

Final Report

Kazakhstan: Floods

DREF operation n° MDRKZ009 Final Report	Glide number: FL-2020-000130-KAZ
Date of issue: 22 December 2020	Operation start date: 14 May 2020
Operation budget: CHF 322,948	Operation end date: 30 September 2020
Number of people affected: 33,000 people	Number of people assisted: 6,128 people (1,030 households)
Host National Society: Red Crescent Society of the Republic of Kazakhstan (RCSRK)	
Red Cross Red Crescent Movement partners currently actively involved in the operation: IFRC	
Other partner organizations actively involved in the operation: Government of Kazakhstan and local authorities	

A. SITUATION ANALYSIS

Description of the disaster

On 1 May 2020, pouring rains and strong wind caused a dam burst of Sardoba reservoir in Uzbekistan that resulted in a critical increase in the level of water in water collectors and flooding in Maktaaral district of Turkestan region of the Republic of Kazakhstan on 2 May. The same day, states of emergency were declared in both Maktaaral district and Turkestan region that borders Uzbekistan.

By 5 May 2020, the flood affected 5 villages with 1,030 houses being flooded: 310 in Zhenis village, 71 in Zhanaturmys village, 244 in Orgebas village, 384 in Ferdausi village and 21 in Dostyk village. According to the assessment reports, by 11 May the total area of flooded agricultural crop and pasture fields made 7,316 hectares, more than 700 household animals died; around 1,000 agriculture producers suffered damages.

A bridge in Zhenis village was destroyed and four roads were damaged (one district level road to Zhanaturmys village, two regional level roads - between Zhenis and Ferdausi and an entrance to Orgebas village, and one national level road).

People from 5 flood-affected villages and other 12 villages situated in the flood risk area were evacuated in the first days following the water rise. The total number of people evacuated from 17 settlements was about 33,000. By 5 May about 22,000 people returned to their houses as the risk of flood decreased. In a few days, as the threat of flooding passed, the rest of the evacuated people from villages that were not affected returned to their houses.

The government and communities did not anticipate and consider flood as a disaster risk in the region; the disaster happened unexpectedly, and people were unprepared. People were informed about the evacuation and the evacuation happened quickly. For temporary accommodation, the authorities spontaneously organized 24 evacuation points in the two nearest villages: Atakent and Zhambyl. According to a preliminary report, there were 2,411 people in evacuation points as of 5 May. The report of 11 May shows that there were 10 evacuation points accommodating 3,199 people. The 10 evacuation points were located in the following villages: Atakent – 3, Orkenient – 1, Yessentay – 1, Igilik – 1, Qyryqzhyldyq – 2, Kokaral – 1, Zhetisay -1. The remaining people whose houses were damaged by the flood (about 3,000) stayed with relatives.



Distribution of humanitarian aid among population of Zhanaturmys.
Photo: Kazakhstan RC

The Department of Emergency Situations, police, the National Guard, local akimats (administrations) and local communities were involved in evacuation of the population, provision of shelters (evacuation points), food and necessary basic items. Local non-governmental organizations and volunteer initiatives assisted the government/ authorities and provided in-kind assistance to help the disaster-affected people.

Health services in the evacuation points were provided by professional medical staff (doctors and paramedics). People in the evacuation points experienced lack of hygiene items, bed sheets, blankets, shoes and clothes. Food items and clean water were also limited. There was no hot water supply and the number of latrines was insufficient. Electricity, mobile and internet connections in the flood-affected area were provided with interruptions.

Household items, home appliances, clothes, food stocks were destroyed. Those people who managed to move their cattle (cows, camels, sheep, chickens) to safe places needed to repair or rebuild cowsheds, barns and restock cattle feed. Some people lost their cattle and faced food insecurity while the government conducted damage assessment. Kazakhstan Red Crescent Society along with some other NGOs, business structures and community organizations provided assistance in restoring a normal life.

The five target settlements of Maktaaral district (Zhenis, Zhanaturmys, Orgebas, Ferdausi and Dostyk) remained flooded until 21 May. As high water receded, local authorities began assessment of damages in the houses together with technical experts. By mid-July, technical assessment of affected houses were completed in five target settlements of Maktaaral district: as a result, 867 houses were found unfit for repairment and had to be demolished. A number of damaged houses had not been officially registered but the authorities decided to compensate for their losses.

Local authorities decided to relocate residents of three settlements (Zhenis, Zhanaturmys and Dostyk) to a new micro-district in Myrzakent settlement. For this purpose, 386 houses were built (196 were covered from the state budget and 190 were covered from charitable funds). For residents of the villages of Orgebas and Ferdausi, new houses were built on new plots of land in the same villages: 122 houses in Orgebas and 133 houses in Ferdausi.

