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# FOREWORD FROM ORGANIZATION'S MANAGING DIRECTOR

2020 was a difficult and challenging year, not only for organizations but also for everyone around the globe. While there were lots of discussion about COVID challenges and adverse effects on the lives and professions of millions, there was little talk about how the crisis impacted the non-profits section. I think Coordination of Humanitarian Assistance (CHA) well managed the crisis by initiating new projects and keeping its ongoing projects running at the field level. Thus, I would like to state with great honor that 2020 was a year in which Coordination of Humanitarian Assistance (CHA) kept its momentum towards improvement and expansion through implementation of around 35 projects in different provinces of the country. In this year, CHA made sure that the year was full of accomplishments, while also going through numerous challenges. By utilizing the pandemic opportunity, CHA focused on its new Strategic Plan 2025-2021 and successfully generated it during the year. Though, it was difficult to conduct face-to-face interviews due to the restrictions, nonetheless the collective process yielded a positive outcome.

CHA's reach in terms of beneficiaries in 2020 has been recorded **XXX (XXX male XXX female)** people in both urban and rural areas of Afghanistan. The organization emphasized more on quality service delivery and lasting impacts for those who have been assisted through the organizations projects. To that end, CHA has been working on advancing transparency, accountability, enhancing recording and service tracking system, ensuring immediate response mechanism, and implementing a responsive monitoring and evaluation strategy. In 2020, CHA has gone online for its system account, human resource management, and inventory and project management. This way, the organization has been able to communicate with the people and donors more effectively, and is now able to provide them with timely information about its ongoing activities.

We will continue to do our best to provide humanitarian, development, and peace services to the needy people under the outlook and insight of our new Strategic Plan for the years to come. As we function under five key thematic areas of Community Development, Health and Nutrition, Agriculture and Livestock, Education, and Disaster Management and Repatriation Affairs, we are careful to recognize and preserve the cultural identity of everyone we serve. We believe that our success is predicated on our ability to establish a rapport with people in a way that takes into consideration what is the most important in their lives, appreciates their cultural identities, and works within those parameters. On behalf of CHA, I express my deepest gratitude to CHA General Assembly members, all partners, civil society networks, communities, and donors for their support throughout the year. Without their help, we believe that it was impossible to have these achievements over a single year. At CHA, we hope that such cooperation continues for the years ahead and foster further prosperity and development across the country.



With Best Regards;  
Taj Mohammad Bassiry  
Managing Director, CHA

# CHA IN A GLIMPSE

Coordination of Humanitarian Assistance (CHA) is a non-profit, non-sectarian and non-political humanitarian organization. CHA is registered with Ministry of Economy in Afghanistan.

CHA works through the main thematic areas of Community Development, Health & Nutrition, Agriculture & Livestock, Education, and Disaster Management and Repatriation Affairs. The organization's approach is to focus on marginalized community levels and provide integrated packages of assistance. CHA has functional offices in 8 provinces namely Kabul, Herat, Ghor, Farah, Balkh, Kandahar, Parwan, and Faryab provinces around the country. In addition, for the purpose of better implementation of the projects 55 districts are covered by CHA through implementation of various programs and projects. Currently around 1,600 Afghan technical and support staff are employed by the organization and are working in various projects focused mainly in rural areas.

CHA has well developed policies and procedures in practice which makes it as a model national organization in Afghanistan. These policies are being revised when necessary in order to be on track with the latest changes in the context of the country. CHA is accountable to its partners and communities through periodic and annual progress and financial reports and regular evaluation of its activities. An online Enterprise Resource Planning system is utilized within all departments of the organization to facilitate further transparency and accountability. External auditors carry out general annual audit of CHA accounts. CHA is also using an internal audit process for project accounts in accordance with international rules and practices. Amid COVID-19 pandemic, CHA is facilitating the annual and project audits through providing all audit requirements online to the audit team.

## Vision:

"To help Afghanistan evolve into a peaceful and developed country where people's basic needs are met, poverty is eradicated and social justice is promoted."

## Mission:

"To empower individuals, communities, and grassroots civil society organizations by improving development indicators pertaining to health, education, agriculture, peace, gender equity and extending disaster risk reduction support to individuals and or families in need."

## Strategic Objectives

- To contribute in empowerment of individuals, communities, and grassroots civil society organizations in achieving social and economic development
- To assist and or capacitate individuals and communities to mitigate the risks and cope with adverse effects of disasters and forced displacements
- To improve health and nutrition standards in target areas of Afghanistan
- To assist individuals and communities to increase food security, improve agriculture and to better manage natural resources
- To increase access of individuals and communities to quality education
- To ensure gender mainstreaming within the organization

## CORE VALUES

- **Respect:** While working with the target communities, we firmly believe in respecting cultural, racial, religious, ideological diversity and principles of democracy and human rights to be a fundamental for our interventions.
- **Gender Equity:** At CHA gender equity is an eminent part at professional work, where it is considered at every phase. We believe that rise of a women is rise of a nation.
- **Efficiency & Effectiveness:** We believe that efficiency is irrelevant until we work on the right things. At CHA, being busy is never equal to being productive.
- **Belief in principles of non-violence:** We believe in the equal value of every human being and the importance of valuing opinions of others; we know that change happens through people.
- **Leave no one behind:** We believe that when everyone is included, everyone wins. We also pay special attention to vulnerable and marginalized groups of the society including disabled as well.
- **Integrity:** Our team is strongly committed to conduct in a manner consistent with humanitarian principles, cultural values and ensures transparency and accountability. We are honest, ethical and fair in all our activities. We keep our word and deliver our promises.
- **Innovation:** We constantly strive to re-define the standard of excellence in everything we do. At CHA, we are open to ideas that drive innovation. Our endeavor to incorporate innovation into our work is endless.
- **Optimistic Perspective:** At CHA, we maintain an optimistic perspective towards future while keeping an eye on strategic and contextual humanitarian developments.

## THEMATIC AREAS

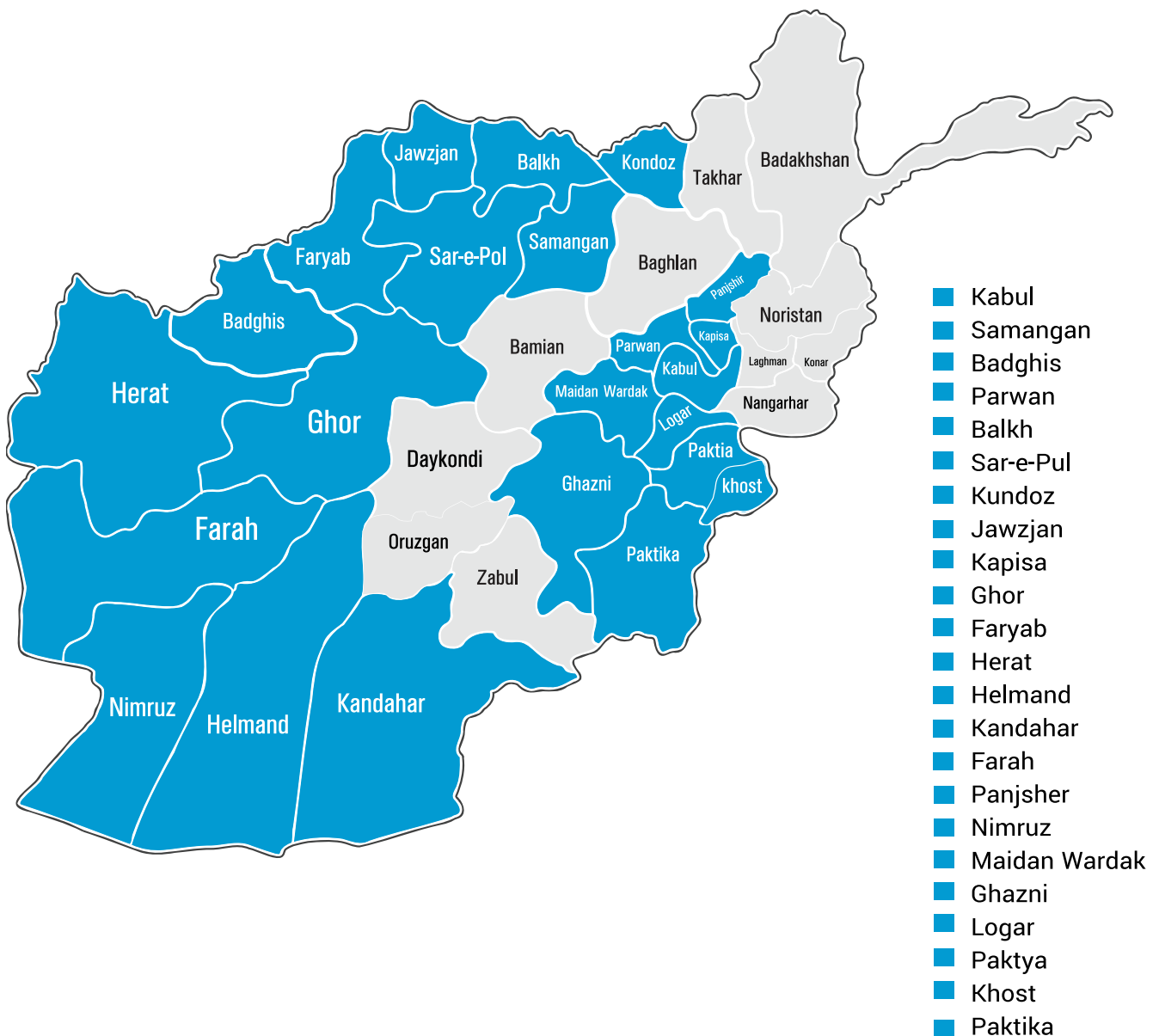


## PEOPLE OF CONCERN

- Returnees and IDPs
- Women
- Children
- Poor and Marginalized people
- Youth
- People with disabilities
- Kuchis/Nomads
- Re-integration of individuals and families newly joining peace process

## COVERAGE AREAS WITHIN 2020

During 2020, CHA was actively functional in 23 provinces:



# THEMATIC AREAS ACHIEVEMENTS

The achievement reflected under this section through Thematic Areas belong to goals, objectives, and indicators of the last Strategic Plan (2016-2020) of the organization. After this year, the reports generated will belong to the set goals, objectives, and indicators of the new Strategic Plan belonging to period 2021-2025. Coming to the reflection of the current achievements, during 2020, each Thematic Area inserted collective and individual efforts in order to achieve their goals, objectives, and indicators detailed as follows;

## COMMUNITY DEVELOPMENT THEMATIC AREA

**2020 Overview:** The Thematic Area had 10 contracts of projects/programs with different donors including Citizen's Charter National Priority Program with Ministry of Rural Rehabilitation and Development (MRRD), which covered ten provinces in total, Women's Economic Empowerment Rural Development Program (WEE-RDP) in five provinces funded by MRRD and covered 5 provinces. During 2020 and through CCNPP and WEE-RDP programs, the Thematic Area's main focus was on increasing access to basic services, awareness rising and conflict management. Besides these, regular fundraising efforts were inserted for sustainable livelihood and income generation activities which were laid off due to limited funding opportunities, unstable and predicament situations surrounding the country. A total number of 290,086 individuals (84,302 male and 205,784 female) were reached by the Thematic Area during the year in target provinces of Farah, Nimroz, Panjsher, Parwan, Kapisa, Faryab, Ghor, Farah, Badghis, Jawuzjan, Faryab, Herat, Kandahar, and Helmand provinces.



