

Emergency Plan of Action Final Report

Tajikistan: Floods

DREF Operation final report	Operation n° MDRTJ027
Date of Issue: 30 November 2018	Glide number: FL-2018-000065-TJK
Date of disaster: 16–21 May 2018	
Operation start date: 2 June 2018	Operation end date: 16 August 2018
Host National Society: Red Crescent Society of Tajikistan (RCST)	Operation budget: CHF 132,060
Number of people affected: 1,145 families (5,725 people)	Number of people assisted: <ul style="list-style-type: none"> • 500 most-affected families (2,500 people) with non-food items (NFIs); • 1,145 families (5,725 people) with hygiene promotion
N° of National Societies involved in the operation: One – Red Crescent Society of Tajikistan (RCST)	
N° of other partner organizations involved in the operation: Three – Local and National Government of the Republic of Tajikistan, UNICEF, Humanitarian Aid Foundation of Kuwait “Al-Salam”.	

A. SITUATION ANALYSIS

Description of the disaster

Heavy rains between 16 and 21 May caused floods in the southern part of Tajikistan, affecting nine villages in two districts of Khatlon Province. The rapid and detailed assessment conducted by the Government Emergency Response Commission and the Committee of Emergency Situations and Civil Defence under the Government of Tajikistan (CoES) 17–26 May found 6 people dead and 1,145 households (5,725 people) heavily affected. A number of infrastructure objects were damaged or destroyed in Farkhor and Panj districts of Khatlon Province.

Land plots of 6 households (around 30 people) in Vakhsh district (Bokhtar region of Khatlon Province) were flooded – causing people to lose their harvest.



Non-food item distribution in Namuna village of Panj district.
Photo: Red Crescent Society of Tajikistan

In Sughd Province, around 3 ha of arable lands, 800 m of village roads and 10 ha of land plots in Ruzi obnok village of Penjikent were destroyed, as well as 51 km of motorway and 300 m of irrigation pipes. The main road connecting Kurgoncha village of Abbor Rasulov district with the district centre was blocked. A pedestrian bridge constructed under the RCST “Transborder” programme in the village was destroyed. Floods and mudflows in the province resulted in eight casualties in total.

Farkhor district:

According to the assessment results, 168 households (840 people) have been affected in Farkhor district – 6 houses were completely destroyed and another 11 houses partly destroyed and unusable. Furthermore, 151 houses have been inundated in mud, and inhabitants lost their belongings. Auxiliary buildings and land plots have also been damaged in Surkhob, Vahdat and Nurmat Safarov villages, Ghalaba jamoat of Farkhor district.

Panj district:

A total of 977 households (4,885 people) have been affected in the district, with 20 houses completely destroyed, 8 houses partly destroyed and another 949 houses, auxiliary buildings and land plots mudded and damaged in Kommunizm, Peshqadam, Namuna, Selgah, Kabud Saifiddinov, Otchopar villages in Ozodagon jamoat of Panj district.

The results of the assessment, carried out between 17 and 26 May in Farkhor and Panj districts of Khatlon province, are summarized in the table below.

Table 1. Results of the assessments in Farkhor and Panj districts

Regions of Khatlon Province	District	Village	# of affected households	# of supported people by RCST	# of totally destroyed houses	# of partly destroyed houses and auxiliary buildings	# of households who lost their home belongings
Kulyab Region	Farkhor	Surkhob, Vahdat Nurmat Safarov	168	84	6	11	151
Bokhtar Region	Panj	Kommunizm, Peshqadam, Namuna, Selgah, Kabud Saifuddionov Otchopar	977	412	20	8	949
Total:			1,145	496	26	19	1,100

Summary of response

Overview of Host National Society

The Red Crescent Society of Tajikistan's Bokhtar (former Kurgantube) and Kulyab National Disaster Response Teams (NDRT) were in disaster sites from the first hours of the emergency conducting assessments, rendering first aid and psychological support, participating in the evacuation activities and also helping the affected families with cleaning their homes from mud. In total, 10 National Disaster Response Team members, 24 Local Disaster Committee members, 2 regional staff from Bokhtar and Kulyab and 1 staff from the RCST headquarters were deployed to support the response activities. Furthermore, the National Society actively participated in implementation of rapid and detailed assessments in close cooperation with National Emergency Response Commission, carried out between 17 and 26 May 2018.

