



**Mine Action Program of Afghanistan (MAPA)  
Hotline Calls Monthly Summary Report for November 2023**  
**Emergency calls received through the MAPA Hotline number (0708606060) and Awaaz Afghanistan (410)**

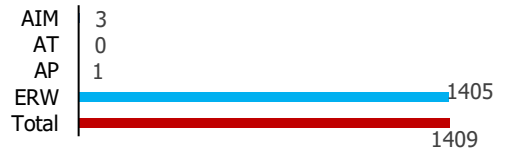
**Background:** The Hotline project began in September 2012 to timely provide mine action response and remove EO threat, decrease EO civilian casualties, remove EO blockages, ensure consideration of community priorities for mine action intervention, establish a link between communities and mine action to get their feedback and ensure demining operation effectiveness and efficiency. The table below shows total calls received and responded through MAPA hotline for the month of November 2023, and since the start of the project.

Period	Total calls	Closed calls	Under Process	Open
This Month/Demining	259	182	0	77
This Month/ COMAC and Other	0	0	0	0
Since Dec 2012	10,966	9,587	0	1167

During the month of November 2023, total 259 calls were received. 224 calls received by MAPA hotline number and 35 call by Awaaz Afghanistan, which all calls were for spot ERW, mines and AIM area clearance, 182 calls have been closed and 77 calls remained open and under process. All calls have been followed with the DMAC and Mine Action IPs.

**Devices Destroyed:** During the month of November 2023 in total 1409 different EO, devices were found and destroyed by the MAPA through hotline and Awaaz Afghanistan calls.

Period	Devices found and destroyed							Total Hours spent for destruction
	AT	AP	AIM	ERW	Aircraft BOMB	SAA	Total	
This Month	0	1	3	1405	0	0	1409	712
Since (Dec 2012)	41	211	23	23,759	35	1,283	26,257	



**Calls by Type:** The table below shows hotline and Awaaz Afghanistan calls by type for the month of November 2023 and since the beginning of the project.

Period	Calls for New Survey (MF, BF, AIM)	Calls for Hazards Clearance	Calls for Spot ERW/Mine Clearance	Complain on Mine Action Operation	COMAC	Other	Total
This Month	0	0	259	0	0	0	259
Since the beginning (Dec 2012)	397	226	6,810	68	3,117	350	10,888

**Calls by Province:** The table below shows hotline and Awaaz Afghanistan calls received by province for the month of November 2023.

Province	Kabul	Herat	Logar	Nangarhar	Kandahar	Kunar	Uruzgan	Wardak	Ghazni	Kunduz	Helmand	Baghlan	Badghis	Balkh	Khost	Nimroz	Paktia	Sari Pul	Takhar	Zabul	Kapisa	Farah	Parwan	Samangan	Faryab	Jawzjan	Total
This Month	30	10	7	17	32	12	4	8	5	11	40	9	5	5	4	1	15	3	2	23	4	6	1	1	2	2	259

**Callers who received the hotline number through different sources:**

- 259 callers received hotline number (0708606060) and Awaaz Afghanistan (410) from people of society and demining/survey and EORE teams.