



Needs & Monitoring — Provincial Urgency Index, July 2026

Monthly call data from Awaaz Afghanistan (410 Helpline), processed into a province-level urgency index.

Total calls received — July 2026

13,309

Awaaz Afghanistan 410 Helpline · awaazaf.org

Provincial Urgency Index

Provinces ranked by Urgency Index (0–100). See page 4 for full methodology.

Province	Calls	Share of total	Urgency index	Urgency bar	Need signal
Hilmand	1,785	13.4%	100.0		Critical
Kandahar	1,640	12.3%	92.7		Critical
Kabul	1,199	9.0%	70.4		Critical
Nangarhar	1,015	7.6%	61.0		High
Hirat	883	6.6%	54.4		High
Uruzgan	844	6.3%	52.4		High
Kunduz	532	4.0%	36.6		Medium
Panjsher	36	0.3%	36.5		Medium
Balkh	528	4.0%	36.4		Medium
Zabul	519	3.9%	35.9		Medium
Nuristan	49	0.4%	31.9		Medium
Kapisa	57	0.4%	29.1		Low reach
Kunar	355	2.7%	27.6		Low reach
Maidan Wardak	72	0.5%	23.8		Low reach
Samangan	279	2.1%	23.8		Low reach
Nimroz	268	2.0%	23.2		Low reach
Khost	265	2.0%	23.1		Low reach
Baghlan	253	1.9%	22.5		Low reach
Faryab	254	1.9%	22.5		Low reach
Ghor	245	1.8%	22.1		Low reach
Ghazni	235	1.8%	21.6		Low reach
Bamyan	80	0.6%	21.0		Low reach
Sar-e-Pul	214	1.6%	20.5		Low reach
Farah	205	1.5%	20.1		Low reach
Takhar	197	1.5%	19.7		Low reach
Paktika	194	1.5%	19.5		Low reach

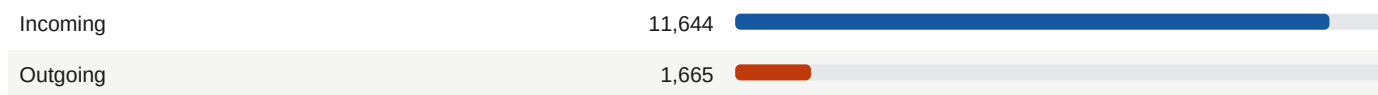
Province	Calls	Share of total	Urgency index	Urgency bar	Need signal
Badghis	187	1.4%	19.1		Low reach
Logar	166	1.2%	18.1		Low reach
Badakhshan	163	1.2%	17.9		Low reach
Paktya	140	1.1%	16.8		Low reach
Daykundi	92	0.7%	16.7		Low reach
Laghman	131	1.0%	16.3		Low reach
Jawzjan	122	0.9%	15.9		Low reach
Parwan	105	0.8%	15.0		Low reach

Urgency index derived from Awaaz Afghanistan helpline data only. See page 4 for full formula and worked example.