In total, 52 injured people were provided first aid, 49 people received psycho-social assistance and 395 affected people were evacuated from risk areas (84 people in Farkhor district and 412 in Panj district) by RCST staff and volunteers. 288 non-food items consisting of bedding (blankets, mattresses, pillows, bed linen sets), kitchen sets, shovels and hoes were distributed during operations to most-affected populations in Panj and Farkhor. The distributed items were mobilized from National Society pre-positioned stocks in Emergency Response Centres (ERCs) in Dushanbe (210 sets), Bokhtar (48 sets) and Kulyab (30 sets). RCST team members actively supported distribution of drinking water, food products and hot meals received from the neighbouring villages and the local government.

In total, 500 households were covered by provision of non-food items including: 2,000 blankets, 2,000 mattresses, 2,000 pillows, 2,000 bed linen sets, 500 kitchen sets, 500 shovels with handles and 500 hoes with handles in Farkhor (131 households) and Panj (369 households) districts with support of the DREF funds.

1,145 households (5,725 people) were reached with messages on safe hygiene and sanitation through awareness materials including: 9 information banners placed in densely-populated areas, and information materials on "Water for life" and "Fresh water is safe".

The operational and first-aid points of the RCST were kept operational until the end of the response and recovery activities. In addition to the 52 injured people provided with first aid in the emergency phase of the disaster, 201 people were provided first aid during the response operation by responding team members.

Overview of Red Cross Red Crescent Movement in country

In addition to the IFRC, in-country Movement partners include ICRC and the German Red Cross, each with a representation in the country. All these partners were ready to support the National Society in case of need.

The RCST coordinated with and informed the IFRC Country Office in Tajikistan as well as the ICRC and Partner National Societies (PNSs) about the evolving situation and the response. The IFRC provided technical support to the RCST in planning, monitoring and reporting, in coordination within the Movement and with external stakeholders, in coaching staff and volunteers who were involved in the operation. Apart from this assistance, IFRC deployed its Logistic Coordinator in Central Asia to Tajikistan to provide support to RCST Logistic Department on conducting procurements following IFRC regulations.

Overview of non-RCRC actors in country

The Government Emergency Commission led by the Khatlon province CoES Chairman was in the disaster area from the first hours of the disaster.

Local branches of the CoES, the Ministry of Internal Affairs and medical centres were mobilized to conduct rescue operations, as well as to provide evacuation to safe places – including to schools, mosques, and relatives' houses in neighbouring villages.

In both districts, the government mobilized its structures to rehabilitate the damaged infrastructure (cleaning roads and ditches, restoring electricity lines, providing clean drinking water) within their capacity. Together with private companies, the government organized a supply of drinking water, food products and hot meals from neighbouring villages and their distribution among the affected families. All immediate basic food needs were met by the government structures.

The national government provided construction materials and cash (TJS 3,000 per household) to 45 households whose houses were destroyed or rendered unfit for use.

The Humanitarian Aid Foundation of Kuwait "Al-Salam" provided food for 505 affected families through local non-governmental organization "Sayhun" 27–28 May 2018.

UNICEF office in Tajikistan provided 904 hygiene kits (for 15 days), 750 water cans (10 liters) and 4 water reservoirs (1.5 MT) in Panj and Farkhor districts through the CoES.

International agencies including UN organizations were operating in the country within the Rapid Emergency Assessment and Coordination Team (REACT) framework, which is the national emergency response coordination mechanism in Tajikistan. However, none of these organizations were requested or authorized to support the affected population during the first week of the emergency because the Government Emergency Response Commission counted on its own resources and capacities to help all the victims and to cover the population's needs.

The results of the assessment conducted between 17 and 26 May indicated that the scale of the disaster and needs exceeded the capacity of the Emergency Commission. Therefore, and due to limited resources and capacity, the Government officially requested the National Society to provide support on 29 May 2018.

Needs analysis and scenario planning

Needs analysis

The humanitarian priorities included food, drinking water, non-food 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. The population had also lost much of their cattle and livestock, gardens and agricultural fields, which are the main source of income for most of the affected families.