**Projects implemented through CD during 2020:** The following projects/programs were implemented by Community Development Thematic Area in aforementioned provinces:

No	Project Name	Donor	Project Duration		Implementing Area
			From	To	Province
1	Citizen's Charter National Priority Program - Package 3	MRRD/WB	06-May-17	30-Apr-21	Farah and Nimroz
2	Citizen's Charter National Priority Program - Package 10	MRRD/WB	06-May-17	30-Apr-21	Panjsher, Parwan & Kapisa
3	Citizen's Charter National Priority Program - Package 5	MRRD/WB	06-May-17	30-Nov-21	Faryab
4	Citizen's Charter National Priority Program - Package 4	MRRD/WB	06-May-17	31-Dec-20	Ghor & Herat
5	Citizen's Charter National Priority Program - Package 2	MRRD/WB	30-Jul-17	30-Oct-21	Kanhdahar & Helmand
6	Citizen's Charter National Priority Program - Package 3B	MRRD/WB	29-Aug-17	31-Mar-21	Farah
7	Citizen's Charter National Priority Program - Package 2B	MRRD/WB	03-Oct-17	31-July-21	Lashkarghah, Helmand
8	Women Economic Empowerment Rural Development (Program (WEE-RDP	MRRD	01-Feb-2020	31-Jan-2023	Farah & Badghis
9	Women Economic Empowerment Rural Development (Program (WEE-RDP	MRRD	01-Feb-2020	31-Jan-2023	Faryab & Jawzjan
10	Women Economic Empowerment Rural Development (Program (WEE-RDP	MRRD	01-Feb-2020	31-Jan-2023	Ghor

## Community Development Thematic Area Goal, Objectives, and Indicators

Thematic Area	Goal	Objectives	Indicators
Community Development	To contribute in empowerment of individuals and communities in social and economic development through active participation of the communities.	<ol style="list-style-type: none"> <li>To increase access of communities to basic services, raise awareness and lay a foundation for local governance;</li> <li>To help individuals, households, and communities through sustainable livelihood initiatives;</li> <li>To help women in raising income through multiple measures.</li> <li>To facilitate conflict management through active participation of communities.</li> </ol>	<p><b>Indicators for objective 1:</b></p> <ol style="list-style-type: none"> <li>500 communities have improved social and productive infrastructure in targeted provinces;</li> <li>2000 labor opportunities create by 500 CDCs through social and productive infrastructures;</li> <li>1000 CDCs received capacity building trainings in order to become enable to manage their small infrastructures.</li> <li>200 CCDCs develop linkages and partnerships with district and provincial level line departments and other NGOs;</li> <li>In 1000 CDC, females participating in communal meetings for communal decision making in the regions;</li> <li>1000 exposure visits conducted between CDCs in target provinces.</li> </ol> <p><b>Indicators for objective 2:</b></p> <ol style="list-style-type: none"> <li>500 individuals received capacity building training on running income generation small projects.</li> <li>500 individuals received small grants to make their livelihood sustainable.</li> <li>500 individuals linked with market.</li> </ol> <p><b>Indicators for objective 3:</b></p> <ol style="list-style-type: none"> <li>1000 women received vocational trainings based on market demand</li> <li>200 capacitated women are linked to market.</li> <li>200 capacitated women are enabled to generate income.</li> </ol> <p><b>Indicators for objective 4:</b></p> <ol style="list-style-type: none"> <li>300 conflicts resolved</li> <li>100 conflicts managed and</li> <li>50 referred across target provinces.</li> </ol>

As it is obvious that the Thematic Area's goal is directly related to organization's mission which insists on **empowerment of individuals, communities, and grassroots civil society organizations** and thus, the achievement of this Thematic Area at indicator level in individual empowerment, communities empowerment and empowerment



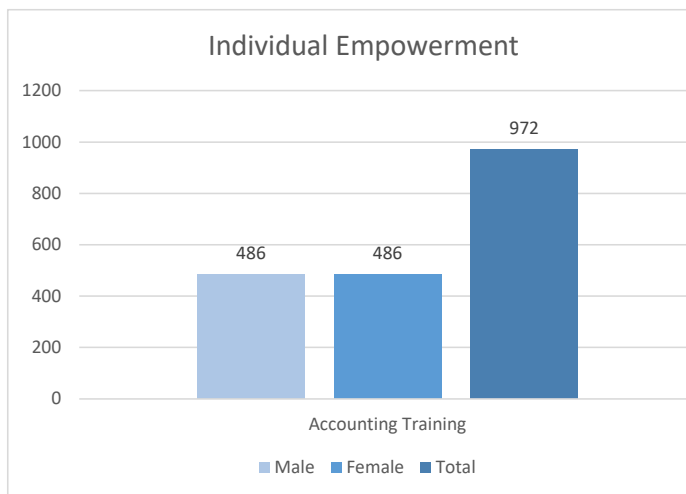
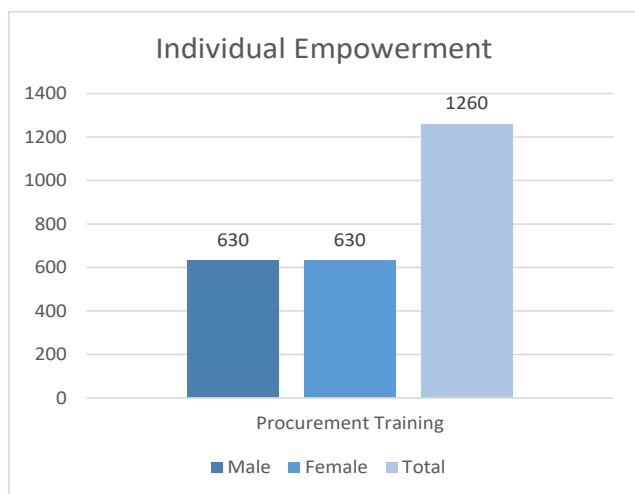
of grassroots civil society organizations are directly linked to organization’s stated mission. Empowerment for this Thematic Area carries the meaning of an individual or a community targeted for mobilization purposes which entails formation of CDCs through fair elections, individuals and communities that are enabled to conduct PRA tools, form sub-committees, accept minorities such as disabled and female headed households, fair and equitable distribution of resources among the communities, conduct monitoring sessions, hold regular meetings, conducting campaigns for Grain Banks and collection of food and non-food items, conducting assessments from community construction activities, having functional linkages with public services providers at the district level to demand services, provide feedback and raise grievances and to have received capacity building trainings on Procurement, Accounting, Environmental Social Safeguarding, Grievance Handling and Conflict Resolution, Project Management and Maintenance, Gender, and Participatory Rural Appraisal. Based on the definition provided above, the achievements reflected below are all revolving around this definition.

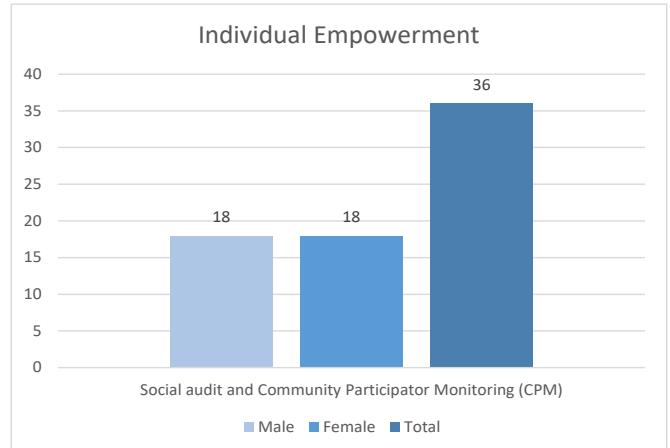
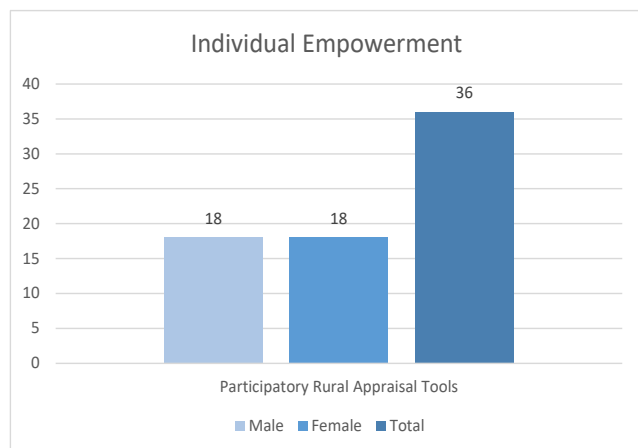
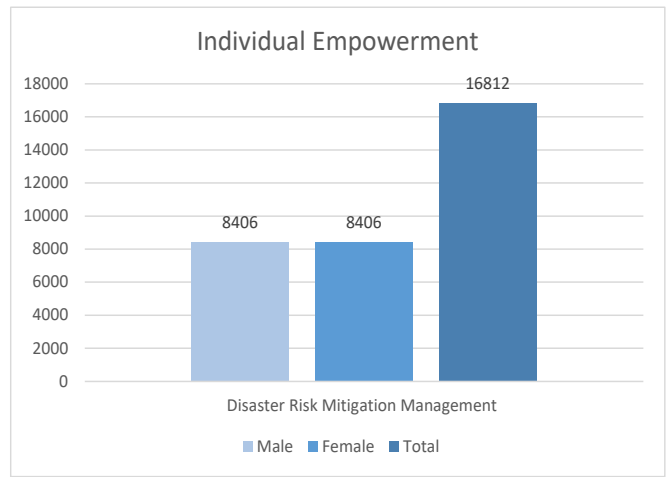
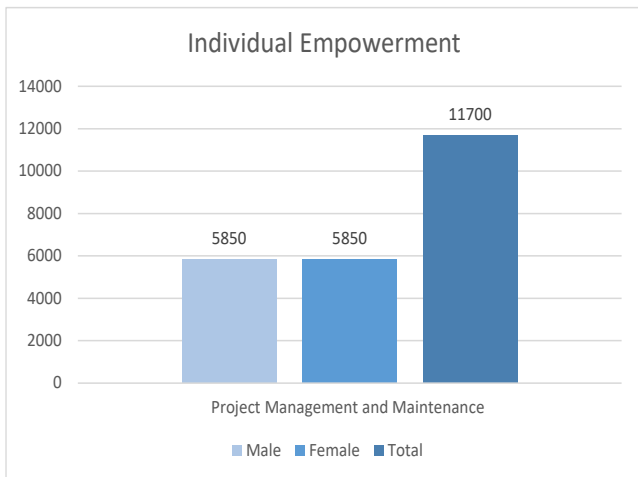
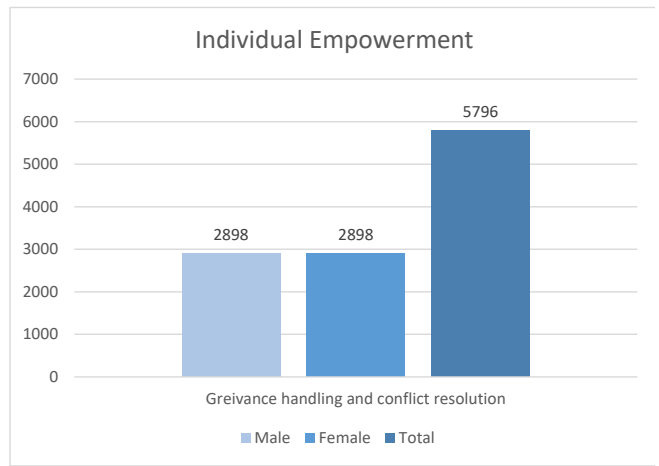
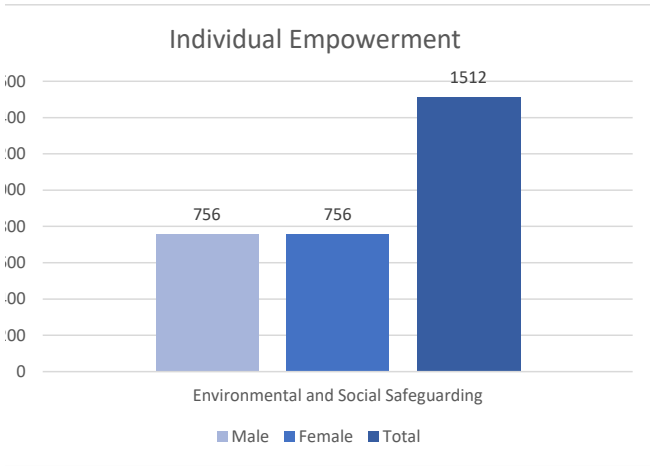
To get one step down from Thematic Area goal to objectives, Community Development Thematic Area achievements during 2020 was mainly on the first, second, and partially on last objective of the Thematic Area, which are “To increase access of communities to basic services, raise awareness and lay a foundation for local governance” and “To help women in raising income through multiple measures” and “To facilitate conflict management through active participation of communities”

