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Emergency Plan of Action Final Report

Tajikistan: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation no. MDRTJ028	Glide number: FL-2019-000058-TJK
Date of issue: 17 December 2019	
Operation start date: 17 June 2019	Operation end date: 17 September 2019
Host National Society: Red Crescent Society of Tajikistan (RCST)	Operation budget: CHF 147,688
Number of people affected: 6,750 people (1,350 households)	Number of people assisted: 2,750 people (550 households)
Red Cross Red Crescent Movement partners currently actively involved in the operation: IFRC, German RC and ICRC	
Other partner organizations actively involved in the operation: Local and National Government of the Republic of Tajikistan, Rapid Emergency Assessment and Coordination Team (REACT) partners	

A. SITUATION ANALYSIS

Description of the disaster

Description of the disaster

Continuous heavy rains resulted in mudflows and floods countrywide between 1 and 7 June 2019. In total, 10 mid-scale mudflows and floods had occurred throughout Tajikistan. 1,350 households (6,750 people) were heavily affected in Khatlon province (Vose, Farkhor, Temurmalik, Pyanj and Khuroson districts), Sughd province (Devashtich, Isfara, Penjikent and Konibodom districts) and in Direct Ruled Districts (DRD) Rudaky and Fayzobod. At least 4 persons were killed in Khuroson, Penjikent and Pyanj. The mudflows repeatedly hit the same locations (in Farkhor and Vose) on 6 June 2019. Around 650 households were evacuated to neighbouring villages into safe places i.e. schools, mosques and relatives' houses. The Government commenced relief operations in all the affected districts and called for assistance from in-country humanitarian partners.

Based on the assessment by the National Emergency Response Commission in the affected areas, completed on 7 June 2019, the total number of residential houses with structural damages caused by mudflows and floods stands at **1,350 households in 1,000 houses¹**, out of which **354 houses were heavily damaged and destroyed, 272 were partially damaged and another 374 houses were muddled**. Mudflows and floods damaged and destroyed assets and stocks of the population (livestock, food, water supply systems, latrines, household items etc.), and also damaged auxiliary premises and land plots of the residential houses, including crops. Furthermore, infrastructure, such as roads and bridges connecting the villages, riverbank protections, as well as agricultural lands had been destroyed, increasing the humanitarian needs of the population. The Committee of Emergency Situations and Civil Defences under the Government of Tajikistan (CoES) called to scale-up



Image 1: Rapid needs assessment with the National Emergency Response Commission. *Photo: Red Crescent Society of Tajikistan*

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¹ Average of one household in Tajikistan is from 5 to 7 with some households sharing one housing. Shared housing households, on average, consist of 12 to 16 people.

the delivery of assistance. The Chairman of the CoES (co-chair of Rapid Emergency Assessment and Coordination Team (REACT) called an extraordinary meeting on 7 June 2019 with several REACT partners to provide update on the situation and presented outstanding needs. Government-led damage and needs assessment continues in all the affected districts and is being compiled by the CoES.

Table 1. Total number of affected populations by province and districts

Province/ Oblast	Regions	District	Community /Jamoat	# of households	# of population	# of affected households	# of affected people
Khatlon	Kulob	Farkhor	Surkhob	413	3 049	279	1,395
		Vose	Guliston	763	6,992	331	1,655
		Temurmalik	Shibanay	190	1,670	3	15
	Bokhtar	Khuroson	Mehnatobod	270	2,935	274	1,370
		Panj	Namuna	695	4,035	127	635
Sughd		Konibodom	Ortiqov	2,100	10,500	140	700
		Panjakent	Yori	132	704	1	5
		Isfara	Khonobod	2,578	12,899	95	475
		B.Gafurov	Isfisor	50	250	2	10
DRD	DRD	Rudaki	Chorgulteppa	800	5,000	98	490
Total				7,991	48,034	1,350	6,750

Summary of response

Overview of Host National Society.

The Red Crescent Society of Tajikistan Bokhtar, Kulob and Isfara National Disaster Response Teams (NDRT) were on the disaster sites in the first hours of emergency to conduct assessment, provide support to the affected population by rendering first aid and psychological support. They had participated in evacuation activities and helped the affected households in cleaning the mud from their homes. In total, 12 National Disaster Response Team members, 36 Local Disaster Committee members/volunteers, 3 Regional staff from Bokhtar, Kulyab, Isfara and 1 staff from HQ level from Dushanbe city were deployed to support response activities.

As a member of National Emergency Response Commission, the National Society deployed team members, who participated in the preliminary assessment in affected areas from 2 to 7 June 2019.

In total, **13 injured people** had received **first aid and PSS** and **750 affected people were evacuated to neighbouring villages to safe places i.e. schools, mosques and relatives' houses**. RCST volunteers helped people to evacuate to safe places and accompanied older and vulnerable people and children to evacuation points. Tents were set as RCST operation point in close to affected areas to provide First Aid and Psychosocial support (PSS) to affected population. At the same time, all other health issues were covered by the Ministry of Health (MoH) and local medical centres/hospitals.

The RCST teams were actively supporting the distribution of drinking water and food products, as well as hot food provided by neighbouring villagers and local governments.

On 7 June 2019, RCST issued a field report to the IFRC GO system followed by situation reports indicating the need for a DREF operation, following the request of Committee of Emergency Situations and Civil Defense (CoES).

The RCST had also been primarily **requested by the Local Governments of Sughd, Kulyab, Bokhtar Direct Ruled Districts (DRD)** to provide household items to the affected population as the food needs mostly covered by governmental bodies, local authorities and private sector.

