

www.ifrc.org
Saving lives,
changing minds.

Emergency Plan of Action (EPoA) Serbia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation n° MDRRS013	Glide n° FL-2019-00052-SRB
Date of issue: 17 June 2019	Expected timeframe: 4 months Expected end date: 14 October 2019
Date of the disaster: 3 June 2019	
Category allocated to the disaster: Yellow	
DREF allocated: CHF 179,857	
Total number of people affected: 11,650	Number of people to be assisted: 7,650
Host National Society presence: Red Cross of Serbia (RCS), 100 volunteers, 10 HQ staff members, 37 local Red Cross staff	
Red Cross Red Crescent Movement partners actively involved in the operation: N/A	
Other partner organizations actively involved in the operation: Emergency Management of the Ministry of Interior, members of the Municipal Emergency Response headquarters (municipal emergency services)	

A. Situation analysis

Description of the disaster

In the last two weeks, Republic of Serbia was affected by heavy rain and hailstorms. On 3 June 2019, Moravicki, Raski, Sumadijski and Pomoravski districts were affected by floods and flash floods due to the heavy rainfalls (80-100 litres per square metre). 20 cities and municipalities in the central and western parts of Serbia (Kraljevo, Novi Pazar, Paracin, Sremska Mitrovica, Knic, Arilje, Lucani, Tutin, Trstenik, Pozega, Vrnjacka banja, Koceljeva, Rekovac, Gornji Milanovac, Ljig, Cacak, Ivanjica, Aleksinac, Porkuplje and Krupanj) were reported to be affected by flash floods and floods as a consequence of the heavy rains. Several hundreds of hectares of agricultural land have been destroyed. 13 municipalities declared a state of emergency on 3 June, and following more rainfalls, additional seven municipalities declared state of emergency between 5 and 7 June 2019.



Image 1: Flooded area and collapsed infrastructure in Kraljevo, Sirca. *Photo: Red Cross of Serbia*

The City of Kraljevo is one of the most affected localities, heavy rains caused floods in the whole municipality. River Morava and local streams flooded fields and roads and the accumulated water damaged several rural roads and bridges. More than 450 households in Kraljevo municipality are affected in 46 settlements from which the most affected are Sirca, Kovaci, Ribnica, Grdica, Adrani, Mrsac, Vrdila as well as the city center of the City of Kraljevo. Early morning on 3 June, one bus with children needed to be evacuated as it was surrounded by water on the road. Some of the roads and railway infrastructure in this area are impassable: more than 200 people are cut off in the settlements of Grdica, Adrani and Sirca. With the situation deteriorating on 7 June, 2,000 people had no access to safe drinking water, due to the damaged water supply system.

Another strongly affected area is the municipality of Lucani, where heavy rain falls caused flash floods in villages Vica, Vuckovica and Guca. Guca is the most flooded village in the municipality, approximately 300 households are reported

to be affected, out of which, 150 people were evacuated on 3 June. They have been accommodated with their relatives and neighbors. The warehouse building of the local Red Cross branch was also flooded.

State of emergency has also been declared by the local self-government in the municipality of Knic on 3 June. In the village Gruza, 50 households were flooded. According to the local emergency HQ in Knic, 350 people are directly affected, and 75 were evacuated from their homes. On 6 June, after additional rainfalls 1,500 people were reported to be in need of water due to the unfunctional water supply system in the area.

In municipality of Trstenik, 120 households were reported to be affected by floods on 3 June. On 6 June, around 2,500 people in different parts of the municipality were facing challenges in accessing safe drinking water.

On 3 June, early in the morning, in the municipality of Ivanjica flashfloods hit households in settlements Luke, Osonica, Prilike, Rascici and Marine reke. More than 30 households were partially damaged. One person was injured and three evacuated from their homes.

On 6 June, flash floods hit 50 households in Krupanj. Drinking water was declared unsafe in the entire municipality by the local emergency HQ. 5,000 people were reported to be in need of drinking water, including 1,500 children in schools and kindergartens.

