

Requesting Organization :	United Nations Office for Project Services		
Allocation Type :	2022 3rd Reserve Allocation		
Primary Cluster	Sub Cluster	Percentage	
PROTECTION	PROTECTION (DO NOT USE)	100.00	
		100	
Project Title :	Inter-Agency Information Centre (Awaaz Afghanistan) - Promoting Collective Accountability and Community Engagement in Afghanistan		
Allocation Type Category :	Core activities		
OPS Details			
Project Code :		Fund Project Code :	AFG-22/3481/RA3/APC/UN/23730
Cluster :		Project Budget in US\$:	708,435.11
Planned project duration :	6 Months	Priority:	
Planned Start Date :	01/12/2022	Planned End Date :	30/06/2023
Actual Start Date:	15/12/2022	Actual End Date:	14/06/2023
Project Summary :	<p>Awaaz Afghanistan (Awaaz) functions as the only inter-agency information center, promoting collective accountability and community engagement. Awaaz facilitates real-time two-way flow of information between Afghan populations affected by conflict, violence, natural disaster and displacement, and the entire humanitarian community. Awaaz will continue providing a reliable two-way information relay between affected people and humanitarian responders to help combat the impact of the economic fallout, drought, sporadic flooding, conflict and COVID-19 as outlined in HNO 2022. Since its inception in 2018, Awaaz has handled more than 245,000 calls from all 34 provinces of the country.</p> <p>As a collective and cross-sectoral project, Awaaz provides a nationwide and toll-free hotline and can share location-relevant information with affected people in line with needs on an ad-hoc basis, as well as to monitor and share relevant information on emerging needs and issues reported from the ground with respective partners. Strengthening Awaaz as the central remote feedback channel is considered a top Accountability to Affected Populations (AAP) priority and need in the country, which becomes even more crucial when areas become (temporarily) inaccessible due to conflicts or shocks inflicted by natural disasters. At full capacity, Awaaz can communicate directly with over 7,500 Afghans per month from the entire country, or indirectly with 52,500 Afghans (based on an average family size of seven). However, the number of indirect beneficiaries is likely much higher as one caller may be calling in on behalf of an entire community (i.e. community representatives/elders).</p> <p>Functioning as a cross-network, toll-free call center, by dialing 410, any Afghan with access to a mobile phone can speak to one of eight operators in either Dari, Pashto, Urdu or English, to access information on or lodge feedback about the ongoing humanitarian interventions around the country. Relaying this self-identification of needs and priorities to the humanitarian community (disaggregated by gender, age, location and needs) promotes the integration of beneficiaries' feedback into the program cycle and endorses the Grand Bargain's commitment to the participation revolution. Additionally, Awaaz sets its AAP targets in line with the Humanitarian Response Plan (HRP) and the HRP's efforts to support effective coordination through the Cluster system under the leadership of the Humanitarian Coordinator (HC).</p> <p>With the uncertain and unstable situation in the country, slow- and sudden-onset crises looming, a deterioration to the protection environment is anticipated during and beyond 2022. By communicating feedback in real-time, Awaaz can support humanitarian partners' capacity to detect and respond to needs and provide lifesaving emergency interventions. As such, Awaaz requires funding from the AHF to continue providing the following vital services upon which the delivery of an effective, coordinated and accountable humanitarian response in Afghanistan depends:</p> <ul style="list-style-type: none"> • The immediate relay of accurate information that enables informed decision making, especially in times of crises, whether natural or man-made, when at-risk communities are further exposed to protection violations; • The rapid processing of urgent protection concerns, including allegations of sexual exploitation and abuse (SEA), as well as International Humanitarian Law (IHL) and International Human Rights Law (IHRL) violations; • The reporting of self-identified needs, priorities, and vulnerabilities that can help ensure programs deliver immediate and effective assistance to prevent the loss of life; • The opening up of hard-to-reach areas especially in times of sudden crises to support the humanitarian community's ability to assess and respond to needs in underserved areas; • The support of monitoring efforts to ensure assistance is provided in a principled and dignified manner to all populations in need, equally. 		
Direct beneficiaries :			

Men	Women	Boys	Girls	Total	
24,938	8,313	1,312	437	35,000	
Other Beneficiaries :					
Beneficiary name	Men	Women	Boys	Girls	Total
Other	474	158	25	8	665
Host Communities	15,960	5,320	840	280	22,400
Internally Displaced People	4,988	1,663	262	87	7,000
Refugees	25	8	1	1	35
Returnees	3,491	1,164	184	61	4,900
Indirect Beneficiaries :					
367,500. indirect beneficiaries (estimate) from the total number of calls Awaaz will handle (7,500 per month). The number of indirect beneficiaries is calculated by multiplying the number of callers (direct beneficiaries) to average family size in Afghanistan (seven). However, the number of indirect beneficiaries is likely much higher as one caller may be calling in on behalf of an entire community (i.e. community elders/representatives).					
Catchment Population:					
Link with allocation strategy :					
Two-way communication channels for giving feedback that will be strengthened are expected to allow identification of specialized ways to reach women, people with disabilities, older people and children. Thus, the need to ensure proper AAP is critical to achieving the HRP objectives. Accountability to Affected Population (AAP) pivots on the effective two-way relay of real-time information between response partners and the affected populations across the country.					
Therefore, the Cluster will rely on key feedback mechanisms (such as Awaaz) and ensure community feedback is at the heart of its response. Through information sharing and referrals to the Protection Cluster, Awaaz enhances protection partners to respond in an informed and integrated manner (with other cluster partners and projects). Awaaz will work to build trust with communities, especially in times of crises, when trust can be undermined, by relaying feedback and managing expectations. Further to this, Awaaz supports the three HRP objectives in the following ways:					
SO1- Timely, multi-sectoral, life-saving, equitable and safe assistance is provided to crisis-affected people of all genders and diversities to reduce mortality and morbidity: With the HRP emphasis on AAP work, the fundamental centrality of Awaaz as the humanitarian response's primary accountability mechanism has been noted by the Accountability to Affected People Working Group (AAP WG), Inter-Cluster Coordination Team (ICCT), and the Humanitarian Country Team (HCT) Protection Strategy. The relay of information supports effective and timely coordination, especially in underserved areas, where Awaaz can help Clusters achieve virtual proximity, accountability and access, including those affected by mine contamination. By offering a toll-free service, Awaaz encourages people in most need, regardless of geographic location, to communicate their urgent priorities, encouraging vulnerable members of society, including those unable to physically access services or unable/unwilling to communicate through traditional intermediaries, to raise their concerns and flag urgent issues.					
SO2- Protection risks are mitigated, while protection and human rights needs for people of all genders and diversities are monitored and addressed through integrated and inclusive humanitarian action: With Afghans self-reporting needs and issues in real-time, Awaaz can rapidly escalate to partners urgent priorities, including allegations of IHL and IHRL violations. Once verified by partners, this information can inform high-level advocacy by the HCT to preserve and uphold humanitarian principles. By promoting meaningful engagement with affected populations, in an impartial manner, Awaaz uses the AAP approach to identify local perspectives, capacities, concerns, self-protection measures, coping strategies, and influence on conflict dynamics. This ground-level feedback and monitoring of issues, especially in underserved areas, is vital to developing, implementing and evaluating effective protection strategies, protocols and mechanisms.					
SO3- Vulnerable people of all genders and diversities are supported to build their resilience and live their lives in dignity: Lack of community-level feedback on needs in turn negatively affects the ability of humanitarians to deliver the right assistance to the right people at the right time. Awaaz taps into technology to reduce the digital divide, improve affected people's points of access to humanitarian decision-making processes, and monitor the relevance of assistance delivery. Improving accountability access at this level promotes more equitable and effective access to services by identifying service delivery gaps, documenting population mobility trends, and supporting evidenced-based humanitarian analysis.					
Sub-Grants to Implementing Partners :					
Partner Name		Partner Type		Budget in US\$	
Other funding secured for the same project (to date) :					
Other Funding Source			Other Funding Amount		

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BACKGROUND**1. Humanitarian context analysis****2. Needs assessment**

Awaaz has been providing information on humanitarian services to the affected people since 2018. This enhances affected populations access to humanitarian assistance, linking them with the established referral systems and providing a complementary complaint and feedback response mechanism for the humanitarian partner. Relaying this self-identification of needs and priorities to the humanitarian community (disaggregated by gender, age, location and needs), both via regular dashboards for situational awareness and on a case-by-case basis with relevant clusters and partners, Awaaz promotes better understanding of the priority concerns and preferences of affected people across the country. All data collected by Awaaz Afghanistan is published on a monthly basis through its interactive dashboard (www.awaazaf.org). The dashboard also reports on the key indicators for the referrals made to clusters and partners with total referrals made, partners response rate and percentages resolved. With this, in-depth analysis of the Awaaz monthly data will be made in Awaaz's quarterly narrative reporting for the response partners upon hiring of the information and reporting officer for the project.