The COVID-19 related state of emergency ended on 11 May but quarantine restrictions continued and affected many activities planned under this DREF operation, including movement restrictions between locations or interruptions in the work of markets and other places selling household items, as well as service providers.

By 7 May 2020, there were 4,530 COVID-19 cases registered in Kazakhstan. Combined, both emergencies increased the vulnerability and reduced the ability of the population to follow limitations in physical distancing and to practice basic hygiene. As quarantine measures eased in May and testing for COVID-19 expanded, the number of identified cases in the country grew faster than ever worldwide. By 17 July 2020, there had been 66,895 cases tested positive, 464 people died, 1,600-1,700 new cases per day were identified. There were many cases of pneumonia and related deaths registered. Drastic increase in the number of people with pneumonia and COVID-19 put significant pressure on the healthcare system.

Authorities introduced stricter quarantine measures from 5 July initially for two weeks but then extended them twice. Trade centers were closed, work of service providers was limited, intercity bus services were restricted, train services were limited, penalties for break of a sanitary regime by organizations and individuals increased. Following improvements in the epidemiological situation, quarantine measures were partly eased on 17 August but certain restrictions remained in force. By 17 September there were 107,056 cases of COVID-19 registered, 1,680 people died. From 1 August 2020, according to the WHO recommendations, data was added from statistics on viral pneumonia (most common complication of severe COVID-19 infection): there were 30,074 cases registered, 332 people died of viral pneumonia.

Summary of response

Overview of Host National Society

The South-Kazakhstan regional Red Crescent branch (that covers Turkestan region) based in Shymkent city started responding in the first hours following the disaster. Branch staff and volunteers went to the flood-affected area (about 350 km away from Shymkent) where they provided psychosocial support to people in the evacuation points, assisted authorities with evacuation of evacuated people, as well as distributed food aid to 300 families using branch funds. The deployed team facilitated counting and registration of people in the evacuation points and assessed their needs.

Due to COVID-19 movement restrictions and quarantine in the major cities in the region (Shymkent and Turkestan), people were not allowed to leave the region. With support of the Centre for Emergency Situations and Disaster Risk Reduction, and the department of emergency situations of Turkestan region, the RCSK received an authorization to move and implement response activities from the first day of the disaster. The RCSK Disaster Response Team (DRT) agreed with local authorities to track down family links of the evacuated people with relatives living in these cities and ready to host them for the time of flooding. The team further registered those people who preferred to stay with their relatives and organized transportation for them.

The branch staff and volunteers followed security rules and regulations as well as COVID-19 prevention measures. Branch team used personal protection equipment and sanitizers. Using its own resources, the RCSK distributed 5,000 masks among evacuated people and 3,000 masks were handed over to those who carry out disaster response activities

in communities: volunteers from communities, staff of the Department of Emergency Situations and military personnel.

Mobile communication and Internet did not function well because these services are often limited in rural areas (due to distance). Direct communication with people was the key approach for community engagement and accountability (CEA) used by the National Society and other actors. The branch DRT channeled all information to the RCSK headquarters through electronic mail and a messenger (WhatsApp).

There were 3 staff members and 70 volunteers from Shymkent branch of the RCSK involved in the response activities. The RCSK team in the field was responsible for collecting detailed information about affected households (number of family members per household, contact information etc.) together with local authorities who had the list of affected households. The RCSK staff with volunteers worked close with the evacuation points in order to divide the supplies between facilities in accordance with the list of beneficiaries.

It was challenging to manage contact with people as they used to change their locations moving from temporary shelters to their ruined homes or relatives. Thus, as quarantine measures eased, most of evacuated people returned temporarily to their villages by the middle of June, and resided in makeshift shelters and household outbuildings remained intact. They tried to rescue their belongings and documents from ruined houses as the evacuation was sudden and quick and left little chance for them to pick these things up before leaving. Local authorities and businessmen provided food support to them as possible.

In total, the RCSK provided 1,030 households with household items with the support of DREF allocation.



Branch volunteers prepare humanitarian aid for distribution.

Photo: Kazakhstan RC

Overview of Red Cross Red Crescent Movement in country

The IFRC Country Cluster Support Team, based in Almaty, Kazakhstan, supports five National Societies in Central Asia including the Red Crescent of Kazakhstan and provides technical assistance in disaster management, and health as well as National Society institutional capacity strengthening, advocacy and partnerships development. Currently, IFRC channels financial support for the RCSK, in order to assist National Society's COVID-19 response activities.

The main partners of the RCSK are Swiss Red Cross (focusing on fundraising) and Spanish Red Cross (focusing on youth engagement and volunteering development).

