



Post Distribution Monitoring (PDM) Report



Pilot Cash & Voucher Assistance Project in Response to Cov-19

Azerbaijan Red Crescent Society

May 2021

TABLE OF CONTENTS

1. Basic Information	5
2. Introduction	5
3. Methodology	7
3.1. Objectives of the Study	7
3.2. Overview – Fact Sheet	7
3.3 Data Collection	8
3.4 Sample Composition Process	8
3.5 Organizational and Technical Details of Data Collection.....	12
3.6 PDM Process.....	12
3.7 Limitations.....	12
4. Findings	13
4.1 Reached Households & Demographics	13
4.2 Part I – Introduction & Consent.....	15
4.3 Part II – Selection & Registration.....	16
4.4 Part III – Sensitization, Cash Distribution & Safety.....	18
4.5 Part IV – Disaster Impact & Assistance Effectiveness.....	24
4.6 Part V – General Satisfaction.....	27
5. Recommendations	30
Annex I Targeted Households for the PDM survey	31
Annex II PDM Action Plan	32
Annex III PDM Questionnaire	33
Annex IV Recipients’ Feedback (Azeri)	39

MAPS

<i>Map 1-Azerbaijan – CVA Pilot Project – PDM Survey Conducted</i>	6
<i>Map 2-Overview – Reached Households for PDM</i>	9
<i>Map 3 Areas of Operation</i>	31

TABLES

<i>Table 1- Number of HH to be surveyed in Each Strata/Region</i>	10
<i>Table 2- Summary of Region based Gender Breakdown</i>	10
<i>Table 3-Summary of Household Size Categories per Region</i>	10
<i>Table 4-Summary of Age Groups per Region</i>	11
<i>Table 5-Number of Total Beneficiary and PDM Sampling</i>	11

FIGURES

Figure 1 Gender Breakdown of Total Assisted People 12

Figure 2 Number of Respondents in the PDM Survey..... 13

Figure 3-PDM Respondents Available for a Phone Interview per Branch (Region) 13

Figure 4 Number of People per Household (HH) 14

Figure 5 Age Chronology of Recipients 14

Figure 6 Number of Respondents per Region 14

Figure 7 Gender Breakdown of Respondents 14

Figure 8 Recipients Knowledge on the Organization made Selection 16

Figure 9 Recipients Knowledge on Project Inclusion 16

Figure 10 Information about Selection Process by AzRCs..... 16

Figure 11 Awareness of Selection Process to Recipients 17

Figure 12 Awareness of Non – Conditionality of the Cash Assistance..... 17

Figure 13 Purpose of Cash Assistance 17

Figure 14 Satisfaction Level with Selection Process 18

Figure 15 Who provided the Cash Assistance to Recipients? 18

Figure 16 Information about Transfer Value of Cash Assistance 18

Figure 17 Information Flow about Cash Assistance Collection..... 19

Figure 18 Information on Cash Withdrawal Deadline 19

Figure 19 Appreciation Level of Recipients on Cash Assistance Information given by AzRCs 20

Figure 20 Recipients Knowledge on Transfer Value 20

Figure 21 Use of Transportation to Reach Financial Service Provider 21

Figure 22 Amount of Money spend for Transportation to Reach Financial Service Provider 21

Figure 23 Problems/Obstacles Faced While Collecting the Money from the FSP..... 22

Figure 24 Security Problems/Obstacles Faced While Collecting the Money from The FSP 22

Figure 25 Awareness of Hotline System 23

Figure 26 Recipients Contact Elements to Receive Information 23

Figure 27 Recipients Who Reported Increased Tensions Because Of Received Assistance 24

Figure 28 Appearance of Envy From Other Community Members 24

Figure 29 Money Spent by Recipients since Cash was Received..... 24

Figure 30 How Did Recipients Use the Cash - What Were the Priorities 25

Figure 31 Understanding of Possible Other Forms of Assistances 26

Figure 32 Assistance Effectiveness on Decreasing HH Burden 26

Figure 33 If not CASH, What Other Forms of Assistances..... 26

Figure 34 Debt due to Cov-19 26

Figure 35 Satisfaction Level on AzRCS Service & Support..... 27

Figure 36 Awareness of Hotline System 27

Figure 37 Awareness of Any Options for Providing Feedback or Complaint to Azrcs..... 27

Figure 38 Hotline System Problem Solving Efficiency 28

Figure 39 Recipients Opinion Survey about AzRCS 28

Figure 40 Recipients General Feedback (Comments, Ideas and Improvements)..... 28

LIST OF ABBREVIATION & ACRONYMS

Cov-19	: Covid-19 Pandemic
GoA	: Government of Azerbaijan
AzRCS	: Azerbaijan Red Crescent Society
NK	: Nagorno – Karabakh
CVA	: Cash & Voucher Assistance
IFRC	: International Federation of Red Cross Red Crescent Societies
LEO	: Local Executive Offices
PDM	: Post-Distribution Monitoring
M&E	: Monitoring & Evaluation
OTC	: Over the Counter
LB	: Local Branch
RB	: Regional Division
HH	: Household
MOE	: Margin of Error

1. Basic Information

Host National Society Azerbaijan Red Crescent Society AZRC	Project area Baku (12 areas), Sumgayit, Absheron and Ganja Total project duration (months) 3 Months Project starting date 5-3-2021	Reporting period March 2021 – May 2021 Person(s) who compiled the report IFRC CVA Team Azerbaijan Date of report 31-5-2021
---	--	--

2. Introduction

Azerbaijan is a country located in South Caucasus region with more than 10 million population. Majority of population live in capital city of Baku.¹ Like all the other countries around the world, Azerbaijan affected by the Cov-19 which has been the ever most serious pandemic that world faced recently. It was announced by the official representatives that first confirmed Cov-19 case seen in Azerbaijan on 28th February of 2020.²

Government of Azerbaijan (GoA) acknowledged the people that virus is in the country and infection is occurring in every part of the country thus government took quarantine regime including restriction on public transportation, closure of shopping malls, forbidden any group activity, mandatory mask wearing etc. subject to fines. This regime remained in effect until 1st of January 2021 and then restriction was partially removed. As of 25th May 2021, 332.894 positive cases and 4.877 death were confirmed in the country.³

During the quarantine regime and over one month curfew period, many people affected financially due to the Cov-19 to meet their basic needs. According to the government assessment, 600.000 families were in need of financial assistance thus GoA were announced that one-off 190 AZN (~ 100 CHF) would be distributed to these vulnerable people as a social assistance.

The Azerbaijan Red Crescent Society (AzRCS) is an auxiliary organization to the public authorities in the humanitarian field. Its mandate is to provide humanitarian assistance, PSS, first aid to the most vulnerable people affected by emergencies and disasters through its network. With its full operational capacity and support of the Red Cross Red Crescent Movement partners, AzRCS has implemented some activities like distribution of food & non-food items (hygiene kits), psychosocial support to the vulnerable people affected by Cov-19.

As response to Cov-19, AzRCS hosted its first pilot Cash & Voucher Assistance (CVA) project, which was one-off with OTC delivery and implemented in partnership with Local Executive Offices (LEO) ⁴with International Federation of Red Cross and Red Crescent Societies (IFRC) technical support under the IFRC Global Emergency Appeal.