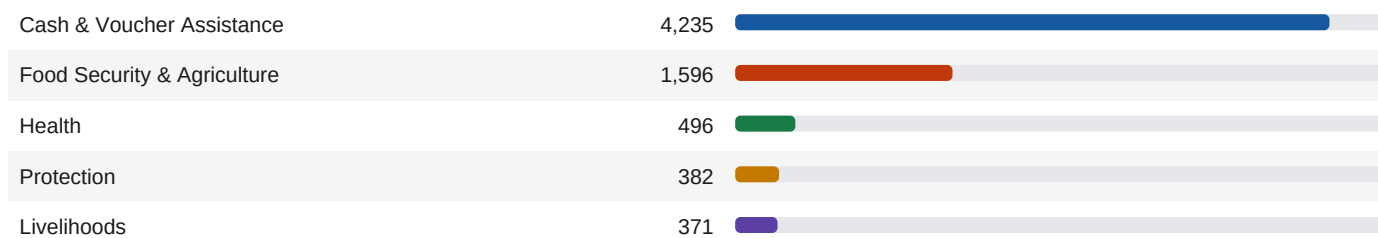


Helpline Activity — July 2026

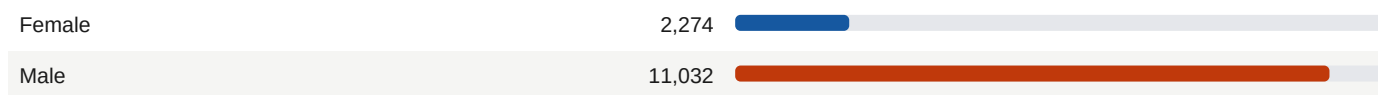
Helpline calls by type



Helpline calls by sector



Helpline calls by gender





Methodology

Data source

Data are collected monthly from the Awaaz Afghanistan dashboard (awaazaf.org). Awaaz Afghanistan is the country's first nationwide toll-free humanitarian helpline (dial 410), implemented by the United Nations Office for Project Services (UNOPS) with funding by aid partners. Data is collected on the 2nd of each month, collecting call data for the full prior calendar month across all 34 provinces, disaggregated by gender, caller type, sector, and call type.

Urgency index — construction

The Urgency Index (0–100) is derived entirely from the Awaaz helpline data using four signals combined into a weighted composite score, then normalised to a 15–100 range so that no province scores near zero even when the system is under stress.

Signal	Definition	Weight
S1 — Volume score	Calls from province p as a share of the maximum across all provinces, scaled 0–100. Captures directly reported need reaching the helpline.	50%
S2 — Low-reach score	If $\text{calls}_p < 25\%$ of national mean, $\text{score} = (1 - \text{calls}_p / \text{threshold}) \times 100$; else 0. Provinces far below the mean are likely underrepresented — low call counts compound, not reduce, humanitarian risk.	25%
S3 — Displacement signal	Volume score multiplied by the returnee share of all callers this month. Reflects heightened vulnerability when above-average call volumes coincide with a high proportion of displaced callers.	15%
S4 — Critical issue floor	Flat score = $(\text{critical_rate} \times 100) \times 10$, applied to every province. Derived from the share of calls flagged as abuse, discrimination, extortion, or denial of access. Ensures no province scores near zero when the system is under stress.	10%

Formula

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threshold = 0.25 × national_mean_calls
S1(p) = (calls_p / max_calls) × 100
S2(p) = (1 - calls_p / threshold) × 100 if calls_p < threshold, else 0
S3(p) = S1(p) × returnee_share
S4 = (critical_rate × 100) × 10 [same for all provinces]
raw(p) = 0.50 × S1(p) + 0.25 × S2(p) + 0.15 × S3(p) + 0.10 × S4
Urgency(p) = [ (raw(p) - raw_min) / (raw_max - raw_min) ] × 85 + 15
```

Worked example — Kabul

Using July 2026 data: national mean = 391.44 calls; threshold = $0.25 \times 391.44 = 97.86$; max calls = 1,785 (Hilmand); returnee share = 0.4713; critical rate = 0.0541.

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Kabul calls = 1,199
S1 = (1,199 / 1,785) × 100 = 67.17
S2 = 0 (1,199 ≥ threshold 97.86)
S3 = 67.17 × 0.4713 = 31.66
S4 = (0.0541 × 100) × 10 = 54.10
raw = 0.50 × 67.17 + 0.25 × 0.00 + 0.15 × 31.66 + 0.10 × 54.10 = 43.744
raw_min = 8.767 | raw_max = 62.4799
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$$\text{Urgency(Kabul)} = ((43.744 - 8.767) / (62.4799 - 8.767)) \times 85 + 15 = 70.4 \text{ [tier: Critical]}$$

Interpretation

Scores ≥ 70 (Critical) and ≥ 45 (High) indicate provinces warranting priority attention based on reported call volume and the displacement context. Scores below 30 for provinces with low call counts (flagged 'Low reach') signal that the humanitarian situation may be more severe than the helpline data alone can reveal, as access or awareness barriers may prevent calls from reaching the system. All scores are recalculated monthly and are comparable only within the same monthly report.

Get timely monthly access to the Provincial Urgency Index

Contact us to receive the full dataset — including province-level breakdowns and urgency scores — as soon as it is available each month.

Contact us: contact@dataforafghanistan.org

Source: Awaaz Afghanistan 410 Helpline · Implemented by UNOPS · awaazaf.org · All content published under CC BY-ND-NC 4.0. Please cite as: Data for Afghanistan, Needs & Monitoring — Provincial Urgency Index, July 2026, <https://dataforafghanistan.org/aidtoolkit/#aw-overview>