ICRC is present in Nur-Sultan, the capital of Kazakhstan, and supports the National Society in various areas including dissemination of the International Humanitarian Law, services on restoring family links and first aid.

Overview of non-RCRC actors' actions in country

A Russian businessman of Uzbek ethnic origin allocated more than 5 million US Dollars for residents of 13 settlements in flood-affected Maktaaral district: each family was entitled for 1,000 US Dollars. In total, 5,322 families received the money.

Local authorities provided compensations of about 250 US Dollars for each family member of households in five most affected settlements: 6,214 people received compensations.

Bulat Utemuratov's Foundation (Kazakhstan) allocated 6 million US Dollars for construction of 150 houses in Myrzakent settlement.

Although the affected people received support from different sources, the assistance planned within this DREF operation was important even if it could not compensate for all losses. The affected people had to restore not only furniture, household appliances and other household items but also the lost homestead. Consequently, savings made due to aid received from the Red Crescent Society could be redirected to cover other needs.

Needs analysis and scenario planning

Initial assessment had identified the following humanitarian priorities: household items to cover basic needs and water sanitation and hygiene. There was a need for basic household items including beddings, hygiene kits and kitchen sets. Following distribution of roles, and based upon request from local authorities and in agreement with the Department of Emergency Situations of Turkestan region, the RCSK focused on providing household items including bedding (mattresses, blankets, bed linen sets), kitchen sets and hygiene kits, and hygiene promotion materials.

Targeting for support based on criteria that a household was heavily affected by the flood, meaning loss of homes and belongings, need for household and hygiene items.

By 20 June staff and volunteers of the RCSK local branch completed the preparation of the detailed lists of beneficiaries for humanitarian aid distribution. The work was planned to be finished earlier but it took extra time to identify locations of affected people residing with their relatives in different settlements, as well as those who returned from evacuation points to their ruined houses. Besides, quite often data on family composition in the lists provided by local authorities was incorrect.

#	Village	# of families	Total population	Males		Females	
				adults	children	adults	children
1	Zhenis	310	1,922	568	349	546	459
2	Zhana Turmys	71	321	93	65	96	67
3	Ferdausi	384	2,377	633	437	686	621
4	Orgebas	244	1,451	388	343	409	311
5	Dostyk	21	57	15	12	17	13
TOTAL		1,030	6,128	1,697	1,206	1,754	1,471
				2,903		3,225	

By 1 July, the major part of humanitarian goods had been delivered to Maktaaral district and stocked in warehouses provided by local authorities. Distribution of humanitarian aid started on 2 July and the plan was to complete distributions by 9-10 July. However, a few staff members and volunteers got sick, quarantine measures got stricter and movement of the affected population continued, therefore the distribution completed by 25 July.

The aid was further delivered to target settlements as most of the affected population stayed there in temporary shelters (makeshift shelters, household outbuildings etc.). Distribution points were arranged in administrative buildings; information about planned distributions was shared primarily through local administrations. Those targeted households who stayed with their relatives in other settlements were informed of distributions in advance over mobile phones so that they could come and pick up their aid.

Printed information materials on sanitation and hygiene were distributed together with hygiene means, bedding and kitchen utensils.

Operation Risk Assessment

The DREF operation and its operational strategy considered risks related to COVID-19 outbreak in the country and were aligned with the IFRC global emergency appeal that supports National Societies to deliver assistance and support to communities affected or at risk of being affected by COVID-19. As such, there was a risk of delays due to further COVID-19 spread and government restriction measures with a view to curb this spread. The NS worked closely with the government to jointly find the best approach to ensure humanitarian assistance was provided to the affected families. The planned DREF activities were in line with the Ministry of Health and World Health Organisation regulations on hygiene and social distancing, especially during distribution of household items. The NS included hygiene and health promotion activities in this operation in line with the NS COVID-19 action plan, to ensure compliance with government restrictions.

B. OPERATIONAL STRATEGY

Overall objective

The overall operational objective of this DREF operation was to provide relief to all 1,030 (6,128 people) flood affected households in five villages of Maktaaral district through distribution of hygiene items, kitchen utensils and household items. 3,199 people accommodated in evacuation points were reached by hygiene promotion activities and distribution of information materials. The operation was completed within three and a half months.

Implemented strategy

The operation included a one-time distribution of household items as well as hygiene promotion and distribution of information materials to cope with the consequences of the floods. The RCSK implemented the following activities within the DREF operation in close cooperation with local authorities and representatives of local communities:

1. detailed needs assessment and finalization of lists of targeted households;
2. provision of 1,030 households (6,128 people) with bedding, kitchen sets and hygiene promotion information materials;
3. provision of 3,199 people (600 families) accommodated in evacuation points with hygiene items, children pots and chlorine tablets for washing kitchen items, laundry and cleaning surfaces in order to protect their health and wellbeing;
4. affected population was engaged in the assessment phase of response operation to identify needs, in hygiene promotion campaigns (in most public areas) as well as in a satisfaction survey and post-distribution monitoring.