¹ <https://en.wikipedia.org/wiki/Azerbaijan>

² <https://www.garda.com/crisis24/news-alerts/318791/azerbaijan-first-case-of-covid-19-confirmed-february-28>

³ <https://koronavirusinfo.az/az/page/statistika/azerbaycanda-cari-veziyyet>

⁴ <http://www.supremecourt.gov.az/en/static/view/3>

Since it is a pilot project and first time launched by AzRCS in Baku, national society decided to implement this Project in cooperation with LEO. Start of Project, identification of intervention areas and the list of potential beneficiaries were subject to approval of Executive Offices.

To measure this pilot CVA project’s quality and accountability, the monitoring and evaluation plays a key role. As one of the most crucial and comprehensive studies, Post-Distribution Monitoring (PDM) is the main tool to measure the effectiveness of the assistance and its impact on Cov-19 affected families’ life. The survey has a simple random sample and representative on the provinces where Project was implemented. Data was collected between the dates **8-14 April 2021** under the Cov-19 circumstances via remote outbound calls by the AzRCS volunteers in three main locations. (Baku, Absheron, Ganja)

302 people⁵ were selected to conduct the survey, PDM activity mainly focused on the impact of Cov-19 on recipients’ life and positive effect of this pilot CVA project to overcome the difficulties amid pandemic.

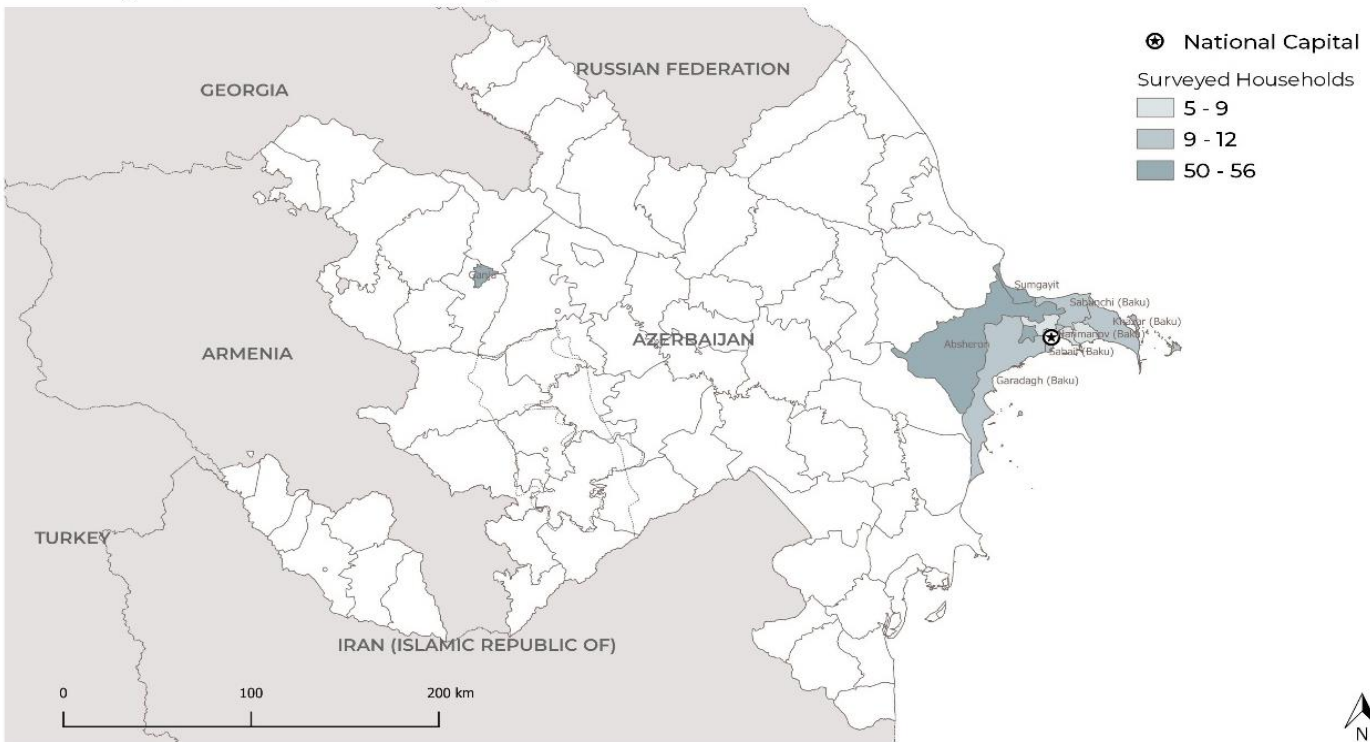


+C IFRC

16 May 2021



**Azerbaijan
CVA Project - Areas of PDM survey**



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 territory or of its authorities.

Map 1-Azerbaijan – CVA Pilot Project – PDM Survey Conducted

⁵ In this text, a recipient/beneficiary is also represented as a respondent

3. Methodology

3.1. Objectives of the Study

PDM has the following objectives:

This global Cov-19 pandemic is affecting people's living condition economically and socially. For this reason in line with Projects/Programmes objective; evidence based, data-oriented monitoring results play key roles for donors and implementing partners during the pandemic.

CVA as a pilot project implemented by the AzRCS first time is milestone for the national society in the country. With this particular PDM study, the aim is to understand the effectiveness and utilization of a CVA Project, to measure the impact of a cash Project to meet the basic/urgent needs of Cov-19 affected families and general satisfaction of targeted community with cash as a response modality.

PDM findings and lessons learnt will be guiding the national society for the implementation of possible future CVA projects. In this regards, despite the small scale of this pilot Project, each step is valuable for national society from planning/designing to the end in order to ensure what was in place and what needed to be addressed along the way. With this PDM study, objectives are;

- To assess if the beneficiaries received the intended amount of the cash and their perception on the mechanism.
- To determine how the beneficiaries have utilized the assistance and assess the immediate impact of the assistance – basic needs.
- To measure the satisfaction of beneficiaries on the overall cash intervention and improve the future quality of related intervention.
- Identify shortcomings in the cash program and provide improvement recommendations.
- To build AzRC National Society capacity in future PDM exercises through trainings and assistance in data collection, data analysis and report preparation.

3.2. Overview – Fact Sheet

Project targeted **1.000 Households (HH)** and the pilot project was implemented:
In **four main regions** - Baku, Ganja, Sumgait and Absheron.

Project Period

5th of March 2021 - 31st of May 2021

Assisted Families through Cash and Voucher Assistance (CVA)

959

Covered Regions in Azerbaijan (15 different locations)

- 194 Families Absheron
- 197 Families Sumgait
- 187 Families Ganja
- 381 Families Baku (Nesimi, Xazar, Zatai, Binegadi, Nizami, Nerimanov, Qaradaq, Sebail, Pirallahi, Surachani, Sabunchu, Yesamal)

The Active Encashment Period

19th – 30th of March 2021

Official Notification of End of the Encashment

30th of March 2021

Recipients interviewed for PDM Purposes

257 (302)

The Average Interview Duration

8-10 Minutes

*Following recipient consent, PDM interview was accomplished via phone surveying.

3.3 Data Collection

Interview with recipients: 257 telephone interviews out of 302 households selected through a representative random sample. Structured questionnaire design in Kobo Collect.

