



Afghanistan Collective Feedback Digest

A compilation of community voices

Issue number 10: Feedback collected in August 2022

Analysis

This eleventh issue presents the information gathered through the various feedback channels by 11 organizations in August 2022. The organizations in this digest reached to 51,163 people – 20,452 women and 30,711 men including 1,171 people with disability. Majority of the feedbacks were collected by hotline, phone number, WhatsApp, compliant box, monitoring visits, face to face, community engagement, and social mobilizer where organizations used their internal hotline and Intern-Agency feedback channels. The feedbacks are collected from across the all provinces of Afghanistan, but the majority of feedbacks came from provinces including Kabul, Balkh, Herat, Nangarhar, Ghazni, Paktika, Kandahar, Helmand, Logar, Wardak, Kapisa, Laghman, Jawzjan, Kapisa, Zabul and Parwan.

People's top needs recorded were food and cash assistance, health care, safe drinking water, shelter, community-based educational (CBE) centres where schools are far from communities, girls' school above grade 6, protection and relocation, resettlement and asylum support. Meanwhile the top topics which people wanted information about included the assistance timing, date and location, targeting criteria, and assessment and assistance for unregistered households.

Nearly, all organizations shared a critical concern of interference of the external parties including the local authorities and community leaders in aid delivery in some areas as a big challenge to meet their commitment to accountability. ACTED inputs on Biasness and favouritism from external parties' Involving local authorities and community leaders in the assessment or selection process of the projects and forcing project participants to get back the assistance from beneficiaries and redistribute among their relatives.

Recommended Actions to Improve Accountability

The organizations need to look at how they provided information to communities about project activities, type of intervention, number of project participants they will target with their project, target criteria, support required from the selection committee, and any other mechanism that they have in place. So, people are informed and provide their feedbacks and suggestions to these process. From August feedback it seems that communities still have questions about types of humanitarian assistance, and how where and when can get the humanitarian assistance.

The organizations should include community awareness-raising sessions on access to complaints and feedback mechanisms as their AAP good practice to ensure people can raise their voices; their suggestions are considered and reflected in informing the humanitarian response.

There should be an increased coordination with local authorities and community leader to make sure they will not interference in the distribution process and beneficiary selection.

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Number of complaints and feedback: 11,745

- 3,853 (33%) female & 7,891 (67%) male
- 184 persons with disabilities (12% female and 88% male)
- Age group: 0-17 (1%), 18-59 (98%), 60+ (1%)

Feedback by Location: Feedback received by area offices with the top three volume from Kabul (41%), Mazar (29%), and Herat (16%) provinces.

Feedback channels: Hotline (98%), Email (1%), Awaaz (<1%)

Top needs/issues: In-kind food (97%), cash (3%)

Top topics people wanted information:

- Assistance timing, location, & duration
- Types and quantity of entitlements that WFP provides to the beneficiary
- Targeting criteria considered by WFP to select beneficiaries.
- Usage of WFP distributed Nutrition product

Percentage of feedback-complaints received that have been resolved and closed: 98% of cases are closed and 2% are still open.

Actions taken so far:

- Due to increased cases about exclusion from WFP assistance, cooperating partner staff were alerted to re-assess registration lists covered by Mazar area office.
- Reports on the sale of WFP food items were verified under Mazar AO. The TPM and CP staff increased sensitisation efforts for shopkeepers not to buy or sell WFP items. A letter of commitment was taken to this effect.

Trends:

- Request for assistance and request for information were prominent during the month.
- Report indicates that 99% of the callers were satisfied from CFM team in their case registration and handling.

Number of survey respondents: 910

- 468 female & 442 male
- 45 people with disabilities (25 female, 20 male)
- **Age groups:** 4 (under 18 years), 834 (18-60 years), 72 (above 60 years)

Feedback by Location:

Ghazni, Paktia, Kabul, Khost, Kandahar, Zabul, Wardak and Logar provinces

Feedback channels: All feedback are received through face-to-face interviews.

Top needs/issues: Water, hygiene, food, healthcare services and cash.

Top topics people wanted information:

- How to get water, hygiene item and safe latrine
- How to get food
- Where to access humanitarian assistance
- How to get health care services
- Who is eligible to receive cash assistance

Percentage of feedback received that have been resolved and closed: All feedback complaints have been resolved and closed (five complaint through DACAAR hotline number and two complaint received through AWAAZ).

Actions taken so far: DACAAR received seven complaints. DACAAR M and E department followed up on the cases and requested the DACAAR program to take action for solving the problem.

New trends/worrisome issues:

During the pre-KAP survey, DACAAR noticed the needs for emergency assistance is increasing in the targeted communities and there was a need for WASH emergency support; because of many reasons such as the flooding, the under-ground water decrease and emergence of cholera.