In 2022, UNOPS/Awaaz conducted its Partner Satisfaction Survey to gauge the perceptions of the clusters, working groups, UN agencies and humanitarian partners in the field. The survey gathered feedback from 44 field-based respondents representing a wide range of partners: UN agencies (2), representatives of the clusters (3), international (20) and national (19) NGOs. The results of the survey shows that Awaaz's partners continue to value its services in the humanitarian sector. Partners rated the highest Awaaz's work in referrals, information sharing, and handling complaints and feedback. The results also demonstrated continued improvement in the overall relationship between Awaaz and humanitarian partners. Responses from international and national NGO partners reinforce the importance of equality and transparency and demonstrate the successful application of Awaaz services. In the survey, 45% of respondents stated that they were not able to reach Awaaz due to the high volume of calls. This is mainly due to limited number of Operators (8) available which triggers the importance of keeping the call center alive and scaling it up. Awaaz in 2022 has been receiving more than 160,000 calls per month (from 51,000 unique numbers) of which the project has been able to only handle 4,948 calls (January – September) on an average monthly basis. The survey results provide Awaaz Afghanistan with an opportunity to focus on scale up and enhancement of its products and services. The 2022 call handling data (4,948 average per month January – September) includes 22% of calls from female and 78% from male callers including 5% from children below the age of 18. From the post call monitoring surveys (PCS) to gauge callers' satisfaction on the Awaaz services and operators' performance, on the operators/call center ability to respond to questions, callers rated 78% very satisfied and 21% satisfied. On the overall call handling performance, 82% of callers rated very satisfied, 18% satisfied and less than 1% not satisfied. On the other hand, 75% of the callers stated that their issues were not resolved through partners hotline numbers, 53% of which were unresponsive. All of which indicates the importance of Awaaz's sustainability and scale up.

In 2022, Awaaz made 1515 referrals to 225 partners (av 23/month) including sub/clusters and agencies with 55% response rate, 100% feedback rate and 27% cases closure for the actional cases. Awaaz's added value to the humanitarian response includes providing below key services since its inception:

- a joint inter-agency complaint, referral and reporting mechanism
- a two-way communication channel for the affected populations and aid agencies
- a centralized mechanism that supports a preferred communication channel -tollfree hotline

3. Description Of Beneficiaries**4. Grant Request Justification**

Awaaz Afghanistan requires funding to allow continuation of its fundamental role as the inter-agency information and accountability mechanism. As per the HRP 2022, Awaaz Afghanistan is a critical collective, inter-agency feedback and referral channel in, for the response. In cooperation with clusters and partners, Awaaz has a comprehensive referral pathways list that enables Awaaz to direct feedback, including complaints, and questions to the appropriate agencies (in agreement with the affected person) for follow-up action. These efforts will continue beyond with an anticipation of a scale-up of Awaaz' workforce and information and communication technology infrastructure to adjust to the new operating realities, including the importance of strong data security and the increased needs in communities. In 2022, Awaaz has been designing an upgraded and simplified intake form that allows less time for the call handling processes by the operators. Awaaz targets to increase its monthly call handling volume to 10,000 calls per month in 2023 with which if the call center receives other funding sources to increase number of operators, the center will be able to respond to high volume of the incoming calls.

Awaaz remains a unique project providing inter-agency independent complaint feedback response mechanism for the aid sinc2 2018. A centralized accountability mechanism that facilitates the two-way flow – at a local and national level – of information between affected populations and humanitarian response actors to advance the AAP agenda in Afghanistan. Further, the promotion of accountability, especially in crisis situations, can help the HCT achieve the HRP's three strategic objectives.

Implemented by UNOPS, the strength of Awaaz lies in its inter-agency spirit and common-service positioning, both of which lends it strongly to the One UN Joint Programming approach.

Awaaz continues efforts to identify and secure other funding opportunities beyond this implementation period within the humanitarian donor community to ensure a sustainable funding structure for the project, where AHF will mainly provide gap funding when no other funding opportunities materialize. In 2022, UNOPS/Awaaz has been able to receive contribution from Japanese Supplementary Fund (JSF) and UN Women supporting the Gender in Humanitarian Actions (GiHA) Working Group. In addition, Awaaz expects contributions from other UN Agencies including UNICEF and UNDP in 2023.

The fund from AHF will contribute to cover the operational costs of the call center enabling:

- * call-handling (inbound and outbound) 7 days a week;
- * referrals to relevant partners including protection cluster and sub-clusters;
- * feedback relays to callers as a result of action taken by partners;
- * publications of publicly available dashboards;
- * sharing of tailored datasets with partners (disaggregated by gender, age, location and needs); and
- * monitoring support in times of shocks, particularly for (temporarily) inaccessible areas.

5. Complementarity

LOGICAL FRAMEWORK

Overall project objective

Awaaz's overall objective is to communicate with affected populations through the provision of an inter-cluster accountability platform to facilitate the two-way exchange of information between affected populations and humanitarian actors in Afghanistan. Supporting partners in their response to potentially upcoming disasters, including conflict, drought, flooding and similar events, Awaaz (based in Kabul as a centralized mechanism) will be able to serve as an emergency feedback and complaints mechanism for those affected and to help partners monitor the situation on the ground, particularly in temporarily inaccessible areas.

Through this information exchange, Awaaz aims to positively impact:

- Sharing up-to-date and ad-hoc information with communities in the affected areas as shared by partners;
- Affected communities by reducing stress and anxiety, documenting protection violations (including SEA), documenting community-level issues and grievances, managing expectations of what the humanitarian stakeholders can and cannot do;
- The humanitarian response by producing evidence-based datasets to support the coordination and relevance of programming. Awaaz promotes two-way communication between affected populations and humanitarian actors to: (a) Empower communities through the provision of accessible and timely information on how to access services and resources required to improve their situation, fulfilling their right to know, to ask questions and to participate in their own recovery; and, (b) Help ensure efficient and effective coordination of humanitarian agencies, funds, and programs operating in Afghanistan by collecting and circulating information about the urgent needs and priorities of affected populations;
- Support an environment of collective transparency and accountability by (a) Establishing an easy-to-access and safe mechanism through which affected populations can lodge feedback and complaints; (b) Channeling feedback and complaints to humanitarian actors to influence humanitarian programming and shape quality advocacy; and, (c) Communicating with affected populations to gauge user satisfaction with the quality of information and guidance provided by the information center and with the quality of partner service provision.

Awaaz's project beneficiaries include:

- Persons who have been displaced by conflict and natural disasters;
- Those recently returned to Afghanistan and those who are internally displaced and seeking to/or have returned to their area of origin within Afghanistan;
- Vulnerable members of communities who are in need of humanitarian assistance;
- Refugees seeking sanctuary in Afghanistan.

With 50% of Awaaz's operators being women, all of Awaaz's operators being trained in protection issues (including child protection), and all operators collectively speaking Dari, Pashto, Urdu and English (as well as regional dialects).

Awaaz's beneficiary groups include:

- Women, men, girls, and boys, including vulnerable people and persons with specific needs;
- The elderly;
- People with disabilities;
- Those who may have difficulties accessing services;
- Those who may be unable/unwilling to access services; and
- All ethnic, religious groups, regardless of geographic location.

Further, humanitarian partners, operational throughout the country, benefit from the evidence-based dashboard and tailored datasets (disaggregated by gender age, location (province/district) and needs) that can be used to improve programming.

In addition to the indicators under this proposal, Awaaz will incorporate standard AAP indicators in its data intake forms and accordingly report against them. The AAP indicators will be part of the 2023 HNO/HRP and compulsory for the response partners to use and report against.