Recipients were interviewed between 8th and 14th April 2021. **All interviewed households received a one – off cash assistance in March 2021.**

3.4 Sample Composition Process

The sample was selected using what is called stratified random sampling, where the regions form the strata and within each strata/region simple random sampling or systematic random sampling was used since there was already a list frame (beneficiary list). As with any technique, the assumption that elements/people within each strata/region are similar to each other but different to elements in other strata/region was done.

Initially the calculation of the overall sample size was done via an online sample size calculator. This was for determining the appropriate sample size for estimating the proportion of the population that fit the criterion within a specified margin of error.

Target specifications:

- Confidence level: 95%
- Confidence interval: 5%
- Population: 959 (= HH reached)

This calculator used the following formula for the sample size n:

$$n = N * X / (X + N - 1)$$

where

$$X = Z_{\alpha/2}^2 * p * (1-p) / MOE^2,$$

and $Z_{\alpha/2}$ is the critical value of the Normal distribution at $\alpha/2$ (e.g. for a confidence level of 95%, α is 0.05 and the critical value is 1.96), MOE is the margin of error, p is the sample proportion, and N is the population size. Note that a Finite Population Correction has been applied to the sample size formula.

Then, this overall sample size was proportionally distributed across the strata/regions.

A 10% margin was added to the number of HH to be interviewed in each strata/island to compensate for no shows and faulty responses.

Applying the formula mentioned above, the minimal overall sample size to ensure representativeness of the beneficiaries reached through the program is 274 HH.

The calculation done to find the amount of HH to be surveyed in each strata/region is shown in the table below.

Regarding the composition of PDM survey sample, the following approach has been taken to mitigate effects of sample size calculation on statistical relevance (see tables/charts on the following pages):

- HH sample from subregions of Baku has been created based on percentage of total HH
- For all further disaggregation of composition, all 12 subregions of Baku have been combined into 1 region, given the geographical proximity
- Therefore, PDM sample composition (gender, HH size category, age group) is referenced to the composition within 4 regions (Absheron, Ganja, Sumgait, and Baku)
- Gender composition aligned with general composition of all HH reached within these 4 regions
- Age group composition aligned with general composition of all HH reached within these 4 regions
- HH size category composition aligned with general composition of all HH reached within these 4 regions

To minimize the risk of unanswered phone calls, only households with the following specifications were added in the sample:

- HH reached via phone during verification AND HH either reached or not called during CEA calls

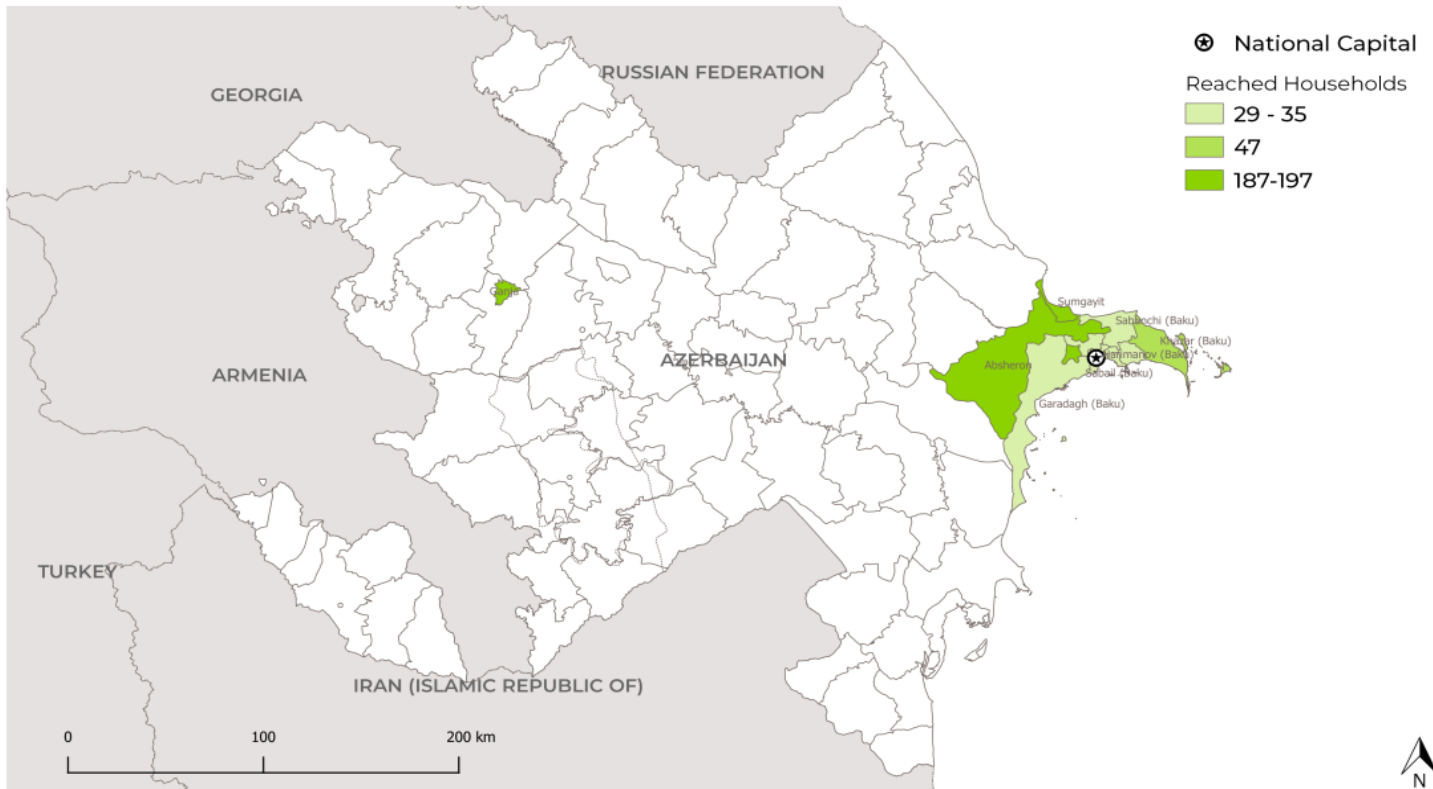


+C IFRC

16 May 2021



**Azerbaijan
CVA Project - Areas of Operation**



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 territory or of its authorities

Map 2-Overview – Reached Households for PDM

Following tables show the some demographic data of household who selected for PDM surveying. All data is shown with regional breakdown.

