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## Provision of Humanitarian Air Services in Afghanistan Standard Project Report 2017

World Food Programme in Afghanistan, Islamic Republic of (AF)



**World Food Programme**

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# Country Context and WFP Objectives



## Achievements at Country Level

From the outset, 2017 was a challenging year for Afghanistan as conflict forced people from their homes, lower than average rainfall left crops parched, and the return of thousands of Afghans from Pakistan put many people in a precarious situation without livelihoods to support themselves. In these difficult circumstances, WFP's assistance provided the most vulnerable people with immediate relief from crises and helped them to build resilience for the future.

WFP's humanitarian response reached 2.8 million vulnerable people across the country in 2017, including 556,000 conflict-affected internally displaced persons (IDPs) and 655,000 documented and undocumented returnees. Critical, life-saving support contributed to preventing hunger and malnutrition and enabled beneficiaries to avoid negative coping strategies, such as selling assets.

By linking relief assistance with long-term recovery efforts, WFP provided vulnerable people with food to meet their critical needs while supporting them and their communities to build resilience through food-assistance-for-assets and vocational skills training. As a result, 39,000 vulnerable families benefited from food or cash-based assistance while 15,500 women and 1,100 men completed vocational training sessions. Rural communities built 241 km of canals, 1.5 km of flood protection walls and 340 kitchen gardens. These skills and assets will enable urban and rural communities to preserve their livelihoods and generate income to provide for their families during future crises.

## Country Context and Response of the Government

Strategically situated between Central and South Asia, with a committed Government, rich natural resources, and a young and diverse population, Afghanistan has the potential to make significant progress towards the Sustainable Development Goals. However, a complex and protracted conflict combined with other challenges including climate change and natural disasters, demographic shifts, limited job opportunities, pervasive gender inequalities, food insecurity and transparency concerns, has dramatically constrained the country's wider development efforts. As a result, Afghanistan currently ranks 169 out of 188 countries in the United Nations Development Programme (UNDP) Human Development Index 2016, and 154 out of 159 countries in the Gender Inequality Index. The country has low levels of economic growth, unemployment rates exceed 34 percent, and 39 percent of the population lives below the global poverty line. The level of food insecurity has increased significantly in recent years to 44.6 percent of the population, or 13.2 million people.

The Government of Afghanistan has two broad frameworks that guide its development efforts: the 2030 Agenda represents the long-term vision, while the Afghanistan National Peace and Development Framework articulates the priorities through 2021. The Afghanistan Food Security and Nutrition Agenda (AFSeN) and the Scaling Up Nutrition Movement (SUN), which Afghanistan joined in 2017, coordinate nutrition and food security policy at the national level.

In 2017, WFP focused on four threats to food security in Afghanistan:

1. **People on the move:**

Conflict continued to be the most significant driver of hunger in 2017, disrupting access to food markets and forcing 440,000 people from their homes, according to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA). In 2017, the International Organization for Migration (IOM) reported high rates of return by destitute undocumented Afghans from Pakistan (98,191 people) and Iran (462,361 people) that exacerbated the situation. The Government's Ministry of Refugees and Repatriation and the Afghanistan Disaster Management Authority (ANDMA) coordinated the response by working with humanitarian organizations to conduct assessments and provide life-saving support to vulnerable internally displaced persons (IDPs) and returnees.

2. **Urban displacement:**

Many IDPs and returnees seek refuge in towns and cities where they struggle to survive, becoming dependent on food purchases and vulnerable to price fluctuations. The Government aims to build the human capital of people enduring prolonged displacement in informal urban settlements, so that their skills align with private sector demand and they are able to create livelihoods that will sustain them in their new environments. The Ministry of Refugees and Repatriation works with humanitarian and development organisations to build this skill-base, especially among women.

