

DREF Final report

Azerbaijan: Earthquake

DREF operation n° MDRAZ003 GLIDE n° EQ-2012-000085-AZE 22nd December 2012

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross and Red Crescent emergency response. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.

CHF 286,454 was allocated in May 2012 from the IFRC's Disaster Relief Emergency Fund (DREF) to support the Azerbaijan Red Crescent Society in delivering immediate assistance to some 3,500 beneficiaries (700 families).

Summary: The earthquake measuring 5.6 on the Richter scale struck the south-western part of Azerbaijan, Zagatala and Gakh, on 7th May 2012. As the first result, 3,124 residential houses and public buildings were either destroyed or seriously damaged. Following this earthquake, strong and regular aftershocks were again registered in both Zagatala and Gakh regions which further increased the number of destroyed and damaged buildings. Finally over 6,506 houses and public objects suffered from the earthquake; 680 houses were completely destroyed and the inhabitants' property was buried under the debris. 6,949 families were evacuated and put up either in tents or nearby houses.



One of the families from Zagatala region, affected by the earthquake during visit of the Azerbaijan Red Crescent volunteers. Photo:AzRC

The Azerbaijan Red Crescent immediately responded to the earthquake with active participation in the process of evacuation, tents establishment (nearby destroyed/damaged house or in establishment tent camp) and relief distribution, as members of the operative teams under the Ministry of Emergency. Also they distributed relief items for 30 families (150 people) from the National Society's central warehouse and purchased from their own funds: 150 blankets, 150 mattresses, 300 towels, 150 bedding sets, and 30 gas stoves. Based on the needs assessment of the affected families, the AzRC focused on the most vulnerable 3,500 people (700 families, among which 450 families were from Zagatala and 250 families from Gakh), whose houses and property were completely damaged, to support them during their coping with the consequences of the disaster.

This operation was implemented over a four month period and timely completed with a Beneficiary Satisfaction Survey to assess the beneficiaries' overall opinion about the quality of the relief operation and assistance delivery. 140 households of 6 affected villages of Gakh and Zagatala regions were interviewed by a group of 20 volunteers and 4 staff over a period of three days, using the structured interview method. The survey was crucial for effective facilitation of post-distribution monitoring activities that aimed ultimately at the improvement of the Movement's accountability to the people affected by disasters.

The major donors and partners of the International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) include the Australian, American and Belgian Governments, the Austrian Red Cross, the Canadian Red Cross and the Canadian Government, the Danish Red Cross and the Danish Government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian Governments, the Japanese Red Cross Society, the Luxembourg Government, the Monaco Red Cross and the Monaco Government, the Netherlands Red Cross and the Netherlands Government, the Norwegian Red Cross and the Norwegian Government, the Spanish Government, the Swedish Red Cross and the Swedish Government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors. Details of all donors can be found at

http://www.ifrc.org/docs/appeals/Active/MAA00010_2012.pdf

On behalf of the Red Crescent Society of Azerbaijan, the IFRC would like to extend their thanks to all of them for their generous contributions.

After the completion of funds transfers, a final balance of CHF 1,961 remained, which will be returned to the DREF funds.

[<click here for the final financial report, or here to view contact details>](#)

The situation

The first and the most powerful earthquake of magnitude 5.6 occurred on 7th May 2012 near Zagatala. There was another strong earthquake of magnitude 4.8 in Zagatala on 18th May. The regions most affected were Zagatala and Gakh, in the north-western part of Azerbaijan more than 400 km from Baku.

As a result of the earthquakes and aftershocks many private and public buildings were damaged. The Ministry of Emergency Situations of Azerbaijan conducted a damage assessment on 5,074 buildings, which resulted in confirming that 1,993 buildings are in an emergency situation, and are considered uninhabitable. It was decided to rebuild these houses. The electricity supply to the homes and facilities in the emergency areas was suspended.

The table below demonstrates the affected regions.