PDM Sample								
	Reached	Targeted	Reached (% of total reached)	Targeted (% of Grand Total)	PDM sample size (by targeted)	PDM Sample size (by reached)	PDM sample size + 10%	Rounded PDM sample size
Absheron	194	200	20.23%	20.00%	54.80	55.43	60.97	61
Baku	381	400	39.73%	40.00%	109.60	108.86	119.74	120
Ganja	187	200	19.50%	20.00%	54.80	53.43	58.77	59
Sumgayit	197	200	20.54%	20.00%	54.80	56.29	61.91	62
Targeted	959	1000	100.00%	100.00%	274.00	274.00	301.40	302

Table 1- Number of HH to be surveyed in Each Strata/Region

Regions	Female	Male	Rather not say	Grand Total	PDM female sample	PDM male sample	Total
Absheron	44.85%	55.15%	0.00%	100.00%	27	34	61
Baku	55.12%	44.88%	0.00%	100.00%	66	54	120
Ganja	43.85%	55.08%	1.07%	100.00%	27	32	59
Sumgayit	54.31%	45.69%	0.00%	100.00%	34	28	62
Grand Total	50.68%	49.11%	0.21%	100.00%	154	148	302

Table 2- Summary of Region based Gender Breakdown

HH size categories											
	1	2-3	4-6	7+	n/a	PDM 1 sample	PDM 2-3 sample	PDM 4-6 sample	PDM 7+ sample	PDM n/a sample	Total
Absheron	4.64%	28.87%	44.85%	6.70%	14.95%	3	18	27	4	9	61
Baku	6.56%	27.82%	39.11%	11.29%	15.22%	8	33	47	14	18	120
Ganja	3.74%	25.67%	36.36%	6.95%	27.27%	2	15	21	4	17	59
Sumgayit	8.12%	30.46%	40.61%	12.18%	8.63%	5	19	25	8	5	62
Grand Total	5.94%	28.15%	40.04%	9.70%	16.16%	18	85	121	29	49	302

Table 3-Summary of Household Size Categories per Region

In following table, it is shown percentage of the age groups of household to be surveyed.

Age groups													
Regions	20-35	36-50	51-65	66-80	80+	n/a	PDM 20-35 sample	PDM 36-50 sample	PDM 51-65 sample	PDM 66-80 sample	PDM 80+ sample	PDM n/a sample	Total
Absheron	15.98%	38.66%	36.08%	8.25%	1.03%	0.00%	10	24	22	5	0	0	61
Baku	13.39%	25.98%	37.01%	6.82%	1.84%	14.96%	15	31	45	9	2	18	120
Ganja	6.42%	20.86%	44.39%	21.39%	3.74%	3.21%	3	12	26	13	3	2	59
Sumgayit	21.32%	32.99%	27.41%	8.63%	0.51%	9.14%	14	20	17	5	0	6	62
Grand Total	14.18%	28.99%	36.29%	10.32%	1.77%	8.45%	43	87	110	31	5	26	302

Table 4-Summary of Age Groups per Region

This table is a snapshot of all recipients and targeted recipients to be surveyed considering the regional breakdown.

PDM Sample	Reached	Targeted	Reached (% of total reached)	Targeted (% of Grand Total)	Rounded PDM sample size
Absheron LB	194	200	20.23%	20.00%	61
Binagadi LB	34	35	3.55%	3.50%	10
Ganja LB	187	200	19.50%	20.00%	59
Garadagh LB	34	35	3.55%	3.50%	10
Khatai LB	35	35	3.65%	3.50%	11
Khazar LB	32	35	3.34%	3.50%	10
Narimanov LB	34	35	3.55%	3.50%	11
Nasimi LB	29	35	3.02%	3.50%	9
Nizami LB	34	35	3.55%	3.50%	11
Pirallahi LB	15	15	1.56%	1.50%	5
Sabail LB	34	35	3.55%	3.50%	11
Sabunchu LB	34	35	3.55%	3.50%	11
Sumgayit LB	197	200	20.54%	20.00%	62
Surakhany LB	31	35	3.23%	3.50%	10
Yasamal LB	35	35	3.65%	3.50%	11
Targeted	959	1000	100.00%	100.00%	302

Table 5-Number of Total Beneficiary and PDM Sampling

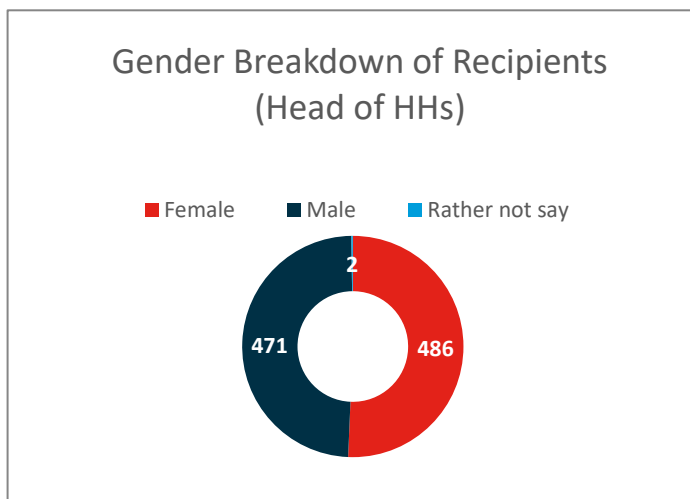


Figure 1 Gender Breakdown of Total Assisted People

3.5 Organizational and Technical Details of Data Collection

A team of 12 volunteers, who were not involved in direct implementation of the project, performed data collection. The volunteers were trained about questionnaire design and logic behind sequence of questions. The CVA team were responsible for verification and quality of collected data. For collecting data the kobo collect software was used: the questionnaire was transferred into the kobo, enumerator accessed electronic

questionnaire from smart phones by means of specific QR Codes were created and were saving/submitted filled forms into the kobo database in real time during data collection.

3.6 PDM Process

The process in nine steps:

1. Planning (developing methodology and organization)
2. Preparation of the tool (creation of kobo form)
3. Technical preparation of the tool (translation of questionnaire, integration and testing the form on devices)
4. Selection and training of volunteer considering the involvement of volunteers locally available
5. Data collection (sample selection and interviewing respondents)
6. Analysing data (using MS Excel)
7. Drafting a report (findings, conclusion)
8. Finalizing a report (drafting recommendations)
9. Sharing the report with operations team and National Society

3.7 Limitations

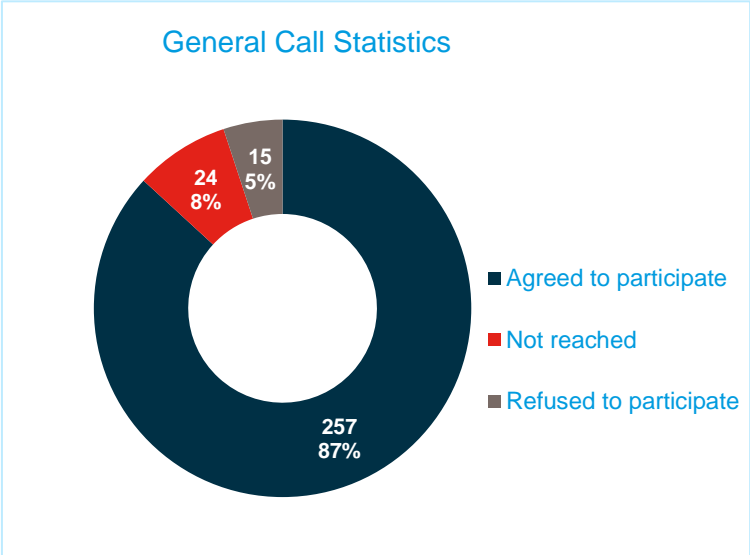
The PDM is designed to be representative of the Cash and Voucher Assistance project applicant and eligible households, therefore, findings are out of concern about the non-applicant people in the intervention areas. Small scale of pilot project and number of intervention areas are considered, it can be said sample design is providing a clear picture of activity. After enough time granted following the encashment, PDM activity was put in place and for this reason it can be said that result is showing the good snapshot of the actual situation.