3. **Rural resilience:**

Sixty-one percent of the population depends on the agriculture sector for their livelihoods, especially in rural areas. However, climate change will increasingly affect agriculture and drive hunger in rural communities where water is scarce, ecosystems are fragile and natural disasters have become increasingly frequent and intense. The Ministry of Agriculture, Irrigation and Livestock leads high priority programmes for agricultural development including better water management and the establishment of a strategic grain reserve, while ANDMA works with aid organisations to reduce the risk to communities of losing livelihoods to natural disasters such as drought and flooding.

4. **Malnutrition:**

Malnutrition among children and pregnant and lactating women and girls prevents the full physical and mental development of future generations of Afghans. Forty percent of children under 5 years suffer from stunting, or low height for their age. In some provinces, 21.6 percent of children under 5 suffer from wasting, or low weight for height. Meanwhile, gender norms in Afghan society restrict women's mobility, autonomy and agency. A third of girls marry before the age of 18; girls still make up only a third of school attendees; 87 percent of women have experienced some form of gender-based violence; and literacy rates for women remain low at only 20 percent. As a result, women are often disempowered from making decisions that could have an overwhelmingly positive impact on their family's nutrition, and malnutrition continues to be transmitted from one generation to the next. In an effort to tackle this problem, the Ministry of Public Health Basic Package of Health Services works with humanitarian and development agencies to provide nutrition treatment.

## WFP Objectives and Strategic Coordination

WFP's overall goal is to support the people of Afghanistan to reach Zero Hunger by 2030. WFP adapted its programming throughout the year to address the four key threats to food security in Afghanistan in 2017: (1) people on the move; (2) urban displacement; (3) the lack of rural resilience for natural disasters; and (4) malnutrition among children and pregnant and lactating women and girls. In 2017, WFP Afghanistan addressed these challenges through five operations and a trust fund. Each operation and the trust fund had its own specific objectives.

### **Protracted Relief and Recovery Operation (PRRO) 200447 (2014-2018)**, approved budget USD 763 million

The PRRO supported severely food-insecure internally displaced persons (IDPs), returnees, refugees, and those affected by conflict, natural disaster and economic stress to: meet their food security and nutritional needs; improve resilience to natural disasters; prevent and treat moderate acute malnutrition among children aged 24-59 months and pregnant and lactating women and girls; improve school enrolment and attendance for all children, but especially girls; and improve livelihood opportunities for women and men of working age. The PRRO therefore addressed key threats 1, 2, 3 and 4.

### **Emergency Operation (EMOP) 201024 (2016-2017)**, approved budget USD 67 million

The EMOP augmented the capacity of the PRRO to support documented and undocumented returnees, refugees from Pakistan, and an unusually high number of conflict-affected IDPs to meet their immediate food needs, especially during the winter months. In July 2017, WFP scaled down the nutritional activities under the EMOP to be provided by the PRRO. The EMOP addressed key threats 1 and 3.

### **Special Operation 200635 (2014-2018)**, approved budget USD 14 million

This special operation supported the Government's strategic grain reserve (SGR) by providing capacity development workshops to SGR staff and tools and equipment for the SGR warehouses. The SGR addressed key threat 3.

### **Special Operation 200870 (2017-2018)**, approved budget USD 33 million

This special operation enabled the United Nations Humanitarian Air Service (UNHAS) to provide safe and reliable passenger and cargo air services to the entire humanitarian community. UNHAS remained the only service that provides an extensive air network in Afghanistan. The air service provided access to remote areas of the country and enabled WFP and its partners to serve the people of Afghanistan. It therefore contributed to addressing all the key threats.

### **Purchase for Progress (P4P) (2014–2017)**, approved budget USD 12 million

This trust fund worked within the wheat and soya value chains to build safer and more nutritious food systems. The interventions stretched across the food system within each of the value chains and provided support to smallholder farmers through the local purchase of fortified wheat flour. Purchase for progress addressed key threat 3.

