Data for Afghanistan

Needs & Monitoring — Provincial Urgency Index, September 2026

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

Total calls received — September 2026

12,592

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
Kandahar	1,883	15.0%	100.0		Critical
Hilmand	1,841	14.6%	98.0		Critical
Kabul	1,245	9.9%	69.6		High
Nangarhar	1,042	8.3%	60.0		High
Uruzgan	789	6.3%	47.9		High
Hirat	627	5.0%	40.2		Medium
Bamyan	44	0.3%	33.0		Medium
Kapisa	45	0.4%	32.7		Medium
Kunduz	467	3.7%	32.6		Medium
Balkh	447	3.5%	31.7		Medium
Zabul	344	2.7%	26.8		Low reach
Nimroz	324	2.6%	25.8		Low reach
Kunar	284	2.3%	23.9		Low reach
Farah	278	2.2%	23.6		Low reach
Baghlan	261	2.1%	22.8		Low reach
Maidan Wardak	76	0.6%	21.0		Low reach
Ghazni	221	1.8%	20.9		Low reach
Ghor	217	1.7%	20.7		Low reach
Khost	208	1.7%	20.3		Low reach
Takhar	209	1.7%	20.3		Low reach
Panjsher	80	0.6%	19.5		Low reach
Faryab	180	1.4%	19.0		Low reach
Sar-e-Pul	157	1.2%	17.9		Low reach
Samangan	148	1.2%	17.4		Low reach
Badghis	146	1.2%	17.3		Low reach
Badakhshan	138	1.1%	17.0		Low reach

Province	Calls	Share of total	Urgency index	Urgency bar	Need signal
Jawzjan	132	1.0%	16.7		Low reach
Logar	131	1.0%	16.6		Low reach
Paktika	120	1.0%	16.1		Low reach
Paktya	114	0.9%	15.8		Low reach
Nuristan	104	0.8%	15.3		Low reach
Laghman	101	0.8%	15.2		Low reach
Parwan	92	0.7%	15.0		Low reach
Daykundi	97	0.8%	15.0		Low reach

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

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Helpline Activity — September 2026

Helpline calls by type

Incoming	11,327
Outgoing	1,265

Helpline calls by sector

Cash & Voucher Assistance	2,633
Food Security & Agriculture	2,417
Health	833
Emergency Shelter & Non-Food Items (ESNFI)	637
Protection	300

Helpline calls by gender

Female	2,029
Male	10,561

Data for Afghanistan

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 calls_p < 25% of national mean, score = (1 – calls_p / threshold) × 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 = (critical_rate × 100) × 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

```
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 September 2026 data: national mean = 370.35 calls; threshold = 0.25 × 370.35 = 92.59; max calls = 1,883 (Kandahar); returnee share = 0.4801; critical rate = 0.0740.

```
Kabul calls = 1,245

S1 = (1,245 / 1,883) × 100 = 66.12

S2 = 0 (1,245 ≥ threshold 92.59)

S3 = 66.12 × 0.4801 = 31.74

S4 = (0.0740 × 100) × 10 = 74.00

raw = 0.50 × 66.12 + 0.25 × 0.00 + 0.15 × 31.74 + 0.10 × 74.00 = 45.220

raw_min = 10.348 | raw_max = 64.6037
```

```
Urgency(Kabul) = ((45.220 − 10.348) / (64.6037 − 10.348)) × 85 + 15 = 69.6 [tier: High]
```

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

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