PROTECTION		
Cluster objectives	Strategic Response Plan (SRP) objectives	Percentage of activities
2022 HRP Protection Outcome 1.1: At-risk vulnerable population receiving multisector GBV response (psychosocial, safety, health and legal) through static and mobile based interventions.	SO1: Timely, multi-sectoral, life-saving, equitable and safe assistance is provided to crisis-affected people of all genders and diversities to reduce mortality and morbidity.	100
<p>Contribution to Cluster/Sector Objectives : Awaaz is a collective accountability mechanism that serves the entire affected population of Afghanistan and the entire humanitarian response. Operators systematically capture data whilst taking account of the different needs within communities from an age, gender and diversity perspective. Issues are documented, needs are identified, gaps are flagged, and information is communicated to callers (e.g. how affected populations can access specialized support services including GBV, register for assistance, access partner hotline numbers). Awaaz then shares data on issues, complaints, vulnerable cases, needs, and service gaps with partners. The data is shared in an operational-level package with organizations and clusters on a daily, weekly, monthly and ad-hoc basis through a variety of reporting streams to contribute to the pool of evidence-based data to help improve the relevance of programming.</p> <p>Awaaz cross-cuts existing individual mechanisms to tap into cluster-specific referral pathways and support services while simultaneously consolidating cross-sectoral analysis and information, allowing stakeholders to coordinate, focus, and priorities thematic and geographic areas of support, especially in under-served areas, areas with critical needs, and areas facing displacement.</p> <p>Through its dedicated operators, Awaaz supports established accountability mechanisms by helping to absorb the labor-intensive activity of listening and communicating with communities across Afghanistan on all issues related to the humanitarian response, regardless of topic, cluster, or location. By sharing information on requests for information and assistance, Awaaz helps to build a system that can ensure that cross sectoral requests for assistance, the identification of priority needs, and the voices of the affected people are taken into account in decision making processes.</p> <p>For the above reasons, Awaaz facilitates and enhances strategic and operational decision-making and coordination modalities, while also promoting a principled, coordinated and standardized approach across clusters and sectors. A key accountability and protection mechanism, Awaaz flags protection violations and critical gaps in service and connects people to specialized support services that allow populations to cope and recover from trauma.</p> <p>While active conflict has significantly reduced since mid-2021, fear, insecurity and protection concerns remain widespread. Reports indicate that there has been an increase in targeted attacks against civilians, civil society and journalists, as well as reports of summary executions, assassination of human rights defenders, arbitrary detention, and unlawful restrictions on the human rights of women and girls (HNO 2022). Similarly, Awaaz has seen an increase in the number of calls with real cases in queues to handle on a daily basis in addition to emails being received for protection requests. Thus, the Cluster will rely on key feedback mechanisms (such as Awaaz) to ensure community feedback is at the heart of its response. Through information sharing and referrals to the protection cluster, Awaaz enhances protection partners to respond in an informed and integrated manner (with other cluster partners and projects).</p>		
Outcome 1		
Strengthened ability of affected populations to access an information platform, allowing people, in times of crises to engage in positive coping strategies and to make informed decisions that may save lives.		
Output 1.1		
Description		
A toll-free, countrywide two-way information platform that functions primarily as a hotline operated by eight operators (50% of which are women)		
Assumptions & Risks		
<p>Assumption and Risks</p> <ul style="list-style-type: none"> - Affected populations have access to a working phone in an area with network coverage to reach Awaaz - Affected populations are aware of the Awaaz 410 short-code number. - Partners will disseminate visibility material through their networks. - Vulnerable members of society are willing to report issues and seek information and/or assistance through the phone. - Security situation remains stable with no sudden change in the humanitarian operating space. - Access to telecommunication networks remains stable. - Clusters and partners will share accurate information and in a timely manner. - Each telecom company will disseminate bulk (voice) SMS for free across its network. - Telecom companies do not withdraw from agreement with UNOPS to provide a toll-free service. - No major outbreak of COVID-19 among the Awaaz staff which would affect the call center to be (temporarily) halted <p>Mitigation Measures</p> <ul style="list-style-type: none"> - Toll-free number encourages the sharing of phones. People can call on behalf of individuals and communities. - multi-platform outreach strategy that includes the dissemination of bulk (voice) SMS. - Distribute visibility material to main offices in Kabul, and to regional offices, for further dissemination. In coordination with ACBAR, Awaaz will brief partner field teams on Awaaz. - Production and dissemination of a range of information, education and communication (IEC) materials that are age and gender appropriate, and disability-inclusive. - Diversifying to include a range of communication channels, including web-based platforms. - Continual engagement with clusters and partners to encourage engagement. - Encourage this as a contribution to the humanitarian response, in the return of which UNOPS and its partners will publicly thank the telecom company on social media. - Continual engagement with telecom companies to show value of collaboration. 		
Indicators		

Code	Cluster	Indicator	End cycle beneficiaries				End cycle
			Men	Women	Boys	Girls	Target
Indicator 1.1.1	PROTECTION	# of calls handled per month					7,500
Means of Verification : The target value is for the period of one month for the entire country. Awaaz's content management system (CMS) is the repository for all data captured through the call-handling and call-processing stages. The number of calls processed per month will be documented in the content management system. With the monthly average target, Awaaz will handle a total of 52,500 calls during this project period.							
Indicator 1.1.2	PROTECTION	% of calls resolved on the first call					85
Means of Verification : Awaaz's content management system is the repository for all data captured through the call-handling and call processing stages. This system captures whether a call was resolved on the first interaction or not. Research suggests that no single key performance indicator has a bigger impact on customer satisfaction than does first-call resolution (FCR). A high FCR also positively impacts the call center's ability to process large volumes of calls per day. A call is classified as resolved when a question is answered or a call is redirected to the relevant service provider.							
Indicator 1.1.3	PROTECTION	# of people receive PSS services	42,760	14,240	2,250	750	60,000
Means of Verification : Awaaz Operators as the first point of contact for the affected population (callers) will provide PSS support as per the call center SOPs and trainings acquired through MHPSS working group and specialized humanitarian partners such as UNICEF providing same assistance. The target will only include Awaaz callers reached from their incoming calls to Awaaz and/or referred to relevant service providers. Hence, this indicator achievements will be dependent on indicator 1.1.1 achievements over the entire project period.							
Activities							
Activity 1.1.1							
Standard Activity : Not Selected							
Information gathering from partners to facilitate the timely availability of accurate information and information relay to callers: Information gathering: pro-actively (anticipating information needs) and reactively (responding to information needs), is anticipated to happen continually throughout the implementation period as issues will evolve or new issues will arise as the crisis develops. Maintenance of easily accessible and usable tools to facilitate the timely flow of accurate information from partners and clusters to callers. Information relay: Operators use Awaaz information management tools to relay information shared by partners to callers and to flag information gaps. Operators will access the Standard Messaging Repository and Service Directory for the quick dissemination of information to callers. As part of the daily call-handling process, operators will be using tools to relay information to callers.							
Activity 1.1.2							
Standard Activity : Not Selected							
Monitoring and Quality Assurance: Through its Quality Assurance Program, Awaaz will monitor its first-call resolution rate and caller satisfaction and align its service delivery accordingly. Awaaz's post-call survey (5%) asks multiple questions to gauge caller satisfaction with the professionalism of the operator and the relevance of the information shared. Monitoring of call center performance will be conducted on a daily basis throughout the implementation period of the project.							
Activity 1.1.3							
Standard Activity : Not Selected							
Partners Satisfaction Survey: Part of its Sustainability and Strengthening Plan, Awaaz will conduct users satisfaction surveys twice a year to ensure its product and services are responding to the needs of the response as an inter-agency accountability and feedback response mechanism. Awaaz will share the result in the form of reports with its stakeholders and donors.							
Outcome 2							
Humanitarian partners are more accountable for ensuring an effective and appropriate response to unmet needs identified by callers through an improved protection environment through enhanced access to a trusted reporting channel.							
Output 2.1							
Description							
A functioning complaints mechanism and effective referral system that flags urgent cases, including protection violations and concerns, whether on an individual- or at a collective-level.							
Assumptions & Risks							

Assumption and Risks

- Vulnerable members of society are willing to report issues and seek information and/or assistance through the phone.
- Access to telecommunication networks remains stable.
- Clusters and partners will share accurate information and in a timely manner.
- Feedback and complaints become the basis for action for agencies, clusters and coordination bodies.
- Clusters and partners share updates on action taken in response to shared feedback and complaints.
- Clusters have information management capacity or ability to share information, process referrals and data and have the time to devote to coordination in a timely manner.

Mitigation Measure

- Production and dissemination of a range of information, education and communication (IEC) materials that are age and gender appropriate, and disability-inclusive.
- Diversifying to include a range of communication channels, including web-based platforms.
- Continual engagement with clusters and partners to encourage engagement.
- Continual engagement with clusters and agencies to encourage engagement and the establishment of a feedback traffic light document to track responsiveness.
- Design tools that are easy to access and easy to populate with response updates.
- Share datasets in operationally-relevant packages.

Indicators

Code	Cluster	Indicator	End cycle beneficiaries				End cycle
			Men	Women	Boys	Girls	Target
Indicator 2.1.1	PROTECTION	% of partner feedback rate on action taken in response to actionable referrals					75

Means of Verification : Awaaz's content management system is the repository for all data captured through the call-handling and call processing stages. Through this system, partners provide updates to Awaaz on what action they have taken in response to actionable referrals. The Partner Feedback Rate is the 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). Partner feedback to referrals does not, necessarily, equate to a resolution of issue but to the provision of feedback to Awaaz on the status of the referred case.