In response, the RCST mobilized its stock of **300 household sets** (see Table 3) from its Emergency Response Centres (ERCs) in Dushanbe (250 sets) and Bokhtar (50 sets) to distribute in the most affected villages.

The National Society planned to replenish distributed stock and provide 50 affected households with unconditional cash with the support of DREF funds.

Overview of Red Cross Red Crescent Movement in country

Movement partners include International Committee of the Red Cross (ICRC), the International Federation of Red Cross and Red Crescent Societies (IFRC) and German Red Cross (GRC) representations in country. All partners



Image 2: RCST supported evacuation activities in Farkhor district Photo: Red Crescent Society of Tajikistan

remained ready to support the National Society in case of need. The National Society continuously updated the IFRC Country office on the progress of the operation.

The RCST was continuously coordinating with and informing the IFRC's Country Office in Tajikistan as well as the ICRC and German Red Cross about the actual situation and the response.

The first extraordinary meeting was conducted on 7 June 2019 by RCST Secretary General with participation of National Society key staff, IFRC Disaster Management Senior Officer in Central Asia and German Red Cross Representative for Central Asia. Participants were updated on the extraordinary meeting conducted by the Committee of Emergency Situations and Civil Defence (CoES) and the appeal to the international community for support in response operations.

Official request for DREF was sent to IFRC Central Asia Country Cluster Support team. The IFRC was providing technical support to the RCST in drafting EPoA, planning, in coordination within the movement and with external stakeholders and in inducting staff and volunteers who were involved in the operation.

German Red Cross supported the RCST with food parcels to be distributed to 272 affected people in Vose district, jamoat Guliston, Guliston community of Khatlon province within 13-14 June 2019.

Overview of non-RCRC actors in country

National Emergency Response Commissions led by the CoES Chairmen had been in the disaster area since the first hours of the disaster. The local branches of CoES, Ministry of Internal Affairs and medical centres had been mobilized to conduct rescue operations and evacuated affected people to safe areas such as schools, mosques, and relatives' houses in neighbouring villages.

In all districts, the central government mobilized its structures to rehabilitate the damaged infrastructure (cleaning roads and ditches, restoring electricity lines, providing clean drinking water) within their capacity and together with private sector actors organized the distribution of drinking water and food from neighbouring villages around the affected localities. The Governments of Khatlon, Sughd Provinces and RRS had provided a one-time food distribution to people in affected areas after the first day of the disaster.

UNICEF provided 483 hygiene kits to CoES for distribution in Vose and Farkhor districts. UNDP provided 483 sets of NFIs (household items) consisting of mattresses, blankets, pillows, bed linens and shovels. The *Aga Khan Agency for Habitat (AKAH) – Focus Humanitarian Assistance* provided two tonnes of fuel. Organisation for Security and Cooperation in Europe (OSCE) provided six tonnes of fuel.

There were international agencies, UN organisations and RCRC actors operating in the country in the REACT framework, the national emergency response coordination mechanism in Tajikistan. However, none of the organizations other than RCTS was requested or authorised to support the affected population during the first week of the emergency, due to Governmental Emergency Response Commission counting on its own resources and capacities to help all victims and to cover population needs. As the scale of the disaster and the need of the population had grown beyond the capacity of the Emergency Commission, REACT Rapid Response Team had been deployed to conduct detailed assessment in affected areas of Khatlon, Sughd and DRD on 10 June 2019.

Needs analysis and scenario planning

Needs analysis

The humanitarian priorities **included food, drinking water, household items**, support in **debris cleaning and sanitation/hygiene**.

Food stocks and food storage facilities in most houses were damaged (covered with mud) or lost. Although local shops and markets continued to operate, the population was not able to buy food due to the financial losses that they had suffered due to the floods. People had also lost much of their cattle and livestock, gardens and agricultural fields, which were the main source of income for most of the affected households.

There was **need for household items** including beddings, kitchen sets and mud cleaning tools, as many household utensils including kitchen sets, cleaning tools (shovels, hoes) and bedding were tainted or not suitable for use anymore.

Water and Sanitation: local governments provided drinking water to households in areas affected by mudflows, as the water supply and the sewer systems were temporarily disabled by the disaster. Water sources had been polluted by floods and were deemed unfit for human consumption (especially in rural areas). There was an urgent need to raise people's awareness of the first signs of water-borne diseases to immediately seek medical help in case of need.

Support was also required in **debris/mud removal**: in particular, for the most vulnerable households (e.g. female-headed households, multi-children households, and older people, especially those living alone).

According to the coordination and distribution of roles and based upon request from the local authorities and in agreement with the CoES headquarter, the **RCST focused on providing household items including beddings (blankets, mattresses, pillows, bed linen sets) kitchen sets, hygiene kits, shovels and hoes, hygiene promotion materials and cash** in close cooperation with governmental bodies, local authorities and REACT partners.

Selection

People were targeted for support the RCST based on the **following criteria**:

- Households that have been heavily affected by the floods (damage to homes, loss of properties, need for household items, among others) or that are especially exposed due to the floods (in terms of vulnerability).
- Households with special circumstances of vulnerability, such as single-parent households with dependent children, households of older adults or with dependent older adults, with members with disabilities based on assessment results and local authorities' data.

The 50 households receiving unconditional cash are those who had their homes completely destroyed and lost food and property, as identified during the assessment in coordination with National Emergency Response Commission representatives, local authorities and representatives of people affected.