On 6 and 7 June, in municipalities of Prokuplje and Despotovac, Cacak, Aleksinac, Gornji Milanovac, Svilajnac, Ljig, a state of emergency was also declared due to floods and water system dysfunctions, which affected in total 104 households. Electricity is partially cut due to the wet walls in houses in some settlements in Kraljevo and in 15 households in Prokuplje.

In the Municipality of Koceljeva the Rasnica and Lukinac streams overflowed flooding villages in Koceljeva Druzetic, Bresnica and Subotica. 16 Households, local kindergarten, factories, local gas station, several smaller bridges and streets were affected by floods.

In the 20 municipalities in which a state of emergency was declared, a total of 1,176 households were affected and 285 people were evacuated. Adding the number of people in need of safe water brings the total number of affected people to 11,650. Since 7 June there has not been any rainfall and the temperature has increased, therefore the situation has improved. However, according to the weather forecast, heavy rainfalls are forecasted in the same areas in the coming week, which might cause challenges in the recovery process.



Image 2: Flooded area in Lucani.
Photo: Red Cross of Serbia

Table 1- Overview of the affected municipalities

No..	Municipality	Number of affected households	Number of affected people	Number of evacuated people	Number of people in need for water
1	Aleksinac	10	30	-	-
2	Gornji Milanovac	2	6	4	-
3	Ivanjica	30	90	-	-
4	Knic	50	300	10	2.000
5	Koceljeva	16	103	-	-
6	Kraljevo	450	1350	121	2.000
7	Lucani	300	900	150	-
8	Trstenik	120	360	-	2.500
9	Svilajnac	12	26	-	-
10	Ljig	19	165	-	-
11	Prokuplje	15	60	-	-
12	Despotovac	12	36	-	-
13	Krupanj	90	270	-	5.000
14	Cacak	50	150	-	150
TOTAL		1,176	3,846	285	11,650

Summary of the current response

Overview of Host National Society

The Red Cross of Serbia is experienced in responding to floods, assisting people in need, implementing relief distribution and organising basic cash and voucher assistance. The disaster response system of RCS is organised on three levels. Local Red Cross branches which are present in almost all municipalities constitute the first, basic level of response.

The National Society (NS) maintains a solid disaster response stock, which enables RCS to intervene immediately, starting from the first hours of any disaster. In the last two years, RCS has responded to disasters in Serbia by engaging own stocks and did not require DREF support. Last year, in March, May, June and July, RCS provided assistance to 3,109 people in response to floods in the same areas hit by the current disaster. The Red Cross of Serbia has solid logistics capacities, and specially trained NDRTs for SAR, assessment and coordination, and a Mobile technical team which is able to assist people with water pumping, cleaning, disinfection and wall dehumidification.

In some part of Serbia more rainfalls were expected in the 24-48 hours following the onset of the disaster, therefore RCS alerted 15 members of the NDRT for SAR in flooded areas, as well members of Mobile technical team.

Local Red Cross branches engaged local Red Cross professionals, disaster response units and volunteers. In Gornji Milanovac, local Red Cross branch (RCB) participated in the evacuation of four people. In Ivanjica and Kraljevo, local RCB provided PSS to affected people and supported people in cleaning houses and filling sandbags. In the first 24 hours, local RCB in Lucani distributed food items for 30 households. Local Red Cross branch in Knic, Aleksinac and Prokuplje, in cooperation with local emergency HQ, distributed water and hygiene and food items to most affected people.

Red Cross of Serbia has deployed 25 NDRT members to support local public health institutions in process of household disinfection and raising awareness among affected population how to protect their family members and prepare for disinfection.

47 professional RC staff are currently engaged in the response operation, and 100 volunteers have been mobilized and have already contributed 1,576 voluntary hours.