District	Damaged/Destroyed houses	Houses under threat of collapsing	Number of families evacuated
Zagatala	6,506	162	6,949
Gakh	500	1,235	2,160
Balakend		169	
Total	7,006	1,566	9,109

The construction work on damaged schools in the Manyrh and Gezbarah villages and Zagatala city school No2 is already finished; the rebuilding of fourteen out of the 49 damaged schools still continues; out of 49 schools construction of 24 is totally finalized. Secondary schools and kindergartens were temporarily closed due to continuing tremors in the region: 77 schools, gyms and preschool institutions were under emergency conditions. The situation of the damaged houses was worsened due to heavy rains in the affected area, which additionally increased the risk of more houses to collapse. Fifteen people from Zagatala were injured and they received first aid at one of the central hospitals.

The Ministry of Emergency Situations of Azerbaijan carefully followed the situation within the region to find out the extent of damage; regularly informed the central government about the results and finally it was decided to rebuild the destroyed houses of the affected families. According to the government of Azerbaijan 7,000 houses need to be constructed to compensate to those families which had lost their property. This process still continues. For the present the houses are in various stages of completion both in Zagatala and Gakh and it seems that not all families will be able to move in until winter period ends. For example according to the Ministry of Emergency, the construction of 3,200 houses in Zagatala has been completed. This may cause difficulties to some of the affected families as they might spend the cold season in tents (those been given to 4,937 families along with food parcels for 2,823 families) provided by Ministry of Emergency immediately after the disaster. There are downpours in the region further worsening the situation of the affected families. Due to the mellow soil and mud in the area reconstruction of the houses is hampered. Apart from houses the government focused its efforts on repairing and re-establishing of the infrastructure in the villages. The regions are still faced with electricity shortages and water supplies cut off due to the overstretched remaining infrastructure, which negatively affects the normal hygiene and eating routines. The whole area relies mostly on agriculture as the main source of income and families were faced with challenges to rebuild stables and to accommodate their livestock and crops before the winter arrived.

Coordination and partnerships

The Azeri Red Crescent Society had regularly contacts with its field representations, collected detailed and updated information about the situation in the affected territories from them and other stakeholders. The National Society established close cooperation with the Ministry of Emergency Situations, the Ministry of Ecology and Natural Resources, the Azerbaijan Institute of Seismology and Hydrometeorology as well as with local authorities. The Azerbaijan Red Crescent Society regularly updated its partners within the Movement about the process and steps taken. The ICRC Delegation was informed about the situation, and the actions and further steps taken.

Both the International Federation`s Country Office and IFRC Europe Zone Office have followed the situation closely, and were updated about the necessary information for providing further support.

The Red Crescent local branches in Zaqata, Gakh and Balakend that are members of the Local Emergency Commissions were part of the operational teams under the Ministry of Emergency and actively participated in the process of evacuation, and settlement of the affected population. Tents were erected in the courtyards of the affected families close to the damaged houses and also tent camps were established by the Ministry of Emergency Situations. The assessment has shown that right after the earthquake the most needed support was for temporary shelter and psychological assistance. Later on it was revealed that a certain number of the affected families were also in need of household items, as their own property had been lost under the collapsed houses.

Even after completion of the operation the AzRC continues to follow the situation in the region and the population`s living conditions to be ready to timely interfere with relevant support in close cooperation with the Ministry of Emergencies avoiding duplication of the activities. Possible support might include food and non food items, warm clothes and shoes, support to/or upgrade of existing shelter capacities, provision of households items to families moving into new houses, support to water and sanitation needs. The health sector could be vulnerable too, due to the probability of increased treatment demands and health risks caused directly by harsh winter, lack of cold-proof shelters and the people`s inability to take good care of them.

The AzRC contacted its regional representations to update the previously collected information and analyze the needs of the population due to challenges that families might face in winter period. So far it was revealed that some of the previously supported by the AzRC families moved to the houses (462 families) and some might spend the winter in tents (177). Thus in total 639 families might need various levels of support, which includes food parcels at least for a two month period, warm clothes, blankets, plastic sheeting to cover tent from inside, hygienic sets and FA kits.

Red Cross and Red Crescent action

The operation had been started before the receipt of DREF funds and included several steps. Namely, the Red Crescent Society had mobilized 143 staff and volunteers from Zagatala, Gakh, Balakend and Sheki local branches to carry out a preliminary and detailed assessment of the situation indentifying the needs of the affected families.