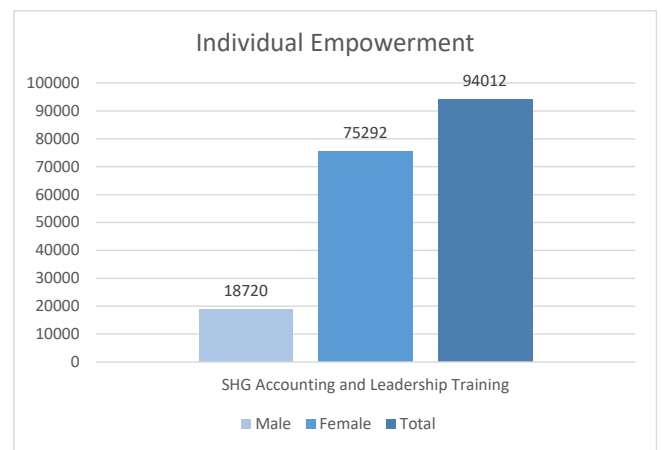
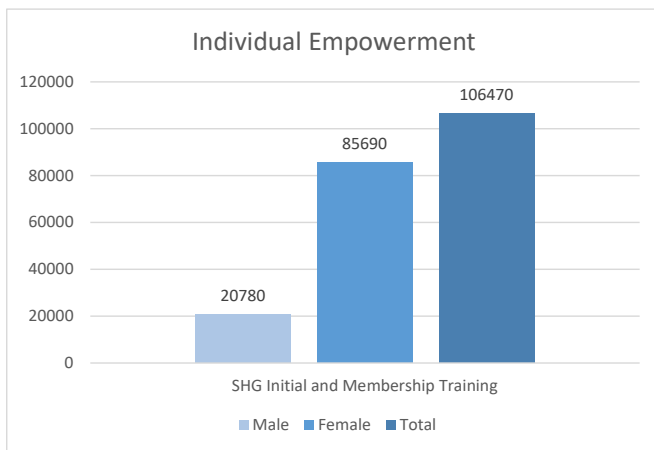
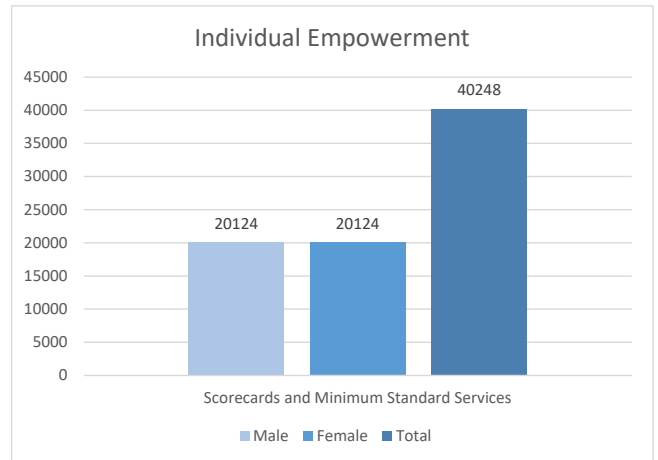
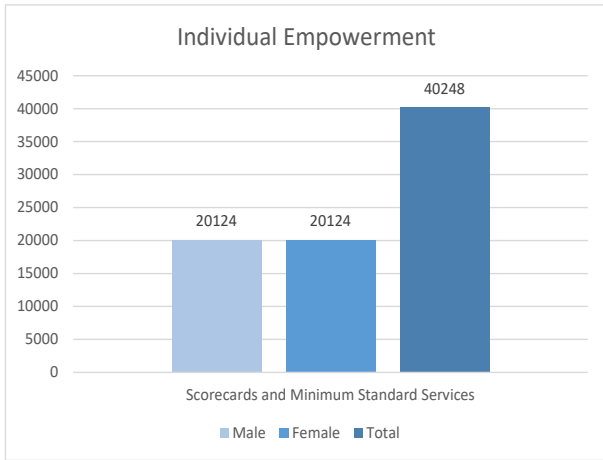
### Individual Empowerment through Community Development Thematic Area

As one of the major Individual Empowerment indicators of Community Development Thematic Area, in 2020 a total number of 290,086 individuals (84,302 male and 205,784 female) were covered through conduction of individual capacity building trainings. At the impact level, these trainings assisted the target individuals in better understanding of their roles and responsibilities, better lead and manage their projects in terms of procurement, maintenance and accounting, increased environmental social safeguarding, empowered individuals to better handle grievances and resolute conflicts arising from the community grass-root level, to be better prepared in management and mitigation of disasters, consider gender equity, and gather information through participatory rural appraisal methodology. Individuals were capacitated and empowered through Social Audit and Community Participator Monitoring (CPM) so that they are able to better conduct assessments from community infrastructures, schools, and clinics.

Through cross-visits conducted for experience sharing and learning purposes, CDC members were able to have their opinions and ideas shared with each other. For the intention of building and establishing functional linkages between public services providers and CDCs members at the district level, they were capacitated so that they can demand services, provide feedback, and raise grievances with regards to the services being delivered a the community level.





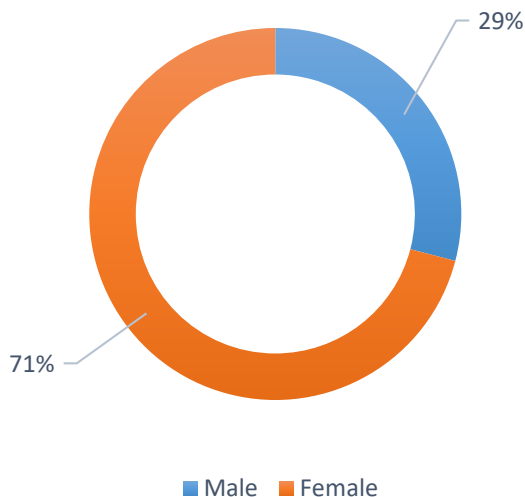


Food distribution under Grain Banks in Farah Province

## Community Empowerment through Community Development Thematic Area

Considering the Thematic Areas scope of work and based on the empowerment definition provided above, during 2020, a total number of 12 Community Development Councils (CDCs) went through fair, democratic, and gender balanced election process, assessed and prioritized their need-based projects using PRA tools, established structure of seven subcommittees including education, health, agriculture, environment, youth and monitoring and prepared their action plans. The CDCs vulnerable groups were formed under CDC Sub-Committees to look after vulnerable and minorities, campaigned against seasonal hunger and provide food for the poor people, in order to ensure fair and equitable resources allocation and make sure that poor women, men and children benefitted from government schemes, programs, and services, to ensure that the activities and the subprojects were implemented based on the community needs and MSS at the community level a total number of 1,742 Community Participatory Monitoring (CPM) teams were established, 8,518 CDCs had their male and female Self Help Groups formed and registered at the grass-root level, 326 CDCs had their Village Saving and Loan Associations formed and registered, and 2,000 CDCs held their regular meetings with participation of equal male and female CDC members and shared their views, discussed problems and prepared action plans on how to overcome and handle the challenges.

### Gender Balance



Farah linkage at provincial level with local authorities

In terms of behavior change leading to financial empowerment of communities, CDCs were involved in collection of 17,974,243 AFN food and non-food items through establishment of 145 Grain Banks. A total number of 8,524 SHG's were established who had saving amount in their accounts and 8,332 SHG's distributed and revolved loans among the communities and groups.

Also in order to identify gaps in response to minimum service standard needs and to address them effectively, a total number of 2,656 CDCs conducted assessment from community infrastructure resources, 650 CDCs conducted assessments from community health clinics, and 321 CDCs conducted assessments from schools.

In order to have the experiences and lessons learnt shared among communities, a total number of 125 communities conducted cross-visits in 10 target provinces under CCNPP and built and established functional linkages with public services providers at the district level to demand services, provide feedback and raise grievances.

## Gender Balance and Equity through Community Development Thematic Area

As an organizational core value and priority, gender balance and equity has been a pioneer focus area while dealing with communities and beneficiaries. As seen from above graphs and charts, despite the country context especially rural areas being sensitive enough towards participation of women in any humanitarian, development, and peace nexus, CD Thematic Area inserted almost adequate efforts to keep gender balance and equity for each project component and activity while delivering services at the community levels.

From total number of 290,086 individuals (84,302 male and 205,784 female) individuals targeted through CD during 2020, 84,302 were males and 205,784 were females making it a percentage ration of 29% males and 71% females. During 2020, Community Development Thematic Area's percentage of females increased due to the fact that one of its projects (WEE-RDP) focuses on empowerment of women and is all female-oriented project.

## HEALTH AND NUTRITION THEMATIC AREA

**Overview:** During 2020, the Thematic Area had 7 projects successfully implemented related basic health service delivery in 4 provinces of Ghor, Badghis, Farah, and Faryab. Health and Nutrition Thematic Area, through implementation of BPHS/Sehatmandi Project, Expanding Community Based Outreach Vaccination (CBOV), Initiative for Hygiene, Sanitation and Nutrition (IHSAN), Provisional of transitional and emergency shelter and sanitation facilities, food and nutrition assistance to conflict and natural disaster affected communities, Accelerating ending open defecation, and Strengthening and Scaling up Malaria Prevention and Case Management to Improve Health Status projects was able to increase accessibility of target population to basic health service, improve hygiene, sanitation and strengthen capacity of health personnel. In order to make services more responsive to community needs and ensuring access for all users, ensuring dignity and respect for service users, fostering community participation, and allow flexibility through its ongoing projects , the Thematic Area ensured increase to access of target beneficiaries to primary health care services, enhanced coverage, promoted environmental health and built capacity of health workers of 91 Health Facilities, provided 12 ambulances, activated 76 health Shuras, established 213 Community-Led Total Sanitation (CLTS) committees, established 167 Family Health Action Groups (FHAGs), constructed 6,889 new latrines, upgraded 676 latrines to improve hand washing, and certified 123 communities as Open Defecation Free (ODF). A total number of 1,629,602 individuals (735,665 male and 893,937 female) were reached by the Thematic Area through provision of basic health facilities such Maternal and Newborn Care, Child Health and Immunization, Public Nutrition, Communicable Disease Treatment and Control, Mental Health, Disability and Physical Rehabilitation Services, and Regular Supply of Essential Drugs. (Coverage map to be added)

### Projects implemented through Health and Nutrition Thematic Area in 2020

The details of 4 projects that were being implemented during 2020 through Health and Nutrition Thematic Area are as follows;



No	Project Name	Donor	Project Duration		Implementing Area
			From	To	Province
1	Initiative for Hygiene, Sanitation and Nutrition (IHSAN)	FHI360/USAID	01-Jul-16	15-Jul -2020	Farah, Ghor and Badghis
2	Strengthening and scaling up Malaria prevention and case management	UNDP/Global Fund	01-Apr-19	31-Dec-20	Ghor
3	SEHATMANDI - Ghor	MoPH	01-Jan-19	30-Jun-21	Ghor
4	Expanding Community Based Outreach Vaccination (CBOV) Using Mobile Immunization Strategy	MoPH	22-Oct-19	22-Mar-21	Ghor
5	Accelerating ending open defecation in Afghanistan	UNICEF	01-May-20	31-Dec-21	Ghor
6	COVID-19 Emergency Response and Health System Preparedness	MoPH	03-May-20	01-Nov-20	Ghor
7	Interagency Community Outreach and Communications Fund on Protection from Sexual Exploitation and Abuse (PSEA)	ICVA	15-Sep-20	14-Dec-20	Faryab



MCH room of Nawa-e-Qabrestan Sub-Health Center (SHC) in Lal wa Sarjangal District of Ghor Province

## Health and Nutrition Thematic Area Goal, Objectives, and Indicators

Thematic Area	Goal	Objectives	Indicators
Health and Nutrition	Assist in raising health and nutrition standards, and strengthening the health system through the provision of coordinated services of promotional, preventative, and curative health care, as well as, activities that promote the health and living conditions in rural and urban areas, in accordance with the community.	<ol style="list-style-type: none"> <li>To increase accessibility and proper utilization of basic health services for people;</li> <li>To increase the proportion of women having access to routine Reproductive Health (RH) and Maternal, Neonatal and Child Health (MNCH) Care Services;</li> <li>To increase the coverage of services to prevent and treat communicable diseases and malnutrition;</li> <li>To increase the proportion of population having access to hospital services;</li> <li>To improve hygiene and sanitation among the general public and health workers; and</li> <li>To strengthen capacity of health personnel in extending effective primary health care services.</li> </ol>	<ol style="list-style-type: none"> <li>32% increase in number of outpatients visits per capita per year;</li> <li>9% increase in proportion of all pregnant women receiving at least one antenatal care visit;</li> <li>11% increase in the contraceptive prevalence rate, that is the proportion of current users of contraceptives;</li> <li>10% increase in proportion of skilled birth attendance to 50% from baseline;</li> <li>20% increase in proportion of children under 12 months of age receiving the Penta3 vaccine;</li> <li>16% increase in proportion of women of childbearing age receiving TT2 vaccine;</li> <li>10% increase in successful discharge rate of proportion of children under 5 years of age hospitalized for malnutrition;</li> <li>25% increase in case notification rate for tuberculosis (per 100,000 people);</li> <li>2% increase in treatment success rate for all new tuberculosis cases;</li> <li>10% increase in hospital bed occupancy rates; and</li> <li>All staff across district health facilities trained in quality diagnostic and treatment measures.</li> </ol>

Health and Nutrition Thematic Area, through retention of ongoing projects in 2020, could manage to achieve all of its indicators set forth for the previous year. The Thematic Area, for the purpose of **individual and community empowerment** and to **achieve overall organizational mission**, focused on delivering basic health services which includes , antenatal care, family planning services to women, vaccines for children, providing skill birth attendance for pregnant women, providing TT2 for Child Bearing Age (CBA) women, detection and treatment of Tuberculosis, supporting Health Facilities in terms of medicines and human resources, equipping the HFs with ambulances, increasing communities resilience with regards to hygiene and sanitation through forming CLTS committees, constructing latrines, and repairing water resources to **individuals and communities** through Health Facilities. Also, on the soft component, the Thematic Area could conduct training for health personnel on ETI, Rational use of Drug, Infection Prevention and Waste Management, Communicable Disease such as TB, HIV, and Malaria, Blood Transfusion, Laboratory Skills Building, Human Resource Management, Tuberculosis, Basic and Advanced EmOC, Gender Awareness, Behavior Change Communication (BCC), IPCC, Primary Eye Care, and CHW refresher. In order to better weigh up this Thematic Area's achievements towards overall organizational mission, the achievements for 2020 are broken down into three categories of Individual Empowerment, Community Empowerment, and Gender Balance.