Data collection was conducted by 12 volunteers (8 female & 4 male) not involved in the program, while this solution slightly decreased a risk of lack of objectivity, this had also an effect on general quality of collected data and ability to cross-check if results are fully reliable. Aiming at feasibility of the PDM efforts in terms of time and required personnel, as mentioned above, calculation of the overall sample

size has been based on the total number of HH reached in all regions rather than each region on its own. This of course has an impact on statistical relevance and needs to be considered during interpretation of PDM survey results.

4. Findings

4.1 Reached Households & Demographics



Out of 296 CVA reached people, 257 recipients agreed to participate in the survey, 15 recipients refused the survey. AzRCS volunteers through the phone call did not reach (24) recipients.

Figure 2 Number of Respondents in the PDM Survey

In three branches, namely Absheron RB (56), Sumgayit RB (52) and Ganja ŞB branch (50) were available for the survey the other branches vary from (11) to (6) recipients, Pirallahi RB has the lowest number of interviews (4). In total (257) respondents answered the phone interview.

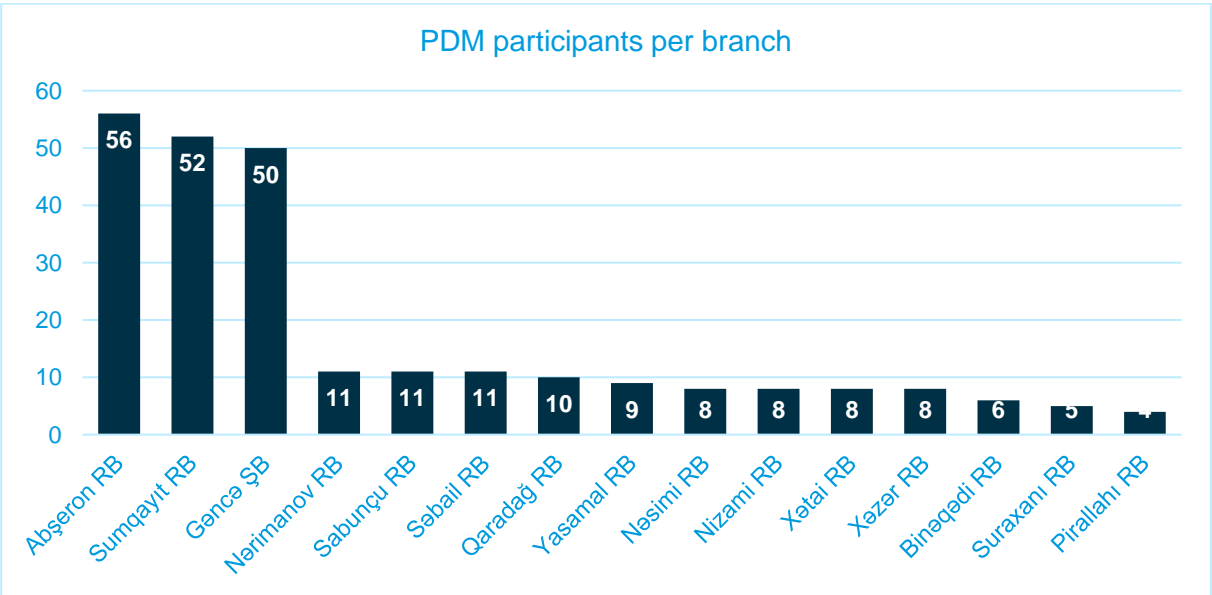


Figure 3-PDM Respondents Available for a Phone Interview per Branch (Region)

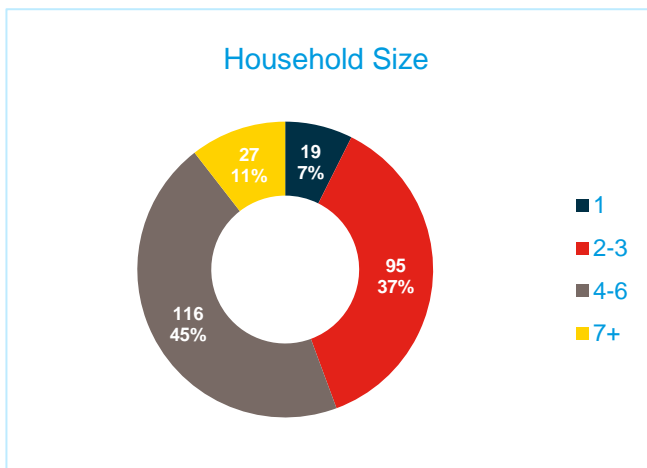


Figure 4 Number of People per Household (HH)

Out of (257) households (HH); 19 HH consist of one inhabitant, 95 HH consist of 2-3 inhabitants, 116 HH consist of 4-6 inhabitants and 27 HH consist more then 7+ inhabitants. Considering PDM representativeness, it can be said large HH are covered with the project.

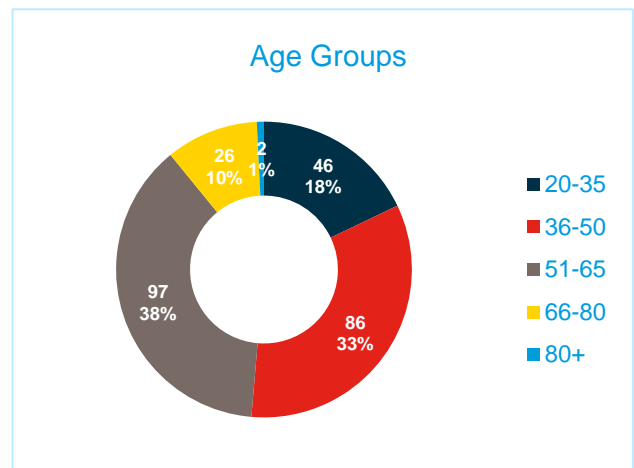


Figure 5 Age Chronology of Recipients

The majority of the interviewed people are between the age of 36 and 65. (46) Recipients are between the age of 20-35, (26) recipients are between the age of 66 to 80. Only two people with an age above 80+; were reached on the phone

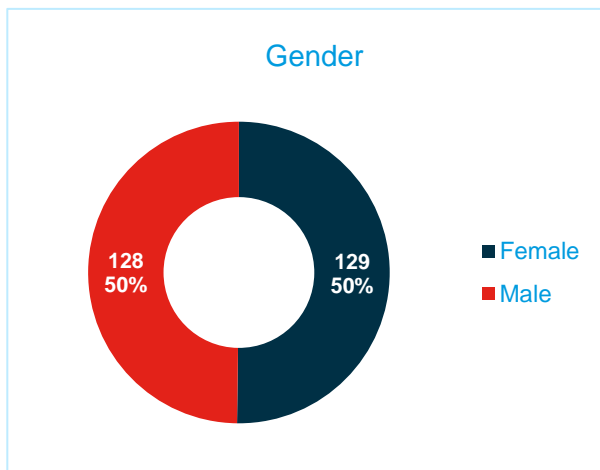


Figure 7 Gender Breakdown of Respondents

Similar to the already shown the gender composition table above; number of female (129) and number of male (128) were interviewed for the survey. The number is almost identical.