The RCSK chose to assist with hygienic items and water containers only people in the evacuation points because they had poor sanitary conditions and shortage of water. Those who stayed with host families had hygiene facilities, access to water and better sanitary conditions overall.

Household items assistance was an important part of restoring and maintaining daily domestic activities in and around the home after the disaster. The RCSK helped all residents of the flooded villages (6,128 people including those in evacuation points), whose houses were damaged, with kitchen items and bedding addressing actual needs.

Below are the household and hygienic items for distribution, the items were selected in accordance with the SPHERE standards and the RCSK's previous experience in assisting the affected population during the response operations.

Content of a hygiene kit

No.	Item	Unit	Quantity
1.	Water container	Pcs	2 per family
2.	Soap (for laundry/bathing)	Pcs	2 + 2 per person
3.	Diaper	pack	1 per child
4.	Children pot	pcs	1 per child
5.	Wet wipes	pack	1 per person
6.	Female sanitary pads	pack	1 per woman
7.	Sanitizer	bottle	1 per family
8.	Chlorine tablet	pack	1 per family

Content of a bedding set

No.	Item	Unit	Quantity
1.	Mattress	pcs	1 per person
2.	Blanket	pcs	1 per person
3.	Bed linen	set	1 per person

Content of a kitchen set

No.	Item	Unit	Quantity
1.	Cooking pot (big)	pcs	1 per family
2.	Cooking pot (small)	pcs	1 per family
3.	Serving spoon	pcs	2 per family
4.	Knife	pcs	1 per family

5.	Bowl	pcs	1 per family
6.	Plate	pcs	1 per person
7.	Soup bowl	pcs	1 per person
8.	Cup	pcs	1 per person
9.	Spoon	pcs	1 per person
10.	Fork	pcs	1 per person

The RCSK produced and disseminated printed hygiene promotion informational materials to adults accommodated in the evacuation points and adult residents from flooded villages during the humanitarian aid distribution. In addition, COVID-19 prevention activities (distribution of masks donated by local organizations, dissemination of key messages and distribution of information materials) took place during the entire response operation.

The RCSK developed guidelines on COVID-19 mitigation measures for volunteers and arranged coaching for each person before s/he was assigned any task. Personal protection items (masks) were also provided to volunteers and staff.

To maintain health and well-being of volunteers the RCSK staff provided psychosocial support to those who needed it and covered meal and transportation expenses of volunteers. The Red Crescent used incentives to motivate, encourage and appreciate volunteers' inputs into the disaster response operation. Thus, volunteers received top up cards (for mobile phones), backpacks with RC logo, hand and wall watches with RC logo etc.

Operational support services

Human resources

In total, 6 staff and 70 volunteers of the RCSK were deployed to deliver aid to affected people. IFRC staff members provided overall technical support to the RCSK in implementing the operation, as well as in reporting and communications.

Logistics and supply chain

Basic household items were procured, transported and pre-positioned locally in accordance and in full compliance with the RCSK's and IFRC's procurement rules, as well DREF guidelines. Challenges in following the rules in the situation of quarantine are mentioned under the Detailed Operational Plan section below.

Information technology (IT)

The RCSK headquarters maintained regular communication with its Shymkent branch through the ground and mobile telephone networks and Internet. Mobile telephone networks were used for communication with the affected villages and while travelling to the disaster site.

Communications

A press release on operation outcomes in Kazakh and Russian languages was disseminated among local media representatives. Pictures from the operation site were taken and used for both sharing with media and posting on the Red Crescent's website and on social media. Field staff and volunteers were available for media interviews with the preliminary coordination with the RCSK communications officer.

Community Engagement and Accountability

The RCSK ensured that affected people in areas where they were operating were included in the response and recovery process, consulted regarding their needs and understood why assistance was being provided, based on what criteria and to whom. Hygiene promotion campaigns were based on community participation with active engagement and involvement of affected people. Post distribution monitoring included satisfaction and quality elements to ensure data collected reflects recipients' experiences of the RCSK services and activities and provided guidance for identification of best practice and future adaptation and improvement. Appropriate feedback/response mechanism was in place to ensure people affected by the emergency and reached within the RCSK activities could effectively provide feedback and raise issues, and that this would be acted on, with resulting actions reported back to individuals and communities.

Planning, monitoring, evaluation, & reporting (PMER)

The RCSK's Director of the DM Department monitored the progress of the operation. The RCSK provided weekly and monthly updates to IFRC on general progress of the operation.


