commitment to confidentiality, noting that these principles foster confidence among both beneficiaries and organizations. At the same time, the structured referral pathway, covering intake, documentation, referral, partner action, and case closure, was viewed as organized and reliable, reinforcing trust in how cases are handled and resolved.

Additional strengths cited include Responsiveness and Clear Communication (**14%**) and Accountability and Professionalism (**10%**), reflecting appreciation for timely interactions, transparent information sharing, and the professionalism of Awaaz staff. While selected by a smaller proportion of respondents, these dimensions contribute significantly to partners’ overall perception of the mechanism as dependable and well-coordinated.

Collectively, responses highlight that Awaaz is valued not only for its referral function but also for its broader contribution to strengthening accountability. Its accessibility, structured case management, follow-up, and professional engagement reflect a mechanism perceived as both effective and trustworthy. This alignment reinforces Awaaz’s role in advancing community-centered programming and Accountability to Affected Populations (AAP) across sectors.



Figure 8: Awaaz's greatest strength according to the respondents

Question 7: In your view, what areas could Awaaz improve to enhance its impact and effectiveness?

Community Outreach and Awareness (**28%**) was the most frequently identified area for improvement. Partners emphasized the need for broader and more sustained visibility at community level, particularly in remote and underserved areas. Respondents suggested expanding awareness campaigns, increasing distribution of IEC materials, and reinforcing engagement with vulnerable groups to ensure that beneficiaries clearly understand how and when to use the Awaaz mechanism.

Closely following this, Follow-Up and Timeliness (**26%**) was highlighted as a priority area. While partners generally value the referral system, some noted that quicker case updates, clearer timelines for response and closure, and more proactive communication on referral outcomes would further strengthen trust and responsiveness. Enhancing predictability and speed in feedback loops was viewed as essential to maintaining beneficiary confidence and operational efficiency.

Partner Capacity Building and Coordination (**19%**) also emerged as an important theme. Several respondents recommended more regular orientation sessions, refresher trainings, and structured coordination meetings to ensure consistent understanding of referral pathways, roles, and responsibilities across organizations. Strengthening joint learning and dialogue at cluster and working group levels was seen as a means to enhance alignment and collective accountability.

Finally, Accessibility, Call Capacity and Coverage (**16%**) and Data Quality and Analysis (**11%**) were identified as additional improvement areas. Respondents pointed to concerns such as busy hotline lines, connectivity limitations in rural areas, and the need for clearer, more actionable data insights. Improving case information completeness, enhancing analytical reporting, and expanding accessibility channels were viewed as steps that would further solidify Awaaz's effectiveness and reliability as a national feedback-response mechanism.



Figure 9: Awaaz's areas of improvement suggested by the respondents

Question 8: Have your beneficiaries ever tried to call Awaaz but were unable to reach an operator?

As shown in Figure 10, responses indicate that **52% of partners** selected “Don’t Know,” **27%** responded “No,” and **21%** answered “Yes” when asked whether their beneficiaries had ever tried to call Awaaz but were unable to reach an operator. The high proportion of “Don’t Know” responses suggests that many organizations may not systematically track or receive feedback from beneficiaries regarding unsuccessful call attempts. However, the fact that **21%** confirmed such experiences points to instances where access challenges may have occurred. While over one quarter reported no such issues, the findings highlight the importance of continued monitoring of call accessibility, managing peak demand, and strengthening communication channels to ensure that beneficiaries are consistently able to reach the hotline when needed.

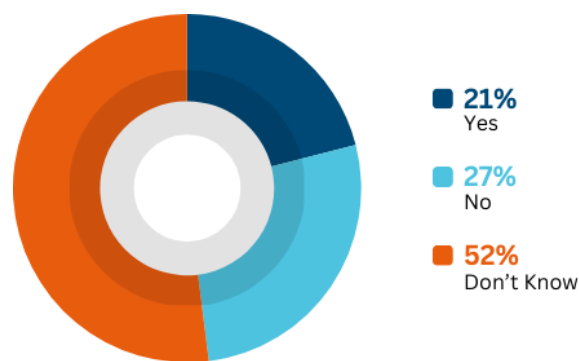


Figure 10: Reported difficulties beneficiaries faced in reaching Awaaz operators

Question 9: What would make Awaaz a more effective feedback-response mechanism for your cluster/organization?

The partners primarily identified Faster Referral Follow-Up and Clear Feedback Loops **(28%)** as the most important factor in strengthening Awaaz’s effectiveness. Respondents emphasized the need for more predictable timelines, timely updates on case progress, and clearer confirmation of case closure to both organizations and beneficiaries. This reflects a strong expectation for enhanced responsiveness and transparency throughout the referral cycle.

Stronger Partner and Cluster Coordination **(20%)** and Community Outreach and Awareness **(17%)** were also frequently highlighted. Partners underscored the value of regular coordination meetings, structured information sharing, and closer alignment with clusters and working groups. At the same time, expanding outreach efforts, particularly in remote areas and among vulnerable groups, was seen as essential to ensuring broader awareness and equitable access to the mechanism.

Further recommendations included Capacity Building and Orientation for Partners/Staff **(15%)**, Improved Accessibility, Call Capacity and Channels **(12%)**, and Enhanced Data Quality, Reporting and Actionable Insights **(8%)**. These responses point to the importance of continued training, stronger hotline accessibility, diversified communication channels, and more analytical, user-friendly reporting. The pattern of responses indicates that while Awaaz is valued as a functional feedback-response system, strengthening timeliness, coordination, outreach, and data use would further enhance its impact and reliability across sectors.



Figure 11: Suggestions on how to increase Awaaz's effectiveness as a feedback response mechanism

Question 10: Is Awaaz transparent regarding how many people utilize its services, visit its web pages, and how the monthly feedback analysis is used to advocate for crisis-affected people’s feedback and concerns, influencing humanitarian response decision-making?