Risk Analysis

No significant risks and security concerns were identified that would potentially affect the operations. However, the State Agency for Hydrometeorology of Tajikistan forecasted continued high temperature and snow melting from mountains, which increased water levels in rivers throughout of the country. In case of another emergency, the RCST is ready to activate its contingency plan and deploy its existing disaster response capacities from all over the country.

B. OPERATIONAL STRATEGY

Implemented strategy

The operation included a one-time distribution of household items, unconditional cash as well as hygiene promotion information materials to cope with the consequences of the floods. The RCST planned to implement the following activities within the DREF operation by staff and volunteers in close cooperation with National Emergency Response Commission representatives:

- Detailed needs assessment and finalization of lists of people who the RCST worked with specifying further the extent and scope of damages.
- Provision of 300 households (1,500 people) – with household set (table 3) and kitchen sets (table 2).
- 50 households were provided with unconditional cash grants to meet immediate needs within DREF eligibility criteria (including food, other essential household items, construction tools and materials and other items that are not included in the overall assistance).
- Improvement of the hygiene situation of 550 households (2,750 people) by distributing hygiene kits and hygiene promotion information materials in affected communities and conducting hygiene promotion campaigns, including the distribution of information materials
- Affected population were engaged in the assessment phase of response operations to identify their needs, in hygiene promotion campaigns (in most public areas like mosques, markets and school) as well as in the [beneficiary satisfaction survey](#), post distribution monitoring and satisfaction surveys.

The selected items for distribution listed below were according to traditions and were provided by the RCST to the affected population during previous operations since 2008 in response to different emergencies including earthquakes, drought, floods, mudflows and cold waves. The list was defined based on previous results of satisfaction surveys and interviews with the population in the country.

Table 2 – Content of kitchen set

No.	Description	Unit	Quantity
1.	Pot (8 litre)	Pcs	1
2.	Ladle	Pcs	1
3.	Scoop	Pcs	1
4.	Kitchen knife	Pcs	2
5.	Large plate	Pcs	5
6.	Small plate	Pcs	5
7.	Spoon	Pcs	5
8.	Fork	Pcs	5
9.	Cup	Pcs	5
10.	Carton box with logos	Pcs	1

Table 3 – Content of NFIs

No.	Item	Quantity per family
1	Towel	5 pieces
2	Soap	5 pieces
3	toothpaste	2 pieces
4	toothbrush	5 pieces
5	washing powder	500 gr/1 pack
6	disinfection powder	500 gr/1 pack
7	liquid soap	1 litre
8	Shampoo	1 piece
9	toilet paper	5 rolls
10	laundry soap	4 pieces
11	plastic bag	1 piece
12	Diapers	18 pcs, 1 pack

Table 4. Locations and number of households supported with unconditional cash grants

Province/Oblast	District	Jamoat	# of assisted households
Kulob	Farkhor	Surkob	20
	Vose	Guliston	11
Bokhtar	Khuroson	Qizil-qala	4
	Panj	Namuna	3
Sughd	Konibodom	Puloton	6
	Panjakent	Yori	1
	Isfara	Shurob	3
DRD	Rudaki	Chorgulteppa	2
TOTAL			50

Table 5. Locations and number of people covered with household items

Province /Oblast	District	Community /Jamoat	# of households	Matrasses	Pillows	Blankets	Cooking sets	Bed linen	Plastic buckets	Plastic sheeting	Hygiene kit	Shovels	Hoe
Khatlon	Farkhor	Surkhob	98	490	490	490	98	98	98	98	98	98	98
	Khuroson	Kizil-Qala	60	300	300	300	60	60	60	60	60	60	60
	Panj	Namuna	57	285	285	285	57	57	57	57	57	57	57
Sughd	Koni-bodom	Puloton	55	275	275	275	55	55	55	55	55	55	55
	Isfara	Shurob	30	150	150	150	30	30	30	30	30	30	30
Total			300	1,500	1,500	1,500	300	300	300	300	300	300	300

Operational support services

Human resources (HR)

A total of 52 staff, NDRT members and volunteers including 1 DM Coordinator in HQ, 3 staff in Khatlon and Sughd Provinces branches, 12 NDRT members (4 per team), 36 Local Disaster Management Committee members/volunteers were deployed by the RCST to carry out the proposed activities. The IFRC Senior Disaster Management Officer in Central Asia based in Tajikistan provided overall technical support to the RCST in implementing the operation, as well as in reporting and communications.

Logistics and supply chain

Household items procured, transported and pre-positioned locally in accordance and full compliance with the RCST's and IFRC's procurement guidelines as well DREF guidelines.

Information technology (IT)

Communications equipment, mobile and fixed phones and laptops have been made available by RCST in order to maintain contact between the branches and operational volunteers and their base, as well as maintain and update records, and plan and coordinate the emergency. The National Society's HQ maintained regular communication with its Kulyab, Bokhtar and Isfara Regional branches through mobile phone network and for reports and pictures, through the internet.

Communications

A press release in Tajik and English was posted on the website of the RCST.

Planning, monitoring, evaluation, & reporting (PMER)

The RCST and the IFRC in Tajikistan monitored implementation throughout the project. The IFRC provided technical support in terms of operation management including monitoring and reporting where necessary. Regular updates provided by the RCST to the IFRC on the general progress of the operation. A [beneficiary satisfaction survey](#) as well as one-on-one interviews was conducted as part of the monitoring and evaluation plan within 5-12 September 2019. A 'lessons learned' workshop was conducted on 13 September 2019 in Kulyab town of Khatlon Province to share the breadth of experience gathered and challenges encountered during the operation among the RCST, IFRC, ICRC staff and governmental actors involved in the response.