As part of the monitoring and evaluation activities, at the end of the operation the Kazakhstan Red Crescent carried out a satisfaction survey among targeted households to seek their opinion of the operation and improve future operations based on outcomes of the survey. Prior to the survey the RCSK arranged a training session on satisfaction survey for branch staff and volunteers to clarify the objectives, methods, means, ethical and other considerations and go through the questionnaire. [The results of the survey are outlined in Annex 1.](#)

On 24 September, a lessons-learned workshop took place in Turkestan (the centre city of Turkestan region) to share the experience and challenges faced during the operation among the Red Crescent staff and volunteers, the IFRC Country Cluster Support Team, Government counterparts and partners.

Administration and Finance

The RCSK ensured 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 IFRC standards and DREF guidelines.

C. DETAILED OPERATIONAL PLAN

 <p>Shelter People reached: 6,128 Male: 2,903 Female: 3,225</p>		
Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer term recovery through shelter and settlement solutions		
Indicator	Target	Actual
% of surveyed households who agree that the assistance received was relevant for restoring their wellbeing	70%	Please see Annex 1
Shelter Output 1.1: Basic household items assistance is provided to the affected families.		
Indicator	Target	Actual
# of people reached with basic household items assistance	6,128	6,128
Narrative description of achievements		
<p>On 21 May, two staff members of the RCSK headquarters and Deputy Director of the International Centre of Emergency Situations and DRR visited Turkestan region to meet local authorities and the support local RC branch in detailed assessment of needs of the affected population. Together with branch staff and volunteers they visited evacuation points accommodating the affected people and the ground allocated for construction of new houses.</p> <p>By 20 June, the RCSK prepared detailed lists of people to be assisted in consultation with communities and local authorities.</p> <p>Tenders on 18-19 June identified suppliers of bedding and kitchen utensils. Household items were procured, transported and pre-positioned locally in accordance and full compliance with the RCSK's and IFRC's procurement rules as well DREF guidelines.</p> <p>By 1 July, the goods had been delivered to Maktaaral district and stocked in warehouses provided by local authorities. Distribution of humanitarian aid to the affected population of Maktaaral district started on 2 July and completed by 25 July.</p> <p>On 4 August, 3 staff members and 4 volunteers of the branch received training on the satisfaction survey during an online session. These staff and volunteers further briefed more volunteers to support the survey. The survey was conducted in five target settlements on 10-26 August: a team of 12 RC staff members and volunteers interviewed a total of 197 people.</p>		
<p>Challenges: Identifying suppliers of goods in the situation when many businesses were closed due to COVID-19 quarantine measures was challenging and took longer time than planned.</p>		
<p>Lessons Learned: Previous and recent response experience demonstrates that actual humanitarian relief provided within the DREF operations reaches targeted households after quite a significant period of time after a disaster. It is necessary to have agreements with potential suppliers of basic relief goods to facilitate procurement process. However, due to inflation in the country it is impossible to fix the prices for goods through such agreements and because of that the National Society has to go through the full cycle of tendering procedures each time it plans procurement.</p>		



Water, sanitation and hygiene

People reached: 6,128

Male: 2,903

Female: 3,225

WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicator	Target	Actual
# of people reached under WASH	3,199	6,128

WASH Output 1.4: Hygiene promotion activities provided to target population

Indicator	Target	Actual
# of people reached by hygiene promotion activities	3,199	6,128

WASH Output 1.5: Hygiene-related goods (NFIs) are provided to the target population

Indicator	Target	Actual
# of people provided with a set of essential hygiene items	3,199	3,199

Narrative description of achievements

Tenders on 18-19 June identified suppliers of hygiene means. By 1 July, the goods had been delivered to Maktaaral district and stocked in warehouses provided by local authorities. Distribution of humanitarian aid to the affected population started on 2 July and completed by 25 July. As people accommodated in the evacuation points (targeted households for hygiene means) preferred to return to their settlements or move in together with host families at the earliest possible opportunity, the branch had to make efforts and track them down in order to deliver hygiene items.

Printed IEC materials on sanitation and hygiene were produced and distributed during sessions held as distribution of humanitarian aid was ongoing. The content of materials was agreed with the RCSK health department.

Increase in the total number of reached under WASH is because all people targeted by the operation were reached with hygiene promotion activities, not only people receiving hygiene items.

On 10-26 August staff and volunteers of the RCSK branch conducted the satisfaction survey in five target settlements. The questionnaire used for interviews included questions on health developed with support from IFRC.

Challenges: Identifying suppliers of goods in the situation when many businesses were closed due to COVID-19 quarantine measures was challenging and took longer time than planned.