On behalf of the President of the National Society and right after the earthquake an official letter was presented to the Ministry of Emergency stating that the National Society was ready to provide assistance for the vulnerable families within its own resources and via international support¹. The Deputy Secretary General/Disaster Management Coordinator visited together with the local Red Crescent branch teams the affected regions to participate in the assessment process and collect additional information as well as to clarify the level of support to be provided by the National Society.

The Red Crescent team actively participated in the process of evacuation, tents establishment (nearby destroyed/damaged house or in establishment tent camp) and relief distribution as members of the operative teams under the Ministry of Emergency. Local branches of Zagatala and Gakh that are members of Local Emergency Commission sent an official request to the President of the Azerbaijan Red Crescent in order to share information about the situation in their regions.

In response to the earthquake the National Society provided 30 affected families (150 persons) with pre-stocked non-food items from its central warehouse and purchased from its own funds: 150 blankets, 150 mattresses, 300 towels, 150 bedding sets, 30 gas stoves.

Name of the item	Available at the central warehouse	Purchased	Number of people/family received
Blankets	150		150 people (one per person)
Towels	354		300 (2 per person)
Mattresses	37	113	150 people (one per person)
Bedding	131	19	150 people (one per person)
Gas stoves	63		30 families (one per family)
Total	735	132	

¹ A Memorandum of Understanding was signed between the Azerbaijan Red Crescent and the Ministry of Emergency that defined role of the National Society during emergencies, including regulations for the work of competent working group capable to carry out needs assessment, mobilizes existing human and technical reserves, ensures early warning and mitigation of effects of disasters, and in coordination with the Ministry of Emergency provides affected population with necessary food, supplies and drinking water, blood and blood components, supports authorities in organizing blood recruitment campaigns, health services, psychosocial support, first aid, distributes humanitarian relief as well as carries out tracing and rescue activities.

Soon after referring to previously carried out detailed assessment of the needs conducted by the Red Crescent team and by the local authorities, it was decided to provide support to the most vulnerable families (families, whose houses were completely destroyed; evacuated families, who lost their property completely; households with disabled children; households without bread-winner or socially vulnerable or whose status is not clear; refugees/internally displaced persons (IDPs). Needs assessment has shown that as most of the families lost their properties and cattle the most needed relief goods are food and non-food items (bedding, blankets, towels, mattresses, hygienic kits, kitchen sets, rubber boots). The local population is using mountain spring water therefore there was no need to distribute clean potable water for them.

Thus with support of the Federation Europe Zone Office/Disaster Preparedness and Response Manager the Azerbaijan Red Crescent prepared a proposal and a budget to apply for DREF funds. The operation itself consisted of several steps. The Red Crescent Society developed operational plan of action and collected lists of the most affected families. A tender commission was established to analyze the suggested prices as well as the quality of items and identify the most reasonable vendors for procurement. After receiving the DREF funds the AzRC purchased the following items for distribution to the affected population:

Items	Quantity
Food parcels (rice, flour, granulated sugar, vegetable oil, dried milk, black beans, melted butter, salt, tea and pasta) (one parcel per each family) to be distributed in two months	1,400
Rubber boots (two pairs per family) to be distributed in one month	1,400
Hygienic kits (detergent, shampoo, toilet and laundry, soap, toothpaste and brush, shaving set, sanitary towel, towel) (one per each family) to be distributed in one month	700
Kitchen sets (one per each family) to be distributed in one month	700
Mattresses (one per person) to be distributed in one month	3,463
Blankets (one per person) to be distributed in one month	3,350
Bedding set (one per person) to be distributed in one month	3,369
Towels (one per person) to be distributed in one month	3,146

The purchased items were first stored at the central warehouse to carry out packing. Trucks were rented to deliver the purchased items to the warehouse and to the affected area. Minor changes were carried out based on additionally collected information from the regions and regularly updates of the situation in the regions. As the government mainly concentrated its support in Zagatala region, so the AzRC decided along with this region to cover another affected one, Gakh region, thus instead of providing support to 700 families only from Zagatala, 450 out of this number were covered in Zaagata and 250 families in Gakh. The AzRC signed contracts with the transporters in Baku, Zaqatala and Gakh and conducted the loading and unloading processes in Baku and regions. Red Crescent staff and volunteers were mobilised for distribution in the affected areas and at identified distribution points. The National Society opened 7 distribution points (by a number of Zaqatala and Gakh regions villages). As far as the items got purchased and packed, they were stored at the warehouses kindly offered for use by the local authorities to the Zaqatala and Gakh local Red Crescent branches. After all items had been collected, the distribution time was announced and relevantly carried out.