The Red Cross of Serbia, immediately after receiving the first preliminary data from the field on 4 June, distributed the following relief items from its disaster response warehouse to the most affected people:

Table 2- Distributed items from the emergency stock of the National Society

Distributed from the emergency stock of the National Society						
Content of assistance	Kraljevo	Lucani	Knic	Trstenik	Ivanjica	Total
Household Cleaning Set	70	50	15	25	10	170
Booklet - Instructions for house cleaning after flood	300	150	50	80	40	620
Boots - pair	140	100	30	50	20	340
Water - bins	140	100	30	50	20	340
Over soup	1,500	750	250	400	200	3,100
Canned fish – 125gr	3,000	1,500	500	800	400	6,200
Canned pate – 150gr	900	450	150	240	120	1,860
Canned meat (pork) – 150 gr	0	1.500	500	0	0	2,000
Canned meat (beef) -150 gr	3,000	0	0	800	400	4,200
Ready to eat meal - 400gr	600	300	100	160	0	1,160
Raincoats	1,200	600	200	320	160	2,480



Image 3: Kraljevo RCB rapid assessment.
Photo: Red Cross of Serbia



Image 4: Distribution of water reservoirs.
Photo: Red Cross of Serbia

RCS has a number of mud and submergible pumps and approximately 100 dehumidifiers, to cover the need for pumping water out of flooded areas and to begin restoring houses.

Overview of Red Cross Red Crescent Movement in country

RCS maintains close communication and coordination with IFRC ROE and regional RCRC Movement partners, such as the Bulgarian Red Cross and the Red Cross of North Macedonia, who have been informed about the situation. Given the capacity and vast experience of RCS in responding to floods and other disasters, no external assistance is required currently. From the first day of the emergency, RCS HQ has been in contact and shared information with IFRC ROE, where technical staff has been providing support to the RCS.

Overview of non-RCRC actors in country

According to the law on disaster risk reduction and disaster management of the Republic of Serbia, local Red Cross branches and RCS HQ are involved in coordination and decision-making processes and are included in the Emergency Headquarters. Affected municipalities in cooperation with the Sector for Emergency of the Ministry of Interior (firefighters and civil protection) organized the evacuations and first activities of pumping water out of the affected areas. Public health institutions, public water service companies and the Serbian Armed Forces are also on the ground providing support to the affected population. Public health institutions are the leading governmental bodies in charge of the disinfection process and the monitoring of the epidemiological situation. Local public water companies are managing the process of water purification and distribution, while the Serbian armed forces focus on reconstructing temporary bridges and on some infrastructural repairs. However, neither the Regional public health institutions nor the local water companies have the necessary resources to mobilize to meet the needs of all the people affected by these floods. Therefore, RCS has been requested to fill the gaps and provide complimentary assistance also in the form of water and disinfection items. There are also fundraising initiatives led by local citizens (NGO called "Local front" in Kraljevo).

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

The Red Cross of Serbia addressed the immediate needs of the most affected people in six municipalities (Lucani, Knic, Kraljevo, Trstenik, Ivanjica, Koceljeva¹) in the first 48-72 hours of the disaster. In the following period, RCS has been additionally responding to the needs of people in the form of providing drinking water due to the collapsed water systems in municipalities Knic, Kraljevo, Trstenik, Cacak and Krupanj. In municipalities of Knic (1,500 people), Kraljevo (2,000 people), Trstenik (2,500), Krupanj (5,000 people and 1,500 children in schools) and Cacak (150 people) water systems are out of order. There is a need to protect hygiene conditions of families that are at or under the poverty line and are affected by floods.

The assessment conducted by the local Red Cross branches and local emergency HQ identified the following needs of the affected population:

- The nutrition needs of those who have been evacuated and temporarily sheltered with relatives and neighbours must be covered by distributing emergency food items.
- Distribution of household cleaning set for households that are the most affected by the flood.
- Provision of emergency relief to affected households through the deployment of mobile technical teams, in order to help people by pumping the water out of their houses. It is also necessary to conduct disinfection activities and to provide wall dehumidifiers soon as possible, in coordination with the regional public health institutions.
- Distribution of hygiene parcels and other non-food items (rubber boots and raincoats) as identified during the assessments.
- Assistance for people in settlements cut off by the flood needs to be organized through the water ways, using the help of water rescue teams.
- Water tanks need to be placed in the closest locations of the peoples' houses to support urgent water needs until the public water system is restored.
- Cash assistance needs to be provided to the most affected families, in order to support restoration of shelter and livelihoods.