Indicator 2.1.2	PROTECTION	% of callers contacted to provide feedback on the quality and relevance of services provided by response partners					5
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Means of Verification : Awaaz will conduct post-call surveys on 5% of calls to identify caller perception on the relevance, accuracy and timeliness of information shared by Awaaz. Awaaz's content management system is the repository for all data captured through the call handling and call-processing stages

Indicator 2.1.3	PROTECTION	% of callers satisfied with the quality and relevance of information provided by the call center					75
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Means of Verification : Awaaz's content management system is the repository for all data captured through the call-handling, including the results of the Post-Call Survey, which is conducted on 5% of calls to identify caller perception on the relevance, accuracy and timeliness of information shared by Awaaz.

Indicator 2.1.4	PROTECTION	# of staff trained on GBV core concepts, referrals, case management	14	7			21
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Means of Verification : Awaaz in close collaboration with clusters/sub cluster will provide regular trainings on key concerns and sensitive case (GBV, PSEAH, child protection, Mine Action, and PSS) to its staff, especially operators as the first contact line to the affected populations. Awaaz will invite partners to conduct regular training sessions, with Awaaz internally holding training sessions on a regular basis. As such the capacity building trainings will be held on need basis and especially in cases of staff turn overs and when refreshers needed.

Activities

Activity 2.1.1

Standard Activity : Not Selected

Referral Processing: In line with informed consent and its Data Protection policy, Awaaz taps into different referral pathways, depending on the urgency and prevalence of the issue, to ensure cases are forwarded to the appropriate partner. Referrals are time-relevant and may occur on a daily, weekly or monthly basis depending on the severity of the cases. It is anticipated that referrals will happen frequently and consistently throughout the implementation period.

Awaaz coordinates with partners while signing MoUs to ensure they provide their FRM focal point and contact number (Agency hotline) that will be recorded in Awaaz system repository from where operators will guide the callers. For direct referrals (First call resolution rate) to partners hotlines, there is no second referral, so no duplication. For referrals (non-standard calls for Awaaz - for details, please visit Awaaz dashboard on awaazaf.org), if the case is referred to multiple partners, we inform them accordingly to avoid duplication of efforts. For example, if there is a complaint/feedback on a health facility of a partner, Awaaz informs both the Health Cluster and the partner agency through its referrals pathway and informs them that the case is cross-shared to ensure coordinated response. Depending on nature of the cases, if cross referrals required, partners will be informed accordingly.

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. Awaaz reports on key referral indicators through its dashboard on a monthly basis: Partner Response Rate = percentage of shared referrals where partner has indicated nature of referral in terms of possible action to be taken. 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 the issue but to the provision of feedback to Awaaz on the status of the referred case.

Activity 2.1.2

Standard Activity : Not Selected

Closing the Feedback Loop: Awaaz conducts outbound calls to partners to close the loop on complaints. As closing the loop is a continual process, this activity will be conducted regularly throughout the implementation period.

Activity 2.1.3**Standard Activity : Not Selected**

Informed Consent: In cases that require the sharing of personally identifying information for partners to take action (i.e. for sensitive referral cases such as child protection issues), Awaaz gathers informed consent through a three-tier informed consent process that includes implicit and explicit consent channels. Gathering informed consent is a standard feature of Awaaz Data Protection Policy and as such will be performed throughout the implementation period.

Activity 2.1.4**Standard Activity : Not Selected**

Capacity Building: Awaaz personnel will undergo regular training to augment call-handling skills, especially for sensitive calls (GBV, PSEAH, child protection, Mine Action, and PSS). Awaaz will invite partners to conduct regular training sessions, with Awaaz internally holding training sessions on a regular basis. As such the capacity building trainings will be held on need basis and especially in cases of staff turn overs and when refreshers needed.

Outcome 3

Informed programmatic decision-making and enhanced advocacy, based on evidence-based data, to improve accountability to affected populations.

Output 3.1**Description**

An efficient information relay mechanism that shares data on urgent unmet needs and priorities, as reported by affected populations, in a timely manner to be considered by partners in strategic and programmatic decision-making.

Assumptions & Risks**Assumption and Risks**

- Humanitarian partners continuously interact with Awaaz
- Clusters and partners use data shared by Awaaz to triangulate with their data and use as an information source on reported needs.
- Feedback as reported by communities and individuals is being analyzed and used to improve programming.
- Feedback and complaints become the basis for action for agencies, clusters and coordination bodies.
- Clusters and partners share updates on action taken in response to shared feedback and complaints.
- Clusters have information management capacity or ability to share information, process referrals and data and have the time to devote to coordination in a timely manner.

Mitigation Measure

- Continual engagement with clusters and partners to encourage engagement.
- Continual engagement with clusters and agencies to encourage engagement and the establishment of a feedback traffic light document to track responsiveness.
- Design tools that are easy to access and read

Indicators

Code	Cluster	Indicator	End cycle beneficiaries				End cycle
			Men	Women	Boys	Girls	Target
Indicator 3.1.1	PROTECTION	# of evidence-based reports on the unmet needs and trends disseminated per month					1

Means of Verification : Every month, Awaaz is preparing and sharing the updates from the previous month through its interactive dashboard. The information contains a visualization of all calls handled (disaggregated by gender, age, type of caller and location as well as needs and issues reported) an analysis of the referral pathways with partners as well as results on the post-call survey which Awaaz conducts, and narrative section highlighting main issues, highlights and cross-cutting issues recorded. The information shared is intended for partners to get an overview of self-reported needs and to inform future programming. Awaaz will publish a total of 6 reports during this project period. Awaaz also shares tailored and anonymized datasets with partners upon request, regularly and ad-hoc. Within the protection sphere, Awaaz currently shares datasets with GBV and protection partners for protection monitoring. Awaaz's content management system is the repository for all data captured through the call-handling and call-processing stages. The interactive report and datasets will be built from this data management system.

Indicator 3.1.2	PROTECTION	# of people who received awareness raising on protection related issues	1,130	310	35	25	1,500
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Means of Verification : Awaaz's content management system is the repository for all data captured through the call-handling and call processing stages. Through this system, partners provide updates to Awaaz on what action they have taken in response to actionable referrals. The Partner Feedback Rate is the 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). Partner feedback to referrals does not, necessarily, equate to a resolution of issue but to the provision of feedback to Awaaz on the status of the referred case. Awaaz will provide key protection messages as per the cluster guidelines and will refer related cases to the Protection Cluster for follow up and service provision. The target disaggregation has been set based on the actual percentages of relevant calls received from each gender during 2022.

Activities**Activity 3.1.1****Standard Activity : Not Selected**

Systematic reporting of needs through the production of monthly interactive dashboards disaggregating calls by gender, age, issue and geographic area: Production of a monthly interactive dashboard that disaggregates calls (without sharing identifying information) by gender, age, issue and geographic area (province). The dashboard will also capture partner feedback on action taken on actionable cases. The interactive dashboard will be produced on a monthly basis throughout the implementation period. In addition to this, Awaaz will produce quarterly narrative analytical (trend analysis) reports based on its monthly dashboard data that can be incorporated into partners programming.

Activity 3.1.2

Standard Activity : Not Selected

Individual reporting: Sharing of tailored and anonymized datasets as requested by partners, that disaggregate calls (without sharing identifying information) by gender, age, issue and geographic area (province/district).

Additional Targets : Awaaz continuously aims to increase the female caller ratio by working with organizations operational throughout the country specialized on needs of women and girls as well as women empowerment. On this specifically in 2022, Awaaz has been able to closely engage with GiHA Working Group under the UN Women. A set of success stories of Awaaz's interventions in the past can be found on the website and dashboard which is accessible through www.awaazaf.org.

M & R

Monitoring & Reporting plan

Awaaz captures data from each call through its Content Management System (CMS), from which Awaaz can analyze data against the indicators. Awaaz's data collection process is guided by its Data Protection Policy, which has been informed by the Data Protection Impact Assessment, which outlines user access rights and responsibilities. As a key protection mechanism, Awaaz's data capture process is guided by informed consent best practice. As part of the QAP, Awaaz captures all its internal performance indicators internally, with donor-specific indicators being presented on the public dashboard. Meeting minutes are shared with meeting participants after the meeting and saved on UNOPS' internal project management system.

Progress reports to be shared with the project board (of which every project donor is a member) will include implementation and financial status, problems encountered and reparative measures, as well as lessons learned, if applicable.

Participatory monitoring and evaluation through feedback mechanisms, including post-call caller satisfaction surveys, ensure Awaaz is best serving the needs of the affected communities. Awaaz will adapt accordingly to feedback.

Under the Awaaz QAP, Awaaz monitors 10% of calls against performance indicators. All staff undergo regular training sessions implemented by humanitarian partners, including gender sensitivity, prevention of SEA, mine risk awareness, and protection issues.