The provided funds allowed for the replenishment of the items, which were both purchased and distributed at the beginning of the operation and soon distributed to other affected families due to the several emergencies like landslides, earthquakes, fires, heavy rains, new earthquakes in Balakend, Sheki and Zagatala regions.

Achievements against outcomes

Relief distributions (food and basic non-food items)
Outcome: 700 evacuated families (3,500 people) from Zagatala and nearby villages are provided with food items for two months and non-food items to cope with the consequences of earthquake
Outputs (expected results) and activities planned: 700 families provided with necessary food and non-food items
<ul style="list-style-type: none"> Develop targeting strategy and registration system towards the most affected families to deliver intended assistance; Procure relief supplies in a transparent and efficient manner following logistics procedures; Distribute relief supplies and control supply movements from point of dispatch to end user according to Federation standards; Based on conducted assessment of the affected area and identified needs monitor and evaluate the relief activities and provide reporting on relief distributions; Develop an exit strategy and prepare final report on carried out process.

Impact: As it was mentioned above, the AzRC, using its experience and knowledge from previous emergency operations did its best to carry out the whole operation in a relevant manner and as it was further revealed, the

beneficiaries were generally satisfied with the support provided to them by the National Society as well as with the way how this relief was distributed. They were asked about their needs both by the government and by the National Society and that what they've received was almost exactly what they needed at the time straight after the disaster. Information about relief distribution reached them mostly via their neighbours/friends or representatives of local municipalities.

During the whole process of distribution the Azerbaijan Red Crescent volunteers and staff were clearly visible and recognised by the assisted people. All volunteers involved in the implementation of the activities were in Red Crescent T-shirts, caps, with visible ID-cards. Their behaviour was assessed either very good or good. Volunteers were satisfied to be part of the whole process and with big enthusiasm participated in the assessment; distribution and further survey of affected families.

Coming to operation process itself, the Azerbaijan Red Crescent had a plan of action, a list of beneficiaries with as much detailed information as possible, a coupon system mentioning the name of each member of the family and the number of ID cards to facilitate the process of distribution. Relief items were procured in a transparent and efficient manner. All logistics/procurement processes, distribution and control supply movements from point of dispatch to end user were conducted according to the International Federation standards.

It should be underlined that the government representatives (local authorities, municipality of villages) very actively supported the National Society in the distribution process, thus enough place was given along with distribution places to store food and non-food items.

In close cooperation with the IFRC Country Representation, the Azerbaijan Red Crescent regularly monitored the operation to timely react to the necessary changes and provide technical advice. The IFRC Europe Zone office in Budapest was provided with weekly operation updates and soon after completion of the operation a beneficiary satisfaction survey and an analysis of the results of the survey were carried out with IFRC Europe Zone office assistance and advice.

Monitoring and evaluation

Upon completion of the operation a Beneficiary Satisfaction Survey was implemented by the National Society with support from the IFRC Europe Zone Office and the local representation in Baku.

140 households of 6 affected villages of Gakh and Zagatala regions were interviewed by a group of 20 volunteers and 4 staff over a period of three days, using the structured interview method. In order to ensure that the selected sample is representative, the team working on the preparation of the survey (comprising representatives of the NS and local IFRC representation) followed the following parameters of sample design:

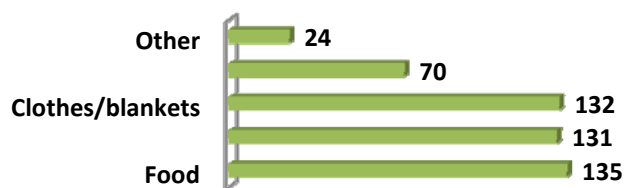
- Sample size (140 households make an average of 20% of all provided with the assistance);
- Distribution of the beneficiaries between the affected villages (6 most affected villages with the largest number of beneficiaries were selected).