¹ The RC Branch in Koceljeva provided immediate assistance to 11 households from its own stock in the form of liquid disinfectants and booklets of guidelines on how to recover from floods. They also assisted the local authorities in the evacuation of affected people. The other five municipalities in the list utilized the national headquarter stock in their first response.

The primary focus of the operation is to meet the immediate needs of affected people; however, planning has already started to also support their recovery, involving activities in the following areas: ongoing participatory health risk and public awareness campaign; water and sanitation, hygiene promotion and shelter.

Red Cross of Serbia has depleted its stocks, and needs replenishing of the following items (minimum amount to ensure continuous support in following months):

- food items (emergency family canned food parcels) - 650 packages,
- hygiene items (family) for 500 families, ²
- household cleaning set for 300 households,
- bottled water - 10 tonnes,
- raincoats - 200 pcs,
- liquid for disinfection - 500 pcs.

Due to the RCS facing an increasing number of requests for assistance as the situation evolves, local RC branches and NDRTs started a rapid assessment to identify further needs of the affected population. As the situation is still unstable and large areas are still under water, continued assessments will be conducted to gain a clear picture on damages and needs.

Support will be provided to groups at risk: the elderly, families with women as breadwinners and people with disabilities to make sure that no one is left out and needs are fulfilled.

Targeting

The list of people RCS will work with was prepared by RCS in cooperation with the Emergency Headquarters of the affected municipalities. The lists will be cross-shared in the local coordination meetings of the Emergency HQ. Following a more detailed assessment, cash assistance will be considered in the area of shelter and livelihoods.

Based on the assessment, the proposed operation will support the immediate needs of **7,650 people** with drinking water and among them, **2,139 people** (713 households, which are the most vulnerable) with other relief items in 13 municipalities including Aleksinac, Gornji Milanovac, Ivanjica, Knic, Koceljeva, Kraljevo, Lucani, Trstenik, Svilajnac, Cacak, Prokuplje, Despotovac and Krupanj. The locations of assistance have been defined based on the outcomes of the rapid assessment and the requests expressed by the local authorities of the municipalities. Defining the target locations has been closely coordinated and mutually agreed on with all stakeholders. The operation will prioritize the elderly, women-headed households, groups most at risk, who have been identified based on their level of vulnerability in coping with disasters.

So far, all evacuated people and people who have remained in their households but were affected by the floods have been supported with emergency family canned food parcels. In addition to emergency food, the aforementioned population will be assisted with household cleaning sets, hygiene family parcels as well as with water for a maximum of 10 days until sanitary conditions, electricity and water supplies are restored.

Based on the results of the detailed assessment to be completed in the following days, selected families will be supported through the DREF operation with family food parcels in the next two months to support their nutrition (each family will receive one parcel in the implementation period). People found to be the most affected and the most vulnerable will be supported with cash assistance in *shelter* and *livelihoods* areas of focus.

When selecting people for cash assistance, priority will be given to households that are the most damaged and to:

- families evacuated and hosted by relatives or friends, and also to those hosting them;
- families with women as breadwinners (widows), elderly couples, young couples with small children;
- families who are not recipients of any substantial assistance, by government, NGOs and other organizations.

Scenario planning

Although there were no further heavy rains after 7 June, water levels remained high in local and regional rivers, which in case of additional rainfall could cause repeated flooding in already affected areas.