A strong majority of respondents (81%) consider Awaaz to be transparent regarding service utilization figures, web page visits, and the use of monthly feedback analysis to inform advocacy and humanitarian decision-making. This high level of confidence suggests that partners generally perceive Awaaz’s reporting and data-sharing practices as clear and credible. At the same time, 18% selected “Not Sure,” indicating that a notable proportion of respondents may not have full visibility on how aggregated data is communicated or applied in influencing response planning. A very small percentage (1%) responded “No,” reflecting minimal concern regarding transparency. Overall, while the findings demonstrate broad trust in Awaaz’s transparency practices, they also point to an opportunity for further strengthening communication around how data is analyzed and translated into programmatic and coordination-level decisions.

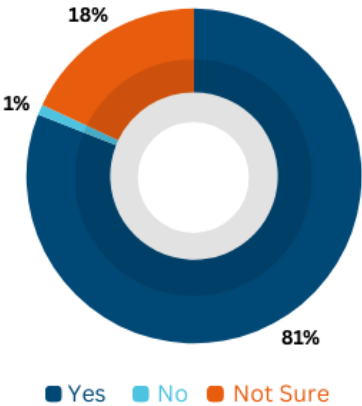


Figure 12: Suggestion on how Awaaz is transparent in terms of its services and monthly updates

Question 11: Do you feel your questions and requests to Awaaz have been answered in a timely and satisfactory manner?

An overwhelming majority of respondents (94%) reported that their questions and requests to Awaaz have been answered in a timely and satisfactory manner, reflecting strong confidence in the mechanism’s responsiveness and communication processes. However, a small proportion (6%, combining “No” and “Sometimes”) indicated that responses were not always fully timely or clear. Feedback from this group primarily

pointed to occasional delays in referral or response, as well as instances where shared information lacked sufficient detail, affecting follow-up and clarity on case status or responsibilities.

Some respondents noted that delays in referring complaints or inconsistent response timelines may result in beneficiaries not receiving timely feedback. Others highlighted situations where case updates were ambiguous, creating uncertainty over whether further action was required by the partner or whether the case had been formally closed.

Despite strong overall satisfaction, responses also highlight that continued attention to consistent communication, complete information sharing, and predictable follow-up timelines would further strengthen responsiveness and reinforce partner confidence across all cases.

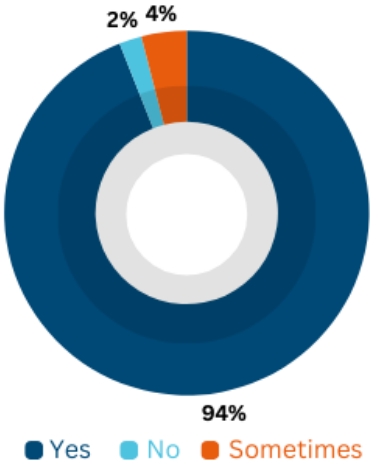


Figure 13: Respondents' feedback on the time taken for Awaaz to respond to questions and requests.

Question 12: What is the most significant challenge in coordinating with Awaaz?

The most significant challenge identified by partners in coordinating with Awaaz relates to Delayed Follow-Up and Limited Case Status Visibility (36%). Respondents noted the need for more timely updates, clearer confirmation of referral outcomes, and improved visibility on case progress. This was followed by Incomplete or Insufficient Referral Information (22%), where missing details, such as precise location, consent status, or beneficiary identifiers, were reported to delay follow-up and case resolution. Gaps in

Communication and Focal Point Clarity (**18%**) further highlight the importance of clearer liaison arrangements and more consistent two-way communication.

Additional challenges included Hotline Accessibility and Connectivity Constraints (**14%**), particularly in remote areas, and Process Complexity and Limited Awareness (**10%**), referring to procedural steps or limited familiarity with referral pathways. Although coordination is largely viewed positively, partners noted that strengthening timeliness, information completeness, and communication clarity would further enhance coordination and operational efficiency.

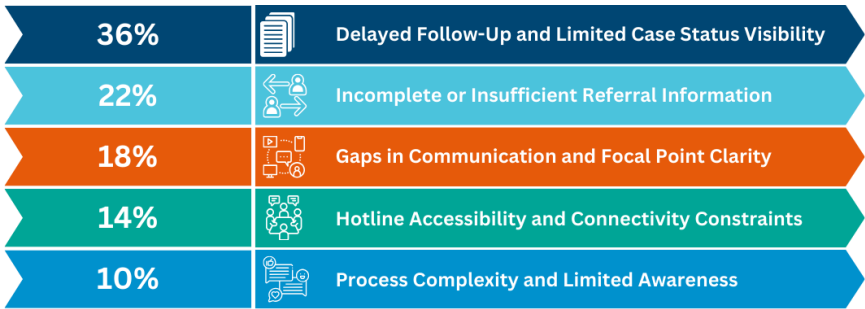


Figure 14: Key challenges in coordinating with Awaaz.

Question 13: Do you think Awaaz is accessible to people with disabilities and those with limited literacy?

Based on the chart, a strong majority of respondents (**78%**) believe Awaaz is accessible to people with disabilities and individuals with limited literacy. This reflects partner confidence in the mechanism’s inclusive design, including features such as verbal hotline communication and multilingual support. However, **20%** selected “Not Sure,” suggesting that a notable proportion of partners may not have sufficient visibility into how accessibility measures function in practice or whether they fully address diverse needs. A small percentage (**2%**) responded “No,” pointing to important concerns regarding inclusivity. Overall, while perceptions of accessibility are largely positive, the findings highlight the value of continued awareness, accessibility enhancements, and communication around inclusive features to ensure equitable access for all groups.

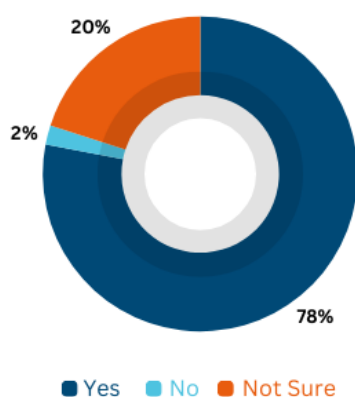


Figure 15: Perceptions of Awaaz’s accessibility for persons with disabilities and individuals with limited literacy.