Disaggregated data (gender, age, location) is captured on every call, collected monthly and shared internally and with partners, according to information sharing protocols, to allow the analysis of service gaps and trends in reporting. Public interactive dashboards are shared online for partners operating within and outside of Afghanistan to digest. Reporting includes the disaggregation of data by age and sex. Awaaz will regularly report to coordination bodies such as the ICCT and AHF.

Awaaz continuously evaluates the effectiveness of its service delivery by (a) reviewing the quality-of-service Awaaz provides to affected populations (first-call resolution rate, timeliness and accuracy of information, quality assurance of calls, caller satisfaction feedback surveys); (b) analyzing caller perception of accessibility to and relevance of services to which Awaaz refers callers. This information is shared with partners through the publicly available dashboard to help promote collective accountability at a strategic level. Awaaz hosts regular meetings with partners to receive updates on their ability to follow up on caller feedback. These meetings form one mechanism through which Awaaz can document the partner's ability to follow up on issues and complaints shared by Awaaz, as well as to measure the effect Awaaz has had on humanitarian partner programmatic and strategic decision making; and (c) collecting disaggregated data by sex and age group, in order to design target outreach campaigns. To complement these meetings, Awaaz undertakes a partner satisfaction survey on a semi-annual basis, the results of which are published on the dashboard.

The outcomes of these meetings are documented in meeting minutes. The outcome of responsiveness assessments is shared continuously through the interactive dashboard. Feedback from donors through quarterly meetings will capture lessons learned and best practices as well as updates on the implementation and financial status, problems encountered, and reparative measures/lessons learned. Feedback from humanitarian actors on reporting and information sharing practices will be incorporated to ensure the smooth transfer of information.

Workplan

Activitydescription	Year	1	2	3	4	5	6	7	8	9	10	11	12
Activity 1.1.1: Information gathering from partners to facilitate the timely availability of accurate information and information relay to callers: Information gathering: pro-actively (anticipating information needs) and reactively (responding to information needs), is anticipated to happen continually throughout the implementation period as issues will evolve or new issues will arise as the crisis develops. Maintenance of easily accessible and usable tools to facilitate the timely flow of accurate information from partners and clusters to callers. Information relay: Operators use Awaaz information management tools to relay information shared by partners to callers and to flag information gaps. Operators will access the Standard Messaging Repository and Service Directory for the quick dissemination of information to callers. As part of the daily call-handling process, operators will be using tools to relay information to callers.	2022												X
	2023	X	X	X	X	X							

OTHER INFO

Accountability to Affected Populations

For Awaaz, AAP is a principled approach to humanitarian programming that promotes the alignment of the humanitarian response to the differentiated needs of people affected by crises and to the specificities of the situation while respecting humanitarian principles and guaranteeing personal data protection. Awaaz is designed to promote responsible power dynamics that take account of and are held to account by, all interested parties, especially those who are most affected by the exercise of such power. Awaaz achieves this by facilitating two-way communication with people affected and other relevant stakeholders. The information derived from the data shared by Awaaz (disaggregated by age, gender and location), can be used by partners to mobilize and integrate local and individual capacities (participatory approaches) to promote and enable decision making mechanisms that take communities' views into account.

By default, all information shared by Awaaz is anonymous. Should the need arise to share identifiable information of a caller (i.e. as part of a referral), personal information is only shared (1) in line with informed consent by the caller, (2) only with organizations that have signed a Data Sharing MoU with UNOPS (Awaaz), (3) if justification is provided why information is needed, (4) through separate communication channels disconnected from the detailed case information.

Further, Awaaz is used as a centralized reporting tool for allegations of SEA and CoC violations. For these cases, Awaaz has a dedicated SOP in place and closely coordinates with the PSEA TF. UNOPS takes all reports of possible wrongdoing seriously. UNOPS has an established confidential mechanism for individuals wishing to report misconduct which can be used by Awaaz staff to report possible malfeasance.

Affected populations were involved in the different stages:

- Needs assessment: In collaboration with WFP, UNOPS conducted an assessment (particularly focusing on women's needs) into communication and information needs that consulted affected populations and disaggregated data by gender and age.
- Project Design: Awaaz adopted a "privacy by design" approach through which data protection and privacy risk are considered at an early stage. During the needs assessment, affected populations identified hotlines as their preferred channel to communicate with humanitarian partners leading to the recommendation for a common-service call center.
- Implementation: Awaaz offers a toll-free, countrywide service, encouraging vulnerable members of society (including women and at-risk groups) to utilize the confidential service from any location they feel comfortable.

As part of its Quality Assurance Program (QAP), Awaaz conducts post-call surveys to evaluate the effectiveness and quality of Awaaz services and to analyze caller perception. This information is shared with partners to help promote collective accountability at a strategic level.

The project is informed by the 'do no harm' principles and promotes the application of international standards promoting the protection and resilience of Afghanistan's most vulnerable. Awaaz adheres to strict confidentiality principles and operators have been trained in creating a safe and dignified environment for callers to talk openly about their concerns without fear of retribution. Awaaz project staff are required to sign a Code of Conduct and Oath of Office with the organization. All operators are continuously trained and monitored on adhering to strict data protection principles and confidentiality. The project has also taken several physical measures to avoid any confidential information being accessible beyond the Awaaz office. To further increase its partner engagement, Awaaz will continue to attend and inform coordination meetings, hold bilateral information and feedback sessions with partners, conduct outreach missions to areas of high need to provide customized briefings.

Implementation Plan

Coordination with other Organizations in project area

Name of the organization	Areas/activities of collaboration and rationale
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Environment Marker Of The Project

Gender Marker Of The Project

3- Likely to contribute to gender equality, but without attention to age groups

Justify Chosen Gender Marker Code

Protection Mainstreaming

Protection is mainstreamed into Awaaz activities, which are guided by the 'do no harm' principle, the survivor-centered approach, and strict data protection standards. Awaaz enhances the capacity of staff on the integration of protection principles in every aspect of the project cycle, including day-to-day work. The project adheres to humanitarian principles and promotes the application of international standards promoting the protection and resilience of Afghanistan's most vulnerable. Awaaz adheres to strict confidentiality and referral principles. Awaaz's operators have been trained in creating a safe and dignified environment for callers to talk openly about their concerns without fear of retribution. Data collection and sharing adhere to strict security protocols informed by the Data Protection Impact Assessment that guided Awaaz's Data Protection Policy (DPP). The DPP includes guidance for referrals and the frequency for backing up data (For further information, please find the Awaaz DPP in the document section attached).

Awaaz's outreach strategy includes communication streams to target marginalized and vulnerable groups, including field-level women specific focus group discussions facilitated with partner support. Awaaz will work closely with the Gender in Humanitarian Actions Working Group (GiHA WG) and other women-focused organizations to further increase its female caller ratio. Similarly, in collaboration with Child Protection in Emergencies (CPIE) partners and the GiHA WG, Awaaz will further undertake efforts to develop and disseminate child-friendly visibility material, including raising awareness of rights and forms of abuse.

Awaaz Afghanistan is guided by the survivor-centered approach and strict data protection principles in line with global CPIE Sub-Cluster guidelines. Awaaz Afghanistan has developed specialized Child Protection SOPs providing a guideline for its Operators for handling calls when the caller is a child and when a call relates to a child. In Afghanistan, a child is defined as someone 18 years of age and below. The goal of this SOP is to guide Awaaz operators on how to handle sensitive calls relating to child protection issues, whether the caller is the survivor or a third party, also assuming that this phone call is the only interaction Awaaz will have with the caller. All Awaaz staff are trained on those SOPs. On average, 5% of all calls handled by Awaaz in 2022 were involving a child as a caller. Of all calls handled by female callers, child protection was the major protection concern raised. All child protection related calls which require a referral to the CPIE sub-cluster will be shared with the relevant focal points within the sub-cluster as agreed.

Further, all Awaaz staff have signed a confidentiality form and a Protection from SEA (PSEA) pledge for professional conduct to not abuse their power and influence to exploit and harm those they serve in Afghanistan. Awaaz has a standard operating procedure (SOP) in place to handle cases of PSEA. As a UN mechanism, Awaaz is obligated to report allegations, including suspicions of SEA, to respective agencies/clusters. Awaaz operators will inform all reporters of SEA allegations upon initial understanding of a SEA report to ensure informed consent before proceeding with the referrals. Awaaz's PSEA SOP is guided by the Secretary-General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse (ST/SGB/2003/13).

Country Specific Information

Safety and Security

Access

As a toll-free hotline available on all five of Afghanistan's telecommunication networks, Awaaz provides affected populations in difficult and under-served areas remote access to information and gives communities living in hard-to-reach areas a voice. With the capacity to make outbound monitoring and evaluation calls, Awaaz can open up difficult-to-access regions to humanitarian actors by monitoring and tracking areas that have not been assessed or received assistance, as well as 'red flag' sites identified by baseline assessments. As a safe and dignified channel for communication, Awaaz can document access and safety issues, helping to shape the response.