² As per the plan the distribution of hygiene parcels commenced in the second week after the floods hit. According to the findings of the rapid needs assessment 500 hygiene parcels will be distributed to Despotovac – 9; Prokuplje-5; Svilajnac – 6; Koceljeva- 5; Lucani – 100; Trstenik – 25; Knic – 50; Koceljeva-9; Krupanj – 50; Kraljevo- 241; Aleksinac – 5. The items are provided from the currently available stocks of RCS, which however, depleted by completing this activity, therefore needs to be replenished.

However, the most likely scenario is that in the coming weeks the weather condition will significantly improve with no further rainfalls and with increasing temperatures. This weather condition will help water to withdraw to the riverbed, which will facilitate water pumping from the households and will also speed up the cleaning of affected households. Decreased water levels and good weather conditions will also enable authorities and the RCS to accelerate the recovery process: households can be disinfected and dehumidified, which will take at least two months. Completion of reconstruction works of the damaged infrastructure (roads, electricity, water system) in the affected municipalities is also dependent on weather conditions and the water levels.

The worst scenario would be additional rainfall resulting in high or increasing water levels, paired with increasing temperatures. This would significantly increase health risks by providing ideal conditions for the spread of various diseases.

Operation Risk Assessment

In some areas of the affected municipalities the water level is still high and due to the flash floods, infrastructure has been damaged, roads have been blocked. These circumstances create operational risks, which could have an impact on relief and other assistance efforts. In some areas, authorities issued warnings about the quality of drinking water. Rising temperatures increase the risk of epidemics related to the decaying carcasses of animals killed by the flood.

B. Operational strategy

Overall Operational objective:

The overall operational objective is to provide immediate assistance to **7,650 people** in the form of safe drinking water, and to **2,139 people** (713 households) in other forms of relief such as food, hygiene and household items, support in rehabilitating/cleaning houses and cash assistance. Operations will be carried out in 13 municipalities affected by floods and flash floods: Aleksinac, Gornji Milanovac, Ivanjica, Knic, Koceljeva, Kraljevo, Lucani, Trstenik, Svilajnac, Ljig, Prokuplje, Despotovac and Krupanj.

Table 3 – Areas of Focus by affected municipality

No.	Municipality	Shelter HH to be supported in total	Livelihoods and basic need HH to be supported in total	Health HH to be supported in total	WASH HH / BnF to be supported in total		DRR HH to be supported in total
					hygiene parcels	Water beneficiaries	
1	Aleksinac	10	10	10	5	-	-
2	Gornji Milanovac	2	-	2	-	-	-
3	Ivanjica	10	40	5	-	-	-
4	Knic	50	50	50	50	1.500	50
5	Koceljeva	16	2	16	9	-	-
6	Kraljevo	300	300	300	241	2.000	300
7	Lucani	150	150	150	100	-	150
8	Trstenik	50	80	50	25	2.500	50
9	Svilajnac	6	6	6	6	-	-
10	Prokuplje	12	12	12	5	-	-
11	Despotovac	-	-	12	9	-	-
12	Krupanj	50	50	50	50	1.500	-
13	Cacak	-	-	50	-	150	-
TOTAL		656	650	713	500	7.650	550

Proposed strategy:

In order to accomplish the overall objective, the Red Cross of Serbia with its operational local Red Cross branches, staff and volunteers organised in local and National Disaster Response Teams, will continue their presence and activities in the affected areas. The RCS will be focusing on the provision of emergency food, water, hygiene items, psychosocial support and cash assistance, with different items and services provided to recipients based on need. The NS will also assist in the cleaning process with water pumping, disinfection, and dehumidification.