## Individual Empowerment through Health and Nutrition Thematic Area

The criteria for empowerment of individuals, according to this Thematic Area, is for an individual to have access to/or to receive health services such as Maternal and Newborn Care, Child Health and Immunization, Public Nutrition, Communicable Disease Treatment and Control, Mental Health, and Disability and Physical Rehabilitation Services within their communities. In terms of individual empowerment, the Thematic Area has tangible achievements under; 1) Provision of Basic Health services to beneficiaries and 2) Provision of technical trainings to Health staff.

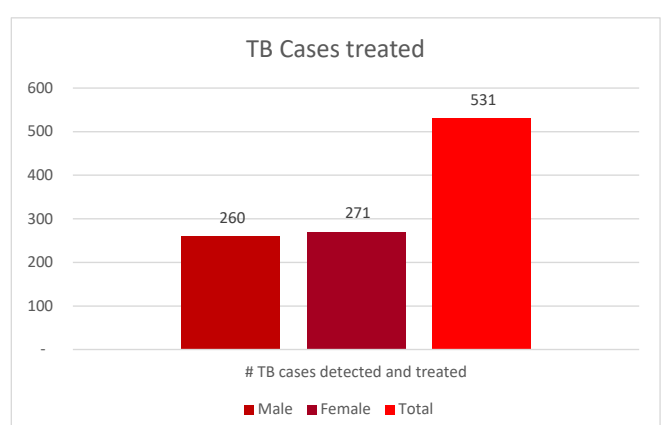
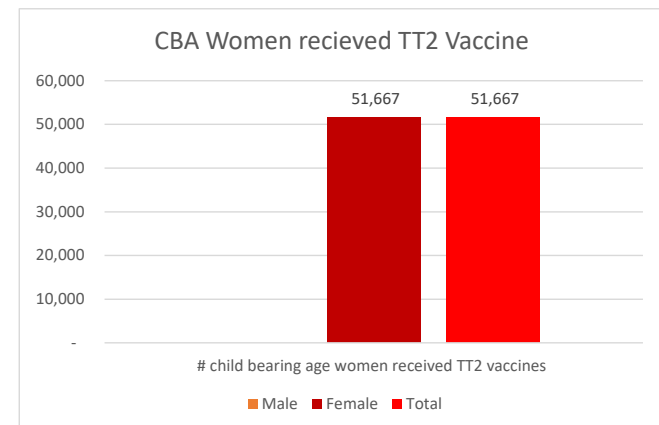
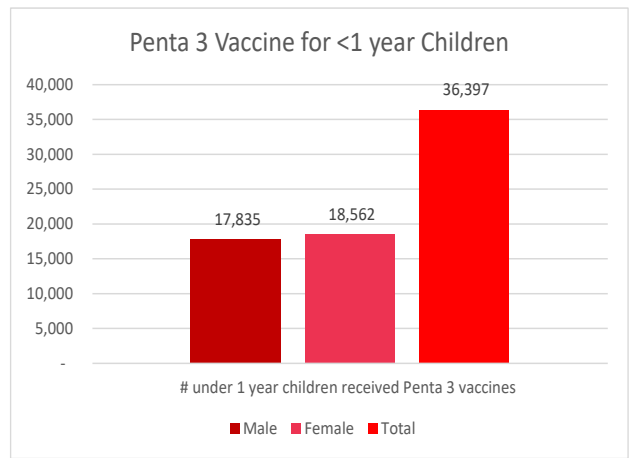
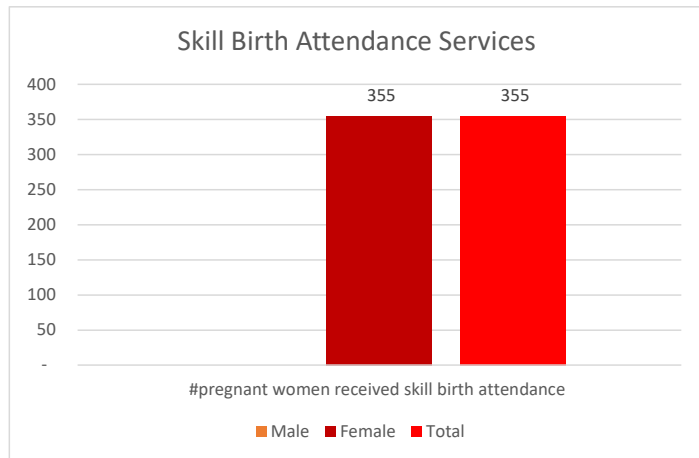
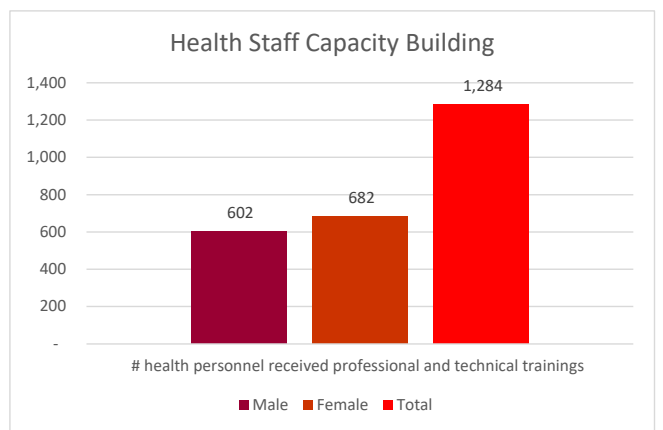
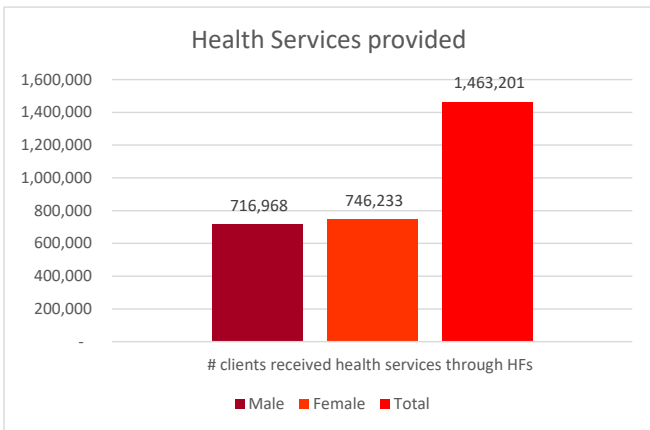
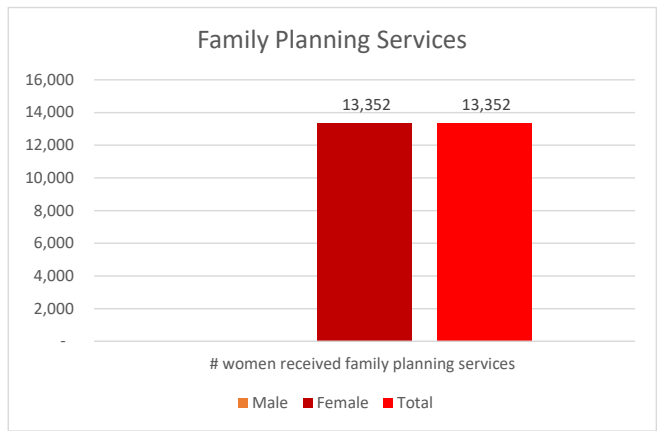
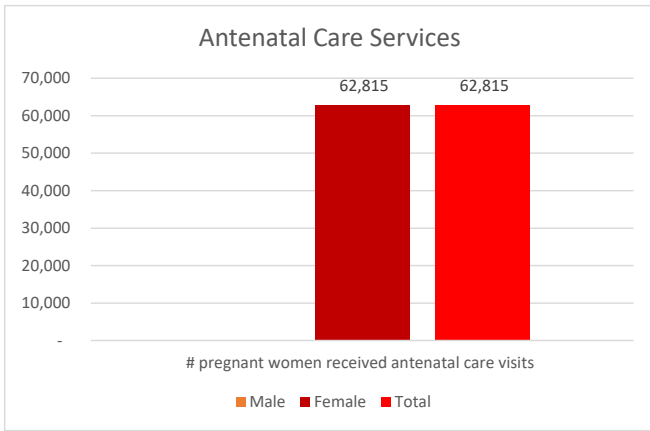
During 2020 a total number of 1,463,201 individuals (716,968 male and 746,233 female) have received health services such as Maternal and Newborn Care, Child Health and Immunization, Public Nutrition, Communicable Disease Treatment and Control, Mental Health, and Disability and Physical Rehabilitation Services, through Health Facilities. With regards to antenatal care visits, a total number of 62,815 pregnant women were reached through conducting regular antenatal care visits. Family Planning services were stretched out to 13,352 women and 355 pregnant women received Skill Birth Attendance. With regards to vaccinations, a total number of 51,667 Child Bearing Age (CBA) women received TT2 and 36,397 under 1 year children (17,835 male and 18,562 female) received Penta 3 vaccines. For identification, prevention, and treatment of communicable disease, 531 Tuberculosis cases (260 male and 271 female) were detected and treated.

In order to better manage the given roles and responsibilities to Health Facility staff, a number of trainings namely ETI, Rational use of Drug, Infection Prevention and Waste Management, Communicable Disease such as TB, HIV, and Malaria, Blood Transfusion, Laboratory Skills Building, Human Resource Management, Tuberculosis, Basic and Advanced EmOC, Gender Awareness, Behavior Change Communication (BCC), IPCC, Primary Eye Care, and CHW refresher were conducted to a total number of 1,284 health staff (602 male and 682 female).



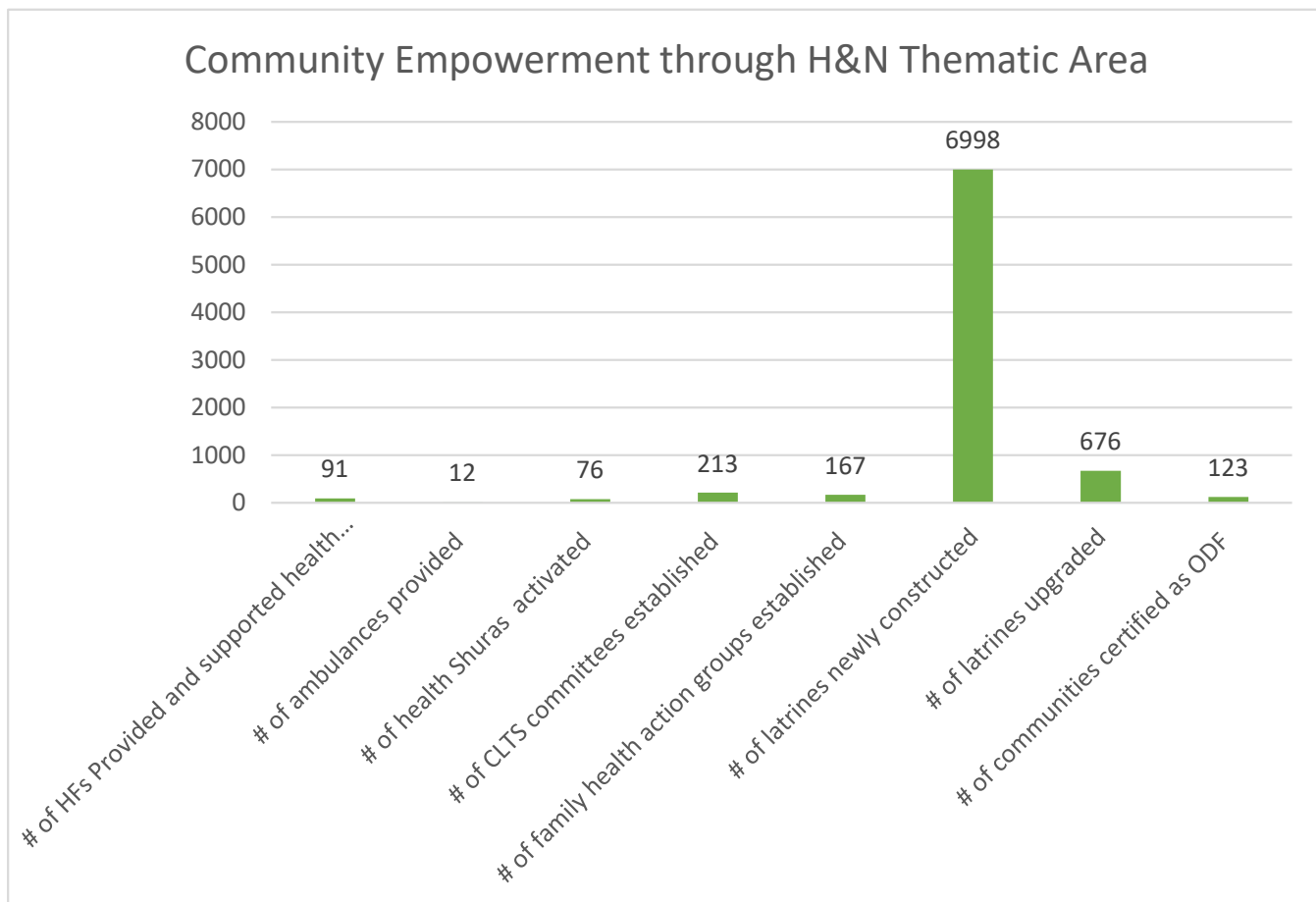
Health education session on hygiene at one of the Comprehensive Health Centers (CHC) of Dawlat Yar district in Ghor province/ Sehatmandi project