### **Strategic coordination**

To serve the most vulnerable women, men, boys and girls effectively and selectively, WFP targeted regions and groups identified by assessments including the Afghanistan Living Conditions Survey (2016/17) and Integrated Context Analysis (2016). Across all its work in Afghanistan, WFP embraced a "whole of society" approach by seeking to support the Government, where appropriate, and to complement the work of other UN agencies, especially the United Nations Food and Agriculture Organization (FAO) and the United Nations Children's Fund (UNICEF), NGOs, the private sector and by working with communities themselves. WFP co-chairs the Afghanistan Food Security and Agriculture Cluster with FAO.

WFP also provided other common services to humanitarian organizations, including supply chain and information and communication technology (ICT). WFP started to make SCOPE, its beneficiary and transfer management platform, available to non-governmental organizations (NGOs) and other United Nations (UN) agencies. In addition, WFP, the United Nations High Commissioner for Refugees (UNHCR) and the United Nations Office for Project Services (UNOPS) co-founded the Inter-agency Communication and Accountability Centre, which will improve accountability by consolidating channels for communication with affected populations when it opens in 2018.



# Country Resources and Results

## Resources for Results

WFP received generous support from its donors in 2017. However, insecurity and unpredictable funding continued to hinder its activities. After a difficult first six months, WFP ended the year in a stronger position having adapted to overcome these two principal constraints.

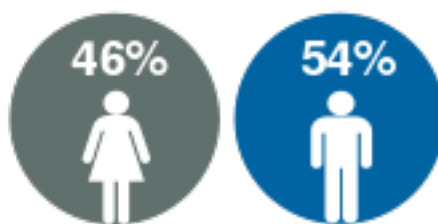
**Insecurity:** Security across Afghanistan deteriorated in 2017. Civilian casualties remained unacceptably high as anti-government elements targeted urban centres. Attacks in Kabul city, especially a massive truck bomb in the "green zone" on 31 May 2017, made it clear that the situation was worsening. As a result, accessing communities continued to be problematic across the country. To manage deteriorating security, WFP contracted third party monitors called programme assistance teams (PATs) to monitor programmes given security restrictions affecting WFP staff. PATs were a necessary cost for WFP in order to effectively monitor its operations and access people in need. WFP also applied innovative approaches to help it reach beneficiaries in insecure areas. WFP used mVAM to conduct mobile phone surveys that provided valuable market, protection, gender and post-distribution monitoring analysis of insecure areas at a fraction of the cost of in-person surveys. By switching its response modality from in-kind assistance to cash-based transfers wherever possible, WFP also avoided the need to transport large quantities of food to remote areas where trucks were occasionally diverted by insurgents. Instead, WFP securely transferred cash to its financial service providers who disbursed it directly to beneficiaries at distribution sites.

**Unpredictable funding:** Because of the record numbers of protracted crises worldwide, WFP Afghanistan has received less funding, year on year, since 2014. Meanwhile, humanitarian needs and food insecurity are now rising once again. In recognition of the growing urgency of funds, WFP's donors renewed efforts to prioritize Afghanistan in the second half of 2017. The funding situation improved, and WFP reached more people in November and December as a result. To manage the sudden changes in funding during the year, WFP had to adapt its implementation plan to new funding levels four times in 2017, which was a costly and time-consuming process. While many donors understand the benefits that comes with predictable, multi-year funding, these resources made up only 9.6 percent of WFP's funding in 2017. To reduce overall costs and improve value for money, WFP moved its offices in Mazar-i-Sherif, Kandahar and Herat into warehouse compounds and promoted Afghan nationals to run all six of its field offices. While donors' renewed focus on Afghanistan holds promise for the future, WFP continues to advocate for predictable funding that allows for better planning, more efficient implementation and better service to the Afghan people.



