



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

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

Total calls received — May 2026

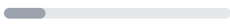
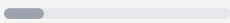
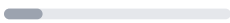
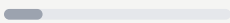
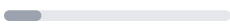
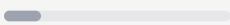
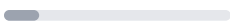
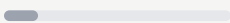
# 12,044

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	1,656	13.7%	100.0		Critical
Hilmand	1,614	13.4%	97.7		Critical
Hirat	977	8.1%	63.1		High
Kabul	912	7.6%	59.6		High
Nangarhar	896	7.4%	58.7		High
Uruzgan	696	5.8%	47.9		High
Panjsher	7	0.1%	46.7		High
Nuristan	29	0.2%	38.1		Medium
Balkh	486	4.0%	36.5		Medium
Zabul	474	3.9%	35.8		Medium
Kunduz	431	3.6%	33.5		Medium
Kunar	302	2.5%	26.5		Low reach
Sar-e-Pul	275	2.3%	25.0		Low reach
Bamyan	63	0.5%	24.8		Low reach
Maidan Wardak	63	0.5%	24.8		Low reach
Ghor	267	2.2%	24.6		Low reach
Faryab	258	2.1%	24.1		Low reach
Ghazni	252	2.1%	23.7		Low reach
Paktika	243	2.0%	23.3		Low reach
Baghlan	240	2.0%	23.1		Low reach
Nimroz	241	2.0%	23.1		Low reach
Kapisa	69	0.6%	22.5		Low reach
Parwan	73	0.6%	20.9		Low reach
Khost	195	1.6%	20.6		Low reach
Takhar	186	1.5%	20.2		Low reach
Farah	171	1.4%	19.3		Low reach

Province	Calls	Share of total	Urgency index	Urgency bar	Need signal
Badghis	151	1.3%	18.3		Low reach
Samangan	138	1.1%	17.6		Low reach
Badakhshan	127	1.1%	17.0		Low reach
Paktya	128	1.1%	17.0		Low reach
Logar	118	1.0%	16.5		Low reach
Jawzjan	115	1.0%	16.3		Low reach
Laghman	100	0.8%	15.5		Low reach
Daykundi	91	0.8%	15.0		Low reach

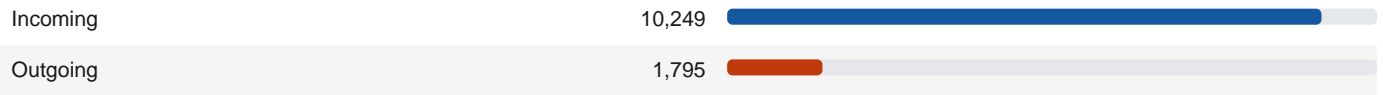
*Urgency index derived from Awaaz Afghanistan helpline data only. See page 4 for full formula and worked example.*



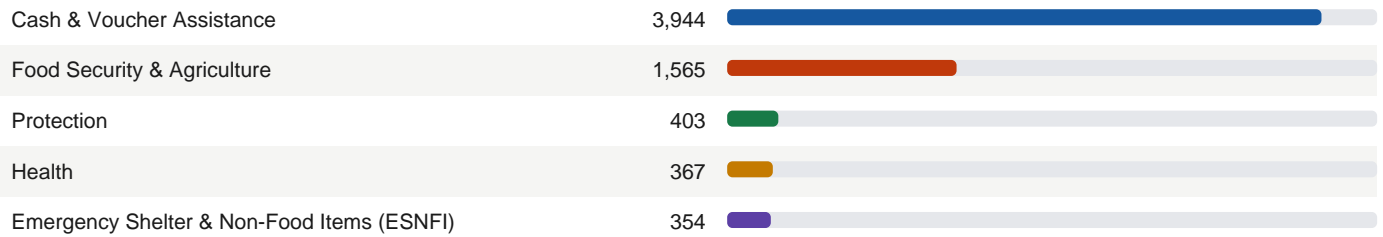
## Helpline Activity — May 2026

---

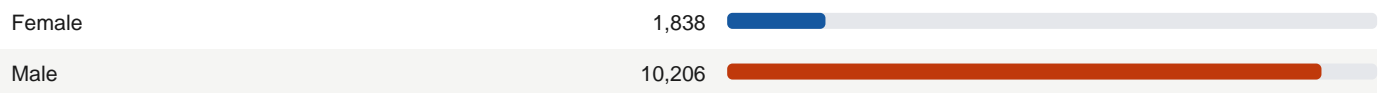
### Helpline calls by type



### 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
<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) × 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 × 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 May 2026 data: national mean = 354.24 calls; threshold = 0.25 × 354.24 = 88.56; max calls = 1,656 (Kandahar); returnee share = 0.4719; critical rate = 0.0722.

```

Kabul calls = 912
S1 = (912 / 1,656) × 100 = 55.07
S2 = 0 (912 ≥ threshold 88.56)
S3 = 55.07 × 0.4719 = 25.99
S4 = (0.0722 × 100) × 10 = 72.20
raw = 0.50 × 55.07 + 0.25 × 0.00 + 0.15 × 25.99 + 0.10 × 72.20 = 38.655
raw_min = 10.352 | raw_max = 64.2943

```

$$\text{Urgency(Kabul)} = ((38.655 - 10.352) / (64.2943 - 10.352)) \times 85 + 15 = 59.6 \text{ [tier: High]}$$

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