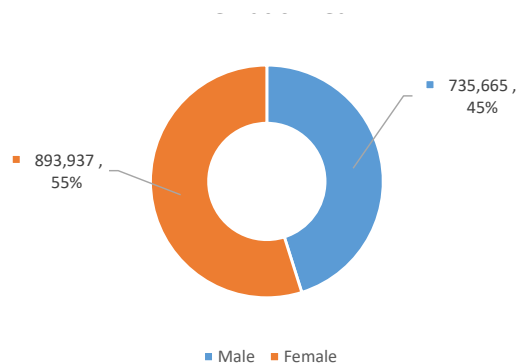
## Community Empowerment through Health and Nutrition Thematic Area

With the Thematic Area having organization’s mission as a pioneer strategy while delivering the services at the community level, the criteria set forth for community empowerment from Health and Nutrition Thematic Area’s perspective is for a community to have access to/or to receive health services through a functional Health Facility which provides Maternal and Newborn Care, Child Health and Immunization, Public Nutrition, Communicable Disease Treatment and Control, Mental Health, and Disability and Physical Rehabilitation Services and is equipped with adequate man-power as well as medical equipment and ambulances. Considering the above criteria for a community to be counted as empowered, during 2020 the Thematic Area managed to have 2,125 communities in Ghor province empowered through making 91 Health Facilities functional, provision of 12 ambulances and activating 76 Health Shuras. In Badghis and Farah provinces, a total number of 144 communities were empowered through establishing 213 CLTS committees, establishing and functionalizing 167 Family Health Action Groups, constructing 6,998 new latrines in areas where lack of sanitation facilities were felt, upgrading 676 existing latrines, and certifying 123 communities Open Defecation Free.



## Gender Balance and Equity through Health and Nutrition Thematic Area:

As a Thematic Area supposed to cover the whole population regardless of their gender, the Thematic Area was able to deliver basic health services to 1,629,602 individuals (735,665 male and 893,937 female). The reason for reaching more female compared to male is that females are in a prone position to be affected adversely by recurrent health challenges in the country. Specific and context-based programs for females were designed by MoPH and implemented by CHA in target provinces (see individual empowerment section above).



# AGRICULTURE AND LIVESTOCK THEMATIC AREA

**Overview:** During 2020 Agriculture and Livestock Thematic Area has mainly focused on capacity building of farmers, development of irrigation systems, establishment of greenhouses, natural resource management, and distribution of agriculture inputs to target beneficiaries in Ghor, Farah, Herat, and Balkh provinces. During 2020, Agriculture and Livestock Thematic Area was engaged in implementation of 6 agriculture projects with the main outcome of provision of capacitating farmers, establishing greenhouses, rehabilitation of irrigation structures, and distribution of agricultural inputs to beneficiaries.

As agriculture issue is dependent to the climate conditions and rates of precipitation in the country, during 2020 due to high precipitation agricultural productivity was better in comparison to the previous years. Unfortunately, severe flash floods and natural disaster in the country during resulted in lower income for rural households, extensive internal displacement in the country, negative impact on the water resources and livelihoods conditions. Thus, because of above mentioned problems, poverty rate in the country gradually increased from 39% to 59%.

The Thematic Area was able to reach a total number of 40,383 individuals (39,149 male and 1,234 female) through rehabilitation of agricultural and livestock infrastructures and irrigations, distribution of tool kits, distribution of agricultural inputs (animal feed, fodder crop seeds, wheat seeds, and fertilizers), and conduction of technical trainings on wheat cultivation and livestock.



## Projects implemented through Agriculture and Livestock Thematic Area in 2020

This Thematic Area, mainly funded by FAO, successfully managed and implemented 6 projects which are detailed below;

No	Project Name	Donor	Project Period		Implementing Area
			From	To	Province
1	Emergency Livelihood Support to Flood Affected Farmers	FAO	01-Sep-19	30-Jul-20	Farah
2	Emergency Agriculture Assistance Food	FAO	24-Oct-19	24-Apr-20	Ghor
3	Integrated Emergency Agriculture and Livelihood Assistance to Food Insecure Farming Families	FAO	01-Apr-20	31-Dec-20	Herat
4	Minimizing potential Impacts of COVID-19 on agriculture-livelihoods of vulnerable and food insecure households through Anticipatory actions in Afghanistan	FAO	01-Aug-20	30-Nov-20	Herat
5	Safeguarding Agriculture livelihood and rebuilding near term resilience of Vulnerable and Food insecure household in Farah province	FAO	01-Sep-20	30-Apr-21	Farah
6	Time Critical Emergency Agriculture Inputs Assistance to Marginal and Food Insecure Farming Households	FAO	15-Sep-20	30-Mar-21	Balkh, Farah



Water Canal rehabilitation in Injil district, Herat province

## Agriculture and Livestock Thematic Area Goal, Objectives, and Indicators

Thematic Area	Goal	Objectives	Indicators
Agriculture and Livestock	<ul style="list-style-type: none"> <li>- To assist individuals and communities to have access to improved agriculture system and increased food security both directly and through increasing family income; protecting the environment and natural resources; the development and extension of improved varieties (crops, horticulture, forestation and livestock); strengthen livestock management</li> <li>- Increasing the awareness and skills of communities to ensure sustainability</li> <li>- Establishing and improving of irrigation systems and Facilitating of farmers to local market</li> </ul>	<ol style="list-style-type: none"> <li>1. To ensure availability, access, stability and proper utilization of food items through building capacity of farmers and linking them to market</li> <li>2. To increase cereals, horticulture and vegetables yields through extension and distribution of agricultural inputs</li> <li>3. To strengthen livestock management as a livelihood means for increasing productivity</li> <li>4. To improve proper utilization of water for efficient agricultural and livestock purposes</li> <li>5. To promote natural resource management and use of environment friendly services</li> </ol>	<ol style="list-style-type: none"> <li>1. 15% increase in yield of wheat in target provinces(Ob. 1 &amp; Ob. 2) 15% increase in yield of high value crops in target provinces (Ob. 1&amp; Ob. 2)</li> <li>2. 10,000 farmers received various trainings on agriculture and livestock, and 50 farmers living across the districts enabled to sell their yield at competitive market rates without any exploitation (Ob. 1)</li> <li>3. 8,000 farmers received agricultural and livestock inputs (Ob. 2)</li> <li>4. 500 households given assets and training on how to manage livestock and livelihood to raise income from their products (Ob. 3 &amp; Ob. 1)</li> <li>5. 8 irrigation structures are rehabilitated and constructed for agricultural and livestock purposes (Ob 3 &amp; 4)</li> <li>6. 15% of the selected households enabled to use energy-efficient technologies (Ob. 5)</li> <li>7. Technical responses will be provided for 20 received agricultural problems via helping farmer online system</li> <li>8. 100 saplings will be cultivated in the Green belt project in CHA offices</li> <li>9. One scientific research regarding crops productivity will be done in the target areas</li> </ol>

During 2020, due to some problems such as deforestation and overgrazing of pastures, rate of natural disasters such as floods, landslides and agricultural lands degradation relatively increased. Thus, donors allocated a major part of funds to emergency assistance to farmers, floods affected population, and revitalization of their agricultural lands. However, COVID-19 outbreak, political uncertainty, discussions over continued international security support, and a potential peace agreement were major concerns for international and national NGOs, and such situation caused reducing of International funding opportunities to this Thematic Area. In the case of agricultural projects and opportunities for NGOs, there were some limitations such as decreasing of international grants and increasing of MAIL tendency for projects implementation in the country.

Considering the above mentioned situations, Agriculture and Livestock Thematic Area could not manage to achieve indicator #8 under Objective #5, which is “*Strengthening livestock management and productivity.*” Nonetheless, during 2020 the Thematic Area has carried out salient activities towards **individual and community empowerment** within its targeted provinces to meet **organizations’ overall mission**. To weigh up the scale of how far the Thematic Area have gone to reach the organizations’ overall mission, its achievements are broken down to **individual and community empowerment** as well as **gender mainstreaming** components.

## Individual Empowerment through Agriculture and Livestock Thematic Area

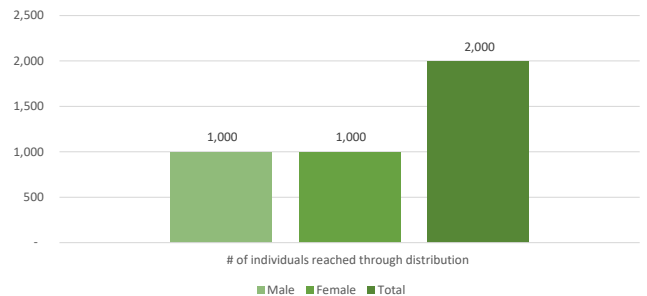
In order for an individual to be considered as **empowered** with regards to agriculture and livestock, in the Thematic Area's perspective, is to be provided with infrastructure development opportunities such as irrigation and canals for agriculture and livestock purposes, to receive agricultural and livestock inputs such as agricultural toolkits, animal feed, fodder crop seeds, wheat seeds, and fertilizers, to receive capacitating trainings such as technical and livestock management and to be linked with local markets to sell their yield at competitive market rates without any exploitation.

Taking the above definition into full consideration, the Thematic Area reached 7,866 individuals (7,249 male and 617 female) through rehabilitation of 38 irrigation structures, reached 16,450 male individuals through provision and distribution of toolkits, agricultural inputs such as animal feed, fodder crop seeds, wheat seeds, and fertilizers, and capacitated a total number of 16,067 individuals (15,450 male and 617 female) through conduction of technical trainings related to agriculture and livestock.