In order to raise awareness of the 410 number among affected populations living in hard-to-reach and/or under-served areas Awaaz will continue its outreach campaign through the bulk dissemination of (voice/text) SMS through the five telecommunication networks, as well as distributing print materials (if it is safe to do so) and conducting awareness sessions with implementing partners (national/international) which have access to those areas.

To ensure that all affected communities are informed about the Awaaz services, and to gain and maintain acceptance within the communities, Awaaz will be utilizing available and effective communication channels that are preferred by the affected populations. These can include visibility material distributed through partner, mass media, SMS and face-to-face conversations.

Awaaz will use all communication channels available and accessible by affected populations depending on their location, and in line with their preferences. Awaaz has made the experience that outreach to communities through trusted partners is very effective to quickly gain trust within communities enabling them to use the service. Awaaz will be working closely with coordination partners, such as ACBAR, regional OCHA offices, the AAP WG and the RCCE WG, as well as individual organizations on the ground, including UN agencies, and antinational and international NGOs and provide information sessions both remotely and in the field offices during outreach missions.

Awaaz will distribute IEC materials that are age and gender appropriate, and disability-inclusive both directly to communities when on outreach mission, as well as to partners through their main/regional offices for further dissemination. Any challenges experienced will be coordinated through the relevant fora, including the AAP WG and ICCT WG. The community outreach will be implemented in stages, starting in the provinces identified as those with the highest severity of needs and expanding to the other provinces in manageable stages. Awaaz bases its priorities on the geographic needs assessment information provided in the HNO 2022, as well as on locations with an urgent ad-hoc need (i.e. due to conflict or natural disaster). It is to be noted that this prioritization shapes the direct and active outreach activities undertaken by Awaaz and does not have any effect on Awaaz's provision of services which will be available to everyone equally.

To ensure that vulnerable sections of the community, women and children, who don't have an own phone are accounted for Awaaz will furthermore continue to support the OCHA-led AAP WG in setting up a community-based mechanism and explore options of how Awaaz can be integrated into this approach to provide different channels for the most vulnerable without access to a phone.

In 2022, of all calls handled by Awaaz, 22% are attended by a female caller and 5% are involving a child as a caller. When receiving a call, Awaaz always captures whether the phone number is a shared or private number to ensure no harm is applied when receiving a call and undertaking a potential follow-up call from the vulnerable section of the community who might be placing a call from a shared phone (and in secret).

BUDGET

Code	Budget Line Description	D / S	Quantity	Unit cost	Duration Recurrence	% charged to CHF	Total Cost
1. Staff and Other Personnel Costs							
1.1	Project Manager	D	1	6,048.62	6	100.00	36,291.72
	UNOPS is a project-based organization that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of the monthly salary and allowances for the national project manager UNOPS grade LICA-10. The Project Manager oversees the design, planning, execution, and monitoring of Awaaz-AF and is the point of contact for donors, and other key stakeholders.						
1.2	Human Resource Associate	S	1	4,333.15	1	100.00	4,333.15
	UNOPS is a project-based organization that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. For this position, AHF will only cover 100% of one month salary and allowances for national staff member UNOPS grade LICA-6. The HR Associate responsible for managing all human resource and administrative duties for Awaaz-AF project will be fully transferred from Awaaz to UNOPS's Administrative HR Support team funded by other donors. Awaaz due to its needs to strengthen information management capacity, data analysis, reporting and referrals will replace the HR Associate position with Information Monitoring Associate BL1.3. The HR support and services will be covered by UNOPS support management teams.						
1.3	Information Monitoring Associate	D	1	4,333.15	5	100.00	21,665.75
	UNOPS is a project-based organization that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. From 1 January to 31 May 2023, AHF will cover 100% of the monthly salary and allowances for national staff member UNOPS grade LICA-6. The IM associate will be monitoring attendance, providing training sessions, managing shifts, hosting meetings and taking minutes, support the development of scripts and standard operating procedures, for the call center. The position will support managing and implementing Awaaz-AF's Quality Assurance Programme, supporting the M&E Officer, which gauges the successful implementation of the project in line with its standard operating procedures and taking into account caller and partner satisfaction with professionalism and relevance of Awaaz-AF's service delivery.						
1.4	Project Support Associate	D	1	4,453.86	6	100.00	26,723.16
	"All staff positions indicated in the proposed budget are recruited and working 100% for the project. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of the monthly salary and allowances for national staff member UNOPS grade LICA-6. The Project Support Associate is responsible for supporting the day-to-day project management implementation, including providing facilitation support with finance, logistics, procurement and external liaising with telecom companies to secure licenses, settle payments and maintain the call center operational. In order to streamline the budget, the PSA will support day-to-day management of the call center as administrative support.						
1.5	ICT/Database Associate	D	1	4,173.39	5	100.00	20,866.95
	"UNOPS is a project-based organisation that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of the monthly salary and allowances for national staff member UNOPS grade LICA-6. Awaaz-AF is an information management project, which requires the processing of a large number of calls per day. This requires troubleshooting of IT issues (including basic troubleshooting of its Firewall solution and call handling system) as well as the back-end management of the database system, including data cleaning and data processing for reporting. "						
1.6	Communication / Reporting Officer	D	1	4,836.30	5	100.00	24,181.50
	UNOPS is a project-based organisation that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of the monthly salary and allowances for national staff member UNOPS grade LICA-8. This position is replacement for the Call Center Supervisor who will support the M&E Officer in maintaining the operators informed of the key cluster/partners updates. In addition, the person will primarily be responsible for quality analytical reporting from the data rich Awaaz data base. The person will ensure trend analysis is done and presented for clusters partners from the data Awaaz collects on a monthly and quarterly basis. Awaaz is developing the relevant TOR for this project and will ensure the replacement is completed soon.						
1.7	Monitoring and Evaluation Officer	D	1	5,555.98	6	100.00	33,335.88
	UNOPS is a project-based organisation that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of the monthly salary and allowances for national staff member UNOPS grade LICA-8. The Monitoring and Evaluation Officer is responsible for managing and implementing Awaaz-AF's Quality Assurance Programme, which gauges the successful implementation of the project in line with its standard operating procedures and taking into account caller and partner satisfaction with professionalism and relevance of Awaaz-AF's service delivery. The person will also manage the day to day operators shift schedule with the support from IMA BL 1.3.						
1.8	Information Management Officer- Technical	D	1	4,835.67	6	100.00	29,014.02

	UNOPS is a project-based organisation that does not receive core funding. All staff positions indicated in the proposed budget is working 100% for the project. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of the monthly salary and allowances for national staff member UNOPS grade LICA 8. Awaaz is an information management Officer - technical which requires the processing of a large number of calls per day/month. The processing includes data cleaning, managing referrals to partners, and creating regular reporting products. The Information Management Officer (Technical) is responsible for managing Awaaz's content management system, including data capture, data processing and data referrals, as well as reporting. The position holder is also responsible for developing upgraded/advance referrals mechanism (referrals platform) for the call center, as well as an advanced/simplified data intake form for the operators that enhances the call handling capacity for the call center.						
1.9	Information Management Officer- Liasion	D	1	4,726.02	6	100.00	28,356.12
	"UNOPS is a project-based organization that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. AHF will cover 100% of the monthly salary and allowances for national staff member UNOPS grade LICA 8 (1 Dec 2022 to 31 May 2023,). Awaaz is an information management project, which requires the processing of a large volume of information. The processing includes data cleaning, managing referrals to partners, and creating regular reporting products. The Information Management Officer (Liaison) is responsible for managing Awaaz's content management system, including data capture, data processing and data referrals, as well as reporting. The IMO will also support in Cluster representation. Due to the nature of the project, Awaaz should be represented in every cluster meeting, as well as in bilateral meetings when needed.						
1.10	Information Management Associate	D	1	3,799.07	6	100.00	22,794.42
	"UNOPS is a project-based organisation that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. AHF will cover 100% of the monthly salary and allowances for national staff member UNOPS grade LICA 6. Awaaz is an information management project, which requires the processing of a large number of calls per day/month. The processing includes data cleaning, managing referrals to partners, and creating regular reporting products. The Information Management Associate supports the IMO team in managing Awaaz's content management system, including data capture, data processing and data referrals, as well as reporting. The IMA will also support in Cluster representation when needed.						
1.11	Call Operator	D	8	3,456.12	6	100.00	165,893.76
	"UNOPS is a project-based organisation that does not receive core funding. All staff positions indicated in the proposed budget are recruited and working 100% for the project. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of the monthly salary and allowances for 5 national staff members UNOPS grade LICA-6 for 6 months, and 3 for 4 months only (Total 8 staff over 6 months period). As per the policy of the human resources (HR) department, the identification of the Step per operator within level LICA-6 will vary depending on experience and qualification. Operators are responsible for interfacing with callers as per standard operating procedures. Daily responsibilities include: answering calls, making outbound calls, disseminating information, gathering information, recording complaints, inputting data into the database, and flagging serious protection issues for referrals. "						
1.12	Community Liaison Officer	D	2	4,516.24	6	100.00	54,194.88
	UNOPS is a project-based organization that does not receive core funding. All contracted positions indicated in the proposed budget are working 100% for the project. AHF will cover 100% of the 2 community liaison officers (CLOs) monthly payment under CTG contracts for the project period (01 Dec 2022 to 31 May 2023). These two positions shall ensure closer collaboration with field partners and affected populations. With the support of these positions Awaaz has been able increase its outreach to those in need and raise awareness about Awaaz and its services among affected communities and active aid providers in the country. They will be basically based in Kabul but will be traveling to any part of the country when needed.						
	Section Total						467,651.31
2. Supplies, Commodities, Materials							
NA	NA	NA	0	0.00	0	0	0.00
	NA						
	Section Total						0.00
3. Equipment							
NA	NA	NA	0	0.00	0	0	0.00
	NA						
	Section Total						0.00
4. Contractual Services							
4.1	Vehicle lease for project official movement and female staff	D	1	1,550.00	6	100.00	9,300.00