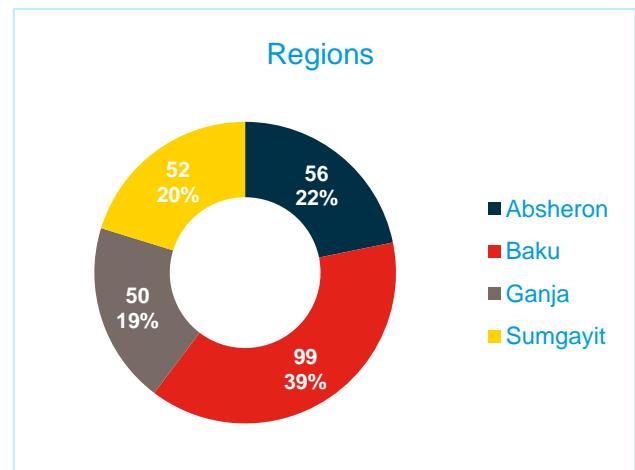


Figure 6 Number of Respondents per Region

The highest number of interviews was carried out in Baku (99). Followed by Absheron (56), Sumgayit (52) and Ganja (50).

4.2 Part I – Introduction & Consent

(257) recipients agreed to participate in the survey. All interviewed recipients received a one – off cash assistance in March 2021.

The following steps were taken for the survey:

<p>1. NOTE TO VOLUNTEERS: <i>Before starting this survey, please verify through conversation that this household was included in the CVA pilot Project implemented by Azerbaijan Red Crescent Society (AzRCS) under the Emergency Appeal Cov-19 Response in March 2021. Only conduct the survey if the household was included.</i></p>
[Volunteer has the barcode scanned into phone.]
[Phone number is shown on survey automatically]
[Call Date is record automatically by Kobo tool]
[Volunteer chooses his/her name in dropdown box list]
[Volunteer calls beneficiary’s telephone number]
<i>Good morning / Good afternoon. My name is _____ and I am volunteer with AzRCS. Is this Mr/Ms [Beneficiary’s name/ Head of HH]?</i>
[If Answer is NO]
<i>Can you tell us when we could reach this person? (Note down agreed time and call again at that time) [END OF THE CALL]</i>
[If answer is YES]
<i>Did you receive the cash assistance delivered by AzRCS in month of March?</i>
If yes, continue, if not please contact to team leader.
<p>2. Standard statement to interviewee at beginning of every survey:</p>
<i>I am calling you to collect information on the impact and possible challenges of the AZRC cash assistance project you were part of. Your participation in this survey is voluntary. The answers you give will be treated as confidential and anonymous. Would you have 10 minutes for us?</i>
[If answer is Yes]
<i>Thank you.</i>
[If answer is NO]
<i>Can we call again at a later time?</i>
If no: <i>We respect your decision. Thanks and have a good day.</i>
[If answer is YES]
- Apply survey by phone (see below).
- Keep the frontline messages close and FAQs at hand to address any questions related to the CVA Project.

4.3 Part II – Selection & Registration

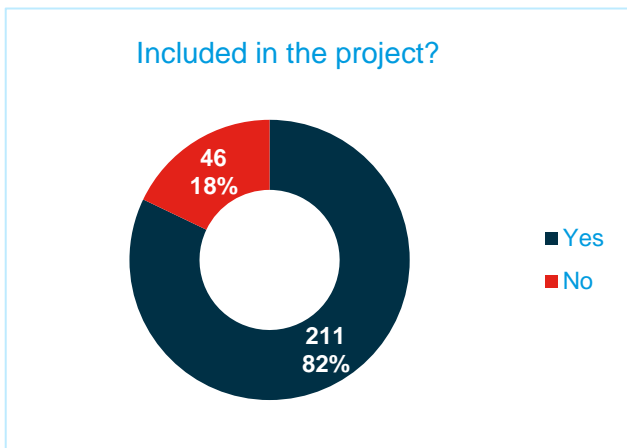


Figure 9 Recipients Knowledge on Project Inclusion

Majority of recipients (211) confirmed that they know which organisation selected them to be included in the assistance. (46) Recipients however did not know by whom they are selected for the assistance was provided and clearly stated a “no”.

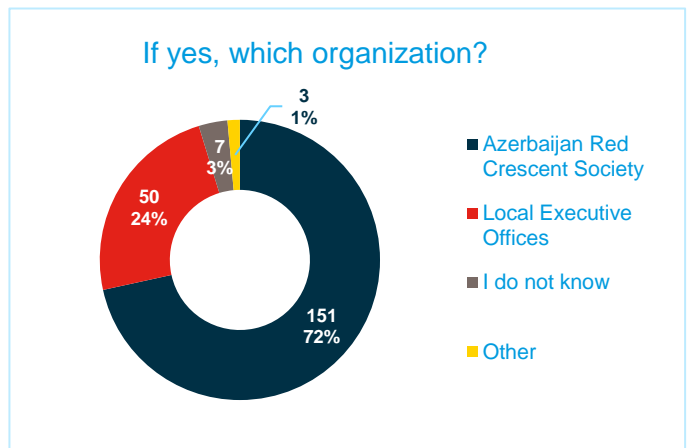


Figure 8 Recipients Knowledge on the Organization made Selection

Majority of the recipients knew that Azerbaijan Red Crescent Society (AzRCS) selected them for the cash assistance program. (151) recipients confirmed AzRCS out of (257), however (50) recipients mentioned local executive offices, seven people did not know by whom they were selected and three mentioned that selection is related to Cov-19, learnt by some friends and finally by local executive office.

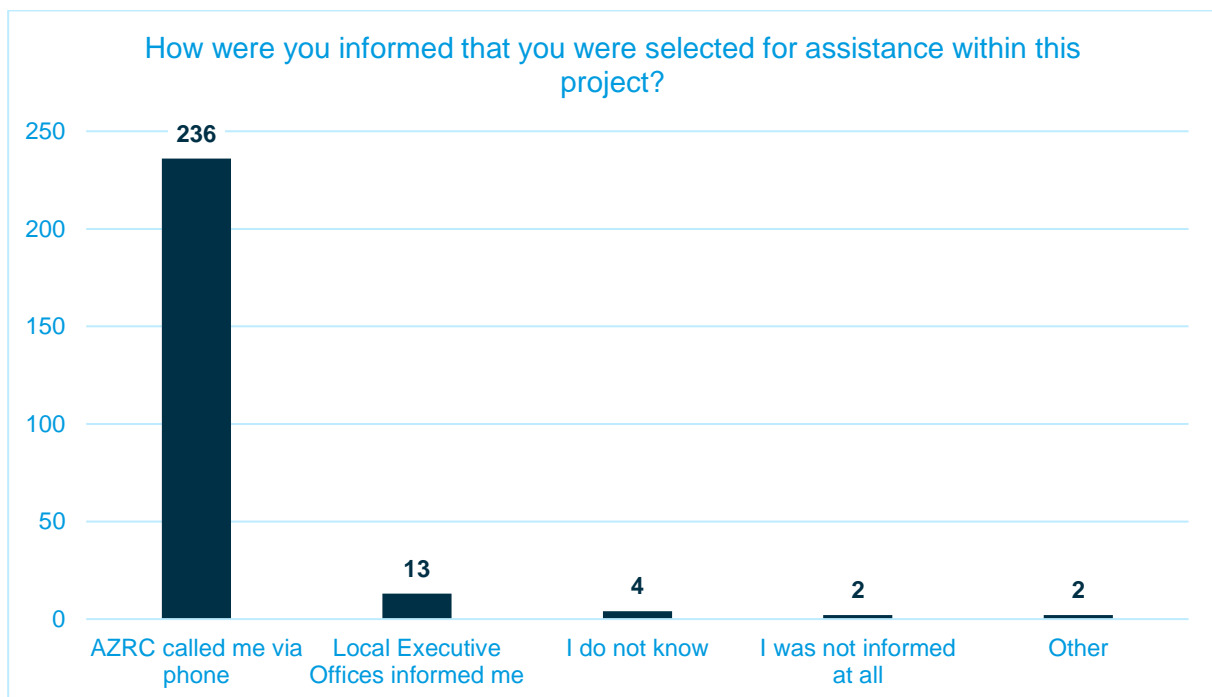
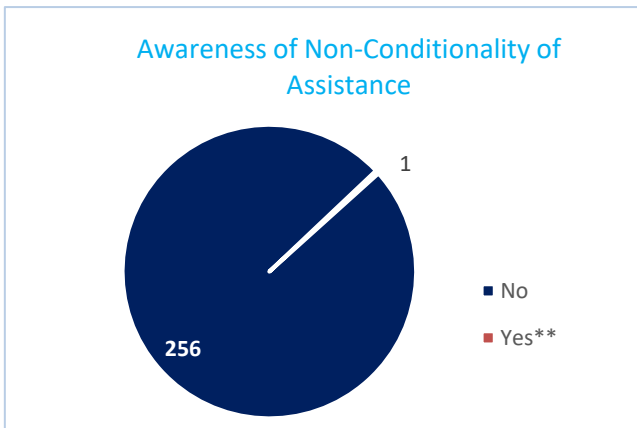