Number of complaints and feedback: During August, Awaaz handled 8,336 calls

- 2,084 female & 6,252 male
- **Age groups:** 539 (under age 18), 7,214 (over 18 years), and the remaining 18 did not share their age
- **Physical disability:** 669 calls from people with disabilities (82 female and 587 male)

Feedback by Location: This month, Awaaz received calls from all provinces, with the highest call volume for Nangarhar, Kabul, Herat and Kandahar provinces accounting for 39%.

Feedback channels: Awaaz humanitarian toll-free hotline number (410)

Top needs/issues: Cash, food, government basic services, shelter, NFIs, and protection.

Percentage of feedback-complaints received that are open: Awaaz made 346 referrals to 21 partners in August for their feedback and/or action. Of those, 313 cases (90%) are remaining open and waiting for feedback from the partners or callers to close the loop.

Percentage of feedback-complaints received that have been resolved and closed: 33 (10%) cases are resolved and closed.

Actions taken in response to feedback-complaints received: Partners responded/acknowledged receipt of 222 (64%) cases out of 313 thus far.

Trends and/or worrisome issues: Same as previous months, the callers from different provinces of the country complained about the interference of authorities and elders in the beneficiary selection and distribution processes, affecting the effectiveness of humanitarian response. They also reported the animal's pandemic breakout resulting in loss of their livestock, flush floods, and earthquake from the affected provinces, all of which were accordingly referred to relevant partners/clusters.

Number of complaints and feedback: 271 (69 female and 202 male)

- 29 people with disabilities
- 19 (under 18 years), 227 (18-60 years), 15 (over 60 years)

Feedback by Location: Feedback received from Farah, Ghazni, Kabul, Kandahar, Herat, Kapisa, Kunar, Nangarhar, Parwan, Paktia, and Zabul provinces

Feedback channels: DMAC (32%), Hotline (28%), PDM (23%), help desk (13%), and verification (4%).

Top needs/issues: Food assistance, cash, and medical support

The top five topics that people wanted information: Assessment of and assistance for unregistered households

Percentage of feedback-complaints received that have been resolved and closed: 92% of cases are closed and 8% are still open.

Actions taken so far: Cases are referred to the programme for assessment and cross check with the assistance database.

Trends and/or worrisome issues: Households who have received assistance are asked by community elders (*arbabs*) to share the money they received from DRC)

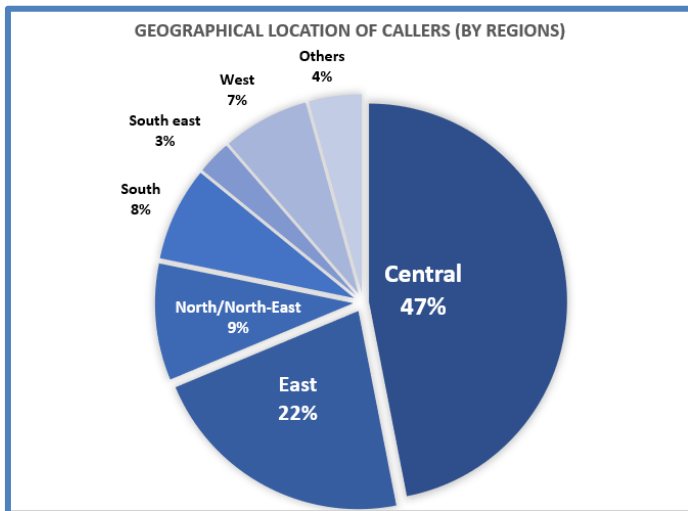




Number of complaints and feedback: 4,477

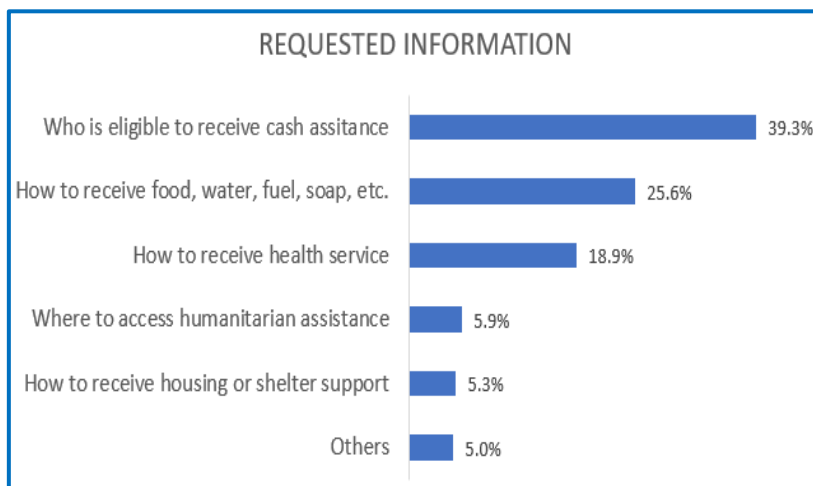
- 36% (1,612) female & 64% (2,865) male
- Persons with disabilities: Nearly 4% of the queries (179) received were reportedly from people with disabilities.
- Age group: The prominent age-group was 25 to 59 years-old composing nearly 80% of all queries.