Question 14: How inclusive is Awaaz in reaching different groups (women, youth, elderly, ethnic minorities, rural communities)?

Perceptions of inclusivity are strongly positive, with **49%** of respondents rating Awaaz as Inclusive and an additional **31%** considering it Very Inclusive, bringing overall positive perceptions to 80%. These findings suggest that partners largely view Awaaz as effective in reaching diverse population groups, including women, youth, elderly individuals, ethnic minorities, and rural communities. A further **17%** described the mechanism as Somewhat Inclusive, indicating room for continued strengthening of outreach and engagement strategies.

Only a small proportion selected “Don’t Know” (**2%**) or “Not Inclusive” (**1%**), reflecting minimal concern regarding overall inclusivity. While the results demonstrate strong confidence in Awaaz’s outreach efforts, they also point to opportunities to further enhance targeted engagement, particularly among harder-to-reach or marginalized groups, to ensure equitable access across all segments of the population.

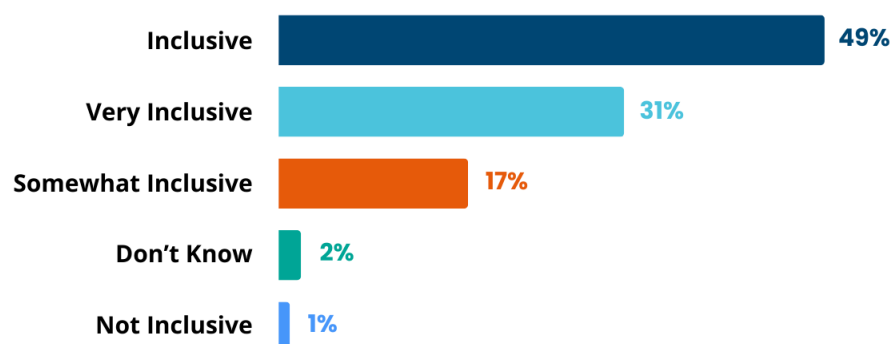


Figure 16: Perceptions of Awaaz's inclusivity in reaching women, youth, the elderly, ethnic minorities, and rural communities.

4.3. Analysis and Dashboard

Awaaz provides evidence-based datasets through its interactive dashboard (www.awaazaf.org), offering disaggregated information by gender, age, location, type of feedback, and sectoral themes. Survey findings indicate that the majority of partners regularly access the dashboard, most commonly on a monthly or more frequent basis, and actively use the data to strengthen communication with project participants, inform planning and strategies, support decision-making, and enhance reporting to donors. The dashboard is therefore not only a repository of feedback data but also a practical tool that supports evidence-based programming, policy refinement, and accountability efforts across clusters and organizations.

Since its launch in May 2018, Awaaz has continued to share aggregated analysis to enhance situational awareness and inform decision making through existing coordination forums. Survey responses demonstrate strong confidence in the transparency of data sharing and the dashboard's contribution to advocacy and decision-making processes. At the same time, partners identified opportunities for further strengthening, including enhanced data disaggregation, clearer visualizations, more real-time updates on case status and referral outcomes, improved filtering and export functions, and periodic orientation sessions to maximize usability. Overall, the findings confirm that the dashboard plays a critical role in facilitating two-way communication between organizations and crisis-affected communities, while continued refinement can further enhance its operational relevance and accessibility.

Question 15: How many times in the last six months has your cluster/organization looked at the monthly feedback data analysis dashboard on the Awaaz website?

Engagement with the Awaaz monthly feedback data analysis dashboard varies among respondents. Nearly half (**47%**) reported accessing the dashboard once a month, indicating a steady level of routine review aligned with monthly reporting cycles. Meanwhile, **23%** stated they review it twice a month, and **22%** reported accessing it once a week, suggesting that a substantial proportion of partners actively monitor feedback trends on a more frequent basis.

A smaller percentage (**8%**) indicated they had never accessed the dashboard in the past six months. The findings demonstrate there is a majority of respondents showing regular utilization of the dashboard, while also highlighting an opportunity to further encourage consistent use and reinforce the dashboard’s value as a planning, coordination, and accountability tool.

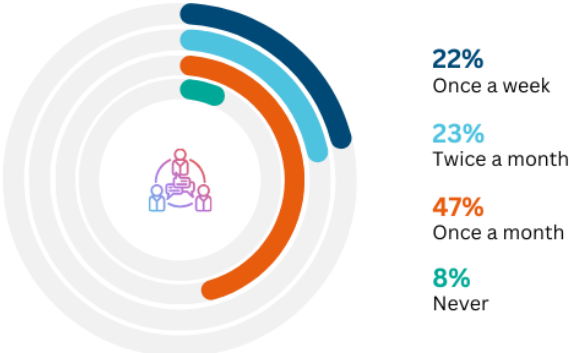


Figure 17: Respondents visited the Awaaz website in the last six months.

Question 16: If you have never viewed the monthly feedback analysis dashboard on the Awaaz website, what are the main reasons?

As shown in the below chart, the primary reason for not accessing the Awaaz monthly feedback analysis dashboard is competing priorities, with **36%** of respondents citing other responsibilities or a busy schedule. Additionally, **27%** reported that they had only recently begun engaging with Awaaz and had not yet visited the website, while another **27%** indicated they were not aware of the dashboard’s existence. These findings suggest

that limited time and awareness, rather than dissatisfaction, are the main barriers to utilization.

A smaller proportion (**10%**) noted difficulty in filtering information and identifying the most useful data, pointing to a potential need for clearer guidance or orientation on how to navigate and interpret the dashboard effectively. The results indicate that increasing awareness, promoting the dashboard’s relevance, and offering brief user guidance could further enhance engagement and regular use among partners.



Figure 18: Respondents' feedback on the Awaaz dashboard.

Question 17: How does your organization use the feedback information on the dashboard?