Administration and Finance

The RCST ensured the proper use of financial resources in accordance with the conditions laid down in the project agreement signed between the National Society and the IFRC. The IFRC ensured that financial resources management took place in compliance with the IFRC standards and the DREF guidelines.

C. DETAILED OPERATIONAL PLAN

	<p>Shelter People reached: 1,500 Male: 738 Female: 762</p>		
Indicators:		Target	Actual
# of emergency household items (kitchen sets, blankets, mattresses, pillows, hoes and etc.) distributed to support the affected population of Khatlon Province.		300	300
Narrative description of achievements			
<p>The RCST NDRTs and branches in all affected areas from Khatlon, Sughd Provinces and Rudaki district of DRD mobilized its staff and volunteers for the needs assessment in the first hours after the disaster. Taking into account the extensive experience and positive image of the RCST in all affected areas, the branches succeeded in conducting the assessment quickly and provided the first information in close coordination with local CoES branches. The joint disaster response undertaken with the CoES personnel focused on evacuation of the most affected population to safer places.</p>			
<p>Based on the detailed needs assessment, the RCST branches prepared lists of beneficiaries in both target areas in cooperation with local authorities. In accordance with the rules of relief distributions, the RCST branches conducted selective pre-validation of the lists prior to distribution.</p>			
<p>Based on request from the RCST HQ the branches in all affected areas prepared the lists of active volunteers from the affected areas (24/7 duty). Following the approval of the list of volunteers, the RCST HQ insured them in accordance with DREF regulations.</p>			
<p>When the Government issued a permission for humanitarian aid distribution, the RCST mobilized available 300 household item kits from its Emergency Response Centres (ERCs) in Dushanbe (215 sets), Sughd (35 sets) and Isfara (50 sets) to distribute to the affected population of Farkhor, Khuroson and Panj districts in Khatlon Province and Konibodom district and Isfara town of Sughd Province. The family sets consisted of bedding (blankets, mattresses, pillows, and bed linen sets), kitchen sets, shovels and hoes. In total, 300 affected families were reached by RCST with household items during this operation.</p>			
<p>The RCST HQ signed a contract with a company that delivered goods from Dushanbe city to the affected areas in Khatlon and Sughd Provinces. Representatives of local authorities joined the RCST during the distribution of items.</p>			
<p>The RCST HQ Logistics Department procured NFIs requested for distribution in the affected areas. The items were further transported to Sughd and Khatlon Provinces to replenish stocks in Sughd, Isfara and Bokhtar ERCs. A third part of NFIs was used to replenish the stock in Dushanbe city.</p>			
<p>Distributions of household items as well as hygiene kits were carried out by two disaster management (DM) staff from the RCST HQ, the RCST Bokhtar, Kulyab ERC, Sughd ERC and Isfara ERC Coordinators, the RCST Executive Secretaries from all regions in close cooperation and coordination with the CoES, local administration and community leaders. Reports on distributions were provided by each RCST branch and DM staff responsible for distribution.</p>			
Challenges			
<p>The only challenge was to get permission from Local authorities for distribution of household items. The Government referred to avoiding misunderstanding between affected populations in the first days and asked to wait for the final results of Government Commission.</p>			
<p>As for shelter-related challenges, RCST did not face them during DREF Operation based on staff and volunteer experience gained from previous years.</p>			
Lessons Learned			
<ol style="list-style-type: none"> 1. To strengthen awareness works with community members living in prone to natural disaster areas to avoid misunderstanding during assessment and distribution of shelter-related support; 2. To maintain close contacts with authorities in place for the getting permission in earliest possible for distribution aid according to RC/RC mandate; 3. To keep informed and conduct refresher training for newly joined RCST PO members; 4. To get additional people from local authorities in LLWs for getting full picture of DREF Operations. 			



Livelihoods and basic needs

People reached: 250

Male: 123

Female: 127

Indicators:	Target	Actual
# of households provided with unconditional cash grants	50	50
Narrative description of achievements		
<p>RCST sent an official preliminary letter on 1 July 2019 on cash distribution to CoES in National level. The CoES was requested to provide the list of 50 households (homes fully destroyed) in targeted affected communities. The RCST Finance Department contacted first with local Governmental Bank "Amonatbank" on this issue. Later on, it was revealed that "Orienbank" which is mainly serving RCST will be designated. This bank has branches in all areas of the country. The local authorities in affected areas welcomed the new initiative of RCST through IFRC DREF (cash distributions). Within August-September 2019, all 50 families received cash through the "Orienbank" and spent mainly for the rehabilitation of their houses and livelihoods which was confirmed during the Beneficiary satisfaction survey (BSS).</p> <p>50 households, whose houses were completely destroyed and who lost home belongings and food products, were selected in close cooperation with the National Emergency Response Comity and Local authority representatives. The National Government provided these households with construction materials to reconstruct their houses. The National Society provided cash to help affected people buy supplementary food, pay for labour and procure construction tools. The operation targeted the most-affected 50 households in the 8 most flood affected areas in Khatlon and Sughd provinces. Cash was provided through "Orienbank", as RCST had already conducted assessments of markets and the availability of items and conducted negotiations with several banks. The cash grant provided CHF 332 per household, calculating CHF 62 each month for 3 months to cover the most urgent food product household needs, (total CHF 186), CHF 60 for the procurement of 1 set of construction tool and CHF 86 for labour costs.</p>		
Challenges		
<ul style="list-style-type: none">- The lack of experience of RCST staff and volunteers in cash distribution during natural disasters;- Receiving the final list for cash distribution from authorities in a timely manner (lead to delayed distribution);- Not enough capacity of local banks in ground level to provide access to beneficiaries in getting cash.		
Lessons learned		
<ul style="list-style-type: none">- To find the ways of conducting CTP for RCST ERC Coordinators and key staff;- To sign new MoU with "Orienbank" or "Amonatbank" regarding possibility of using their local branches in the future;- To inform Government Bodies on Cash initiatives started by RCST and possible further use in the future.		