Feedback by location: 47% of the callers were from the central region, followed by 22% from the eastern and 9% from north/north-eastern regions. Regarding Provinces, 43% of the callers were from Kabul, followed by 18% from Nangahar, 15% from Balkh and 5 % from Herat.



Top needs/issues: Both at the Country Office and Field Office levels, the majority of the persons who contacted UNHCR via phone or face-to-face counselling requested financial assistance to meet basic needs. At the Country Office level, 78% of the callers requested for cash assistance, followed by 13% requesting for relocation, resettlement and asylum support.

In the field, 33.8% of the persons requested cash assistance, followed by 24.9% requesting relocation, evacuation and asylum-service, and 16.9% food assistance. The highest information needs was to know who is eligible for cash assistance, followed by how to receive food and other items.



Actions taken: In addition to the standard response sent to all email queries, UNHCR provided 82 tailored email responses. UNHCR Country Office also identified 60 vulnerable cases through the queries, which were referred for persons with specific needs (PSNs) assistance consideration. In addition to the standard response sent to all email queries, UNHCR provided 161 tailored email responses.

Trends and/or worrisome issues:

- UNHCR continues to receive request for emergency assistance from individuals who were allegedly newly displaced due to conflict or natural disasters.
- UNHCR continues to observe a high number of calls and emails from former government officials, social activists and journalists who claim facing serious security threat.



Number of complaints and feedback: 217 (92 female and 125 male)

Feedback by Location: Feedback received from Balkh, Kabul, Faryab, Jawzjan, Kandahar, Kunar, Nangarhar, Paktika and Sari Pul provinces.

Feedback channels: Hotline number (74.62%), complaint box (23.56%) and monitoring visits (1.81%).

Top needs/issues:

- Establishment of CBE classes in those communities where the schools are far.
- Request for NFI kits and cash.
- Teachers always receive their salaries late.
- Shortage of class kits such as coolers and books.

Percentage of feedback-complaints received that have been resolved and closed: 70% of Feedback/complaints are open and under the process of closure and 30% of them are closed and actions were taken from the program side.

Number of complaints and feedback: 1,099 - 507 female and 584 male (8 group complaints)

Feedback by Location: Feedback received from Kabul, Nangarhar, Khost, Helmand, Logar, Paktia, Badghis, Laghman, Bamian, Herat, Kunduz, Parwan and Wardak provinces.

Feedback channels: Hotline (58%), WhatsApp (26%), monitoring visits (9%) and CRA provincial staff (8%).

Top needs/issues:

Cash (94%), food (73%), NFI (64%), shelter (63%), and WASH (4%).

Percentage of cases resolved: 92% (1015 out of 1099) of the cases have been closed and satisfactory responses have been provided to clients, 21% are still ongoing.

Trends and/or worrisome issues: The number of clients approaching CRA channels increased 38% in comparison with the last month.

Number of complaints and feedback: 655

- 357 (55%) female & 298 (45%) male
- 46 people with disabilities (4 female, 42 male)
- Age group: 16 (under 25 years), 360 (25 to 64 years), and 9 (above 64 years)

Feedback by Location: Feedback received from Ghor (301), Daikundi (183), Helmand (61), Kabul (15), Parwan (1) and Paktika (1) provinces.

Feedback-complaint channels: Hotline (73.3%), face-to-face interviews (25.5%) and partners (1.2%)

Top needs/issues: Cash, food and non-food items

Top topics people wanted information:

- Information about the project criteria and selection process
- Information about the distribution date and time
- How to get access to humanitarian assistance.

Percentage of feedback-complaints received that have been resolved and closed: 99.7% of the feedback/complaints are resolved and closed. The final feedback shared with the person raised feedback/complaint and 0.3% are still open.

Actions taken: The cases referred to the relevant provincial team and action taken accordingly.





Number of complaints and feedback: 23,356

- 7,561 women and 7,775 men
- 3,783 girls and 4,128 boys
- 25 people with disabilities
- 84 internally displaced people (IDPs)

Feedback by Location: Feedbacks were received from Balkh, Faryab, Jawzjan, Sari Pul, Samangan, Baghlan, Kunduz, Takhar and Badakhshan, Herat, Farah, Badghis and Ghor provinces.