	<i>The budget line covers payment for rental soft skin car for pick and drop of the Awaaz female operators in different shifts (incl driver, maintenance and fuel) for the project period. The line also covers lease of an armored vehicle only for official movements when needed (incl driver, maintenance and fuel). AHF will cover 100% of these costs for this project duration.</i>						
4.2	Community engagement and awareness raising (printing, radio and TV advertisements)	D	1	8,000.00	1	100.00	8,000.00
	<i>Community engagement and awareness raising (printing of IEC materials, radio and TV advertisements). For 6 months, AHF will cover partially these costs while with the approval of pipeline funds (contributions from UN Agencies), Awaaz will use them for IEC printing and outreach activities estimated for the project duration.</i>						
	Section Total						17,300.00
5. Travel							
NA	NA	NA	0	0.00	0	0	0.00
	NA						
	Section Total						0.00
6. Transfers and Grants to Counterparts							
NA	NA	NA	0	0.00	0	0	0.00
	NA						
	Section Total						0.00
7. General Operating and Other Direct Costs							
7.1	Call-handling charges (Inbound & outbound calls, SMSs)	D	1	13,605.44	6	100.00	81,632.64
	<i>"In order to provide a toll-free service, UNOPS bears the costs of offnet/onnet inbound and outbound calls and SMS. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of these costs. These costs are estimates and will vary depending on the monthly calls volume.</i> <i>Below are a few points resulting in increase call handling costs for the project as the hotline (410) is toll-free and the costs are borne by the project;</i> <i>1) Effective outreach activities of the project since 2021;</i> <i>2) Increasing awareness of Awaaz among humanitarian partners and their targeted communities;</i> <i>3) Humanitarian response scale up in country;</i> <i>4) Increasing demand of affected communities for assistance and information services; and</i> <i>5) increasing demand for Awaaz as an inter-agency complaint feedback response mechanism"</i>						
7.2	Licences (short-code, ATRA, Cisco, GoDaddy, MSWord, Adobe etc)	D	1	2,000.00	1	100.00	2,000.00
	<i>Licenses (short-code, ATRA, Cisco, GoDaddy, MSWord, Adobe etc.). All licenses required to be extended for ongoing operations of the call center and the project website.</i>						
7.3	Security costs (incl guards, common services & etc.)	S	1	1,483.00	6	100.00	8,898.00
	<i>Security costs (incl guards, services, emergency support, etc.) based on project footprint in UNOCA compound, as well as PPE equipment and Security Training for the new hired staff.</i>						
7.4	Finance Costs (Incl. Bank charges)	S	1	300.00	6	100.00	1,800.00
	<i>Bank charges for financial transactions and cash transfer relating to the project operations for the project period.</i>						
7.5	UN Common Cost (UNCT, UNOCA Clinic, etc)	S	1	2,402.99	6	100.00	14,417.94
	<i>This is an estimated cost budgeted to cover the project portion for UN Common cost including UNAMA Joint Medical Services. Actual charges may vary based on UNAMA billing. From 1 Dec 2022 to 31 May 2023, AHF will cover 100% of Awaaz portion.</i>						
7.6	Facilities lease & Common services (incl ground rent, maintenance, internet, cleaning)	S	1	6,500.00	6	100.00	39,000.00
	<i>"Ground rent for UNOPS in UNOCA and UN Common Services shared costs for the project period; It is an estimate; actual charges may vary based on billing."</i>						
7.7	Project Cost (Centrally / Locally Management Direct Cost-CMDC and LMDC)	S	1	28,389.00	1	100.00	28,389.00

	<i>"These are direct support costs applied to the project. All costs describe in this line item are direct costs, which are not the same as indirect costs / PSC: Centrally managed direct cost (CMDC) are direct charges applicable on monthly basis to each project. CMDC covers engagement & IPAS services (i.e. using the corporate tools for the purpose of project implementation, such as UN security management network, insurance, global ERP system, and ICT support services, treasury and comptroller's division support). The current budgetary amount per UNOPS project - at a global level - is \$1,000 per month per project. Local Management Direct Costs (LMDC): These are direct support costs applied to the project. All costs describe in this line item are direct costs, which are not the same as indirect costs / PSC: Locally managed direct costs (LMDC) covers support staff cost, which is usually covered by core funding in other agencies - is the concept used in UNOPS to manage the local back office (personnel providing operational support to the project in the areas of security, finance, procurement and etc). The purpose of pooling support cost together is to ensure UNOPS achieves cost efficiency and delivers results to our partners in an effective, standardized manner with highest quality. All costs describe in this line item are direct costs, which are not the same as indirect costs / PSC rate."</i>						
7.8	General office supplies (ink cartridges, stationery etc.)	D	1	1,000.00	1	100.00	1,000.00
	For the project operations, a lumpsum amount of \$1000 has been anticipated to cover office supplies and stationery for the smooth running of the project for the proposed project timeframe. AHF will cover all of these costs from 01-Dec 2022 through June 30,2023.						
	Section Total						177,137.58
SubTotal			30.00				662,088.89
Direct							565,250.80
Support							96,838.09
PSC Cost							
PSC Cost Percent							7.00
PSC Amount							46,346.22
Total Cost							708,435.11
Project Locations							
Location		Estimated percentage of budget for each location	Estimated number of beneficiaries for each location				Activity Name
			Men	Women	Boys	Girls	Total
Kabul > Kabul		5.00000	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Kabul > Estalef	5.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Kapisa > Nejrab	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Kapisa > Alasay	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Parwan > Shinwari	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Parwan > Salang	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Parwan > Ghorband	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Wardak > Jalrez	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Wardak > Hesa-e- Awal-e- Behsud	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Wardak > Daymirdad	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Logar > Azra	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Laghman > Dawlatshah	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Panjsher > Bazarak	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Panjsher > Dara	1.00000	0	0	0	0	0	<p>APC: Activity 1.1.1: Information gathering from partners to facilitate...</p> <p>APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it...</p> <p>APC: Activity 2.1.1: Referral Processing: In line with informed consen...</p> <p>APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun...</p> <p>APC: Activity 2.1.3: Informed Consent: In cases that require the shari...</p> <p>APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r...</p> <p>APC: Activity 3.1.1: Systematic reporting of needs through the product...</p> <p>APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...</p>
Panjsher > Onaba(Anawa)	2.00000	0	0	0	0	0	<p>APC: Activity 1.1.1: Information gathering from partners to facilitate...</p> <p>APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it...</p> <p>APC: Activity 2.1.1: Referral Processing: In line with informed consen...</p> <p>APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun...</p> <p>APC: Activity 2.1.3: Informed Consent: In cases that require the shari...</p> <p>APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r...</p> <p>APC: Activity 3.1.1: Systematic reporting of needs through the product...</p> <p>APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...</p>
Baghlan > Khenjan	1.00000	0	0	0	0	0	<p>APC: Activity 1.1.1: Information gathering from partners to facilitate...</p> <p>APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it...</p> <p>APC: Activity 2.1.1: Referral Processing: In line with informed consen...</p> <p>APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun...</p> <p>APC: Activity 2.1.3: Informed Consent: In cases that require the shari...</p> <p>APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r...</p> <p>APC: Activity 3.1.1: Systematic reporting of needs through the product...</p> <p>APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...</p>
Baghlan > Andarab	4.00000	0	0	0	0	0	<p>APC: Activity 1.1.1: Information gathering from partners to facilitate...</p> <p>APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it...</p> <p>APC: Activity 2.1.1: Referral Processing: In line with informed consen...</p> <p>APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun...</p> <p>APC: Activity 2.1.3: Informed Consent: In cases that require the shari...</p> <p>APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r...</p> <p>APC: Activity 3.1.1: Systematic reporting of needs through the product...</p> <p>APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...</p>