Water, sanitation and hygiene

People reached: 4,250

Male: 2 091

Female: 2 159

Indicators:	Target	Actual
# of people are covered by awareness and information materials	2,750	2,750
# of people are provided with hygiene kits	1,500	1,500
Narrative description of achievements		
<p>Based on needs in the affected areas it was decided to produce banners promoting hygiene and print information materials. Accordingly, the following items were printed as information materials with messages on safe sanitation and hygiene delivered through awareness materials, including:</p> <ul style="list-style-type: none">• Hygiene and Sanitation awareness material titled "Water for life" – 1,375 pcs;• Hygiene and Sanitation awareness material titled "Fresh water is safe" – 1,375 pcs;• Information banners – 10 pcs. <p>The information materials and banners were distributed among people living in the affected areas within July 2019.</p> <p>RCST Health Coordinator jointly with the DM staff visited Farkhor, Panj and Khuroson districts on 3-7 July 2019. During the distributions of household materials and hygiene kits, RCST Health Coordinator conducted additional on-the-job conversations and meetings on site with affected people and their family members on hygiene promotion. Also, the Health Coordinator had shown the contents of hygiene kits and introduced the items for the recipients. During this</p>		

mission, the Health Coordinator was tasked to brief at least 6 to 10 volunteers to implement hygiene promotion activities. HQ Health staff briefed 10 volunteers in Farkhor (4), Panj (4) and Khuroson (2) districts within 4-6 July 2019 during household item distributions. In general, 63 (sixty-three) affected women were covered with hygiene promotion during distribution of household items in Farkhor (24), Panj (18) and Khuroson (21) districts.

Information materials were developed in close cooperation with RCST Health Department. According to the contract, information education and communication materials (IECs) were delivered to RCST HQ on 3 July 2019.

Challenges

Some communities' members were reluctant to use the aqua tabs. Despite the volunteers' demonstration on how to use them, some beneficiaries feared it might affect their health. RCST volunteers continued with their intense information dissemination to explain the community member who has doubts how the aqua tabs works.

Lessons learned

Having existing community-based volunteers trained on hygiene promotion is critical for disease prevention during emergencies as they could be mobilized right away to do community awareness and improving sanitation in affected communities.

Following hygiene-related topics need to be addressed especially during hot period: keeping clothes clean; maintaining personal hygiene; taking a shower as much as possible; to wash hands with soap before and after taking food; to wash hands after using the toilet; to keep water in clean reservoirs and cans; to close the cap of pail filled with clean drinking water; to use boiled water for washing vegetables and drinking; to educate/inform children on using safe drinking water; the correct way of using diapers and sanitary napkins.

Strategy for implementation 1 - Strengthen National Society

Indicators:	Target	Actual
# of NDRT members and volunteers deployed	48	48
# of conducted monitoring visits and provided reports	5	5

Narrative description of achievements

A [Beneficiary Satisfaction Survey \(BSS\)](#) was conducted on 3-12 September 2019 in Farkhor, Panj, Vose and Khuroson districts of Khatlon Province and Konibodom district and Isfara town of Sughd Province. In total, 103 most affected households were interviewed by 2 RCST HQ DM staff jointly with the RCST branch representatives in affected areas. In general, beneficiaries were fully satisfied with the distributed household items and cash. Particularly affected people expressed their wish to receive financial support as a transfer to cards or cash, as well as to get more construction materials for the recovery of their houses.

During the BSS, some people (31 households) suggested revising the content of household sets (inclusion of a wheelbarrow, more spades and rubber boots in case of heavy floods). Another part of affected people (46 households) mentioned the importance of providing household items in the first days after the disaster. Majority of affected people (73 households) asked the RCST to be involved in provision of safe drinking water and food items, which were important. In general, the affected populations were very happy with the household items from RCST as support was much needed after the natural disaster.

On 13 September 2019 the RCST HQ DM staff facilitated a "Lessons Learned" workshop (LLW) in Kulyab town (Khatlon Province) in order to examine the level of achievement of the operation outcomes and outputs against the plan of action and to capture and disseminate lessons learnt so as to improve future planning and response. The LLW welcomed key staff of the RCST HQ DM Department, two regional branch staff from Bokhtar and Kulyab, a representative from the regional CoES branch in Khatlon Province, the IFRC Senior DM Officer in CA, the RCST ERC Coordinators from Bokhtar, Kulyab and Sughd, few active community members from affected areas and a representative of REACT. The LLW allowed identifying priorities and key areas to focus on in the future, as well as identifying gaps in response capacity of the RCST that IFRC should address. The RCST staff and partners assessed the response operation as successful in reaching the target families with assistance.

Challenges

The following lessons learned were captured at the lessons-learned workshop:

- The RCST disaster response was considered relevant and successful, however, knowledge should be refreshed continuously;
- There is good coordination between RCST and national stakeholders. However, RCST branches should always participate and inform Governmental Emergency Response Commission and REACT partners about the NS's mandate;
- RCST has limited pre-positioned stocks that can only be distributed to the most affected people according to set criteria.