The chart highlights that partners actively use the Awaaz dashboard data for a wide range of strategic and operational purposes. The most frequently cited use is strengthening communication channels with project participants (**74%**), followed by improving planning and strategies (**70%**). A significant proportion also reported using the information to inform organizational decision-makers for better programming and project planning (**64%**), indicating that dashboard insights are integrated into internal management and response design processes.

Additionally, **60%** of respondents use the data to support evidence-based approaches, while **58%** apply it to enhance reporting and provide references to donors. Over half (**51%**) triangulate dashboard findings with complaints and feedback collected through their own internal mechanisms, and the same proportion use the information to improve policies and priorities. Overall, the findings demonstrate that the dashboard serves as a practical and influential tool for communication, accountability, planning, and data-driven decision-making across partner organizations.



Figure 19: How respondents use the information on Awaaz's dashboard.

Question 18: In your view, how could the Awaaz dashboard and data analysis be improved to better support your cluster or organization?

Partners generally described the Awaaz dashboard as useful and supportive for coordination and follow-up, with several respondents noting that it already provides relevant information to inform planning and reporting. At the same time, many highlighted opportunities to further strengthen its analytical depth and operational relevance. A recurring recommendation was the inclusion of more disaggregated and customizable data, particularly by district or village, sector or cluster, gender, age, vulnerability status, and type of feedback or complaint, while maintaining confidentiality safeguards. Several partners recommended that such granularity would enable more targeted analysis, clearer identification of recurring issues, and improved program design at cluster and organizational levels.

Another commonly cited area for improvement relates to visualization and trend analysis. Partners suggested more intuitive charts, comparative views across time and geography, heat maps, and concise analytical summaries that translate raw data into clear, actionable insights. Another area frequently mentioned was the importance of interpretive briefs accompanying dashboards to help organizations quickly understand key patterns, emerging risks, and priority concerns without requiring extensive data processing.

Timeliness and case tracking were also highlighted. Respondents recommended more real-time or frequent data updates, clearer visibility on referral status, response timelines, closure rates, and referral outcomes, as well as, where feasible, alerts or notifications for urgent or high-risk cases. These enhancements were viewed as critical

for strengthening follow-up, accountability, and responsiveness within clusters and implementing organizations.

User experience and accessibility improvements were further emphasized. Suggestions included clearer filtering functions, easier data export options, organization-specific or cluster-specific dashboard views, and mobile-friendly interfaces for field-level access. Some respondents also noted the need to improve accessibility for persons with disabilities and to ensure the dashboard records incident locations within project coverage areas rather than solely the complainant's residence. Additionally, several partners recommended periodic orientation or refresher sessions to ensure staff understand how to navigate, interpret, and effectively apply dashboard data in decision-making processes.

Question 19: How effectively is Awaaz facilitating two-way communication between your organization and crisis-affected communities?

Responses indicate a very strong perception of effectiveness in facilitating two-way communication between organizations and crisis-affected communities. A majority of respondents (**59%**) rated Awaaz as Excellent, while an additional **35%** described it as Good, bringing overall positive ratings to 94%. These findings reflect broad partner confidence in Awaaz's role as an intermediary platform that enables communities to raise concerns and organizations to receive, respond to, and act on feedback in a structured manner.

A small proportion rated the mechanism as Fairly Good (**5%**) or Not Good at All (**2%**), suggesting limited but important areas for further strengthening. While overall satisfaction is high, continued focus on responsiveness, clarity of feedback loops, and accessibility can help ensure that two-way communication remains timely, inclusive, and impactful across diverse contexts.

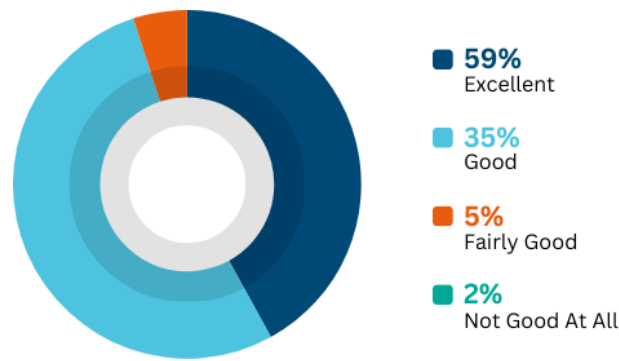


Figure 20: Respondents' perception of the efficiency of Awaaz in providing two-way communication between crisis-affected people

4.4. Referrals and Relationships

Effective communication and timely information delivery remain central to supporting crisis-affected populations. The findings demonstrate that Awaaz Afghanistan continues to serve as a structured bridge between communities and partners, facilitating referral management, information exchange, and coordinated follow-up. Partners reported high levels of satisfaction with the timeliness of referrals, the relevance and adequacy of information provided, and the overall usability of the referral platform, reflecting strong confidence in the system's operational reliability.

Coordination between Awaaz and partners is largely consistent and structured, with many organizations reporting regular monthly or quarterly engagement. Satisfaction levels related to responsiveness, clarity of timelines, and information support remain notably high. At the same time, partners underscored the importance of maintaining predictable follow-up, clearer visibility on case status and closure, and continued reinforcement of structured communication protocols to ensure sustained efficiency and accountability.

Respondents also highlighted opportunities to deepen coordination through clearer focal point designation, more systematic engagement within cluster and working group platforms, and strengthened feedback loops to both partners and beneficiaries. Earlier verification of referral relevance and improved alignment between service mapping and case scope were seen as practical measures to enhance workflow efficiency and reduce unnecessary referrals.

With regard to information management and data use, partners confirmed that the dashboard plays an important role in supporting communication, planning, evidence-based programming, and donor reporting. Suggestions for improvement focused on enhanced data disaggregation, clearer visualizations, more real-time updates, and stronger case-tracking features. User-friendly filtering, mobile accessibility, and periodic orientation sessions were also recommended to maximize effective utilization.

Overall, the findings reflect strong partner confidence in Awaaz's referral and feedback mechanisms, while also identifying practical enhancements that would further strengthen coordination, transparency, and responsiveness across the response system.