In order to provide the National Society with the important support in organization of this survey and later analysis of collected data and preparation of the report, a team comprising DM specialist and PMER specialist was deployed to Azerbaijan by the IFRC Europe Zone office.

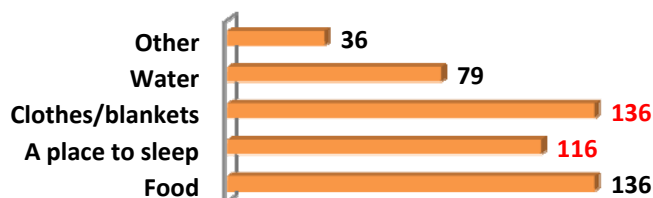
The households were interviewed by teams of 2-3 volunteers visiting them door to door and questioning mostly using the structure proposed by the questionnaire. However, more informal discussion always took place with both interviewees and interviewers going beyond the list of questions, which contributed to the broader picture of the situation the beneficiaries are finding themselves in to date of the survey, important for later data interpretation. 54% of the interviewees were women, whose husbands were mostly not there either working abroad or busy at construction sites rebuilding their homes.

The analysis of the interviewed beneficiaries' answers demonstrates that the relief they received was to a large extent matching their needs. In the majority of cases, people needed food (and received it from the government and NS), clothes and blankets (and received them from the Azerbaijan Red Crescent), and a place to sleep (tents were provided by the government) – *graphs 1 and 2*. Among other needs mostly constructing tools and materials were mentioned. Other received items included baby diapers, nutrition and clothes for children that the affected families received from private donors.

1: Beneficiaries' needs

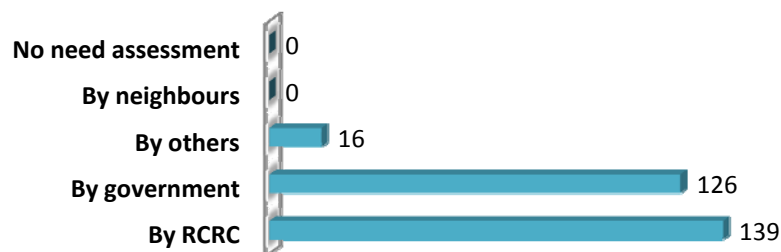


2: Actual relief distribution



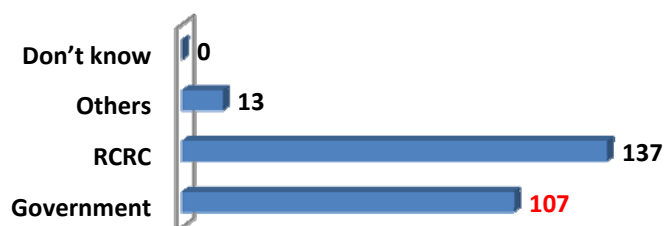
The high level of the appropriateness of the provided relief has become possible due to the high quality of the needs assessment conducted before the operation (*graph 3*) done both by the government and by the National Society, ensuring that the operation meets the needs of the affected people.

3: Needs assessment was done by:



When asked about who provided the relief to them, the beneficiaries were naming RCRC at the first place (*graph 4*) and it might be explained by the fact that they were asked by NS volunteers, dressed in accordance with the visibility requirements (vests, Azerbaijan Red Crescent badges, etc.) and may have been an intentional attempt of a certain number of respondents to express their gratitude to the RCRC and secure relief provision in the future.

4: Relief was provided by:



The information about relief distribution came mostly from neighbours/friends or a source of information, other than mass media (presumably, local municipality representatives) – *graph 5*. This very well reflects the NS approach to information dissemination through the representatives of the local communities.

5: Info about distribution came from:



At the same time, when asked about the preferable way of sharing this information with them, most of the beneficiaries named TV as the best way to communicate this with them (*graph 6*), though most of them lost their belongings during the earthquake and would have had difficulties to track information coming from TV. This demonstrates that the question itself was found confusing. Next to TV (18%) were mentioned representatives of local municipalities.