The Red Cross of Serbia is planning to implement the following key activities:

- Detailed needs assessment and finalization of the list of people the RCS will work with, further specifying the scope of damage. as well the needs of the affected population. Selection criteria will be agreed on with local authorities.
- Replenishment of emergency canned food parcels, which were distributed to 1,950 affected people (650 families, who were evacuated and temporarily sheltered) to support their nutrition needs right after the onset of the disaster.
- Distribution of 500 family food parcels (one parcel per family for one month) to most affected families who continue to be in need after receiving immediate assistance in the form of emergency canned food parcels.
- Distribution of bottled water to 3,300 people (three litre per person), jerry cans (two per family) from RCS own stock to 780 people and provision of 10 water tanks with the capacity of 1,500 litres, to provide 1,190 households (3,570 people) with water.
- Distribution of household cleaning sets to 650 households that are the most affected.
- Improving hygiene conditions by distributing 500 hygiene family parcels (1 parcel per family for 1 month).
- Provision of emergency assistance to affected households through the deployment of Red Cross mobile technical and water rescue teams to help people by pumping water out houses, and with disinfection activities in coordination with regional public health institutions as well as by providing wall dehumidifiers.
- Provision of basic psychosocial support to 2,139 people (713 households), and 150 staff and volunteers of the Red Cross of Serbia to prevent further distress and suffering, and to help people cope better with the situation.
- Providing unconditional/multi-purpose cash assistance to 300 most affected families in the area of shelter and their livelihoods. In average 25% of the population in Serbia lives on poverty line. In the Central part of Serbia and South of Serbia which were the most affected by the floods and flash floods, this figure reaches 37% of the population. Red Cross of Serbia has been conducting rapid assessment, and as the current analysis of the results shows, there will be a great need to assist people in moving further to recovery. During the assessment vulnerability and damage of the household were taken into account. To make criteria and select the most affected and vulnerable ones, assessment data will need to be cross-checked with data from damage assessment that will be done by the state authorities.
- Replenishment of the essential Disaster Preparedness (DP) stocks already distributed:
 - food items (emergency canned food parcels) - 650 parcels,
 - hygiene items (family hygiene parcels) - 500 parcels,
 - household Cleaning Set - 300 sets,
 - bottled water - 10 tonnes,
 - raincoats – 200 pcs,
 - liquid for disinfection - 300 l.

Table 4 – Content of emergency food parcel (canned food items):

Item	Unit measures	Quantity
Instant soup	Pcs.	5
Canned fish (150 gr)	Pcs.	10
Meat pate (150 gr)	Pcs.	3
Canned meat (150 gr)	Pcs.	10
Ready-to-eat meals (300 gr)	Pcs.	2
Cardboard packaging	Pcs.	1

Table 5 – Content of family hygiene parcels:

Item	Unit measures	Quantity
Clothes detergent, sac 1 kg	Pcs.	1
Shampoo for adults, bottle 500 ml	Pcs.	1
Shampoo for children, bottle 500 ml	Pcs.	1
Soap 100 gr	Pcs.	8
Baby soap	Pcs.	1
Toilette paper 12/1.2-ply	Pcs.	2
Toothbrush, for adults,	Pcs.	2
Toothbrush, for children	Pcs.	2
Toothpaste for adults, 75 ml tube	Pcs.	2
Ladies sanitary pads with wings, 10 pc	Pcs.	2
Baby wet wipes, 72 pcs	Pcs.	2

Table 6 – Content of Household Cleaning Set:

Item	Unit measures	Quantity
Dishwasher sponge, abrasive, minimum 4.5cm x 9cm	Pcs.	4
Surface disinfectant liquid - Asepsol equivalent 5%	Lit.	4
Rubber gloves	Pair	3
Broom plastic,	Pcs.	1
Broken sorghum, with a long handle	Pcs.	2
Kitchen towel 60cm x 50cm	Pcs.	3
Dishwasher liquid, minimum 8% of the active substance	Lit.	3
Detergent for laundry	kg.	6
Garbage bag 120 lit 10 in the package	set.	3
Disinfectant and floor cleaning liquid - Asepsol 1:10	lit.	4

Table 7 – Content of family food parcel:

Item	Unit measures	Quantity
Flour	kg	10
Corn flour 1/1	kg	5
Oil 1/1	lit	2
Salt 1/1	kg	1
Crystal sugar 1/1	kg	1
Beans 1/1	kg	2
Rice 1/1	kg	2
Pasta	kg	3
Instant soup	sachets	15
Canned Meal 150gr	pcs.	15
Ready-to-eat Meals 300gr	pcs.	15
Tea	box	1
Cardboard boxes – packaging with printed labels and text content	piece	1

Operational support services

Human resources

Some 100 volunteers and 47 staff from NS headquarter and municipal branches have been involved in the emergency operation. No international staff deployment is planned within the DREF implementation timeframe.