Question 20: How frequently does Awaaz coordinate with your cluster, working group, sub-working group, or organization regarding referrals and information sharing?

Responses indicate that coordination between Awaaz and clusters, working groups, sub-working groups, and partner organizations occurs on a regular basis, with **50%** of respondents reporting monthly coordination and an additional **35%** indicating coordination takes place quarterly. This suggests that the majority of partners experience structured and periodic engagement regarding referrals and information sharing. A smaller proportion reported coordination occurring semi-annually (**7%**) or annually (**8%**), reflecting less frequent interaction in some contexts. Overall, the findings demonstrate that Awaaz maintains consistent communication channels with most stakeholders, supporting referral follow-up, information exchange, and alignment across coordination platforms, while also indicating potential space to further standardize and sustain frequent engagement where interactions are currently less regular.

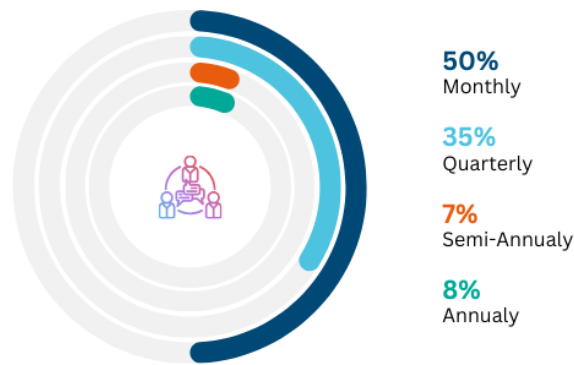


Figure 21: Awaaz coordination with clusters, working groups, and partners.

Question 21: In your view, how can Awaaz further enhance its engagement and coordination with your organization, cluster, working group, or sub-working group?

Feedback from partners indicates that, while coordination with Awaaz is generally perceived as effective, more structured and predictable engagement would further strengthen collaboration. Many respondents recommended establishing regular coordination touchpoints, such as monthly or quarterly meetings, briefings, or joint review sessions, to facilitate consistent dialogue, share updates, and jointly address operational challenges. Predictable engagement mechanisms were seen as essential for aligning priorities and reinforcing systematic follow-up on referrals.

Clearer and more consistent two-way communication was another recurring theme. Respondents emphasized the importance of visible and designated focal points, agreed referral timelines, and timely sharing of case updates to enhance efficiency and accountability. Strengthening communication protocols and ensuring clarity on roles and responsibilities were viewed as practical steps to improve responsiveness and coordination across clusters and implementing partners.

Partners also highlighted the value of joint capacity-building and structured information sharing. Suggested measures included orientation and refresher sessions on referral pathways and accountability standards, integration of Awaaz updates into existing cluster or working group meetings, and the provision of sector-specific analytical summaries and feedback trends. These actions were seen as opportunities to deepen mutual understanding, support evidence-based planning, and reinforce collective impact across programmes.

Question 22: Approximately how many cases has Awaaz referred to your organization through its referral pathway in the past 6 months?

A vast majority of respondents (92%) reported receiving between 1–100 cases through the Awaaz referral pathway in the past six months. A smaller proportion (5%) indicated receiving 100–200 cases, while 2% reported 200–300 cases, and 1% noted receiving more than 300 cases. These findings suggest that, for most partner organizations, referral volumes remain manageable and aligned with their operational capacity, while a limited number of organizations, likely those operating at larger scale or in high-demand sectors, handle significantly higher caseloads. The distribution reflects variation in sectoral mandates, geographic coverage, and service accessibility across implementing partners.

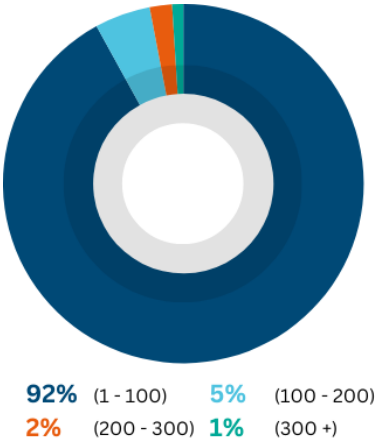


Figure 22: Number of cases referred by Awaaz

4.4.1. Partner Satisfaction with Referral Processes and Information Support

The following chart summarizes partner perceptions of Awaaz’s referral processes and information support across six key dimensions. Respondents assessed their level of satisfaction with the timeliness of referrals, clarity and relevance of information provided, responsiveness to feedback, established timelines for case handling, and the usability of the referral platform. Overall, the findings demonstrate consistently high satisfaction levels, with the majority of partners reporting they are highly satisfied across

all measured areas. The results indicate strong confidence in the efficiency, relevance, responsiveness, and user-friendliness of Awaaz’s referral and feedback mechanisms.

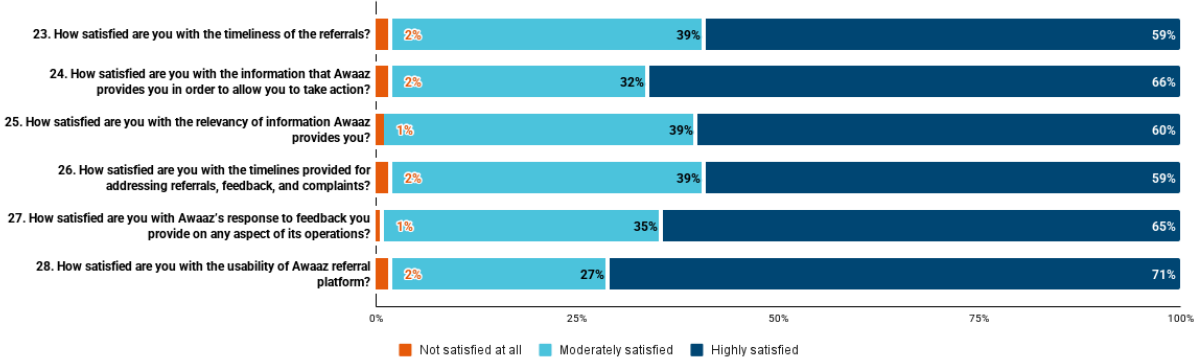


Figure 23: Partner Satisfaction with Referral Processes and Information Support.