There was a high risk of water-borne diseases and epidemics due to poor hygiene/sanitation conditions. Most households' toilets were covered by mud or destroyed. The affected population did not have adequate hygiene supplies (e.g. soap, tooth paste/brushes, etc.). Therefore, 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.

Khatlon province health authorities, with support from the Ministry of Health and Social Protection, deployed medical teams to both affected districts, and covered the health-related issues including raising people's awareness of the first signs of water-borne diseases. UNICEF provided hygiene supplies to all affected population.

Access to drinking water was partially interrupted in both affected areas. Drinking water was delivered from the upper parts of the villages that were not affected. Support was required in water provision/delivery, as the affected families would focus on cleaning their houses/belongings and rehabilitation of houses.

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

A need for non-food items including beddings, kitchen sets and mud cleaning tools was identified, as many of these became dirty and unsuitable for use.

The affected population required construction tools as they needed to reconstruct or renovate damaged houses.

According to the coordination, distribution of roles and the request from the local authorities and in agreement with the CoES headquarters, the RCST focused on providing non-food items and hygiene promotion in close cooperation with government bodies and REACT partners.

Targeting

Beneficiaries were targeted by the RCST based on the following criteria:

- Overall focus on households and families who were affected and had their homes damaged/destroyed and lost their home properties;
- Specific focus on 500 families whose houses were totally destroyed and who lost their basic goods (beddings, kitchen utensils, and mud cleaning tools such as shovels and hoes).

Hygiene promotion targeted 1,145 households (5,725 people) in total, to ensure prevention of waterborne diseases in the affected villages. Each household received two types of information materials, one about "Water for life" and another one titled "Fresh water is safe".

Operation risk assessment

No significant risks and security concerns had been identified that would potentially affect the operation. However, the State Agency for Hydrometeorology of Tajikistan forecasted continued high temperatures and increasing water levels in rivers throughout the country. In case of another emergency, the RCST would have activated its contingency plan and deployed its existing disaster response capacities from all over the country. But that was not necessary as there was no other emergency.

B. OPERATIONAL STRATEGY

Implemented strategy

Overall objective:

The immediate non-food needs of 500 flood-affected families (2,500 people) were met through the provision of non-food items for a period of three months. In addition, the hygiene information needs of flood-affected people were addressed.

The operation included a one-time distribution of non-food items as well as hygiene promotion information materials to help people cope with the consequences of the floods.

With support of the IFRC, the RCST assisted, through a period of three months:

- 500 families (2,500 people¹) with family sets (mattresses, blankets, pillows and bed linen sets, shovels and hoes) and kitchen sets. Out of these, 288 of both were distributed from the RCST's existing stocks in Kulyab, Bokhtar and the headquarters in Dushanbe and were replenished with support of this DREF. Additional 212 family and kitchen sets were procured and distributed to the affected population with the current DREF.
- 1,145 households (5,725 people) people reached with hygiene promotion activities through distribution of information materials and banners in the villages.

The contents of the NFI sets are detailed in *Tables 2 and 3* below.

Table 2. Contents of family set

No.	Description	Unit	Quantity
1.	Mattress	pcs	4
2.	Pillow	pcs	4
3.	Blanket	pcs	4
4.	Bed linen	set	4
5.	Shovel with handle	pcs	1
6.	Hoe with handle	pcs	1

Table 3. Contents of kitchen set – distributed alongside family 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	4
6.	Small plate	pcs	4
7.	Spoon	pcs	4
8.	Fork	pcs	4
9.	Cup	pcs	4
10.	Carton box with logos	pcs	1

¹ The average number of household members in Tajikistan ranges from five to seven, the RCST targeted only four members from each household, as agreed with the local authorities.

Operational support services

Human resources

A total of 34 trained and experienced staff and volunteers of the RCST were deployed to carry out the planned 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.

Two members of the Regional Disaster Response Team (RDRT) – including Uzbekistan RC Head of National Training Centre/Disaster Management (DM) Coordinator and the Kazakhstan RC DM Coordinator – assisted the distribution of relief items and monitoring in the second week of the operation.

IFRC Central Asia Logistics Coordinator was also deployed to facilitate logistics activities and to provide advice and recommendations. Missions were successfully finalized, and mission final reports were provided to NS and IFRC.