Lessons Learned: Previous and recent response experience demonstrates that actual humanitarian relief provided within the DREF operations reaches targeted households after quite a significant period of time after a disaster. It is necessary to have agreements with potential suppliers of basic relief goods to facilitate procurement process. However, due to inflation processes in the country it is impossible to fix the prices for goods through such agreements and because of that the National Society has to go through the full cycle of tendering procedures each time it plans procurement.

Strengthen National Society

S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Output S1.1.4: National Societies have effective and motivated volunteers who are protected

Indicator	Target	Actual
% of volunteers insured	100	100
# of volunteers involved in the response operation	70	70

Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and activities

Indicator	Target	Actual
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# feedback and complaints mechanisms implemented	1	1
% of complaints and feedback received and responded to by the NS	100	100
Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders		
Indicator	Target	Actual
# of financial reports produced	1	3
Output S4.1.4: Staff security is prioritised in all IFRC activities		
Indicator	Target	Actual
% of staff aware of security regulations	100	100
Narrative description of achievements		
<p>Insurance of 70 volunteers involved in the response operation was confirmed by IFRC on 19 June. The insurance covered the period from 18 June to 31 December 2020.</p> <p>The branch Disaster Response Team members gave regular instructions to volunteers on field work safety and measures to prevent COVID-19.</p> <p>As field conditions during distributions were rather tough (no comfortable overnight accommodation, no shower, high temperatures over 40° Centigrade, risk of coronavirus) the RCSK ensured most enabling conditions for volunteers and provided psychological support as needed.</p> <p>A tender on 26 June identified a supplier of reusable masks. The masks have been delivered to the branch and distributed among staff members and volunteers. All volunteers were provided with PPE (masks, disinfection spray) and uniforms with the RC logo.</p> <p>The branch team stayed in contact with the population from the affected area, no complaints were received during the operation. In addition, there was a WhatsApp contact number allocated in the RCSK headquarters for feedback and complaint messages related to the operation in Maktaaral district to ensure greater impartiality in dealing with possible complaints. The affected population was informed of the number and possibilities of making a complaint during distributions. No complaints were received through this mechanism.</p>		
<p>Challenges: Operating in the complex emergency, which the flood response operation at the peak of an outbreak of COVID-19 in the country was, had its challenges. Following strictly logistics procedures was one of the challenges faced by the RCSK during the operation.</p> <p>CHF 2,917.82 was budgeted and spent by the RCSK on meals for volunteers was considered ineligible by the IFRC CCST (and recovered from the operational budget), since the competitive bid analysis (CBA) was not followed up by the RCSK. The CBA did not take place in the lack of fully operating service providers observed in the market, especially catering service providers: most of them closed or provided limited services. This activity was covered from the NS own funds.</p>		
<p>Lessons Learned: A lesson learnt from the situation with catering services for volunteers is that strict logistics and financial procedures impose constraints that lead to delays and complicate response operations of National Societies. The RCSK is ready to discuss the imposed constraints at the regional and global RCRC platforms where National Societies share their experience and seek solutions in order to make cooperation and response more effective.</p>		

D. Financial Report

The budget for this DREF Operation was **CHF 322,948**. After finalizing the operation, there remains a balance of **CHF 13,249**, 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. The Canadian Government has 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 (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.



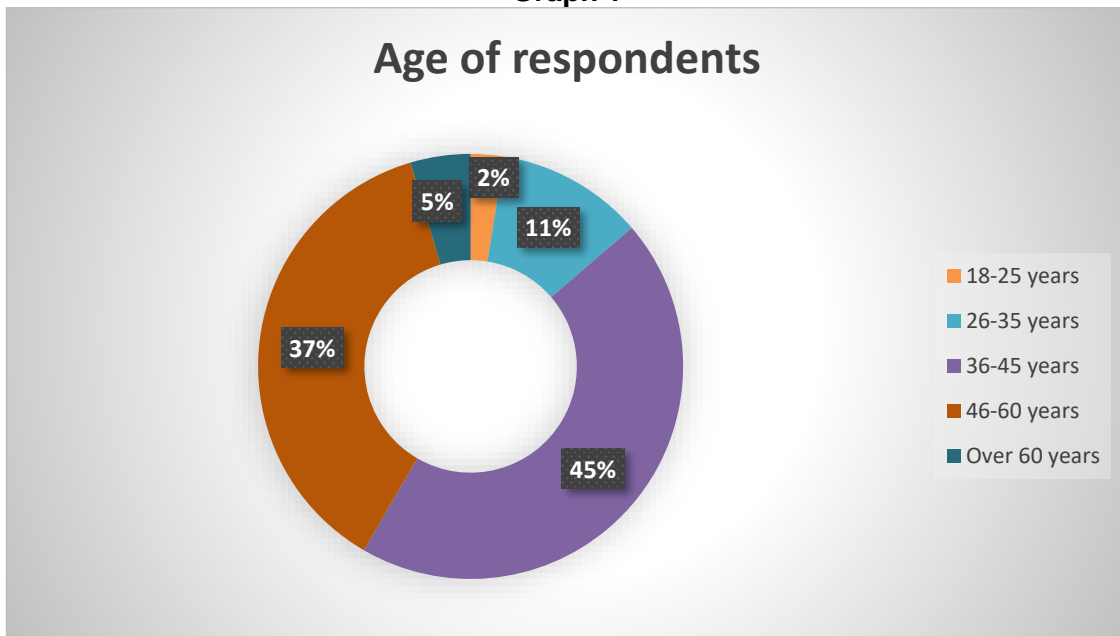
Promote **social inclusion**
and a culture of
non-violence and peace.