Figure 10 Information about Selection Process by AzRCs

A small minority (6) participant were not fully aware nor informed about selection; 13 recipients mentioned the local executive office responsible for the selection. The majority (236) knew about the selection and mentioned that they received a call from AzRCs volunteers. Two participants mentioned that they were informed by SMS message; the other recipient mentioned that he/she was informed by a family member.



****Figure 12 Awareness of Non – Conditionality of the Cash Assistance**

The assistance was not connected to any conditions. To make sure, it is asked if anybody demanded any service or even money from recipients in order to put their name on the list? 256 recipients confirmed that they did not have to pay in order to receive assistance or to be on list.

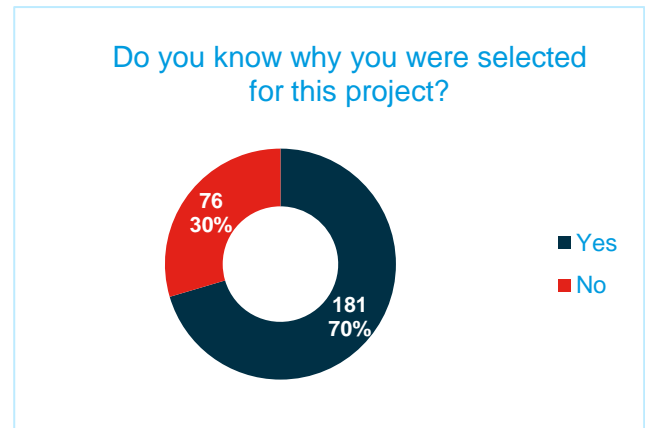


Figure 11 Awareness of Selection Process to Recipients

Most of the recipients (181) knew why they were selected for the cash assistance however a high number of recipients (76) were not sure why they were selected.

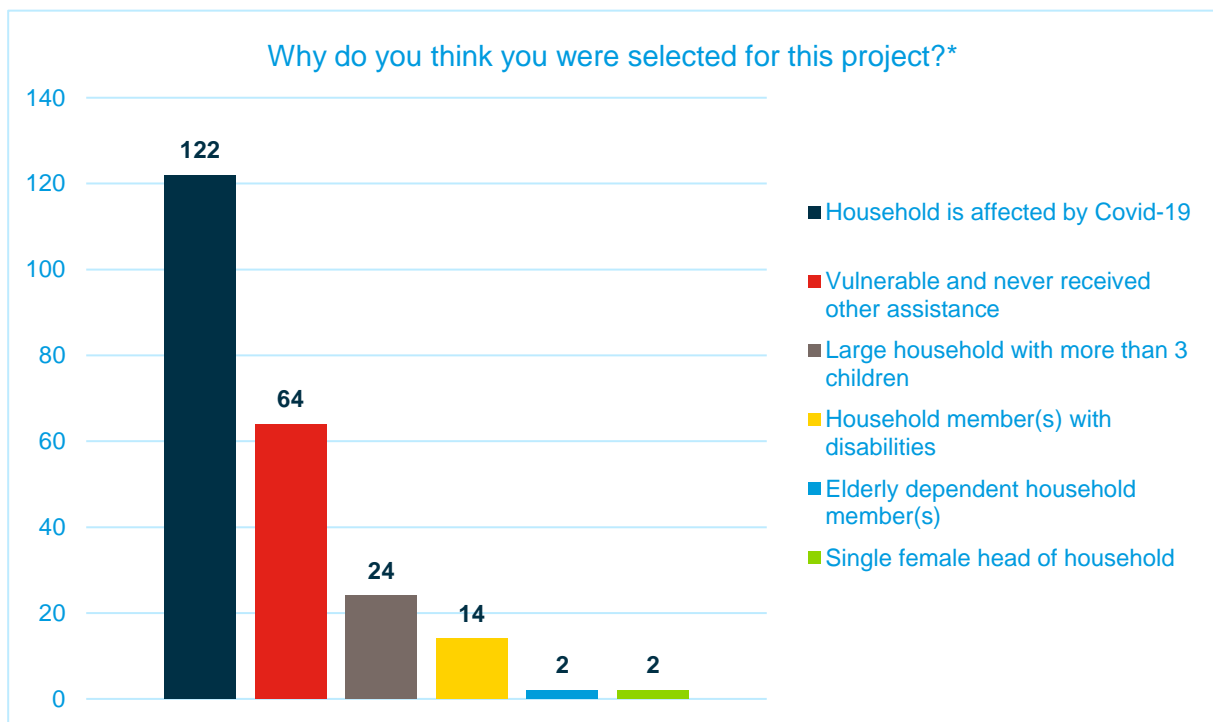
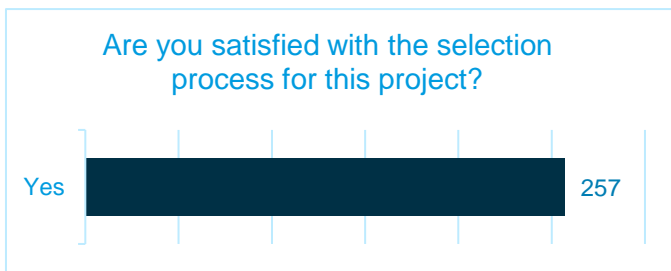


Figure 13 Purpose of Cash Assistance

*(sum of responses, multiple choice, a total of 181 respondents for this question)

Majority of the participants (122) mentioned, because Cov-19 affected them, that is why they received the assistance. (64) Participants mentioned they are vulnerable and never received any other assistance before, (24) participants mentioned, because of the large household number (more than three children), (14) said that one household member is disabled; two households mentioned the high age and respective vulnerability, two other participants mentioned because they are a single female headed household.