Logistics and supply chain

Non-food items were procured, transported and pre-positioned locally in full compliance with the RCST's and IFRC's procurement guidelines as well the DREF guidelines. 288 family sets and kitchen sets were used to replenish stocks in the RCST's three Emergency Response Centres in Dushanbe, Bokhtar and Kulyab, while 212 were distributed directly.

Information technology (IT)

Communications equipment – mobile and land-line phones – and laptops were made available by the 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 response. The National Society's HQ maintained regular communication with its Kulyab and Bokhtar regional branches through the mobile phone network, and shared reports and images through the Internet.

Communications

A press release in Tajik and English was disseminated through the REACT Secretariat in Dushanbe city on 12 June 2018² as well as posted on the website of the RCST. Photos were taken on the operation sites and disseminated both via media outlets and the RCST's internal and external websites.³ A professional photographer was hired to document the RCST response activities.

Planning, monitoring, evaluation and reporting

The RCST and the IFRC office in Tajikistan conducted monitoring during the entire project implementation. The IFRC provided technical support in terms of operation management, including monitoring and reporting where necessary. Weekly operation updates were provided by the RCST to the IFRC on the general progress of the operation. A beneficiary satisfaction survey was conducted as part of the monitoring and evaluation framework, relying on random sampling, and individual interviews with beneficiaries. A lessons-learned workshop was conducted on 29 August 2018 to share the breadth of experience gathered, and challenges encountered during the operation among the RCST, IFRC staff, government actors and REACT partners 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 resource management took place in compliance with the IFRC standards and the DREF guidelines.

² The English version of the press release is annexed to this report.

³ <http://redcrescent.tj/index.php/2016-02-04-16-36-11/news/664-2018-06-13-04-22-25?showall=&start=1>
<http://avesta.tj/2018/06/16/okpt-okazalo-pomoshh-postradavshim-ot-stihii-zhitelyam-pyandzha-i-farhora/>

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 2,500

Male: 1,100

Female: 1,400

Indicators:	Target	Actual
# of households provided with emergency shelter and settlement assistance	500	500

Narrative description of achievements

The RCST branches in Farkhor and Panj mobilized its staff and volunteers for the needs assessment in the first hours after the disaster. Taking into account the extensive and successful experience and positive image of the RCST in Khatlon Province, the branch succeeded in conducting the assessment and provided the first information in close coordination with local CoES branch. The joint disaster response undertaken with the CoES personnel focused on evacuation of the most affected population to safer places.

Based on the detailed needs assessment conducted between 17 and 26 May, the RCST prepared lists of beneficiaries in both target areas in cooperation with local authorities.

In accordance with the rules of relief distributions, the RCST conducted selective pre-monitoring of the lists prior to distribution.

Based on request from the RCST HQ, the branches in Farkhor and Panj prepared a list 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.

When the government issued a call for humanitarian aid distribution, the RCST mobilized 288 available non-food item kits from its Emergency Response Centres (ERCs) in Dushanbe (210 sets), Bokhtar (48 sets) and Kulyab (30 sets) to distribute to the affected population of Panj and Farkhor districts (for contents please see Table 3 above). Additional 212 sets of NFIs were delivered later from Dushanbe city following the procurement. In total, 500 affected families were reached by RCST with NFIs during this operation.

The RCST HQ signed a contract with a company that would deliver goods from Dushanbe city to the affected areas in Khatlon Province. Representatives of local authorities joined the RCST during the distribution of aid items among recipients.

The RCST HQ Logistics Department procured NFIs requested for distribution in the affected areas. The items were further transported to Khatlon Province to replenish stocks in Bokhtar and Kulyab ERCs. A third part of NFIs was used to replenish the stock in Dushanbe city.

Distributions of NFIs and hygiene kits provided kindly by UNICEF in Tajikistan were carried out by two DM staff from the RCST HQ, the RCST Bokhtar and Kulyab ERC Coordinators, the RCST Executive Secretaries from both regions, Sughd Province and Penjikent district branches 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.

Challenges

No Shelter-related challenges were faced during this operation. The last DR capacity building activities were conducted in 2013, and the existing teams are capable of implementing these activities. However, to maintain and refresh the knowledge of the team, capacity-building activities have been recommended, as follows.