## Annual Country Beneficiaries

Beneficiaries	Male	Female	Total
Children (under 5 years)	211,948	216,217	428,165
Children (5-18 years)	667,425	448,607	1,116,032
Adults (18 years plus)	625,818	633,989	1,259,807
<b>Total number of beneficiaries in 2017</b>	<b>1,505,191</b>	<b>1,298,813</b>	<b>2,804,004</b>



## Annual Food Distribution in Country (mt)

Project Type	Cereals	Oil	Pulses	Mix	Other	Total
Single Country EMOP	18,677	1,273	1,214	86	84	21,333
Single Country PRRO	32,370	5,129	3,643	4,527	221	45,889
<b>Total Food Distributed in 2017</b>	<b>51,047</b>	<b>6,401</b>	<b>4,856</b>	<b>4,613</b>	<b>305</b>	<b>67,222</b>



## Cash Based Transfer and Commodity Voucher Distribution (USD)

Project Type	Cash	Value Voucher	Commodity Voucher
Single Country EMOP	7,128,192	-	-
Single Country PRRO	1,822,396	520,668	-
<b>Total Distributed in 2017</b>	<b>8,950,587</b>	<b>520,668</b>	<b>-</b>

## Supply Chain

While WFP Afghanistan is gradually moving towards cash-based transfers, where possible, to mitigate access challenges, inject cash into the national economy, and provide the people it serves with greater dignity and choice, in-kind food assistance still makes up 87.5 percent of all WFP-provided assistance in Afghanistan. As a result, WFP Afghanistan's supply chain remained central to its operations and the problems that it faced demanded urgent and innovative solutions.

A landlocked country, Afghanistan borders Iran in the west, Turkmenistan, Uzbekistan and Tajikistan in the north, China in the northeast and Pakistan in the east and south. In 2017, WFP purchased over 99 percent of its fortified wheat flour locally. Most of WFP Afghanistan's international purchases entered the country from the port at Karachi, Pakistan, via border points at Torkham (east) and Spin Boldak (south) while regional purchases entered from Uzbekistan and Tajikistan. While managing this supply chain to effectively deliver assistance and maintain operational efficiency in an insecure environment and a region fraught with political tension was challenging and required frequent adjustments, WFP used its unique purchasing power and logistical expertise to support Afghan food value chains.

## Achievements

WFP Afghanistan used its procurement of wheat flour to strengthen local food value chains through the Purchase for Progress (P4P) programme by purchasing over 99 percent of its fortified wheat flour from Afghan commercial millers who must source at least 40 percent of this wheat from Afghan farmers. This provided predictable, high volume demand that gave millers, transporters and smallholder farmers the confidence to invest and create jobs. At the same time, WFP Afghanistan built the capacity of the Government's strategic grain reserve in food quality and safety control, warehouse management and fortification to enable the Government to respond better to emergencies in the future.

WFP also ensured that its operations were the most efficient possible. Local purchases significantly reduced storage and transport costs (by 8 percent compared to 2016) as WFP purchased fortified wheat flour from selected mills that were closer to the communities it served. WFP distributed 67,222 mt\* of various food commodities to 250 destinations in the country using commercial trucking companies and WFP Afghanistan's own fleet, which was consistently among the most efficient across WFP globally in terms of the cost per metric ton transported. In recognition of its efforts, WFP Afghanistan was given an international award for its efficiency.

Moreover, WFP successfully dealt with unexpected challenges. In May 2017, the Government of Pakistan closed the overland border for nearly two months. This delayed the arrival of food commodities (mainly vegetable oil) and forced WFP to divert shipments at sea to Bandar Abbas, Iran, to ensure that deliveries continued uninterrupted. As a result, WFP established a viable alternative transport corridor in addition to the overland one from the seaport of Karachi.

## Common services

WFP Afghanistan continued to provide logistics services to a number of humanitarian partners in 2017 including government institutions. The United Nations Children's Fund (UNICEF), United Nations High Commissioner for Refugees (UNHCR), United Nations Development Programme (UNDP), the International Organization for Migration (IOM), and a number of non-governmental organizations used WFP's warehouses and transport services across the country in 2017. WFP recovered the full cost of the services provided to these partners.