Logistics and supply chain

The Red Cross of Serbia has a logistic department and procurement guidelines which follow the IFRC's procurement standards and the locally pertaining legal requirements. The warehouse of the NS is well maintained, and the transport capacities are ready to respond to an emergency situation. Procurement will be done by the Red Cross of Serbia in consultation with ROE / GOPT if and when required, ensuring implementation of IFRC procurement rules for all individual procurements conducted.

Information technologies (IT)

The Red Cross of Serbia will maintain the communication with its operational RC branches, teams and volunteers using mobile phones. On the field, RCS will include VHF radios for better tactical coordination between the NDRTs. NDRTs

and HQ will use tablets and android phones for orientation and data collection purposes during the needs assessment and operational reporting. Kobo toolbox will be used for data collection. Resources to cover the costs of the phone and internet usage are included in the DREF budget.

Communications

The visibility of Red Cross of Serbia activities in the field will be reinforced with proper information dissemination to the media on all National Society activities during relief distribution, recovery rescue activities and activities carried out in emergency shelters. Operation-related news and photos will be disseminated through electronic media, newspapers, social media and the RCS's own website. Ad hoc communication channels will be used to reach out to the most isolated people, including elderly with limited knowledge of electronic media, if needed.

Security

Due to the flash floods, and in a few locations due to the damaged infrastructure, the risk of injury to volunteers during relief and recovery activities is high. RC staff and volunteers will receive proper briefing before beginning activities in the field in order to be informed about risks in flooded areas. All disaster response volunteers of the National Society have participated in first aid training and basic disaster management training.

Planning, monitoring, evaluation, & reporting (PMER)

The Red Cross of Serbia and the IFRC Regional Office for Europe will monitor the implementation of activities. Brief weekly updates will be provided by the National Society to the IFRC on the general progress of the operation. According to the RCS SOP's field reporting will take place on a daily basis.

At the end of the operation, a two-day lessons learned workshop will be organized in order to evaluate the operation together with major partners such as the Ministry of Interior, Sector for Emergency Management as well as representatives of the municipal authorities where the operations took place. Persons affected by the disaster will also be invited to the workshop. Brief monitoring reports will be sent to IFRC Regional Office for Europe by RCS on a monthly basis.

Community Engagement and Accountability

The Red Cross of Serbia will ensure that affected people in areas of the operation are consulted regarding their needs and understand why assistance is being provided, based on what criteria and to whom. Post distribution monitoring will include satisfaction and quality elements to ensure that the data collected reflects recipients' experiences of Red Cross services and activities, and provides guidance for the identification of best practice, future adaptation and improvement. Appropriate feedback/response mechanisms will be in place to ensure people affected by the emergency and Red Cross activities are able to effectively provide feedback and raise issues, and that this will be acted on and reported back to individuals and communities. Specific measures will be adopted to make sure that the distribution process will be inclusive and gender sensitive.

Administration and Finance

The operation will rely on the existing financial management and administration systems in Serbia, as well on the financial procedure of the RCS and support - if needed - from IFRC. Provisions have been made for communication costs related to the operation as well as financial charges and general expenses (refer to budget).

D. Budget

The total budget of this DREF operation is **CHF 179,857**. Please click [here](#) to see the budget.