Lessons Learned⁴

1. To conduct capacity building (refresher training on disaster preparedness and response, DM mechanisms and procedures, First Aid and psychosocial support – PSS, coordination and cooperation, documentation and filing system) for the newly-recruited staff and volunteers of both branches involved in the response operation;
2. To conduct regular knowledge exchange meetings engaging other RCST branches, experienced in preparedness and response. RCST agreed that it would look for donors and expertise to conduct Cash programming and Cash Transfer trainings for RCST staff and NDRT members.
3. Training on needs assessment, beneficiary selection, preparation and verification of beneficiary lists, cooperation and coordination with governmental bodies and other stakeholders, monitoring and reporting needs to be conducted for the RCST Kulyab branch administration, staff and volunteers;
4. Work out the way to provide cash transfers to the affected population instead of distribution of NFIs in order to improve the quality and effectiveness of the provided relief in future operations. It was agreed between RCST and CoES representative to involve REACT partners in lessons-learned workshops.
5. To strengthen coordination with local authorities and population, as well as mass media in order to convey the correct information about the RCST mandate and its activities;
6. To conduct regular training for branch volunteers, establish local disaster management committees (LDMCs) (15-20 members in each) at branch level and equip them (vests, T-shirts and caps with Red Cross logo) and make DP stocks of NFIs for at least 20 families each;
7. To involve more representatives from local authorities as participants of the lessons learned workshop in the framework of future emergency response operations in order to give them an opportunity to get an overview of the relief operation process, problems faced and find solutions.



Water, sanitation and hygiene

People reached: 5,725

Male: 2,519

Female: 3,206

Indicators:

of people reached by hygiene promotion activities

Target

5,725

Actual

5,725

Narrative description of achievements

5,725 people were reached with messages on safe sanitation and hygiene delivered through awareness materials, including: nine information banners displayed in public places and two types of information materials titled "Water for life" and "Fresh water is safe" that were distributed among 1,145 households – one of each per household.

Challenges

There were no challenges faced.

Lessons Learned

The RCST will continue enhancing its response capacity and maintaining close contacts with the local government bodies in place to provide effective and timely assistance to affected population.

Coordination of activities with the government bodies should be reinforced through cooperation and implementation of joint activities including WASH projects.

In general, the flood response operations were successful in both districts; however, there is need for disaster risk reduction (DRR) projects to be implemented in the area, and community response capacities need to be increased to be prepared for future disasters and emergencies.

The RCST branches in both districts have a positive image overall.

⁴ Based on recommendations from the Lessons Learned Workshop.

International Disaster Response

Narrative description of achievements

Two members of the Regional Disaster Response Team (RDRT) – including Uzbekistan RC Head of National Training Centre/Disaster Management (DM) Coordinator; and the Kazakhstan RC DM Coordinator – assisted the distribution of relief items and monitoring in the second week of the operation.

IFRC Central Asia Logistics Coordinator was also deployed to Tajikistan to facilitate logistics activities and to provide advice and recommendations. The purpose of the mission was to support the RCST in the frame of the DREF operation, to participate in the finalization of the DREF operation and to exchange knowledge.

The RDRT members participated in distribution and monitoring activities, visited the affected areas in Khatlon Province between 13 and 17 June 2018, and met representatives of local authorities, the CoES and Khukumats (administration). In Dushanbe city, the RDRT members met with IFRC and RCST leadership, the Head of DM Department upon completing the mission, the RDRT members provided their mission report with conclusions and recommendations to the RCST DM Department and the IFRC Country Office in Tajikistan on 18 June 2018.

Challenges

1. Delay of the RDRT deployment was the main challenge, as they arrived in the country at the end of the operation. In spite of having a memorandum of understanding (MoU) in place among Central Asia National Societies (on mutual support and RDRT deployment), the deployment procedures between the host National Society and deploying National Society took a long time.
2. High turnover of trained staff and volunteers in affected areas.
3. Lack of disaster response training and knowledge among newly-recruited staff and volunteers.

Lessons Learned

1. To speed up the RDRT deployment process and to bring them to the country at the beginning of response operations.
2. To simplify the deployment procedures.
3. To provide them with necessary equipment and uniforms.