Findings across Questions 23–28 reflect consistently high levels of partner satisfaction with Awaaz’s referral processes, information sharing, and overall system usability. With regard to the timeliness of referrals (Q23), **59%** of respondents reported being *highly satisfied* and **39%** *moderately satisfied*, while only **2%** indicated dissatisfaction. A similar pattern is observed in satisfaction with the timelines provided for addressing referrals, feedback, and complaints (Q26), where **59%** expressed high satisfaction and **39%** moderate satisfaction, with just **2%** reporting dissatisfaction. The distribution of responses confirms that Awaaz’s structured referral timelines and follow-up mechanisms are broadly meeting partner expectations.

Satisfaction levels are even stronger in relation to the quality and adequacy of information provided (Q24). A substantial **66%** of respondents indicated they are *highly satisfied* with the information shared by Awaaz to enable action, while **32%** reported moderate satisfaction and only **2%** expressed dissatisfaction. Similarly, regarding the relevancy of information provided (Q25), **60%** reported high satisfaction and **39%** moderate satisfaction, with only **1%** dissatisfied. These findings demonstrate that partners consider the information received through Awaaz to be actionable, relevant, and supportive of effective case management and operational decision-making.

In terms of responsiveness to partner feedback (Q27), **65%** of respondents reported being *highly satisfied*, while **35%** indicated moderate satisfaction and only **1%** dissatisfaction. This reflects strong confidence in Awaaz’s willingness to engage with

organizations, consider partner input, and respond constructively to concerns or suggestions. Additionally, the usability of the Awaaz referral platform (Q28) received the highest level of satisfaction overall, with **71%** reporting high satisfaction and **27%** moderate satisfaction, and only **2%** indicating dissatisfaction. This suggests that the platform's design, structure, and navigation are largely perceived as intuitive and supportive of efficient referral management.

Across all six indicators, dissatisfaction remains consistently low, between **1-2%**, while the majority of responses fall within the "highly satisfied" category. The strong alignment across timeliness, information quality, responsiveness, and platform usability underscores partner confidence in Awaaz's referral pathway as a structured, reliable, and professional mechanism.

Question 29: How can Awaaz improve its referral platform?

Feedback from partners indicates that, while the Awaaz referral platform is generally viewed as functional and progressively improving, several enhancements could further strengthen its efficiency, clarity, and accountability. A frequently cited recommendation was the need for faster and more transparent referral workflows. Respondents emphasized the importance of real-time case tracking, clearer visibility on referral status, and more predictable timelines for response and closure. Strengthened feedback loops, ensuring that both partners and beneficiaries receive timely updates on case outcomes, were seen as essential to reinforcing trust and system credibility.

Coordination and referral relevance were also highlighted as priority areas. Several partners suggested earlier engagement with designated project or organizational focal points before formal referral to confirm scope and eligibility, thereby reducing unnecessary or repeated referrals based on incomplete or inaccurate information. Clearer service mapping and relevance checks were viewed as practical measures to enhance efficiency and minimize operational burden. In addition, respondents called for more consistent communication mechanisms, including regular meetings, clearer sharing of contact details, and structured discussions within working groups to align expectations and processes.

From a functionality perspective, partners recommended improving platform usability and accessibility. Suggested measures included simplifying the interface, enabling edits when entering service locations or categories, expanding digital access through SMS or WhatsApp integration, and ensuring mobile-friendly features. Ongoing capacity-building and refresher sessions were also noted as important to support consistent and effective use of the platform, particularly for organizations managing complex or high-volume caseloads. Collectively, these recommendations underscore opportunities to further streamline workflows, enhance coordination, and strengthen the overall responsiveness of the referral system.

Question 30: To what extent is Awaaz effective in improving the complaint and feedback response mechanism of your organization?

Awaaz is widely perceived as highly effective in strengthening organizational complaint and feedback response mechanisms. A majority of respondents (**68%**) rated Awaaz as Highly Effective, while an additional **30%** considered it Moderately Effective, bringing overall positive perceptions to 98%. Perceptions across respondents indicate that partners recognize Awaaz’s significant contribution to improving structured case management, referral handling, accountability practices, and responsiveness to beneficiary concerns. Only **2%** indicated that the mechanism is Not Effective At All, reflecting very limited dissatisfaction. Overall, the results demonstrate strong partner confidence in Awaaz’s role in reinforcing organizational feedback systems, enhancing transparency, and supporting more systematic and responsive engagement with crisis-affected communities.

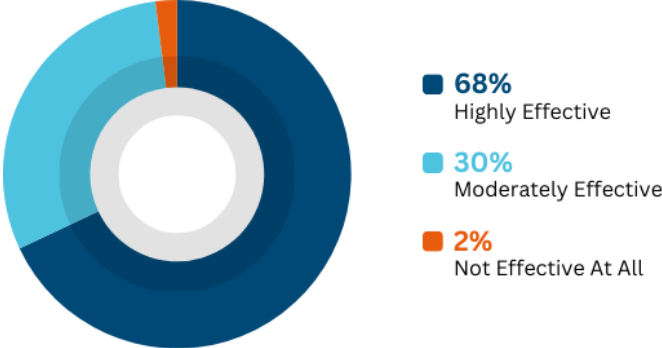


Figure 24: Respondents' rating of Awaaz's effectiveness in improving the CRM - FRM system

5. Recommendations

Based on the survey findings, partners expressed strong overall satisfaction with Awaaz's coordination, referral platform, and information management systems, while also identifying practical areas for further strengthening. The following recommendations aim to enhance performance, deepen partner engagement, and reinforce accountability and responsiveness:

- Maintain predictable monthly or quarterly coordination meetings, clearly designate focal points at national and sub-national levels, and ensure consistent referral follow-up and communication on case closure.
- Expand awareness efforts in remote and underserved areas through diversified channels such as radio, SMS, social media, and community mobilization.
- Introduce advanced dashboard filtering options (by location, sector, vulnerability categories, and feedback type), enable real-time updates and downloadable analytical reports, and provide practical orientation sessions to support effective partner use.
- Streamline referral workflows through automated status notifications, timestamp tracking, clearer visibility on case progress and response timelines, and improved confirmation of referral outcomes.
- Ensure platforms remain mobile-friendly, multilingual, disability-inclusive, and gender-responsive, with accessible formats and communication approaches tailored to diverse community needs.
- Provide onboarding sessions for new partners and refresher trainings on referral processes, data use, sensitive case handling, and complaint feedback mechanisms.
- Systematically share referral outcomes, demonstrate how community feedback informs planning and decision-making, and increase visibility of service usage data and partner contributions.
- Conduct periodic satisfaction surveys, monitor coordination and responsiveness trends, and use findings to continuously refine systems and strengthen accountability.

6. Conclusion

The 2025 Round 2 Partner Satisfaction Survey reaffirms Awaaz Afghanistan's central role as a trusted and structured cross sectoral compliant feedback mechanism in Afghanistan's response architecture. Partners reported consistently high levels of satisfaction with Awaaz's accessibility, neutrality, confidentiality standards, referral processes, and overall responsiveness. The mechanism continues to function as a reliable bridge between crisis-affected communities and partners, strengthening accountability and enabling structured two-way communication.

Findings reflect strong confidence in the clarity of Awaaz's policies and referral pathways, the timeliness and relevance of information shared, and the usability of the referral platform. Most partners confirmed regular coordination engagement and indicated that referrals received were manageable and aligned with their operational mandates. The dashboard remains an important tool for planning, reporting, communication, and evidence-based programming, and a large majority of respondents noted that Awaaz contributes positively to strengthening their own complaint and feedback response mechanisms.

Partners also recognized Awaaz's efforts to promote inclusivity and accessibility across diverse population groups, including women, rural communities, and vulnerable individuals. While connectivity challenges and occasional hotline accessibility issues were noted in certain areas, overall perceptions of inclusivity and communication effectiveness remain strong.

At the same time, targeted areas for enhancement were identified, including improving real-time visibility on referral status and case closure, strengthening data disaggregation and visualization within the dashboard, expanding outreach in remote locations, reinforcing structured coordination through clearer focal point arrangements, and maintaining predictable follow-up timelines. Continued capacity-building and clearer communication protocols were also recommended to further optimize efficiency and collaboration.

7. Way Forward

Awaaz remains committed to continuous improvement and adaptation in response to evolving humanitarian needs and partner feedback. As a cross-sectoral, two-way communication and accountability platform, Awaaz continues to serve as a structured bridge between crisis-affected communities and humanitarian actors. However, Accountability to Affected People (AAP) remains a shared responsibility. The effectiveness of the mechanism depends not only on Awaaz's systems and processes, but also on partners' timely information sharing, clear program mapping, and prompt follow-up on referrals to ensure a complete and trusted feedback loop.

Building on Round 2 findings, Awaaz will further strengthen structured coordination with partners through predictable engagement mechanisms, including regular coordination meetings, clearer focal point designation, and improved communication protocols. Emphasis will be placed on enhancing referral follow-up, increasing visibility on case status and closure, and reinforcing timely, transparent communication with both partners and beneficiaries. Continued efforts will focus on improving referral relevance through updated service mapping and clearer alignment with partner mandates.

In response to partner recommendations, Awaaz will prioritize enhancements to its dashboard and data analysis tools. Planned improvements include expanded data disaggregation (by location, sector, gender, age, and vulnerability), more intuitive visualizations, strengthened filtering options, clearer tracking of referral outcomes and response timelines, and improved real-time updates where feasible. Targeted orientation and refresher sessions will be conducted to support partners in effectively interpreting and utilizing dashboard data for planning, reporting, and evidence-based decision-making. To address gaps in awareness, Awaaz will also promote the dashboard through social media and integrate live demonstrations into information sessions and trainings, including guidance on navigation, filtering, and data download features.

Awaaz will also continue refining the referral platform to streamline workflows, improve transparency in case tracking, and strengthen feedback loops. Enhancing operator capacity, reinforcing quality assurance mechanisms, and optimizing technological infrastructure will remain priorities to ensure accurate documentation, efficient case

handling, and consistent communication. Where feasible, efforts will also focus on improving mobile accessibility, inclusive communication approaches, and outreach in remote or underserved areas to maintain equitable access.

Given the high daily caseload and operational constraints, Awaaz will prioritize service quality, responsiveness, and accountability while ensuring sustainability within available resources. Continued collaboration with partners remains essential to maintaining timely referral resolution and strengthening collective accountability. By addressing the targeted improvements identified in this survey, Awaaz will further consolidate its role as a trusted, data-driven, and responsive feedback mechanism supporting a coordinated and accountable humanitarian response in Afghanistan.

Document Information

Revision History

Date	Name	Title	Contribution
February 2026	Nasratullah Omed	Communications and Reporting Officer	Drafted the document
March 2026	Edrees Omed	Project Manager	Reviewed
March 2026	Maria Casiana Stama	Project Management Office Specialist - Head of PMO	Reviewed
March 2026	Ffion Conlon	Head of Partnerships Development Unit	Reviewed
March 2026	Azusa Chiba	Head of Programme	Final approval

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Annexes

Annex I: Survey Questionnaire

Partner satisfaction survey questionnaire ([Link](#))