Click here

1. Click [here](#) to see the map of the operation.
2. Click [here](#) to return to the title page.

Contact information

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

In the Red Cross of Serbia

- **Ljubomir Miladinovic**, Secretary General,
Phone: +381 11 3032 125, email: secretarygeneral@redcross.org.rs ;

IFRC Regional Office for Europe

- **Seval Guzelkilinc**, Disaster Management Coordinator;
Phone: +36 1 888 45 05; email: seval.guzelkilinc@ifrc.org
- **Agnes Rajacic**, Senior Disaster Management Officer;
phone: +36 1 888 4537; email: agnes.rajacic@ifrc.org

IFRC Country Cluster Support Team for Central and South-Eastern Europe

- **Seija Tyrninoksa**, Head of Country Cluster Support Team, Central and South-Eastern Europe
Phone: +36 1 888 4515, email: seija.tyrninoksa@ifrc.org

IFRC Secretariat, Geneva

- **Antoine Belair**, Senior Officer, Operations Coordination - Response and Recovery (Americas and Europe)
Phone : +41 22 730 4281, email : antoine.belair@ifrc.org
- **Karla Morizzo**, Senior Officer, DREF – Disaster and Crisis Department;
Phone: + 41 22 730 4295, email: karla.morizzo@ifrc.org

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**.

Serbia - Floods
Disaster Relief Emergency Fund



*All references to Kosovo, whether the territory, institutions or population, in this text shall be understood in full compliance with United Nation's Security Council Resolution 1244 and without prejudice to the status of Kosovo. The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

0 30 60 km



DREF OPERATION

17 June 2019

Serbia - Floods

MDRRS013

Budget Group	Multilateral Response	Appeal Budget CHF	
500	Shelter - Relief	0	0
501	Shelter - Transitional	0	0
502	Construction - Housing	0	0
503	Construction - Facilities	0	0
505	Construction - Materials	0	0
510	Clothing & Textiles	3,400	3,400
520	Food	29,750	29,750
523	Seeds & Plants	0	0
530	Water, Sanitation & Hygiene	6,900	6,900
540	Medical & First Aid	0	0
550	Teaching Materials	0	0
560	Ustensils & Tools	0	0
570	Other Supplies & Services	30,770	30,770
571	Emergency Response Units	0	0
578	Cash Disbursements	76,500	76,500
	Total RELIEF ITEMS, CONSTRU	147,320	147,320
580	Land & Buildings	0	0
581	Vehicles	0	0
582	Computer & Telecom Equipment	0	0
584	Office/Household Furniture & Eq	0	0
587	Medical Equipment	0	0
589	Other Machinery & Equipment	0	0
	Total LAND, VEHICLES AND EC	0	0
590	Storage, Warehousing	0	0
592	Dsitribution & Monitoring	0	0
593	Transport & Vehicle Costs	9,000	9,000
594	Logistics Services	0	0
	Total LOGISTICS, TRANSPORT	9,000	9,000
600	International Staff	0	0
661	National Staff	0	0
662	National Society Staff	2,000	2,000
667	Volunteers	1,650	1,650
669	Other Staff Benefits	0	0
	Total PERSONNEL	3,650	3,650
670	Consultants	0	0
750	Professional Fees	0	0
	Total CONSULTANTS & PROFE	0	0
680	Workshops & Training	7,950	7,950
	Total WORKSHOP & TRAINING	7,950	7,950
700	Travel	0	0
710	Information & Public Relations	0	0
730	Office Costs	0	0
740	Communications	960	960
760	Financial Charges	0	0
790	Other General Expenses	0	0
799	Shared Office and Services Costs	0	0

	Total GENERAL EXPENDITURE	960	960
		0	0
830	Partner National Societies	0	0
831	Other Partners (NGOs, UN, other)	0	0
	Total TRANSFER TO PARTNERS	0	0
599	Programme and Services Support	10,977	10,977
	Total INDIRECT COSTS	10,977	10,977
	TOTAL BUDGET	179,857	179,857
	Available Resources		
	Multilateral Contributions		0
	Bilateral Contributions		0
	TOTAL AVAILABLE RESOURCE	0	0
	NET EMERGENCY APPEAL NE	179,857	179,857