RDRT Recommendations:

1. Capacity building training (preparedness and response, DM mechanisms and procedures, First Aid and PSS, coordination and cooperation, documentation and filing system) need to be provided to all newly-recruited staff and volunteers of Kulyab branch;
2. To conduct exchange knowledge meeting with engagement of other RCST branch, experienced on preparedness and response, during the lessons-learned workshop in the frame of DREF operation;
3. To elaborate the possibility of cash transfer to the affected population instead of the distribution of NFIs in order to improve the quality and effectiveness of the provided relief in further operations.
4. To prepare a map of most disaster-prone areas of the country,. Creation of disaster preparedness stocks (non-food items) for 20 families in each stock;
5. To conduct regular training and establish volunteer teams consisting of 8 to 10 people and provision of uniform (vests, T-shirts and caps with Red Cross logo) at branch levels is recommended.
6. To revise the number of goods in the standard set of NFIs to increase it from four to six units per family is recommended to IFRC. This measure is necessary and identified by the results of the interviews with beneficiaries and the existing practices of the National Society.

Influence others as leading strategic partner

Indicators:	Target	Actual
Conduct beneficiary satisfaction survey	1	1
Conduct a lessons-learned workshop at national level	1	1

Narrative description of achievements, challenges and lessons learned

Beneficiary satisfaction survey

A beneficiary satisfaction survey was conducted between 24 and 31 August 2018, by two RCST DM coordinators from headquarters and eight members of the National Disaster Response Team (NDRT) in Bokhtar and Kulyab emergency response centres. The survey gauged the opinion of people in both target districts, reaching 123 households from Kommunizm, Peshqadam, Namuna, Selgah, Kabud Saifuddionov villages (Panj district) and 42 households 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 165 households were selected to participate in the survey, representing 30 per cent of all households reached with NFIs. The survey questions referred to relevance/appropriateness of goods and services, timeliness, information dissemination and visibility.

As a result of the survey, the following conclusions were drawn by the RCST.

When asked about their needs, the respondents identified food (100 per cent), hygiene items (86.6 per cent), water (86 per cent), clothes/blankets (83.6 per cent), and a place to sleep (26.6 per cent). All (100 per cent) respondents said they had received food, water, clothes/blankets and hygiene sets. Shelter was provided to 26.6 per cent of respondents. All (100 per cent) of respondents identified the Red Cross and Red Crescent (with NFIs) and the government (with food and water) as the sources of relief they received. 4.8 per cent mentioned 'other' sources (of food and water and hygiene items).

According to 88 per cent of respondents, all necessary information on the date, time and place of distributions was provided to them. The majority (95.7 per cent) learnt about the distributions from the RCST or local authorities. The majority of respondents (75.7 per cent) received the humanitarian aid during the day, however, the preferred time of the day for distributions was morning (62.4 per cent).

During the distributions, some communities supported their community members in transportation of the relief items, delivery to the homes of targeted people, in collecting information about the needs of affected people and sharing information on distribution time and processes.

The respondents rated the behaviour of RCST volunteers during distributions as excellent (77.5 per cent), very good (12.2 per cent) and good (10.3 per cent). The visibility of the National Society was ensured with the help uniforms: all respondents said volunteers were wearing them.

Almost two thirds of respondents (61 per cent) received information about the work of the Red Cross Red Crescent since the disaster happened. The main sources of this information were TV (for almost 31 per cent of respondents) and RCST printed materials (for 26 per cent of respondents).

Over three quarters (78 per cent) of beneficiaries said they knew how to make a complaint about the goods/services they received.

165 households (30 per cent of the households among 500 households who have received the assistance through the DREF operation), responded the survey. Following the result of survey questionnaires, more than 95.7 per cent of the respondents confirmed that their needs were covered and met.

Lessons-learned workshop

At the end of operation, on 29 August 2018, a lessons-learned workshop was conducted by the RCST in Bokhtar town to examine whether the DREF operation achieved the planned objectives, to assess outputs against the plan of action, and to capture and disseminate lessons learnt to improve future planning and response.

In total, 32 people participated in the lessons learned workshop representing: (1) the RCST HQ, regional and district branch staff and volunteers; (2) the CoES, local authorities and beneficiaries; (3) the IFRC Country Cluster Support Team in Central Asia.

Overall, the operation was successful in reaching the targeted families with assistance.