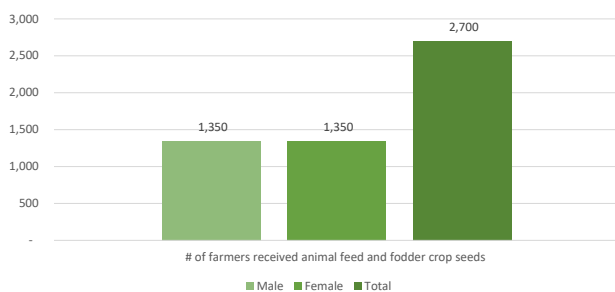
Individuals reached through infrastructure  
Construction and rehabilitation



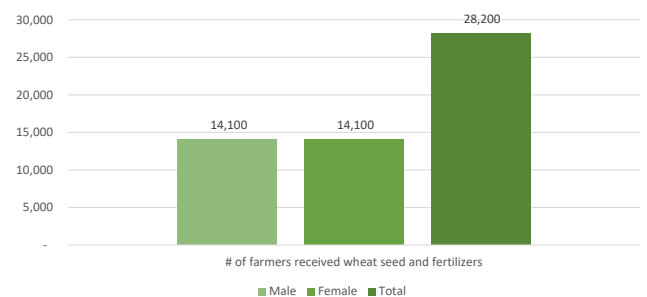
Individuals reached through distribution of  
toolkits



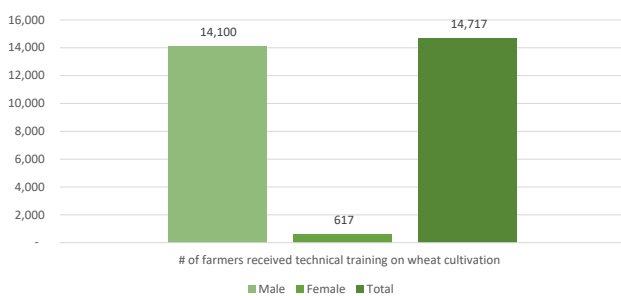
Individuals reached through distribution of  
agricultural inputs



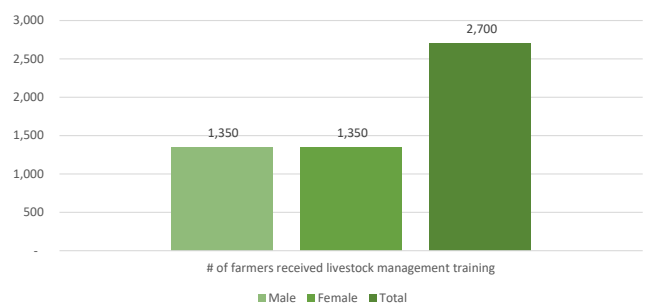
Individuals reached through distribution of  
wheat seed and fertilizer



Individuals reached through conduction of  
technical training



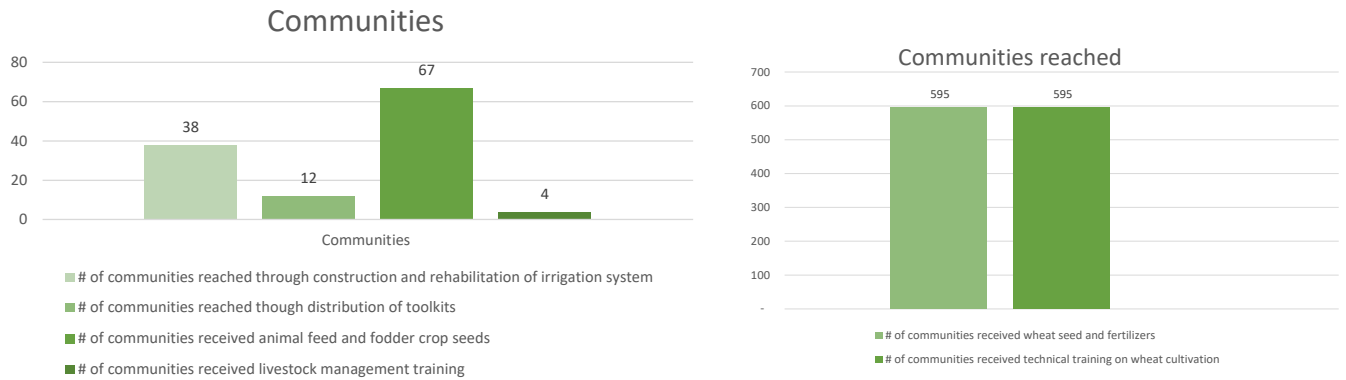
Individuals reached through conduction of  
livestock management training



## Community Empowerment through Agriculture and Livestock Thematic Area:

During 2020, through Agriculture and Livestock Thematic Area, a total number of 1,311 communities were reached through rehabilitation of agricultural and livestock infrastructures and irrigations, distribution of tool kits, distribution of agricultural inputs (animal feed, fodder crop seeds, wheat seeds, and fertilizers), and conduction of technical trainings on wheat cultivation and livestock management.

Breaking down to the details, 38 communities were reached and empowered through rehabilitation of agricultural and livestock infrastructures and irrigations, 12 communities received agricultural toolkits, 67 communities received agricultural inputs such as animal feed and fodder crop seeds, 595 communities received agricultural inputs such as wheat seeds and fertilizers, 595 communities received technical capacity building trainings on agriculture and 4 communities received trainings on livestock management.

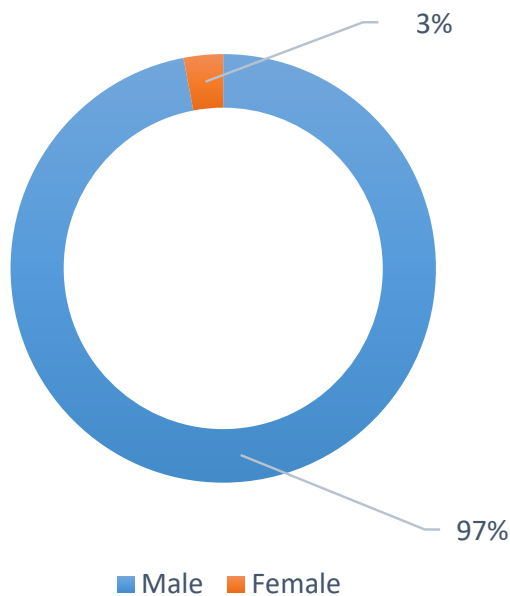


Wheat technical training, Farah center district, Farah province

### Gender Balance and Equity through Agriculture and Livestock Thematic Area:

Despite the fact that agricultural activities are male-oriented and context based in the country, nonetheless, the Thematic Area was able to reach females through distribution of agricultural toolkits as well as capacity building trainings. During 2020, a total number of 1,234 female individuals were covered, which makes 3%.

## Gender Balance



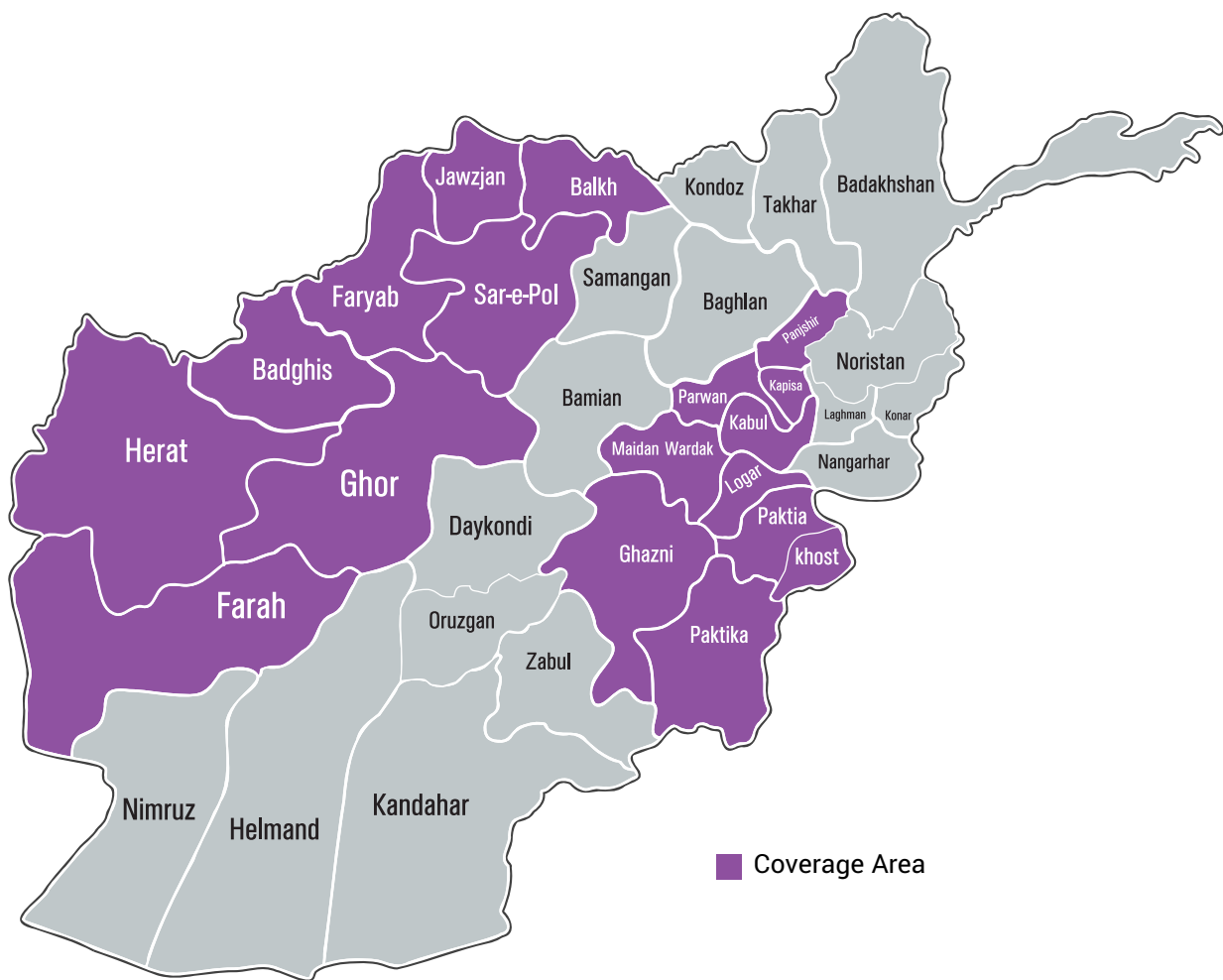
Agriculture input distribution (wheat certified seed and fertilizers) training in Farah center district, Farah



# DISASTER MANAGEMENT AND REPATRIATION AFFAIRS THEMATIC AREA

**Overview:** The average project that the Thematic Area implements within the organization per year since 2016 is 10 projects. In 2020, this Thematic Area successfully implemented 9 projects such as People with Specific Needs, Encashment center, food distribution, cash distribution and Provisional of transitional and emergency shelter and sanitation facilities, food and nutrition assistance to conflict and natural disaster affected communities in different provinces namely Kabul, Parwan, Kapisa, Panjsher, Maidan Wardak, Ghazni, Logar, Paktya, Paktika, khost, Farah, Herat, Badghis, Jowzjan, Ghor, Faryab, Saripul and Balkh; thus enabling the Thematic Area to mainly achieve its goal set for 2020. During previous year, the Thematic Area was being funded mainly by two donors namely WFP and UNHCR, which it is presumed that the Thematic Area will have projects from these donors in for 2021 as well. Although the Thematic Area was able to achieve most of its indicators for the last year due to recurrent droughts but, the Thematic Area was also negatively affected by overall insecurity, civil wars, and ongoing conflict between local commanders.

Nonetheless, the Thematic Area carried out main activities such as conduction of Water, Hygiene & Sanitation trainings, Construction of wells, distribution of water storage (Water kits), distribution of Hygiene kits, creating Cash for Work opportunities to vulnerable individuals, Conditional and Unconditional (Multi-Purpose) Cash distribution to eligible households, distribution of Super Cereal, Acha Mum for children and lactating women, and distribution of food packages to flood-affected population in order to enable the communities to have increased *resiliency* towards disasters. The Thematic Area was able to reach a total number of 115,292 (65,549 male and 49,743 female) Returnees, IDPs and disaster-affected population in target provinces.



## Projects implemented through DMRA Thematic Area in 2020:

No	Project Name	Donor	Project Period		Implementing Area
			From	To	Province
1	WFP Assistance Program In Lal District Ghor Province	WFP	01-Jan-20	31-Dec-20	Ghor
2	WFP Assistance Program In 6 District Ghor Province	WFP	01-Jan-20	31-Dec-20	Ghor
3	Management Care and Maintenance of Kabul Encashment Centre& Assesment of Refugees and Asylum-seeke KEC	UNHCR	01-Jan-20	31-Dec-20	Kabul, Parwan, Kapisa, Panjsher, Maidan Wardak, Ghazni, Logar, Pakya
4	Provision of Assistance to Persons with Specific Needs in Central Region and Paktaik (and Kho (PSN	UNHCR	01-Jan-20	31-Dec-20	Kabul, Khost
5	Unconditional Seasonal Support Food Distribution	WFP	01-Jan-20	30-May-20	Faryab
6	Unconditional Seasonal Support Food Distribution	WFP	01-Sep-20	31-Oct-20	Kabul, Parwan, Kapisa, Panjsher, Maidan Wardak, Ghazni, Logar, Pakya
7	Provisional of transitional and emergency shelter and sanitation facilities, food and nutrition assistance to conflict and natural disaster affected communities	ACTED	01-Sep-20	28-Feb-22	Ghor,Faryab
8	Cash Based Transfer To Beneficiaries	WFP	01-Sep-20	31-Jan-21	Balkh
9	Cash Based Transfer To Beneficiaries	WFP	01-Oct-20	31-Jan-21	Faryab

## DMRA Thematic Area Goal, Objectives, and Indicators

Thematic Area	Goal	Objectives	Indicators
<b>Disaster Management and Repatriation Affairs</b>	To contribute in empowerment of individuals and communities affected by natural disasters and displacement to build and strengthen their resilience.	<ol style="list-style-type: none"> <li>To provide assistance to affected people to get relief, recovery and rehabilitation from disasters.</li> <li>To provide assistance for returnees and IDPs for a dignified resettlement in their place of origins.</li> </ol>	<ol style="list-style-type: none"> <li>10 mitigation micro projects, 30 wells constructed.</li> <li>2500 kits (water kits, hygiene kits and shelter kits...) distributed to affected people.</li> <li>2000 affected people trained on DRR and WASH.</li> <li>40,000 Returnees, IDPs and disaster-affected people received food items, nonfood items, and cash assistance.</li> </ol>