Baghlan > Fereng Wa Gharu	5.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Bamyan > Bamyan	5.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Bamyan > Panjab	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Ghazni > Ajrestan	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Paktya > Zadran	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Paktya > Dand wa Patan	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Kunar > Ghaziabad	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Kunar > Chapadara	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Nuristan > Duab	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Nuristan > Barg-e- Matal	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Badakhshan > Fayzabad	10.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Badakhshan > Arghanjkhwa	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Badakhshan > Darayem	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Badakhshan > Keshem	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Takhar > Farkhar	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Takhar > Warsaj	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Balkh > Balkh	5.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Balkh > Marmul	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Balkh > Charbulak	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Samangan > Aybak	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Samangan > Dara-e- Suf-e- Payin	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Sar-e-Pul > Kohestanat	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Sar-e-Pul > Balkhab	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Ghor > Charsadra	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Ghor > Lal Wa Sarjanganal	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Daykundi > Ashtarlay	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Daykundi > Khadir	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Zabul > Daychopan	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Paktika > Naka	1.00000	0	0	0	0	0	<p>APC: Activity 1.1.1: Information gathering from partners to facilitate...</p> <p>APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it...</p> <p>APC: Activity 2.1.1: Referral Processing: In line with informed consen...</p> <p>APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun...</p> <p>APC: Activity 2.1.3: Informed Consent: In cases that require the shari...</p> <p>APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r...</p> <p>APC: Activity 3.1.1: Systematic reporting of needs through the product...</p> <p>APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...</p>
Paktika > Bermel	1.00000	0	0	0	0	0	<p>APC: Activity 1.1.1: Information gathering from partners to facilitate...</p> <p>APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it...</p> <p>APC: Activity 2.1.1: Referral Processing: In line with informed consen...</p> <p>APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun...</p> <p>APC: Activity 2.1.3: Informed Consent: In cases that require the shari...</p> <p>APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r...</p> <p>APC: Activity 3.1.1: Systematic reporting of needs through the product...</p> <p>APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...</p>
Paktika > Gyan	1.00000	0	0	0	0	0	<p>APC: Activity 1.1.1: Information gathering from partners to facilitate...</p> <p>APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it...</p> <p>APC: Activity 2.1.1: Referral Processing: In line with informed consen...</p> <p>APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun...</p> <p>APC: Activity 2.1.3: Informed Consent: In cases that require the shari...</p> <p>APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r...</p> <p>APC: Activity 3.1.1: Systematic reporting of needs through the product...</p> <p>APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...</p>
Khost > Shamal	1.00000	0	0	0	0	0	<p>APC: Activity 1.1.1: Information gathering from partners to facilitate...</p> <p>APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it...</p> <p>APC: Activity 2.1.1: Referral Processing: In line with informed consen...</p> <p>APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun...</p> <p>APC: Activity 2.1.3: Informed Consent: In cases that require the shari...</p> <p>APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r...</p> <p>APC: Activity 3.1.1: Systematic reporting of needs through the product...</p> <p>APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...</p>

Khost > Spera	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Jawzjan > Qarqin	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Faryab > Maymana	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Faryab > Qaysar	1.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Badghis > Ghormach	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Kandahar > Ghorak	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...
Nimroz > Kang	2.00000	0	0	0	0	0	APC: Activity 1.1.1: Information gathering from partners to facilitate... APC: Activity 1.1.2: Monitoring and Quality Assurance: Through it... APC: Activity 2.1.1: Referral Processing: In line with informed consen... APC: Activity 2.1.2: Closing the Feedback Loop: Awaaz conducts outboun... APC: Activity 2.1.3: Informed Consent: In cases that require the shari... APC: Activity 2.1.4: Capacity Building: Awaaz personnel will undergo r... APC: Activity 3.1.1: Systematic reporting of needs through the product... APC: Activity 3.1.2: Individual reporting: Sharing of tailored and ano...

Documents	
Category Name	Document Description
Budget Documents	BoQ 2.1 Supplies and stationary - Google Sheets.pdf
Budget Documents	BoQ 3.2 ICT Equipments.pdf.pdf
Budget Documents	BoQ 7.2 Community Engagements Matrials - Google Sheets.pdf
Budget Documents	BoQ 7.3 Linsenes - Google Sheets.pdf
Budget Documents	BoQ 7.5 Vehicle Leases - Google Sheets.pdf
Budget Documents	BoQ 7.8 Lease - Office Space common services Internet.pdf
Budget Documents	BoQ 7.9 LMDC and CMDC - Google Sheets.pdf
Budget Documents	BoQ 7.9 LMDC and CMDC - Google Sheets.pdf
Budget Documents	7.1 Call handling Roshan AWCC MTN Etisalat Salam common services.pdf.pdf
Budget Documents	2023 AHF BudgetReport.xlsx - Google Sheets.pdf

Budget Documents	Project Budget - 1.1 TOR Project Manager (L-ICA 10).pdf
Budget Documents	Project Budget - 1.2 TOR Human Resources Associate (LICA-6).pdf
Budget Documents	Project Budget - 1.3 TOR Project Support Associate (LICA-6).pdf
Budget Documents	Project Budget - 1.4 TOR ICT and Database Associate (LICA-6).pdf
Budget Documents	Project Budget - 1.7 TOR Operator (LICA-6).pdf
Budget Documents	Project Budget - 1.8 TOR IMO Liaison (LICA-8).pdf
Budget Documents	Project Budget - 1.9 TOR IMO Technical (LICA-8).pdf
Budget Documents	Project Budget - 1.10 TOR - Project Management Support Associate ((LICA-6).pdf
Budget Documents	ToR - Community Liaison Officer - National Specialist (C).pdf
Project Supporting Documents	Data Protection Policy.pdf
Project Supporting Documents	Data Sharing MoU.pdf
Project Supporting Documents	Referral Snapshot (1).pdf
Project Supporting Documents	Need Assessment_AwaazPartnersSatisfactionSurvey- June 2022.pdf
Project Supporting Documents	AAPWG Endorsement_ UNOPS_Awaaz AHF Proposal (2022 3rd RA).pdf
Project Supporting Documents	Protection Cluster Endorsement_ UNOPS_Awaaz AHF Proposal (2022 3rd RA).pdf
Budget Documents	BoQ 4.2_ Vehicle Leases - Google Sheets.pdf
Budget Documents	BoQ for BL 5.1.pdf
Budget Documents	BOQ for BL 7.1 Call handling cost.pdf
Budget Documents	BoQ 7.9_Supplies and stationary - Google Sheets.pdf
Budget Documents	Revised BoQ B 5.1 - Google Sheets.pdf
Budget Documents	Revised BoQ B 7.4 - Google Sheets.pdf
Budget Documents	Revised BoQ B. 7.6 - Google Sheets.pdf
Budget Documents	Revised BoQ B.7.7 - Google Sheets.pdf
Budget Documents	Revised BoQ B 7.8 - Google Sheets.pdf
Budget Documents	V2 BoQ for B 7.1 - Google Sheets.pdf
Budget Documents	V2 BoQ for B 7.3 - Google Sheets.pdf
Budget Documents	V2 BoQ for B 7.6 - Google Sheets.pdf
Budget Documents	V2 BoQ for B 5.1 - Google Sheets.pdf
Budget Documents	V2 BoQ for B 7.5 Google Sheets.pdf
Budget Documents	V2 BoQ for B 7.7 - Google Sheets.pdf
Budget Documents	Final BoQ BL 4.1 _Rental vehicels for females.pdf
Budget Documents	Final BoQ BL 4.2 _Community Engagement and Awareness raising pdf
Budget Documents	Final BoQ BL 7.1 _Call handling Costs.pdf
Budget Documents	Final BoQ BL 7.2 _Licenses.pdf
Budget Documents	Final BoQ BL 7.3 _Security Costs.pdf
Budget Documents	Final BoQ BL 7.4 - Finance Costs.pdf
Budget Documents	Final BoQ BL 7.5 - UN Common Costs.pdf
Budget Documents	Final BoQ BL 7.6 - Facilities Lease.pdf

Budget Documents	Final BoQ BL 7.7_ Project costs LMDC;CMDc.pdf
Budget Documents	Final BoQ BL 7.8_ General Office Supplies.pdf
Grant Agreement	Allocation Letter_Protection_UNOPS_23730_Signed.pdf
Grant Agreement	Countersigned_Allocation Letter_Protection_UNOPS_23730.pdf