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

1. The response actions of the National Society were considered relevant as they helped meet the immediate needs of the affected population. There was good coordination and collaboration between the National Society and national stakeholders, especially with the Governmental Emergency Response Commission and REACT partners. The National Society managed to deploy its pre-positioned stocks to the most affected areas where the population had lost their belongings.
2. One of the strengths of the National Society's response is active involvement of its Red Crescent response teams. This has resulted in reduced dependency on personnel from the National Society headquarters to be present at the disaster site all the time. However, since many of community volunteers from the teams are new to the Red Crescent, there still remains the need for adequate supervision in the field. It is important and highly recommended

to arrange regular briefings and debriefings for all members representing the Red Crescent during the response, to define roles and any changes in responsibility so as to avoid any duplication and confusions around who is doing what, when and where.

3. The assessment process was lengthy, and decisions of the Governmental Emergency Response Commission were delayed.
4. There is high turnover of trained staff and volunteers and new volunteers do not receive proper training.
5. There are coordination mechanisms in place and they need to be reinforced by regional CoES entities and RCST branches taking coordination role and strengthening cooperation with local authorities and other stakeholders/responding agencies.

The following recommendations were made:

1. To speed up the response and to provide support to the affected people at the early stage or in the first day of a disaster.
2. Accelerate sharing the results of assessments and initiating an official request for support from the government.
3. Training for staff and volunteers should be made a regular step in relief operations.
4. To conduct regular knowledge exchange meetings engaging other RCST branches, experienced in preparedness and response.
5. To work out the way to provide cash transfers to the affected population instead of distribution of NFIs in order to improve the quality and effectiveness of the provided relief in future operations.
6. To consider cash transfer activities in future emergency response operations.
7. To initiate discussions with the CoES and local authorities about having a pre-agreed MoUs in place in order to better address the needs of affected people, given that response activities are conducted in close cooperation with the CoES and local authorities.
8. Simplify and acceleration of RDRT deployment

In general, the RCST response to floods in Khatlon Province (Panj and Farkhor districts) was successful. The recommendations will be discussed at the RCST's meeting of DM Coordinators in 2018 and an implementation plan will be drawn up by the National Society for 2019, in close coordination with Movement partners and other stakeholders.

D. THE BUDGET

The final expenditure on this DREF operation was CHF 130,477. The remaining balance of CHF 1,583 will be cleared via DREF regulations. Please refer to the attached financial statement for details.

Contact information

Reference documents



Click here for:

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

For further information, specifically related to this operation please contact:

In the Red Crescent Society of Tajikistan

- Bahodur Kurboniyon, Secretary General
email: kurboniyon@gmail.com; phone: +992 37 224 03 74

In IFRC

- **IFRC Country Cluster Support Team for Central Asia:** Shamsudin Muhudinov, Senior Disaster Management Officer in Central Asia;
email: shamsudin.muhudinov@ifrc.org; phone: +992 93 839 00 00
- **IFRC Regional Office for Europe:** Seval Guzelkilinc, Disaster Management Coordinator; email: seval.guzelkilinc@ifrc.org; phone: +36 1 888 45 05
- **IFRC Geneva:** Eszter Matyeka, Senior Officer, DREF;
email: eszter.matyeka@ifrc.org; phone: +41 22 730 4236.

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 (NGO's) 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.

Disaster Response Financial Report

MDRTJ027 - Tajikistan - Floods

Timeframe: 01 Jun 18 to 01 Sep 18

Appeal Launch Date: 01 Jun 18

Final Report

Selected Parameters

Reporting Timeframe	2018/06-2018/10	Programme	MDRTJ027
Budget Timeframe	2018/06-2018/09	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		132,060				132,060	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		132,060				132,060	
C4. Other Income		132,060				132,060	
C. Total Income = SUM(C1..C4)		132,060				132,060	
D. Total Funding = B + C		132,060				132,060	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		132,060				132,060	
E. Expenditure		-130,477				-130,477	
F. Closing Balance = (B + C + E)		1,583				1,583	

