



## Needs & Monitoring — Provincial Urgency Index, April 2026

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

Total calls received — April 2026

# 12,696

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	2,300	18.1%	100.0		Critical
Kandahar	1,923	15.1%	85.5		Critical
Nangarhar	1,057	8.3%	52.0		High
Kabul	965	7.6%	48.5		High
Panjsher	24	0.2%	41.3		Medium
Nuristan	28	0.2%	39.8		Medium
Uruzgan	741	5.8%	39.8		Medium
Hirat	674	5.3%	37.3		Medium
Bamyan	46	0.4%	32.9		Medium
Zabul	539	4.2%	32.1		Medium
Kapisa	51	0.4%	31.0		Medium
Maidan Wardak	55	0.4%	29.5		Low reach
Balkh	468	3.7%	29.3		Low reach
Kunar	393	3.1%	26.4		Low reach
Kunduz	367	2.9%	25.4		Low reach
Daykundi	69	0.5%	24.1		Low reach
Parwan	75	0.6%	21.9		Low reach
Ghazni	244	1.9%	20.7		Low reach
Faryab	237	1.9%	20.4		Low reach
Nimroz	235	1.9%	20.3		Low reach
Ghor	215	1.7%	19.6		Low reach
Baghlan	216	1.7%	19.6		Low reach
Farah	211	1.7%	19.4		Low reach
Paktika	203	1.6%	19.1		Low reach
Khost	192	1.5%	18.7		Low reach
Takhar	178	1.4%	18.1		Low reach

Province	Calls	Share of total	Urgency index	Urgency bar	Need signal
Sar-e-Pul	155	1.2%	17.2		Low reach
Badghis	141	1.1%	16.7		Low reach
Badakhshan	137	1.1%	16.5		Low reach
Paktya	122	1.0%	16.0		Low reach
Samangan	119	0.9%	15.8		Low reach
Laghman	111	0.9%	15.5		Low reach
Jawzjan	108	0.9%	15.4		Low reach
Logar	97	0.8%	15.0		Low reach

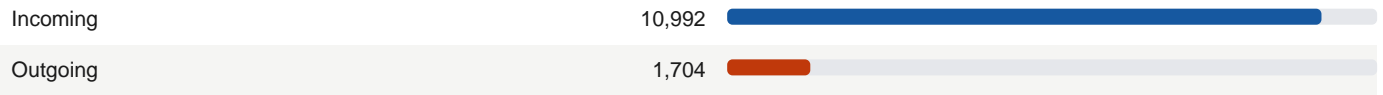
*Urgency index derived from Awaaz Afghanistan helpline data only. See page 4 for full formula and worked example.*



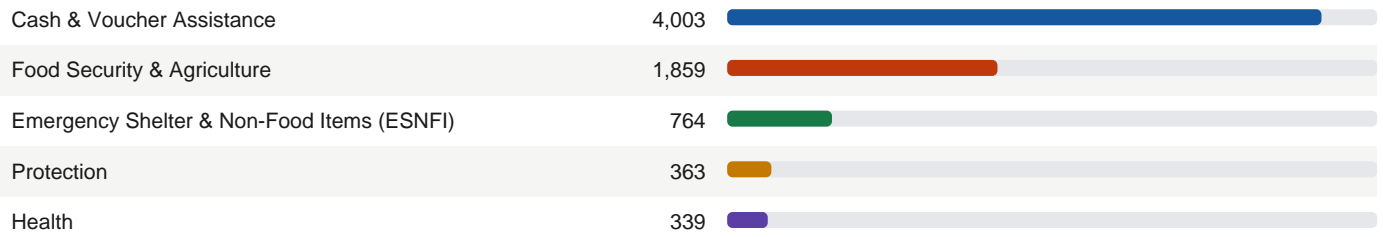
## Helpline Activity — April 2026

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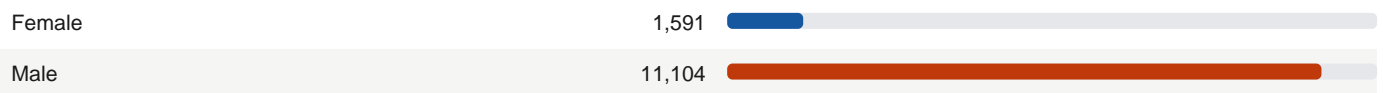
### Helpline calls by type



### 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
<b>S1 — Volume score</b>	Calls from province p as a share of the maximum across all provinces, scaled 0–100. Captures directly reported need reaching the helpline.	50%
<b>S2 — Low-reach score</b>	If $calls_p < 25\%$ of national mean, $score = (1 - calls_p / threshold) \times 100$ ; else 0. Provinces far below the mean are likely underrepresented — low call counts compound, not reduce, humanitarian risk.	25%
<b>S3 — Displacement signal</b>	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%
<b>S4 — Critical issue floor</b>	Flat score = $(critical\_rate \times 100) \times 10$ , 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 April 2026 data: national mean = 373.41 calls; threshold =  $0.25 \times 373.41 = 93.35$ ; max calls = 2,300 (Hilmand); returnee share = 0.4392; critical rate = 0.0494.

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Kabul calls = 965
S1 = (965 / 2,300) × 100 = 41.96
S2 = 0 (965 ≥ threshold 93.35)
S3 = 41.96 × 0.4392 = 18.43
S4 = (0.0494 × 100) × 10 = 49.40
raw = 0.50 × 41.96 + 0.25 × 0.00 + 0.15 × 18.43 + 0.10 × 49.40 = 28.682
raw_min = 7.325 | raw_max = 61.5265

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$$\text{Urgency(Kabul)} = ((28.682 - 7.325) / (61.5265 - 7.325)) \times 85 + 15 = 48.5 \text{ [tier: High]}$$

## Interpretation

Scores  $\geq 70$  (Critical) and  $\geq 45$  (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](mailto:contact@dataforafghanistan.org)**

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