Despite dealing with emergency situations, DMRA Thematic Area could achieve all indicators set for the year 2020. During previous year and through retention of ongoing projects, indicators 2, 3 and 4 were secured. While there is was no project activity which could cover indicator 1, which is construction of micro-mitigation projects. Bearing in mind its goal and objectives and **overall organization’s mission**, the Thematic Area inserted efforts in making **individuals and communities empowered**, strengthened, and enabled to resist disasters through conduction of Water, Hygiene & Sanitation trainings, Construction of tube wells, distribution of water storage (Water kits), distribution of Hygiene kits, creating Cash for Work opportunities to vulnerable individuals, Conditional and Unconditional (Multi-Purpose) Cash distribution to eligible households, distribution of Super Cereal, Acha Mum for children and lactating women, and distribution of food packages to flood-affected population. For better scaling up this Thematic Area’s achievements towards organization’s overall mission, achievements during 2020 are detailed as follows;

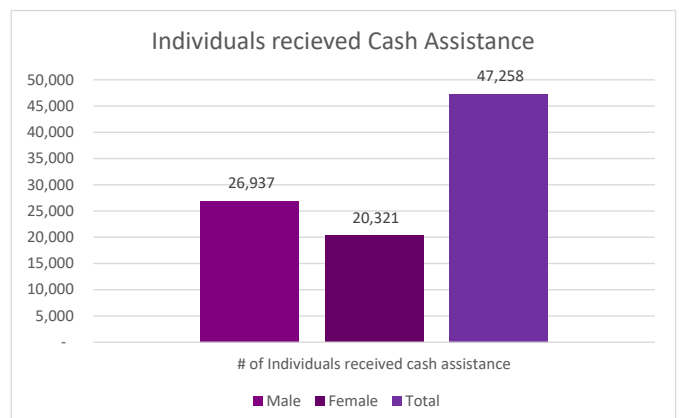
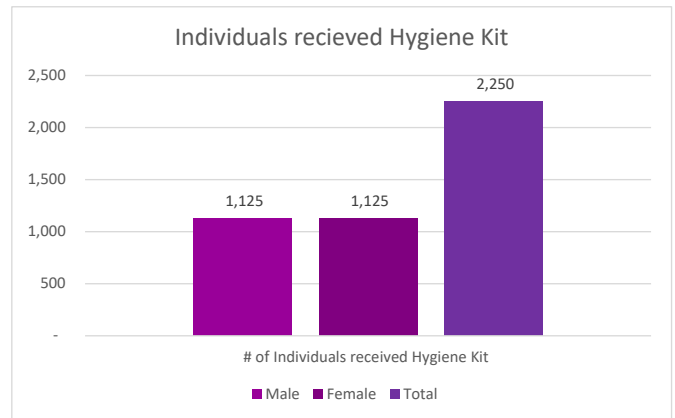


PSN assisted in Kabul - Under PSN program

### Individual Empowerment through DMRA Thematic Area

Although the criteria **for individual empowerment** from this Thematic Area’s perspective, is limited to being capacitated and general knowledge shared on how a community might be resilient towards natural and man-made disasters, utmost importance has been given to individuals in this regard by the Thematic Area, providing them with kits, tools and relevant capacity building opportunities during 2020.

A total number of 2,250 (1,125 male and 1,125 female) individuals received Water, Hygiene & Sanitation trainings including personal sanitation, environmental sanitation, safe drinking water, hand washing trainings. For better effectiveness of the trainings conducted a total number of 2,250 hygiene kits were distributed to 2,250 targeted households. For further individual empowerment, 63,534 Returnees, IDPs and disaster-affected population received food items such as flour, wheat, oil, pulse, salt, plumpy-nut, and super cereal. Also, 47,258 Returnees, IDPs and disaster-affected people received unconditional cash and conditional cash assistance in 2020.



### Community Empowerment through DMRA Thematic Area:

In order to increase target communities' resilience against disasters, both man-made and natural, the Thematic Area successfully delivered the following services to 47 communities in 12 provinces of the country;

- Conducted Water, Hygiene and Sanitation trainings
- Distributed 2,250 Hygiene kits
- Provided Conditional Cash for food security purposes
- Provided unconditional cash assistance to vulnerable households and
- Provided Cash for Work opportunities for eligible households.

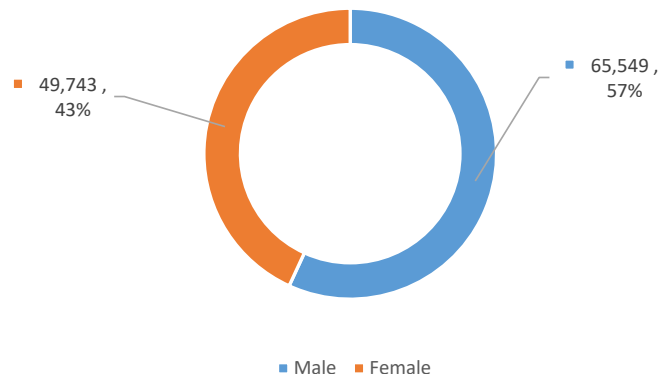


CHA staff checking the returnees Documents for providing the assistance

### Gender Balance and Equity through DMRA Thematic Area

Considering the fact that organization has prioritized gender mainstreaming through all of its activities, from total number of 115,292 individuals covered through DRR Thematic Area during 2020, 43% of them (49,743) were females and 57% (65,549) were males.

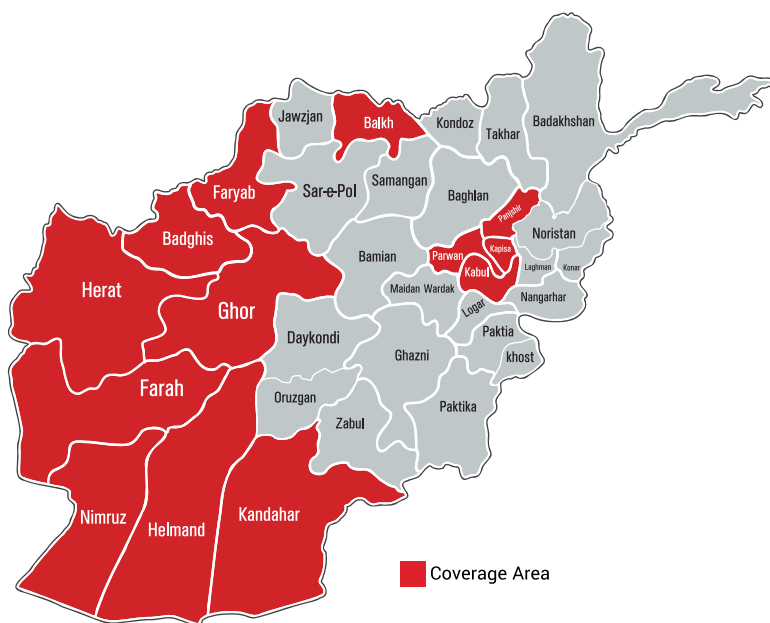
#### Gender Balance and Equity through DMRA Thematic Area



# ORGANIZATIONAL DEVELOPMENT



**Overview:** CHA's Gender Committee, established in December 2018 by CHA management team, is a volunteer committee and the members are from all sexes, male and female and from all layers of management. Gender Committee was established with the aim of gender mainstreaming in all projects and Thematic Areas, inclusion of workforce from both categories, developing of content specific programming strategy and as well as to build capacity of staff with regards to gender, gender mainstreaming, and consideration of different needs of men and women where there is no gender discrimination. After the formation of committee at the Kabul level, the committee members focused on extension of committee to all CHA covered provinces. By considering set criteria, 31 individuals from all CHA covered provinces namely Kabul, Ghor, Kandahar, Helmand, Faryab, Badghis, Panjsher, Parwan, Kapisa, Balkh, Herat, Nimroz, and Farah were selected as gender focal points. The committee envisions to work as an effective reliable, innovative and a pioneer committee to reach to gender equality and empower all women and girl by considering positive discrimination, equal treatment, and gender mainstreaming.



## Gender Committee Goal and Objectives:

Theme	Goal	Objectives
Gender Committee	To ensure that gender is mainstreamed in all Thematic Area and HR policies, that the different needs of women and men are equally considered in all programs and projects and a proper and justified working place is present with no fanaticism in any kind and no discrimination where each one respects others and all the rights of employees (male and female) are safe and chances for capacity building is available for everyone.	<ol style="list-style-type: none"> <li>1. Ensuring principles of gender mainstreaming are implemented throughout projects</li> <li>2. Ensuring inclusion within the workplace of female colleagues and candidates</li> <li>3. Developing context specific and relevant Thematic Areaial programming strategy</li> <li>4. Building capacity of the staff with regard to gender mainstreaming</li> </ol>

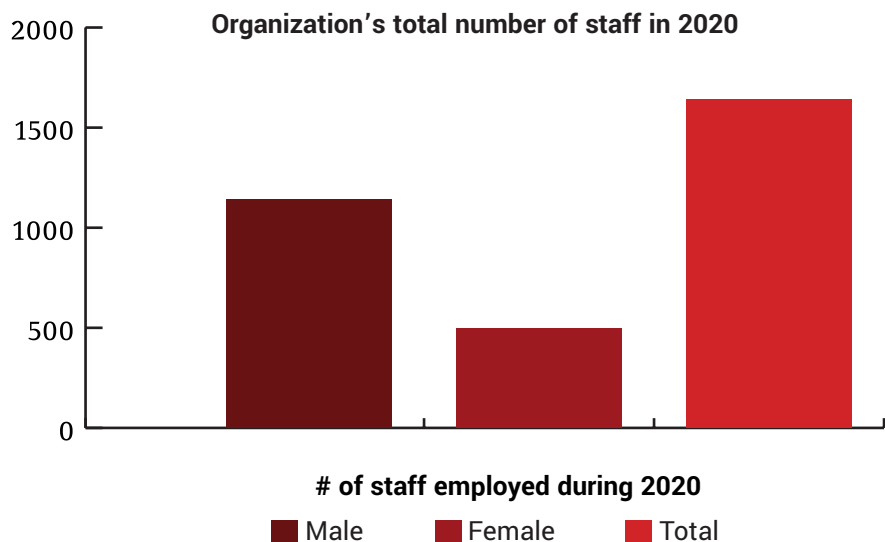
In order to achieve the set objectives during 2020, Gender Committee members collectively inserted efforts and managed to achieve the followings:

- Gender committee long term plan (strategic plan) for five years from 2021-2025 has been prepared.
- Vacant positions of gender committee members have been filled at central and province level.

- 8 internal coordination meetings have been conducted between committee members during the year.
- 24 internal coordination meetings have been online and physically conducted annually with internal line departments, Ministry and Directorate of Public Health, FPCs, donor agencies and the clients at HQ and provincial level.
- 3 complaints in regards to GBV have been received and resolved.
- Different complaints which were directly and indirectly related to gender have been received and solved.
- More number of job opportunities were created for females (Percentage of female staff is increased to almost 27%)
- Employees had chance to use their maternity, paternity and abortion leaves.
- 10 Gender views were shared with gender focal points at provincial level
- One capacity building training was delivered to provincial focal points in regards to PSEA concept and how to prepare concept notes.
- Gender and GBV awareness posters have been distributed and placed in all provincial and district offices and all covered health facilities.
- More job opportunities were created to females
- Some facilities have been provided to female staff in order to create the safe and sound working environment.
- PSEA is included in the code of conduct.
- One PSEA and COVID-19 project is successfully implemented in Faryab province.
- PSEA and COVID-19 related brochures and leaflets have been designed and distributed to some of school students and female and child headed households during lockdown period.
- Some special events and ceremonies like women day have been celebrated.
- 5 Concept Notes were prepared by gender focal points

## STAFF AND CAPACITY BUILDING:

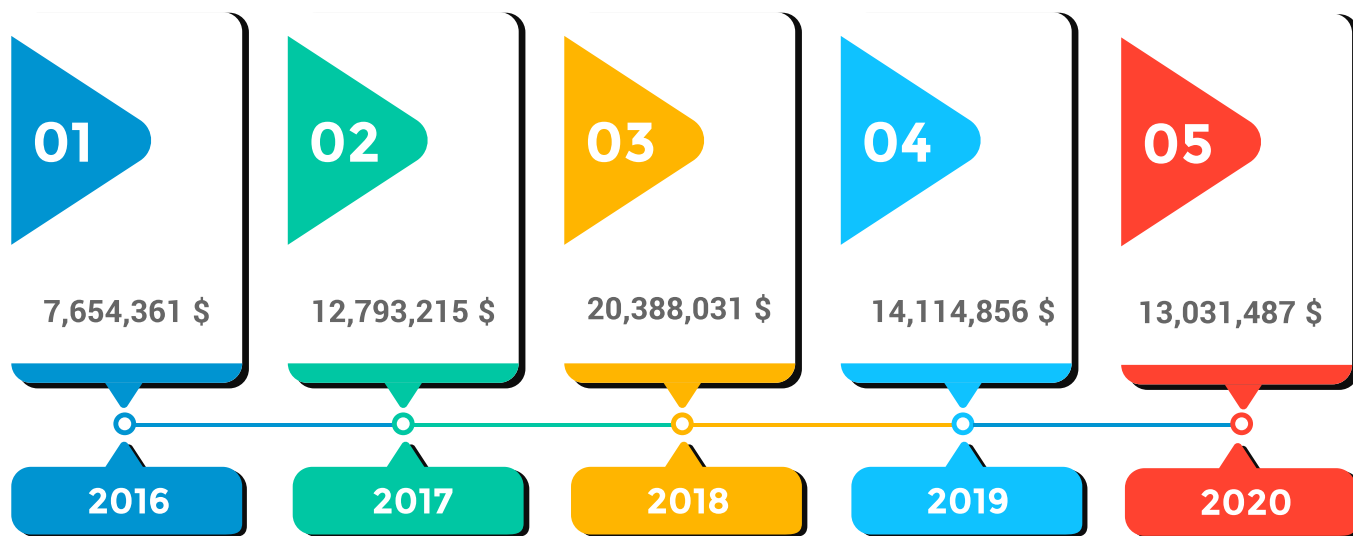
CHA had a family of 1,639 members (1,142 male and 497 female) in 2020 with different academic qualifications, starting from high school graduate to Ph.D., and professional working background.