\* Of this total, WFP purchased 48,522 mt during the year, with the remainder either purchased in 2016 and received in 2017, or carried over from the 2016 closing stocks.



## Annual Food Purchases for the Country (mt)

Commodity	Local	Regional/International	Total
Iodised Salt	198	-	198
Ready To Use Supplementary Food	-	1,011	1,011
Split Peas	-	3,607	3,607
Vegetable Oil	-	5,942	5,942
Wheat Flour	33,093	139	33,232
Wheat Soya Blend	-	4,531	4,531
<b>Total</b>	<b>33,291</b>	<b>15,230</b>	<b>48,522</b>
<b>Percentage</b>	<b>68.6%</b>	<b>31.4%</b>	

## Implementation of Evaluation Recommendations and Lessons Learned

The mid-term evaluation of WFP's protracted relief and recovery operation (PRRO 200447) in 2016 provided six recommendations and offered a timely validation of the appropriateness of the WFP Afghanistan programme portfolio and strategic direction. Consultations with communities, the Government, United Nations (UN) agencies



and non-governmental organizations further validated WFP's approach and provided useful suggestions for the future.

The following progress was made in the implementation of evaluation recommendations during 2017:

1. **Making the WFP safe distribution model relevant to the Afghanistan context:**  
WFP prepared safe distribution guidelines. WFP coordinated with safety and law enforcement actors to implement appropriate crowd control measures at distribution sites while considering Afghanistan's social and cultural practices to protect the dignity of all women, men, girls and boys involved.
2. **Developing qualitative and practical gender indicators:**  
WFP developed a comprehensive gender action plan that included measuring selected qualitative gender indicators through surveys and developing capacity on gender mainstreaming. WFP hired a gender equality specialist in 2017 to maintain and improve upon gender policies and programming results in the future.
3. **Improving the sustainability of local production of specialised foods:**  
Responding to challenges that WFP Afghanistan faced in the past, the country office produced a lessons learned document on the production of high energy biscuits in containerised food production units. The lessons learned exercise recommended that WFP improve its exit strategy by ensuring the commercial sustainability of specialised food products.
4. **Developing a third party monitoring (TPM) guidance policy:**  
TPM remained essential to maintain programme delivery and monitoring in Afghanistan, where insecurity heavily restricted the movements of WFP staff. WFP Afghanistan conducted compliance reviews of two TPM companies in 2017 and prepared a policy for the use of TPM in future. The policy provided criteria for TPM deployment and defines responsibilities for ensuring proper management of TPM.
5. **Harmonization of data management:**  
Based on recommendations to improve organizational performance, WFP Afghanistan moved all monitoring and evaluation to the Country Office Tool for Managing (programme operations) Effectively (COMET), WFP's corporate programme design, implementation and data management tool.
6. **Gender mainstreaming guidelines:**  
WFP Afghanistan acted upon recommendations to improve gender mainstreaming by ensuring that staff completed WFP's corporate online training modules on *Sexual Harassment and Abuse of Power* and the *I Know Gender*.  
. Several technical units were involved in gender mainstreaming awareness sessions. WFP is in the process of developing training material for basic gender equality training for all staff as well as materials for a specialised training for programme staff. In addition, WFP held several gender awareness sessions for staff in local languages.

Throughout 2017 WFP held consultations with its donors, partners and other UN agencies which validated WFP's work. Many also praised the initiative WFP is taking to bridge humanitarian and development assistance in the future.

# Transforming Afghanistan by Working at the Humanitarian-Development-Peace Nexus

Summers are dry in Takhar Province of northeastern Afghanistan, while winters are harsh. Bagh-e-Shah, a village in Takhar's Rustaq District, sits in a valley with barren mountains surrounding it. Summer droughts and rising temperatures make life challenging here, but a recent joint project in Takhar Province involving communities, government line ministries, the non-governmental organization Shelter for Life, and WFP, shows the transformative possibilities of working at the humanitarian-development nexus.