6: Preferable source of info on distribution:



The majority of beneficiaries (80%) claimed that the distribution took place during the day and almost the same amount of people (71%) has confirmed that it is according to their requirements. Next best choice (27%) would have been “in the morning”. 18% of beneficiaries received RCRC relief at home, the rest chose “other” option of the questionnaire (presumably, distribution point). If people had to go somewhere to pick up their relief parcels, it took them from 30 minutes (46%) to an hour (43%). 79% of those who came to distribution point brought their parcels back home themselves. Unfortunately, no question was available to assess if such a distance was acceptable for the beneficiaries, which would have been of special interest for this particular National Society since placing a distribution point closer to the site of the disaster was among recommendations of the last operation. Mentioning the time of support receiving 38% of the beneficiaries chose the “12 hours after” and 48% chose the option “1 day after”. Since the NS started their operation a week after the earthquake took place, such a distribution of answers demonstrates that the question was misunderstood. According to the NS representatives, when asking this question the volunteers meant time between RCRC arrival on site with relief and real start of relief distribution. The question thus needs being amended to clarify that the time between the disaster and relief distribution is meant.

Almost a half (41%) of respondents claimed they didn't know what they were going to receive before going to the distribution point. Though the content of the relief parcel is not always easily predictable, detailed information of this kind should be available at least on the day of distribution at the distribution point along with information on food hygiene and safety rules.

As mentioned above all the questioned beneficiaries except for one confirmed that NS volunteers and staff were clearly visible and their behaviour was ranged as very appropriate (*graph 7*).

7: How was the behaviour of RCRC staff/volunteers?



88% (121) of interviewees claimed they have heard about RCRC after completion of the operation, but almost 25% of those who answered positively have failed to name the source of this information.

Contact information

For further information specifically related to this operation please contact:

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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 Disaster 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.

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Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

MDRAZ003 - Azerbaijan - Earthquake

Appeal Launch Date: 23 may 12

Appeal Timeframe: 23 may 12 to 23 sep 12

Final Report

Selected Parameters	
Reporting Timeframe	2012/05-2012/10
Budget Timeframe	2012/05-2012/09
Appeal	MDRAZ003
Budget	APPROVED

All figures are in Swiss Francs (CHF)

I. Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
A. Budget	286,454					286,454	
B. Opening Balance	0					0	
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>	286,454					286,454	
C4. Other Income	286,454					286,454	
C. Total Income = SUM(C1..C4)	286,454					286,454	
D. Total Funding = B +C	286,454					286,454	
Coverage = D/A	100%					100%	

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
B. Opening Balance	0					0	
C. Income	286,454					286,454	
E. Expenditure	-284,493					-284,493	
F. Closing Balance = (B + C + E)	1,961					1,961	

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III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		286,454					286,454	
Relief items, Construction, Supplies								
Clothing & Textiles	140,639	135,896				135,896	4,743	
Food	38,640	52,067				52,067	-13,427	
Water, Sanitation & Hygiene	47,880	18,803				18,803	29,077	
Utensils & Tools	21,353	40,136				40,136	-18,783	
Total Relief items, Construction, Supplies	248,512	246,901				246,901	1,611	
Logistics, Transport & Storage								
Storage	2,123	4,282				4,282	-2,159	
Distribution & Monitoring	8,400						8,400	
Transport & Vehicles Costs	685	6,768				6,768	-6,083	
Total Logistics, Transport & Storage	11,208	11,049				11,049	159	
Personnel								
International Staff	3,000						3,000	
National Staff	960	1,414				1,414	-454	
National Society Staff	2,304	2,785				2,785	-481	
Volunteers	715	236				236	479	
Total Personnel	6,979	4,436				4,436	2,543	
Workshops & Training								
Workshops & Training	1,188	1,122				1,122	66	
Total Workshops & Training	1,188	1,122				1,122	66	
General Expenditure								
Travel		1,690				1,690	-1,690	
Communications	195						195	
Financial Charges	619	1,931				1,931	-1,312	
Other General Expenses	270						270	
Total General Expenditure	1,084	3,622				3,622	-2,538	
Indirect Costs								
Programme & Services Support Recov	17,483	17,363				17,363	120	
Total Indirect Costs	17,483	17,363				17,363	120	
TOTAL EXPENDITURE (D)	286,454	284,493				284,493	1,961	
VARIANCE (C - D)		1,961				1,961		