Annex 1 Beneficiary satisfaction survey report

The purpose of the survey was to contribute to the improvement of quality of the Red Cross Red Crescent disaster response operations, to demonstrate accountability in front of beneficiaries and build their trust in the Red Cross and Red Crescent. The objectives of the survey included: seeking opinion of beneficiaries about the operation, including of the distribution process and quality of distributed goods; assessing the relevance of the operation outcomes and distributed items, the timeliness of support; and identifying possible gaps in meeting the needs of the affected population.

Observation and individual interviews with members of households were key methods used to collect data. Interviewers filled paper questionnaires developed for the purpose of the survey. Data from the paper questionnaires was further transferred to the spreadsheet and analysed. The National Society branch staff and volunteers (12 interviewers) conducted the beneficiary satisfaction survey on 10-26 August. The interviewers received briefing about the survey objectives, methodology, ethical considerations, questionnaires etc. prior to their field visits. The sample size made 197 people (with the entire assembly being the adult population of the operation target settlements). In total, 197 adult residents of target settlements were interviewed, among them 99 women and 98 men (equal proportion). For age of respondents, see Graph 1.

Graph 1



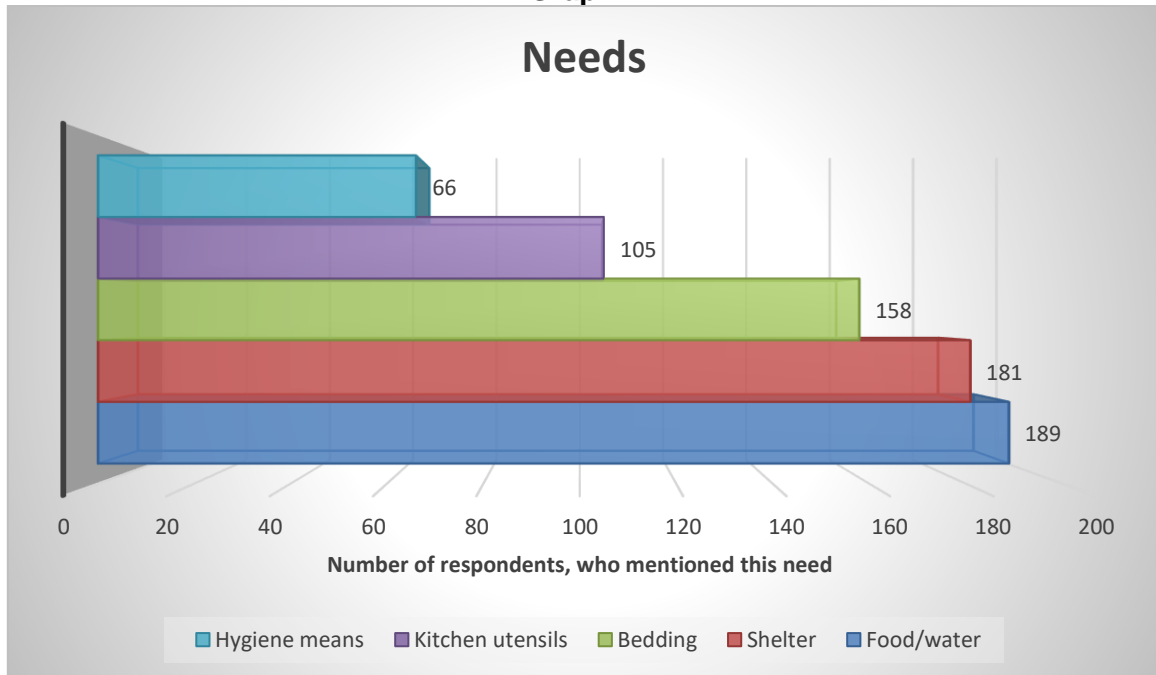
Based on results of the survey, 97 per cent of respondents were asked by the Red Crescent Society about their needs, i.e. beneficiaries were involved in planning of the response operation. The majority – 80 per cent of beneficiaries – listed bedding, and more than a half (53 per cent) listed kitchen utensils among things they needed after the flood; 33.5 per cent of people mentioned hygiene means (see Graph 2 on the next page). It is unclear why hygiene means were mentioned by only one third of respondents given the fact that 80 per cent of respondents said their houses were ruined and 60 per cent said all their belongings were lost. Besides, the disaster stroke and the response operation took place during the outbreak of COVID-19 and following strict hygiene rules was a necessity. This may be partly explained by retrospective character of the survey (people were asked about their past needs) or may also reflect attitude towards hygiene.