The community in Bagh-e-Shah chose to build a canal to regulate water throughout the growing season. The multi-year project that followed involved the construction of over 11 km of canal through WFP's food for assets programme in order to irrigate the land in Bagh-e-Shah and three neighbouring villages. The excitement of the villagers is palpable. They speak of moving from suffering annual shortages of wheat to selling surpluses to the market and growing and consuming fruits and vegetables for the first time. Instead of migrating to Iran and Pakistan in search of work each year, or looking for alternative strategies for addressing their families' needs, they finally have sustainable livelihoods in their home villages.

"Before the canal, we were sad and poor. Our men had to leave the village and travel far away to Jalalabad, Laghman or Kunduz to make money to feed our children. Now they are working with us here. Together, we are able to provide for our families. We were hungry before, but we are not hungry anymore. We are able to feed our families." *Nissa, 40, a mother of five.*

The canal enables farmers in Bagh-e-Shah to irrigate more than 1,000 ha of arid land, improving farming conditions and access for hundreds of families to more varied and nutritious food.

"Before the canal, we could only harvest wheat on this land. With the irrigation canal, we can also produce fruits and vegetables; now people can work the land and grow their own food. We have squash, beans, beets, watermelon, onions, grapes, tomatoes." *Sultan Ahmed, a village elder.*

The project shows the benefits of linking humanitarian and development efforts. WFP provided humanitarian assistance in the form of fortified wheat flour for three months to meet a critical food gap for 845 vulnerable families. In return, men and women from these families built the canal to help themselves to make their livelihoods more sustainable -- for this generation and the next one.

"We hope to produce more and get enough food to continue to feed our children. Maybe we can even sell some at the market to make enough to keep the children in school. Then they can get a good education and grow up to become teachers or engineers. This will help them to make a life for their families in the future." *Sheikh Mohammad, 50, a father of ten from the village of Bagh-e-Shah.*

Moreover, beyond Bagh-e-Shah, WFP purchases the fortified wheat flour from local millers, who, according to their contract with WFP, must source 40 percent of the wheat from smallholders within the country. WFP contracts Afghan transport companies to deliver food to the communities. As a result, there are economic development benefits in the form of employment and livelihoods all along the chain from the smallholders to the millers to the transporters and communities.

The community and the government are convinced that these efforts which support livelihoods and offer opportunities for the future contribute to stability and promote peace.

"Such projects have a very important role in bringing positive changes to the lives of people. It positively changes the economy[.] I have witnessed projects in many parts of the country that encourage people ... even those, who are part of the armed opposition ... [to leave] the illegal activities and [start] a new life by working in such development projects in their areas." *Lutfullah Rashed, Director of Communications at the Ministry of Agriculture, Irrigation, and Livestock*

The project in Bagh-e-Shah provides a concrete example of the humanitarian-development-peace nexus at work. For now, the village is thriving with plentiful fruits, vegetables and wheat. Bagh-e-Shah literally means the "garden of the king". Once again, it is living up to its name.

# Project Results

## Activities and Operational Partnerships

Access to project sites in Afghanistan continued to be a major challenge for the humanitarian community. The country's mountainous terrain and the widespread insecurity made it difficult to travel long distances by road. To safely reach remote areas, often the only alternative was to fly. However, local commercial airlines did not meet International Civil Aviation Authority (ICAO) safety standards and only served major cities. As a result, many humanitarian organizations relied on the United Nations Humanitarian Air Service (UNHAS) to reach people in need. At the same time, many of these areas where the humanitarian community worked had only rudimentary medical facilities. UNHAS provided evacuations when medical emergencies occurred. It also responded to requests from its users to relocate relief workers who were at risk of violent attack or where the security situation deteriorated significantly. UNHAS therefore served two primary purposes in Afghanistan: to provide a reliable humanitarian air service for 160 organizations to 25 destinations countrywide and to provide on-demand medical and security evacuations.

