



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

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

Total calls received — August 2026

# 12,356

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       | 1,940 | 15.7%          | 100.0         | <div><div></div></div> | Critical    |
| Kandahar      | 1,691 | 13.7%          | 88.5          | <div><div></div></div> | Critical    |
| Kabul         | 1,159 | 9.4%           | 64.1          | <div><div></div></div> | High        |
| Nangarhar     | 997   | 8.1%           | 56.6          | <div><div></div></div> | High        |
| Hirat         | 775   | 6.3%           | 46.4          | <div><div></div></div> | High        |
| Uruzgan       | 766   | 6.2%           | 46.0          | <div><div></div></div> | High        |
| Kunduz        | 504   | 4.1%           | 33.9          | <div><div></div></div> | Medium      |
| Panjsher      | 48    | 0.4%           | 31.4          | <div><div></div></div> | Medium      |
| Balkh         | 428   | 3.5%           | 30.4          | <div><div></div></div> | Medium      |
| Kapisa        | 54    | 0.4%           | 29.1          | <div><div></div></div> | Low reach   |
| Zabul         | 375   | 3.0%           | 28.0          | <div><div></div></div> | Low reach   |
| Bamyan        | 57    | 0.5%           | 27.9          | <div><div></div></div> | Low reach   |
| Nuristan      | 58    | 0.5%           | 27.5          | <div><div></div></div> | Low reach   |
| Nimroz        | 312   | 2.5%           | 25.1          | <div><div></div></div> | Low reach   |
| Maidan Wardak | 68    | 0.6%           | 23.7          | <div><div></div></div> | Low reach   |
| Kunar         | 255   | 2.1%           | 22.5          | <div><div></div></div> | Low reach   |
| Ghazni        | 229   | 1.9%           | 21.3          | <div><div></div></div> | Low reach   |
| Baghlan       | 205   | 1.7%           | 20.2          | <div><div></div></div> | Low reach   |
| Khost         | 199   | 1.6%           | 19.9          | <div><div></div></div> | Low reach   |
| Faryab        | 188   | 1.5%           | 19.4          | <div><div></div></div> | Low reach   |
| Farah         | 189   | 1.5%           | 19.4          | <div><div></div></div> | Low reach   |
| Ghor          | 187   | 1.5%           | 19.3          | <div><div></div></div> | Low reach   |
| Paktika       | 185   | 1.5%           | 19.2          | <div><div></div></div> | Low reach   |
| Sar-e-Pul     | 163   | 1.3%           | 18.2          | <div><div></div></div> | Low reach   |
| Takhar        | 163   | 1.3%           | 18.2          | <div><div></div></div> | Low reach   |
| Logar         | 160   | 1.3%           | 18.1          | <div><div></div></div> | Low reach   |

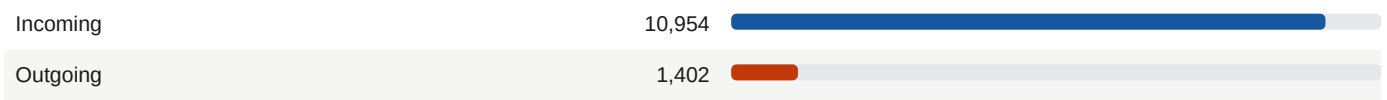
| Province   | Calls | Share of total | Urgency index | Urgency bar            | Need signal |
|------------|-------|----------------|---------------|------------------------|-------------|
| Jawzjan    | 158   | 1.3%           | 18.0          | <div><div></div></div> | Low reach   |
| Samangan   | 142   | 1.1%           | 17.3          | <div><div></div></div> | Low reach   |
| Badakhshan | 144   | 1.2%           | 17.3          | <div><div></div></div> | Low reach   |
| Badghis    | 141   | 1.1%           | 17.2          | <div><div></div></div> | Low reach   |
| Paktya     | 125   | 1.0%           | 16.5          | <div><div></div></div> | Low reach   |
| Laghman    | 105   | 0.8%           | 15.6          | <div><div></div></div> | Low reach   |
| Daykundi   | 93    | 0.8%           | 15.0          | <div><div></div></div> | Low reach   |
| Parwan     | 93    | 0.8%           | 15.0          | <div><div></div></div> | Low reach   |

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

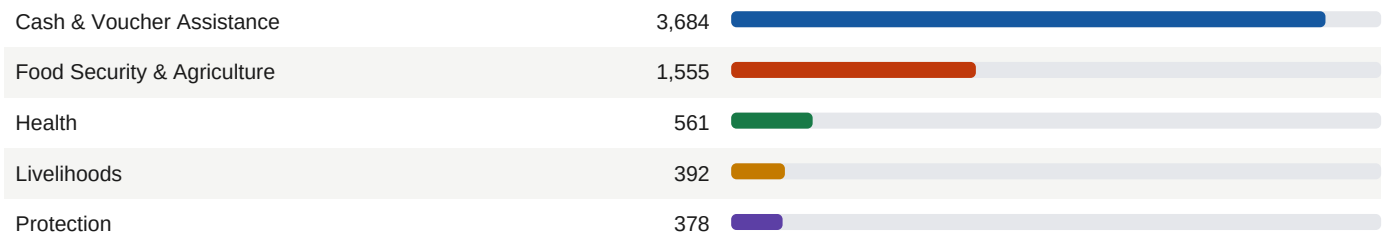


## Helpline Activity — August 2026

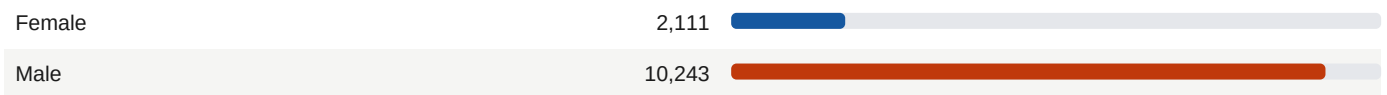
### Helpline calls by type



### Helpline calls by sector



### Helpline calls by gender





## Methodology

### Data source

Data are collected monthly from the Awaaz Afghanistan dashboard ([awaazaf.org](http://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 $\text{calls}_p < 25\%$ 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%    |
| <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 = $(\text{critical\_rate} \times 100) \times 10$ , 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

```
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 August 2026 data: national mean = 363.41 calls; threshold =  $0.25 \times 363.41 = 90.85$ ; max calls = 1,940 (Hilmand); returnee share = 0.4698; critical rate = 0.0637.

```
Kabul calls = 1,159
S1 = (1,159 / 1,940) × 100 = 59.74
S2 = 0 (1,159 ≥ threshold 90.85)
S3 = 59.74 × 0.4698 = 28.07
S4 = (0.0637 × 100) × 10 = 63.70
raw = 0.50 × 59.74 + 0.25 × 0.00 + 0.15 × 28.07 + 0.10 × 63.70 = 40.451
raw_min = 9.104 | raw_max = 63.4166
```

$$\text{Urgency(Kabul)} = ((40.451 - 9.104) / (63.4166 - 9.104)) \times 85 + 15 = 64.1 \text{ [tier: High]}$$

## 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, August 2026, <https://dataforafghanistan.org/aidtoolkit/#aw-overview>*