Feedback channels: Social mobilizers, Community Engagement & Feedback Centres (CEFCs), *Awaaz* and community structures.

Top needs/issues: Most people expressed their concerns and feedback on teachers' salaries, cash assistance, AWD/Cholera, lack of safe drinking water, girls' education (grade 6-12), and lack of medicine in health facilities.

Actions taken: The received complaints and feedbacks were addressed by the provision of accurate and timely information and referring to the relevant sections and clusters.

As part of Accountability to Affected Populations (AAP) and strengthening the humanitarian response mechanisms, the SBC supported an integrated community engagement system composed of various platforms. This was done through a two-way dialogue with communities supporting the program design, the delivery, collection of community insights and feedback related to emergency response, prevention of AWD, COVID-19, promoting personal and environmental hygiene, handling and treating drinking water safely, routine immunization, nutrition, education and mother and child health.





Number of complaints and feedback: 213 (66 female, 146 male, 1 gender not specified)

- 8 people with disabilities.

Feedback by Location: Feedback received from Badakhshan, Baghlan, Badghis, Herat, Balkh, Faryab, Ghor, Nangarhar, Jawzjan, Kunduz, Laghman, Samangan, Sar-i-Pul and Takhar provinces.

Feedback channels: ACTED received 208 (97.65%) cases through Phone call or CRM hotline, 4 (1.87%) cases through WhatsApp, and 1 (0.47%) through NGO referral.

Top needs/issues: People mostly requested food, cash, health and agricultural assistance.

Top topics people wanted information: Information on assistance, beneficiary selection, distribution, assessment of people in need, and humanitarian projects

Percentage of feedback-complaints received that have been resolved and closed: 209 (98.12%) of the cases recorded in August are closed, and 4 (1.88%) of cases are open.

Actions taken so far: The action taken depends on the description and nature of the complaint, according to the CRM ACTED policy. Thus, it is not possible to share all of them here.

New trends/worrisome issues: During the month of August, the most cases ACTED's CRM has received were request for assistance and information on more and further assistance. Beneficiaries who have received one round of assistance after using of first round, have faced financial problem and poverty again and have request for more assistance. We identified that the poverty and hunger is in a high level in Afghanistan and will not remove by one, two or three round assistance of humanitarian organization and international community. These assistances solve their problems for a temporary period, but after some months they are still poor and hungry. Despite of all assistance request for cash, food and health assistance, ACTED's CRM has received assistance request in agriculture section, too and this shows people know that they need to have a job and permanent income to support their family and provide food and emergency requirement of them.

Biasness and favoritism from the external parties 's side is a usual concern which ACTED is facing in project implementation. Involving of local authorities and community leaders in the assessment or selection process of the projects and their forcing to get back the assistance from beneficiaries and redistribute among all people of the area after receiving the assistance make some problem which ACTED is facing as a concern. Although, those are limited to a low number of complaints and out of ACTED's control but ACTED is trying to address them as much as possible and is acting towards the best solutions for them.



Number of complaints and feedback: 3 men provided feedback from Ghor province.

Top needs that people expressed: According to the contract, the project had to provide DAP fertilizer to the target farmers but did not because the donor did not provide to Afganaid. All the beneficiaries are in picture, but they call and complain why the DAP fertilizer was not distributed. According to the FAO, the DAP fertilizer is not available in Afghanistan market.

Top topics people wanted information: Information regarding the time of DAP fertilizer distribution

Percentage of feedback received that have been resolved and closed: The complaints are still open.

Actions taken so far: This issue was shared with FAO and FAO acknowledged that there is no DAP fertilizer in the Afghanistan market, therefore, they will not be able to distribute DAP to the project participants.

Feedback from Women (Awaaz hotline)

"In August 2022, an agency was distributing hygiene kits to the listed people. I was also enlisted for the said assistance, but I did not receive it, because the community elder removed my name and added someone else's name for receiving the assistance."

- A woman from Faryab province

"Around 100 families are living in our village, our wells are dried, and the nearest water source is 4 kms away from us. We need clean drinking water."

- A woman from Sari Pul province

"In July 2022, an agency surveyed our area for distributing cash assistance; 70 out of 2000 families were enlisted, and in these 70 families, most of them were the relatives of the community leader, which he introduced for the said assistance"

- A woman from Herat province

"I am a widow and have 8 family members. I am in need of food assistance. The community elder is only enlisting invulnerable families, his friends and relatives."

- A woman from Kabul province

"An agency visited and enlisted some families for assistance. They provided the assistance, but the flour which was assisted in the second round was not of good quality; it tastes bad and cannot be baked. The humanitarian assistance must be in good quality."

- A woman from Kabul province