Annex II: Partners' list who participated in the survey

#	Organization Name	Abbreviation
1	Afghan Amputee Bicyclists for Rehabilitation And Recreation	AABRAR
2	Agency for Assistance and Development of Afghanistan	AADA
3	Action Against Hunger	AAH
4	Afghan Alfouz Innovational Welfare Organization	AAIWO
5	Afghanistan Blind Management	ABM
6	Asia Community Development Organization	ACDO
7	Afghanistan Center for Training and Development	ACTD
8	Agency for Technical Cooperation and Development	ACTED
9	ActionAid Afghanistan	ActionAid
10	Afghanistan Development Association	ADA
11	Afghanistan Development and Welfare Services Organization	ADWSO
12	Afghanaid	Afghanaid
13	Afghan Health & Development Services	AHDS
14	Afghanistan Institute for Civil Society	AICS
15	Aga Khan Agency for Habitat	AKAH
16	Agha Khan Development Network	AKDN
17	Aghan Khan Health Services	AKHSA
18	Afghanistan National Re-Construction Coordination	ANCC
19	Afghanistan National Urban and Rural Development Organization	ANURDO
20	Accessability Organization for Afghan Disabled	AOAD

21	Afghan Peace Builders Humanitarian Organization	APBHO
22	Afghan Paramount Welfare and Development Organization	APWDO
23	Afghanistan Children and New Approach	ASCHIANA
24	Afghanistan Social and Legal Organization	ASLO
25	Afghan Social Organization for Women	ASOW
26	Afghan Women Association for Rehabilitation & Development	AWARD
27	Afghan Women Educational Center	AWEC
28	Afghan Youth Services Organization	AYSO
29	Bu Ali Rehabilitation & Aid Network	BARAN
30	Bakhtar Development Network	BDN
31	Bridge Hope Health Organization	BHHO
32	Care International Afghanistan	CARE
33	La Chaine de l'Espoir	CDE
34	CiC/Street-Child	CiC/Street-Child
35	Cordaid	Cordaid
36	Catholic Relief Services	CRS
37	Creative Think for Change Organization	CTCO
38	Concern Worldwide	CWW
39	Danish Committee for Aid to Afghan Refugees	DACAAR
40	Danish Refugee Council	DRC
41	Educational, Social and Agricultral Organization	ESAO
42	United Nations Food and Agriculture Organisation	FAO
43	Female Rehabilitation and Development Organization	FRDO
44	Green Afghanistan Agriculture and Livestock Organization	GAALO
45	Green Social Research Organization	GSRO
46	Hemat Afghan Agriculture and Livestock Organization	HAALO
47	Humanitarian Assistance & Development Association	HADAAF
48	Hagar international Afghanistan	Hagar international

49	Harakat - Afghanistan Investment Climate Program	HARAKAT
50	HealthNet TPO	HealthNet TPO
51	Health Education Agriculture & Rural Development Organization	HEARDO
52	Help – Hilfe zur Selbsthilfe e. V.	Help Germany
53	Hungarian International Aid	HIA
54	Hand in Hand Afghanistan Organization	HIHAO
55	HODA-e-Sharq Organization	HODA
56	Humanitarian Organization for the People of Afghanistan	HOPA
57	Health and Treatment Organization for Afghans	HTOA
58	International Committee of the Red Cross	ICRC
59	INTERSOS	INTERSOS
60	Innovators of Hope Organization	IOHO
61	International Organization for Migration	IOM
62	International Rescue Committee	IRC
63	Islamic Relief Worldwide	IRW
64	Japan Emergency NGO	JEN
65	Kunduz Rehabilitation Agency	KRA
66	Kandahar Refugee Organization	KRO
67	Modern Agriculture Animal Husbandry Organization	MAAO
68	Medical and Nutrition Global Aid	MAGNA
69	Medair	Medair
70	Mine Action Sub-Cluster	Mine Action Sub-Cluster
71	Medical Management Research Courses for Afghanistan (MMRCA)	MMRCA
72	MOVE welfare Organization	MOVE
73	Movement for Protection Organization	MPO
74	Norwegian Afghanistan Committee	NAC
75	Norwegian Church Aid	NCA
76	New Message for Afghan Women Organization	NMAWO

77	NOVE ONLUS	NOVE ONLUS
78	New Way Social and Development Organization	NSDO
79	New Society Reconstruction and Development Organization	NSRDO
80	Organization for Community Coordination and Development	OCCD
81	United Nations Office for the Coordination of Humanitarian Affairs	OCHA
82	Organization for Coordination of Humanitarian Relief	OCHR
83	Organization for Sustainable Development	OFSD
84	Organization for Humanitarian Assistance	OHA
85	Organization of Human Welfare	OHW
86	Operation Mercy	Operation Mercy
87	Organization for People Health in Action	OPHA
88	Organization for Sustainable Aid in Afghanistan	OSAA
89	People's Action for Chang Organization	PACO
90	Premiere Urgence Internationale	PU-AMI
91	Rehabilitation Association and Agriculture Development for Afghanistan	RAADA
92	Relief International	Relief International
93	Relief Humanitarian Development Organization	RHDO
94	Rural Rehabilitation Association for Afghanistan	RRAA
95	Razi Social Development Organization	RSDO
96	Rehabilitation and Welfare Development Organization for Afghanistan	RWDOA
97	Solidarity for Afghan Families	SAF
98	Strengthening Abilities, Health and Rehabilitation Organization	SAHAR
99	Society Educational Awareness Research Consultancy and Health Organization	SEARCHO
100	Sustainable Goals Organization for Afghanistan	SGOA
101	Shelter for Life International	Shelter for Life International
102	Solidarités International	SI
103	Skills Training and Rehabilitation Society	STARS

104	Shanti Volunteer Association	SVA
105	Sustainable Welfare Social Services Organization	SWSSO
106	Terre des hommes	Tdh
107	The HALO Trust	The HALO Trust
108	The Liaison Office	TLO
109	United Nations Children's Fund	UNICEF
110	United Nations Office for Project Services	UNOPS
111	War Child UK	War Child UK
112	WASH Cluster	WASH Cluster
113	Women Activities & Social Services Association	WASSA
114	Women for Afghan Women	WAW
115	War Child Canada	WCC
116	Women Cooperation Organization for Development	WCOD
117	Watan Development and Initiative organization	WDIO
118	WeWorld-GVC Afghanistan	WeWorld-GVC
119	Welthungerhilfe	WHH
120	Youth Health and Development Organization	YHDO
121	Your Voice Organization	YVO