In order to get the staff acquainted with the organization’s Code of Conduct, policies, and procedures, a total number of 678 staff were oriented. As an important part of HR Departments component, during 2020 appraisals and performance evaluation of a total number of 108 permanent staff were carried out. Also for the intention of building staffs’ capacity for better and tangible outcome of their performance, a total number of 802 staff (484 males and 318 females) were capacitated on various trainings such as Project Cycle Management, Gender, Partnership, Hygiene and Sanitation, Drug management, Journalist tool kit, Monitoring and Evaluation, Finance, Nutrition, Safety and Security Management, MIS, COVID-19 Prevention and management, Psychological counselling, Vaccination, Photography, Social Organization, Project Management and Maintenance, Accounting, Communication, Logistics, CLTS and Disaster Risk Management.

## FINANCIAL AND ASSET MANAGEMENT

Despite the fact that COVID-19 pandemic caused restrictions and impediments in accessing and securing funds as it was for CHA under normal circumstances, nonetheless, the organization was able to secure a total budget of **13,031,487 USD** in 2020 through functional fundraising. The budget managed by CHA in last five years is as follow;



## POLICIES AND PROCEDURES

CHA finds its strength and empowerment in provision of services to the target communities through implementation of its policies and procedures set forth for further accountability, transparency, and efficiency of the services being delivered. The organization has 17 policies and procedures in full application. During 2020, all existing policies and procedures were put in full implementation to achieve expected accountability, transparency, and efficiency level. These policies, as per requirements, are updated on an annual base in order to be better accountable and transparent to government, donor communities, and stakeholders. Within 2020, through an extensive policy development process the organization decided to develop three policies on PSEA, Environmental Health and Safety and Cash Based Intervention.



## ENTERPRISE RESOURCE PLANNING

Currently, the organization uses an online system called Enterprise Resource Planning (ERP). The system is utilized to plan and manage financial, inventory, human resource, supplies chain, project activity, vehicle, and budget controls. The system is upgraded with streamline administrative processes and automate workflows. This system allows for better performance, transparency, accountability, and communication with the people and donors more effectively. It provides timely information and reports on its ongoing activity.

## INFORMATION & TECHNOLOGY

CHA is committed to use and implement the latest technology in the organization, along with system up-gradation according to the new technologies which are available & accessible to the organization and its staff.

The IT Department effectively manages the Information Technology systems of office through promptly solving hardware and software problems, troubleshooting, providing technical support to the organization's employees, managing the computer networking system and providing quality systems maintenance, security and introducing the new technology in the organization.

To enhance the monitoring system over the devices, the alert system has been activated. Now whenever, a device, generator, or UPS fails for any reason, it immediately alerts the responsible person via message and email. The responsible person can be notified and act over fixing it as soon as the device fails. This will decrease the downtime of the devices to a minimum time.

The organization faced with issues, such as slow speed and bugs, using the previous email service provider. The previous email service provider needed high-speed bandwidth, with low-speed bandwidth, the delivery of the emails was getting failed, or the same email was sent more than one time. Thus, the organization replaced the previous email service provider with Google Gsuite. Now, the staff can have access to their email from anywhere without any issues via outlook or online (Gmail), even with slow internet speed.

The local management system for managing the internal policies for internet monitoring and local data transfer management has been further enhanced. During the elevation process, the policies for internet monitoring were improved. After the improvements, the bandwidth of the internet which got wasted previously is now used by the staff. Furthermore, the local file transfer system has been upgraded by installing the latest server and software. With the improvements, the data gets transferred with more speed and security.

## NOON ONLINE


CHA has been closely working with "نون" a digital education platform to make quality education accessible to remote rural areas of Afghanistan with major focus on girls. "نون" is an application that provides digital education in Dari and Pashto languages. The application is a well-rounded Education platform that was designed taking needs of Afghan education system into consideration. Multiple pilot programs have been implemented in several provinces to design an educational package that most efficiently addresses the quality and access considerations of education. The programs has been largely welcomed by the communities and holds great potential in alleviating the challenges being faced by the educational system, and having past experience carrying out similar projects with great success, CHA is very confident that using "نون" we can develop educational solution to cross barriers and increase access to quality education.

## COMMUNICATING WITH PERSONS OF CONCERN

CHA, through its Public Relations Unit (PR) has a functional complaints and feedback mechanism which has been utilized for years for different projects. This system, which is detailed in below, has served as a regular communication point with persons of concern throughout the years. There are multiple ways to reach CHA if a community or beneficiary wants to record a complaint. Each tier is based on confidentiality of the records kept in terms of complaints.

1. Direct phone call: A person from PR Unit is responsible to answer phone calls coming through +93 700 29 17 22 and keep record of the complaint in Complaints Database.
2. Email: [info@cha-net.org](mailto:info@cha-net.org) and [suggestions@cha-net.org](mailto:suggestions@cha-net.org) are utilized for receiving complaints.
3. Social Media: CHA has various social media platforms kept active and updated all the time, which every beneficiary can have access to and send their complaints and suggestions. The platforms are;

## Feedback Mechanism


 +93 (0) 700 29 17 22  
+93 (0) 729 12 84 01


 [www.cha-net.org](http://www.cha-net.org)

 [hamkary.cha](https://www.facebook.com/hamkary.cha)  
[groups/dostan.friends](https://www.facebook.com/groups/dostan.friends)

 [/user/chahamkary](https://www.youtube.com/user/chahamkary)

 [info@cha-net.org](mailto:info@cha-net.org)  
[suggestions@cha-net.org](mailto:suggestions@cha-net.org)














 + 93 (0) 796 548 219

 [cha\\_hamkary](https://twitter.com/cha_hamkary)

 [cha.hamkary](https://www.instagram.com/cha.hamkary)

 [humanitarian-cha](https://www.linkedin.com/company/humanitarian-cha)

## DONORS:

FAO		Oxfam Novib	
ICVA	 International Council of Voluntary Agencies	USAID/ACTED	 USAID FROM THE AMERICAN PEOPLE
UNHCR	 UNHCR The UN Refugee Agency	UNDP/Global Fund	 UNDP  The Global Fund To Fight AIDS, Tuberculosis and Malaria
WFP	 WFP wfp.org	UNICEF	
MRRD/WB		WB	 WORLD BANK
OCHA		MoPH	

**COORDINATION OF HUMANITARIAN ASSISTANCE (CHA)  
STATEMENT OF FINANCIAL POSITION  
AS AT DECEMBER 31, 2020**

	Note	2020 USD	2019 USD
<b>ASSETS</b>			
Stock and stores	3	2,709	9,534
Receivable from donors	4	774,525	1,927,763
Advances, deposits and prepayments	5	646,031	491,316
Other receivables	6	31,961	36,543
Cash and bank balances	7	4,813,859	4,414,371
<b>TOTAL ASSETS</b>		<b>6,269,085</b>	<b>6,879,527</b>
<b>LIABILITIES</b>			
<b>Long Term Liabilities</b>			
Pension fund and staff security payable	8	1,007,069	978,375
		<b>1,007,069</b>	<b>978,375</b>
<b>Short Term Liabilities</b>			
Un-spent grant	4	615,093	1,439,875
Accrued and other liabilities	9	1,109,177	855,656
		<b>1,724,270</b>	<b>2,295,531</b>
<b>TOTAL LIABILITIES</b>		<b>2,731,339</b>	<b>3,273,906</b>
<b>NET ASSETS</b>		<b>3,537,746</b>	<b>3,605,621</b>
<b>REPRESENTED BY</b>			
Accumulated surplus		3,537,746	3,605,621
		<b>3,537,746</b>	<b>3,605,621</b>

**Auditor's report annexed**

The annexed notes form an integral part of these financial statements.



Chairman General Assembly

Advisor Financial Control & Audit

**COORDINATION OF HUMANITARIAN ASSISTANCE (CHA)  
STATEMENT OF INCOME AND EXPENDITURE  
FOR THE YEAR ENDED DECEMBER 31, 2020**

	Note	2020 USD	2019 USD
<b>INCOME</b>			
Income from donors	4	12,318,816	13,377,035
Project income	10	644,796	937,668
Exchange gain		-	55,250
<b>Total income</b>		<b>12,963,612</b>	<b>14,369,953</b>
<b>EXPENDITURE</b>			
Salaries, wages and benefits	11	6,391,323	6,687,749
Repair and maintenance	12	323,604	186,956
Vehicle running expenses	13	1,012,895	996,900
Expendable tools	14	114,965	123,566
Non expendable tools	15	312,198	402,200
Material and supplies	16	3,788,089	4,565,386
Other expenses	17	1,086,812	1,152,099
Exchange loss		1,602	-
<b>Total expenditure</b>		<b>13,031,487</b>	<b>14,114,856</b>
<b>SURPLUS / (DEFICIT) FOR THE YEAR</b>		<b>(67,875)</b>	<b>255,097</b>

The annexed notes form an integral part of these financial statements.



Chairman General Assembly OF HUMANITARIAN ASSISTANCE (C

Advisor Financial Control & Audit

# CHA'S OFFICES CONTACTS

## KABUL MAIN OFFICE



info@cha-net.org



+93 (0) 700 29 17 22  
+93 (0) 729 12 84 01



www.cha-net.org



Khoshal Khan Meena, Jeem Sector, 5th District, Qambar Square Road, Kabul Afghanistan.

## BALKH FIELD OFFICE



mazar@cha-net.org



+93 (0) 729128550  
+93 (0) 766558080



Motahid Town, Next to the Traffic Station, Mazar Sharif

## KANDAHAR FIELD OFFICE



qandahar@cha-net.org



+93 (0) 729128578  
+93 (0) 780810107



Houes#763, 24th street, Aino Mina, Kandahar.

## HELMAND FIELD OFFICE



helmand@cha-net.org



+93 (0) 0729128632



House# 6, 3rd District, Agriculture Spots, Lashkargah, Helmand.

## FARAH FIELD OFFICE



farah@cha-net.org



+93 (0) 799615389  
+93 (0) 729128468



Farah City, Agriculture Bank Road, 3rd District, 9th Street.

## FARYAB FIELD OFFICE



faryab@cha-net.org



+93 (0) 729128577  
+93 (0) 729128575



Maimana City, Herat Avenue Opposite of Masjid Jamay.

## HERAT MAIN OFFICE



herat@cha-net.org



+93 (0) 729128611  
+93 (0) 729128511



Herat City, Khwaja Abdullah Ansari Road, Karokhi Street.

## GHOR FIELD OFFICE



ghore@cha-net.org



+93 (0) 729128490  
+93 (0) 729128678



Cheghcheran City, Dara-e-Ghazi Street, 2nd district north side of Mohabat Hotel.

## BADGHIS FIELD OFFICE



badghis@cha-net.org



+93 (0) 729128545  
+93 (0) 789585142



Badghis Qalal -e new city, Education street next to the Hanzala university opposite to the woman voice office.

## PARWAN FIELD OFFICE



parwan@cha-net.org



+93 (0) 729128400  
+93 (0) 7993731136



Charikar City, 40 meter road, 7th opposite to Sadeqiah School.