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Budget Timeframe	2018/06-2018/09	Budget	APPROVED
Split by funding source	Y	Project	*
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III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			132,060			132,060		
Relief items, Construction, Supplies								
Clothing & Textiles	86,560		89,169			89,169	-2,609	
Utensils & Tools	15,000		14,880			14,880	120	
Total Relief items, Construction, Sup	101,560		104,048			104,048	-2,488	
Logistics, Transport & Storage								
Distribution & Monitoring	1,800		2,683			2,683	-883	
Transport & Vehicles Costs	3,000		828			828	2,172	
Total Logistics, Transport & Storage	4,800		3,511			3,511	1,289	
Personnel								
National Society Staff	1,780		658			658	1,122	
Volunteers	3,180		3,591			3,591	-411	
Total Personnel	4,960		4,249			4,249	711	
Consultants & Professional Fees								
Professional Fees			1,007			1,007	-1,007	
Total Consultants & Professional Fees			1,007			1,007	-1,007	
Workshops & Training								
Workshops & Training	2,500		2,791			2,791	-291	
Total Workshops & Training	2,500		2,791			2,791	-291	
General Expenditure								
Travel	6,900		3,491			3,491	3,409	
Information & Public Relations	2,830		2,895			2,895	-65	
Office Costs			19			19	-19	
Communications	450		448			448	2	
Financial Charges			53			53	-53	
Total General Expenditure	10,180		6,907			6,907	3,273	
Indirect Costs								
Programme & Services Support Recove	8,060		7,963			7,963	97	
Total Indirect Costs	8,060		7,963			7,963	97	
TOTAL EXPENDITURE (D)	132,060		130,477			130,477	1,583	
VARIANCE (C - D)			1,583			1,583		

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Reporting Timeframe	2018/06-2018/10	Programme	MDRTJ027
Budget Timeframe	2018/06-2018/09	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	132,060		132,060	132,060	130,477	1,583	
Subtotal BL2	132,060		132,060	132,060	130,477	1,583	
GRAND TOTAL	132,060		132,060	132,060	130,477	1,583	



Media Release

Tajikistan Red Crescent provided humanitarian aid to floods affected households in Panj and Farkhor

12 June 2018, Dushanbe - The Red Crescent Society of Tajikistan (RCST) supported by the International Federation of Red Cross and Red Crescent Societies (IFRC) delivered humanitarian aid in form of bed and kitchen sets to households affected by recent floods in Panj and Farkhor districts in south of Tajikistan, near the border with Afghanistan. Some 369 most affected households in Panj and some 131 households in Farkhor have received standard package of aid consisted of bed and kitchen sets.

Heavy and prolonged rains in mid of May ended with floods hitting nine villages in Panj and Farkhor districts of Khatlon province. People were killed; houses and infrastructure were destroyed and heavily damaged. The Red Crescent Society of Tajikistan immediately deployed its Bokhtar and Kulob National Disaster Response Teams (NDRT) to disaster sites at the very first hours of emergency. Bahodur Qurboniyon, RCST Secretary General, says: *“Our staff and volunteers were involved in conducting assessment, as well as they provided necessary support to affected population by rendering first aid and psychological support, participation in evacuation activities and also helping in cleaning the mud from homes”.*

Responding to the authorities' request, the RCST allocated humanitarian aid to 500 most affected families in both districts. Shuhrat Sangov, RCST Disaster Management Department Head, says: *“People lost their houses and home properties, auxiliary buildings and kitchen-gardens. Many houses are impossible to live in. People need basic things, like kitchen and bed stuff they lost, thus we delivered bed sets (mattresses, blankets, pillows, bed linen), kitchen sets (pots, ladles, scoops, kitchen knives, plates, spoons, forks, cups), as well as shovels and hoes”.*

The humanitarian operation was conducted in close cooperation with local authorities, the Committee of Emergency Situation representatives, and community leaders. The aid operation was conducted through IFRC's Disaster Relief Emergency Fund (DREF).

The Red Crescent Society of Tajikistan (RCST) is one of the oldest humanitarian organizations in the country and is providing assistance to people in need since 1927. The RCST, having branches in all 69 districts around the country, plays a significant role in providing humanitarian assistance to victims of frequent disasters and has a key role in disaster preparedness and response activities in Tajikistan. The current RCST programs plans are in line with the IFRC's Global Agenda goals and Strategy 2020.

For more information, please contact:

Shuhrat Sangov, Head of RCST Disaster Management Department
E-mail: sshukhrat@mail.ru