To understand the requirements of the humanitarian community, UNHAS assessed its clients' needs by conducting surveys and holding regular meetings with its user group and board members. Each year UNHAS aimed to conduct two routine assessment surveys. However, in a context where sudden onset emergencies occur frequently, the needs of users can change rapidly. UNHAS therefore supplemented these routine assessments with on-demand surveys to reassess needs following changes in the UNHAS operating environment. In 2017 UNHAS assessed airfields in the districts of Darwaz, Shighnan, Nimroz, Ghazni and Khost to help facilitate responses to new emergencies.

The results of these assessments helped UNHAS plan its routes and the size of its fleet to meet the users' needs safely and securely while providing value for money to its passengers and donors. Having accounted for demand, UNHAS continued to use four aircraft in 2017: three 19-seater Beechcraft 1900D fixed-wing aircraft and one 19-seater Mi8-MTV helicopter. This fleet composition enabled UNHAS to maintain a reliable and safe service while providing sufficient capacity to meet projected demand and allow for medical and security evacuations and/or cancellations caused by bad weather or technical problems.

While UNHAS remained the largest provider of air services to the humanitarian community in Afghanistan, it was not alone. The United Nations Assistance Mission in Afghanistan (UNAMA) Aviation, PACTEC (a not-for-profit, non-governmental organization) and the International Committee of the Red Cross (ICRC) provided similar and complementary services. UNHAS coordinated its work regularly with these organizations to improve the service to the broader humanitarian community. UNHAS checked its flight schedule against UNAMA and PACTEC's schedules to avoid duplication, increase coverage and enhance the convenience of the air service.

UNHAS maintained strong links with the Afghanistan Civil Aviation Authority (ACAA) and the Ministry of Transport and Civil Aviation. In the context of persisting insecurity in Afghanistan, UNHAS also collaborated with a number of security partners to mitigate risks. These partners included the Security Information Operation Center (SIOC) within United Nations Department for Safety and Security (UNDSS) and the UNAMA Integrated Aviation Risk Management Office.

## Results

In 2017, United Nations Humanitarian Air Service (UNHAS) provided safe and reliable air transport services to 157 user organizations in Afghanistan. All organizations had access to regular flights and emergency medical and security evacuations. UNHAS services permitted those humanitarian organizations to reach project implementation sites that otherwise would have been inaccessible.

UNHAS served 25 destinations on a regular basis, accepting bookings for 18,667 passengers, down from 21,864 in 2016. The decrease was attributable to PACTEC (a non-governmental organisation), which resumed its service in late 2016 and provided a regular service to Bamiyan, among other destinations. In 2017, UNHAS utilized the contracted aircraft for 93 percent of the total contracted hours, which represented a 6 percent improvement on 2016. UNHAS Afghanistan constantly adjusts schedules to complement other humanitarian air services to meet the needs of its members.

The United Nations Assistance Mission in Afghanistan (UNAMA) requested the security relocation of two staff from Gardez, in Paktia province, while other users requested 21 medical evacuations in 2017. UNHAS expedited

services in response to these requests.

# Figures and Indicators

## Data Notes

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An UNHAS helicopter in the southeastern province of Khost.

## Project Indicators

### Output Indicators

Output	Unit	Planned	Actual	% Actual vs. Planned
<b>SO1: Special Operation (Air Ops)</b>				
Metric tons of cargo transported	metric ton	72	61	84.7%
Number of agencies and organizations using humanitarian air services	agency/organization	160	157	98.1%
Number of aircrafts made available	aircraft	4	4	100.0%
Number of assessments/surveys conducted	assessment	4	2	50.0%
Number of locations served	site	25	25	100.0%
Number of passengers transported	individual	24,000	18,667	77.8%
Percentage of logistics service requests fulfilled	%	65	76	116.9%
Percentage of passenger bookings served	%	95	97	102.1%
Percentage response to medical and security evacuation	%	100	100	100.0%
Utilization of the contracted hours of aircraft	%	100	93	93.0%