Lessons learned

- To negotiate with authorities on providing urgent assistance in kind of NFIs by RCST at least in the first days after disasters;
- To persuade CoES on getting permission from the Government for cash assistance;
- To conduct refresh training for staff and volunteers on CTP taking into account good and bad practices from current DREF.
- One of the strengths of the National Society's response is active involvement of its NDRT members and POs.
- Cash transfer was a new initiative and was welcomed by authorities and beneficiaries.

D. Financial report

The budget for this DREF Operation was CHF 147,688. After finalizing the operation, there remains a balance of CHF 3,524 which will be returned to the DREF account. [Please refer to the Final Financial Report for details.](#)

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the national society, would like to extend thanks to all for their generous contributions. ECHO, the Netherlands Red Cross and the Government of Canada have replenished the DREF in the occasion of this operation.

Contact information

Reference documents



Click here for:

- [Emergency Plan of Action \(EPOA\)](#)

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How we work

All IFRC assistance seeks to adhere to the [Code of Conduct](#) for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in Humanitarian Response \(Sphere\)](#) in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and **peace.**

Annex 1 –Beneficiary satisfaction survey (BSS) report



Report

A beneficiary satisfaction survey was conducted between 03 and 12 September 2019, by two RCST DM coordinators from headquarters and nine members of the National Disaster Response Team (NDRT) in Soghd, Bokhtar and Kulyab emergency response centres. The survey gauged the opinion of people in target districts, reaching 24 families from Ortiqov and Bobokalonov of villages of Konibodom districts. 11 families Neftobod, Nurafshon villages of Isfara district. Kommunizm, Peshqadam, Namuna, Selgah, Kabud Saifuddionov villages (Panj district) and 42 families from Surkhob, Vahdat Nurmat Safarov villages (Farkhor district).

The purpose of the survey was to find out to what extent beneficiaries were satisfied with the goods and services received during the operation, to expand the knowledge base, identify best practices and provide concrete recommendations for future disaster response operations. Methods used for data collection mainly included individual and household interviews, as well as direct observation. A total of 103 families were selected to participate in the survey, representing 30 per cent of all families reached with NFIs. This number provides a broad sample for database to analyse if the operation reached its objectives and the needs of targeted beneficiaries. The survey questions referred to relevance/appropriateness of goods and services, timeliness, information dissemination and visibility.

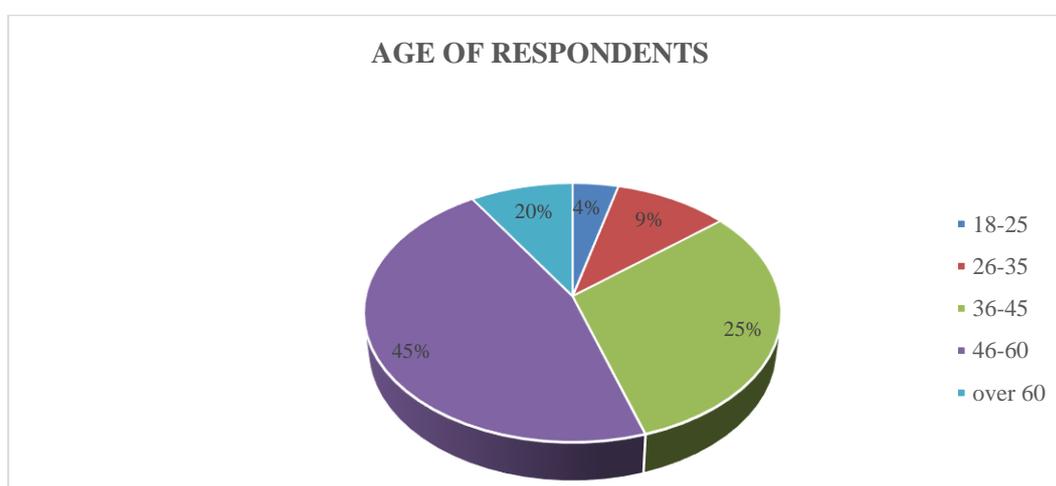
The survey questions touched upon issues of relevance/appropriateness of goods and services, timeliness, information dissemination and visibility. Most of the questions in the questionnaire can be classified in one of these categories. Therefore, this report will present the findings and conclusions based on these four main criteria.

Methodology

Methods: the methods used for data collection included mainly individual and household interviews and to some extent observation. Monitoring of the interviewing and activities was done by the representatives of the RCST HQ in some of the involved branches.

Selection of beneficiary sample: The team did aim to reach a representative sample, therefore the selection of interviewed families was decided to be done in the majority of affected villages in order to reach a wider impression about the scale of the operation, and the quality of assistance provided to the beneficiaries. A total of 103 families (515 people) were selected to participate in the survey, representing 30% of the total targeted families and results and age respondents see Graph 1