The time of distributions was convenient for the beneficiaries: over 90 per cent of respondents had received the aid in the time of the day they also chose as the most convenient time for them. Over 92 per cent of respondents said they had received all necessary information about the date, time and place of distribution prior to the distribution, 88 per cent knew what they would receive, and 87 per cent of respondents knew how to make a complaint concerning the aid received from the RC, if need be. More than half of beneficiaries (59 per cent) ranked the quality of goods received from the National Society as good, almost a third (35 per cent) as very good, 2.5 per cent ranked it as average and 0.5 per cent as bad¹. Two thirds assessed the behaviour of the Red Crescent staff or volunteers during distributions as very good (75 per cent) and almost 12 per cent as good.

¹ The total amount does not equal 100 because in a number of questionnaires answers to various questions were missing.

Graph 2

Needs



The response operation of the National Society raised the profile of the Red Cross and Red Crescent among population. Thus, 90 per cent of beneficiaries said they had received information about the Red Cross Red Crescent work after the disaster, 77 per cent of respondents received that information from the National Society branch staff and volunteers, 3.5 per cent from RC printed materials and 5 per cent from TV. Visibility of the Red Crescent Society was ensured during the distributions with the help of uniforms and/ or an emblem: 97 per cent of respondents confirmed this.

When asked whether they would arrange disaster response assistance to affected population differently from the way the RCSK did it, 93 per cent of respondents said they would do it the same way.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/5-2020/11	Operation	MDRKZ009
Budget Timeframe	2020/5-2020/11	Budget	APPROVED

Prepared on 21/Dec/2020

All figures are in Swiss Francs (CHF)

MDRKZ009 - Kazakhstan - Floods

Operating Timeframe: 13 May 2020 to 30 Sep 2020

I. Summary

Opening Balance	0
Funds & Other Income	322,948
DREF Allocations	322,948
Expenditure	-309,698
Closing Balance	13,250

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	244,750	244,331	419
AOF3 - Livelihoods and basic needs			0
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene	53,362	52,683	679
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	298,112	297,014	1,098
SFI1 - Strengthen National Societies	6,911	4,267	2,644
SFI2 - Effective international disaster management			0
SFI3 - Influence others as leading strategic partners	12,483	2,225	10,257
SFI4 - Ensure a strong IFRC	5,442	6,192	-750
Strategy for implementation Total	24,835	12,684	12,151
Grand Total	322,947	309,698	13,249

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/5-2020/11	Operation	MDRKZ009
Budget Timeframe	2020/5-2020/11	Budget	APPROVED

Prepared on 21/Dec/2020

All figures are in Swiss Francs (CHF)

MDRKZ009 - Kazakhstan - Floods

Operating Timeframe: 13 May 2020 to 30 Sep 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	268,653	268,829	-175
Clothing & Textiles	152,293	152,390	-97
Water, Sanitation & Hygiene	26,765	26,907	-143
Medical & First Aid	9,597	9,511	85
Teaching Materials	405	419	-14
Utensils & Tools	75,218	76,950	-1,732
Other Supplies & Services	4,376	2,652	1,724
Logistics, Transport & Storage	2,157	2,794	-637
Distribution & Monitoring	684	711	-27
Transport & Vehicles Costs	1,473	2,083	-610
Personnel	16,831	11,899	4,932
National Society Staff	10,342	8,020	2,322
Volunteers	6,489	3,879	2,610
Consultants & Professional Fees	1,824	1,824	0
Consultants	1,824	1,824	0
Workshops & Training	4,138	2,774	1,364
Workshops & Training	4,138	2,774	1,364
General Expenditure	9,634	2,677	6,957
Travel	6,908		6,908
Information & Public Relations	1,083	870	213
Office Costs	139	115	25
Communications	910	954	-44
Financial Charges	593	739	-146
Indirect Costs	19,710	18,902	809
Programme & Services Support Recover	19,710	18,902	809
Grand Total	322,947	309,698	13,249