Graph 1

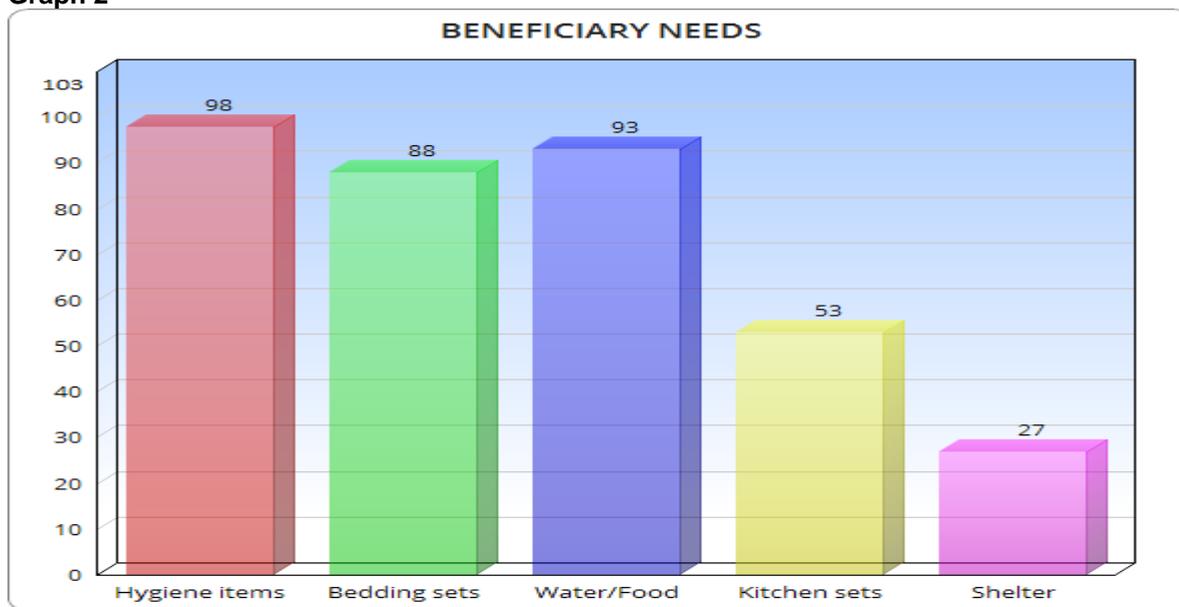


According to the results of the survey interviews all randomly selected households were asked by the National Society staff and volunteers, and results are the following:

- the distribution points and the time were convenient for the beneficiaries;
- the necessary information about the date, time and place of distribution were provided prior to the distribution;
- the quality of the distributed items received from the National Society were according to the needs;
- aid provided Red Crescent professionally trained staff or volunteers during the emergency response activities and distributions;
- all interviewed households are aware about the Red Crescent and visibility of the Red Crescent Society was ensured during the distributions with the help of a uniform or an logo.

The answers of respondents to the question on their needs after the flood produced a peculiar picture (see graph 2)

Graph 2



The answers of respondents to the questions on their needs after the flood as following:

In total: 103 families\households.

- **Male – (57%);**
- **Female – (43%).**

Target Groups:

- Elderly people over 60 living alone – 20 persons;
- People with disabilities – 8 persons;
- Socially endangered persons with very young children – 45 persons;
- Self-supporting mothers – 30 persons.

1. How were you affected by the disaster?

- ✓ Almost lost my life – 3 households
- ✓ I was injured – 4 households;
- ✓ A family member was injured – 2 households;
- ✓ A family member died – 0;
- ✓ My property was damaged – 98 households.

2. What did you need?

- ✓ Food – 93 households;
- ✓ A place to sleep – 27 households;
- ✓ Clothes/blankets – 88 households;
- ✓ Water – 93 households;
- ✓ Hygiene items – 98 households.

3. What did you receive?

- ✓ Food – 103 households; (by local government and other organizations)
- ✓ A place to sleep – 27 households (by local government);

- ✓ Clothes/blankets – 103 households (by RCST);
- ✓ Water – 103 households (by local government);
- ✓ Kitchen sets – 103 households (by RCST)
- ✓ Cash – 50 households (by RCST)

4. Who gave you this?

- ✓ Government – 103 households;
- ✓ Red Cross\Red Crescent – 103 households;
- ✓ Others – 5 households;
- ✓ Don't know – 0.

5. What did you receive from each?

- NFIs and Cash – RCST;
- Food and Water – Local Government and other organizations
- Hygiene kits – UNICEF

6. Did you receive cash?

- ✓ Yes – 50 households
- ✓ No – 53 households

7. How much did you receive?

3272, 17 somoni. – 50 households

8. For what did you spend the above mentioned cash?

- ✓ For rehabilitation of houses – 41 households
- ✓ For the food - 6 households
- ✓ For the warm clothes – 3 households
- ✓ For another – 0 households

9. Were you asked about your needs?

- ✓ Yes: by RCRC – 103 households;
- ✓ By government – 103 households;
- ✓ By others – 9 households;
- ✓ By neighbour – 46 households;
- ✓ No – 2 households;

6.1 If yes to previous question: Did you give advice about how to help the people affected by the disaster?

- ✓ Yes – 35 households;
- ✓ No – 68 households;

10. If support came from the RCRC, when did you receive it?

- ✓ 12 hours after – 0%
- ✓ One day after - 0%
- ✓ Two days after – 0%
- ✓ 3-5 days after - 12%
- ✓ One week after – 18%
- ✓ Two weeks after – 73 households:

11. Where did you receive the relief items?

- ✓ At home – 0%
- ✓ Others/distribution point – 103 households.

12. How far did you have to travel?

- ✓ Half an hour – 75 households;
- ✓ An hour – 28 households.
- ✓ 2 hours – 0
- ✓ 3 hours - 0

10. At what time did the distribution take place?

- ✓ In the morning – 25 households;
- ✓ During the day – 75 households;

- ✓ In the evening – 3 households

11. What time would have been the best for you?

- ✓ In the morning – 45 households;
- ✓ During the day – 57 households;
- ✓ In the evening – 1.

12. Was there anything that hampered you to go there?

- ✓ Yes – 6 households;
- ✓ No – 97 households.

13. Where did you hear about the distribution?

- ✓ On radio – 0%
- ✓ In TV – 0%
- ✓ In a newspaper – 0%
- ✓ From a neighbour/friend – 5 households;
- ✓ Other, RCST\local authorities – 98 households;

14. Was all necessary information on the date, time and place of the distribution included?

- ✓ Yes – 96 households;
- ✓ No – 6 households.

15. What would have been the best way of giving you information about the distribution?

- ✓ On radio – 5 households;
- ✓ On TV – 13 households
- ✓ In a newspaper – 2 households;
- ✓ Other: through Community Leader – 83 households.

16. Did you know what will be distributed before going there?

- ✓ Yes – 83 households
- ✓ No – 20 households

17. Did you transport the food yourself or did you ask\pay someone else to transport this aid to your home?

- ✓ Him\herself – 95 households;
- ✓ With someone's help – 7 households.

18. Did it cost you (it cost in fuel, bus fare act.) to get to the distribution site to collect your food?

- ✓ No – 78 households;
- ✓ Yes – 25 households.

19. Were you informed about food hygiene or safety rules?

- ✓ Yes – 93 households;
- ✓ No – 13 households.

20. After the end of the operation, will you have the means to be self-sufficient?

- ✓ No – 67 households;
- ✓ Yes – 36 households;

21. Have you received any information about the work of the Red Cross/Red Crescent since the disaster happened?

- ✓ No – 26 households;
- ✓ Yes – 77 households;

22. Where did you receive this information from?

- ✓ TV – 11 householders;;
- ✓ Radio – 7 households;
- ✓ Newspaper – 4 households;
- ✓ Printed material from RC – 61 households;
- ✓ Personal visit to the local branch – 20 households;

23. Were the RCRC volunteers wearing uniform and/or a visible RCRC emblem?

- ✓ No – 0%
- ✓ Yes – 103 households;

24. Do you know how to make a complaint about the goods/services you received?

- ✓ No – 14 households;
- ✓ Yes – 89 households;

25. Do you know who funded the RC\RC response?

- ✓ No – 42 households;
- ✓ Yes – 61 households;

26. How was the behaviour of the RC staff and volunteers during the distribution?

- ✓ Excellent – 79 households;
- ✓ Very Good – 11 households;
- ✓ Good – 13 households;
- ✓ Average –
- ✓ Bad -
- ✓ Don't know -

27. Were you involved in needs assessments, planning, implementing and monitoring the response?

- ✓ No – 101 households;
- ✓ Yes (Head of community) – 2 households;

28. Is there any change you would like to see in regard to the operation?

- To provide assistance in the first days after the disaster;
- To provide construction materials;
- To provide cash;
- To provide sedative medicines
- To include rubber boots in the NFI sets;
- To provide tents;
- To provide chlorine tablets;
- To construct toilets;
- To provide sleeping bags;
- To conduct drills\simulation exercises on disaster response for community members.

Conclusions

In general, targeted population valued the assistance they had received from the National Society high and expressed appreciation of the Red Crescent support.

The items distributed to beneficiaries met their basic needs and supported them to cope with the consequences of the disaster.

During the distributions some communities mobilized themselves and were supporting the community members in the transportation of relief, distributing the items to the homes of targeted people, providing information about the needs of affected people and sharing information among themselves related to the time and process of distributions.

The Red Crescent of Tajikistan will continue using these practices and tools in other types of projects in order to be more accountable towards the beneficiaries.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/06-2019/10	Operation	MDRTJ028
Budget Timeframe	2019/06-2019/09	Budget	APPROVED

Prepared on 17/Dec/2019

All figures are in Swiss Francs (CHF)

MDRTJ028 - Tajikistan - Floods

Operating Timeframe: 17 Jun 2019 to 17 Sep 2019

I. Summary

Opening Balance	0
Funds & Other Income	147,688
DREF Allocations	147,688
Expenditure	-144,164
Closing Balance	3,524

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	147,688	144,164	3,524
AOF3 - Livelihoods and basic needs			0
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	147,688	144,164	3,524
SFI1 - Strengthen National Societies			0
SFI2 - Effective international disaster management			0
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total			0
Grand Total	147,688	144,164	3,524

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/06-2019/10	Operation	MDRTJ028
Budget Timeframe	2019/06-2019/09	Budget	APPROVED

Prepared on 17/Dec/2019

All figures are in Swiss Francs (CHF)

MDRTJ028 - Tajikistan - Floods

Operating Timeframe: 17 Jun 2019 to 17 Sep 2019

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	109,609	108,798	811
Shelter - Relief	4,902	4,862	40
Clothing & Textiles	68,490	67,865	625
Water, Sanitation & Hygiene	9,099		9,099
Utensils & Tools	10,518	10,373	145
Other Supplies & Services		9,097	-9,097
Cash Disbursement	16,600	16,601	-1
Logistics, Transport & Storage	7,080	10,387	-3,307
Distribution & Monitoring	1,800	4,519	-2,719
Transport & Vehicles Costs	5,280	5,868	-588
Personnel	9,480	9,335	145
Volunteers	9,480	9,335	145
Workshops & Training	3,000	2,980	20
Workshops & Training	3,000	2,980	20
General Expenditure	9,505	3,866	5,639
Travel	5,700		5,700
Information & Public Relations	3,355	3,328	27
Office Costs		31	-31
Communications	450	445	5
Financial Charges		63	-63
Indirect Costs	9,014	8,799	215
Programme & Services Support Recover	9,014	8,799	215
Grand Total	147,688	144,164	3,524