****Only one recipient stated that s/he had to pay a small amount to receive the assistance. The case is being followed by AzRCS to investigate the any other supporting evidence to the statement.**



Every one of the recipients (257) was satisfied with the selection process. (It was part of the verification process to understand the eligibility of recipients for the assistance.)

Figure 14 Satisfaction Level with Selection Process

4.4 Part III – Sensitization, Cash Distribution & Safety

Overwhelming majority of recipients (253) out of (257) knew by whom the received assistance came from, three recipients did not know at all and one recipient mentioned the executive power.

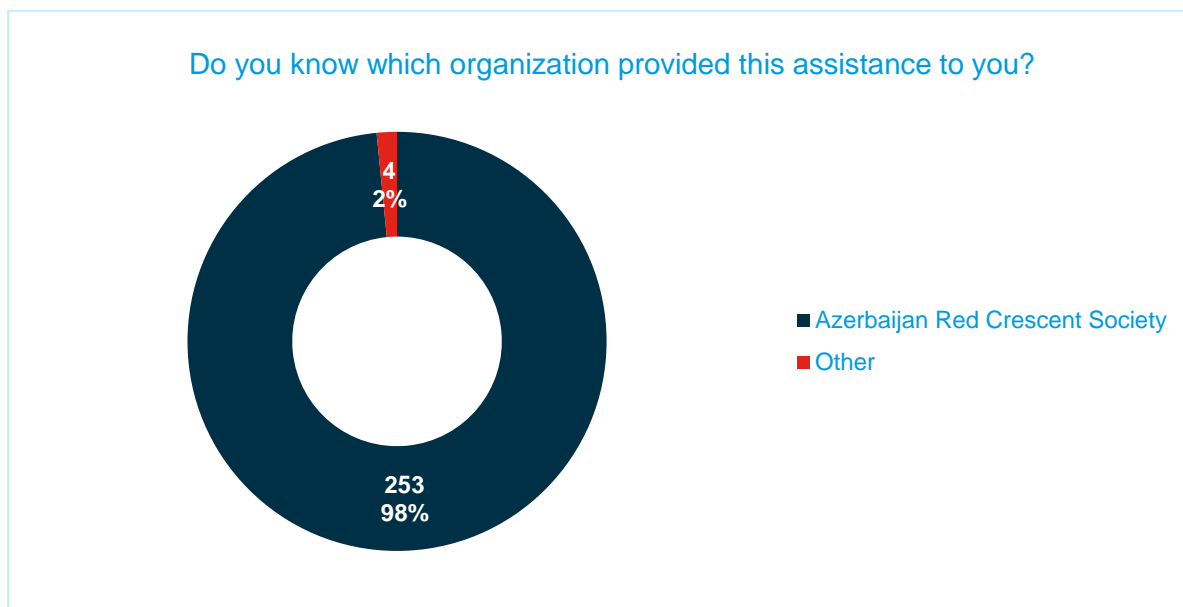


Figure 15 Who provided the Cash Assistance to Recipients?

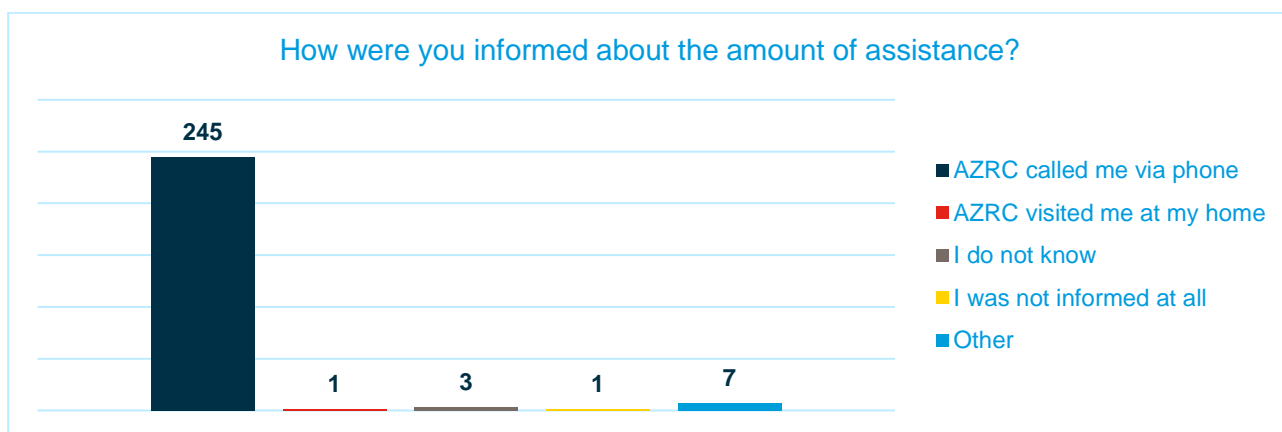


Figure 16 Information about Transfer Value of Cash Assistance

Most of the recipients (245) confirmed that AzRCS informed them through a phone call; one recipient confirmed that he/she was informed by an AzRCS volunteer, three were not aware of the amount, one said that he/she was not informed at all. Seven recipients mentioned that they were informed through a SMS, which was sent by Azer Post to all reachable recipients.

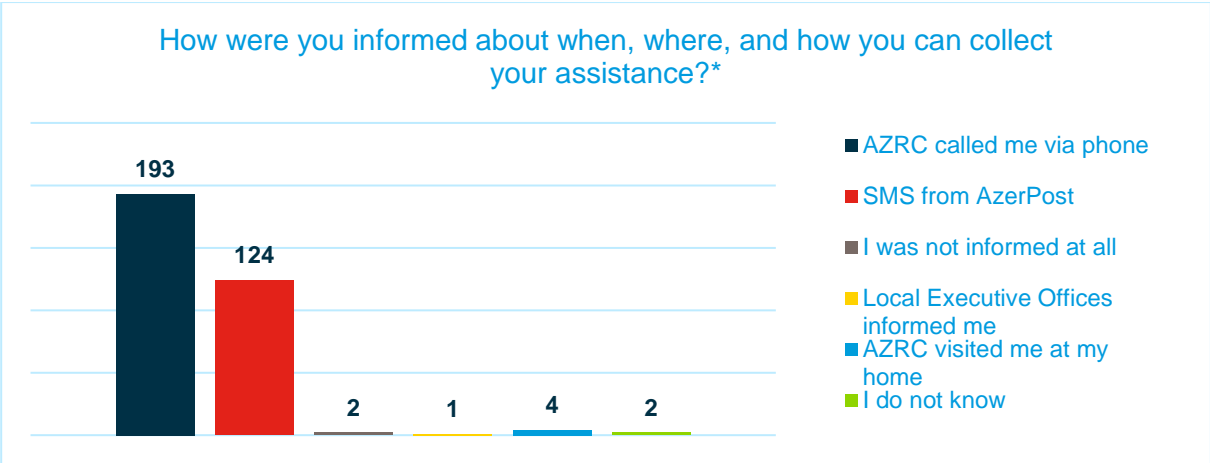


Figure 17 Information Flow about Cash Assistance Collection

*(sum of responses, multiple choice, 257 respondents for this question)

(193) recipients confirmed that AzRC called them through the phone, (124) recipients confirmed the SMS from Azer Post, two recipients mentioned they were not informed at all, two recipients were informed from the local executive office, four recipients were visited by AzRC volunteers at home, two recipients were not aware when, where and how to collect the cash as they were not reachable through the phone call.

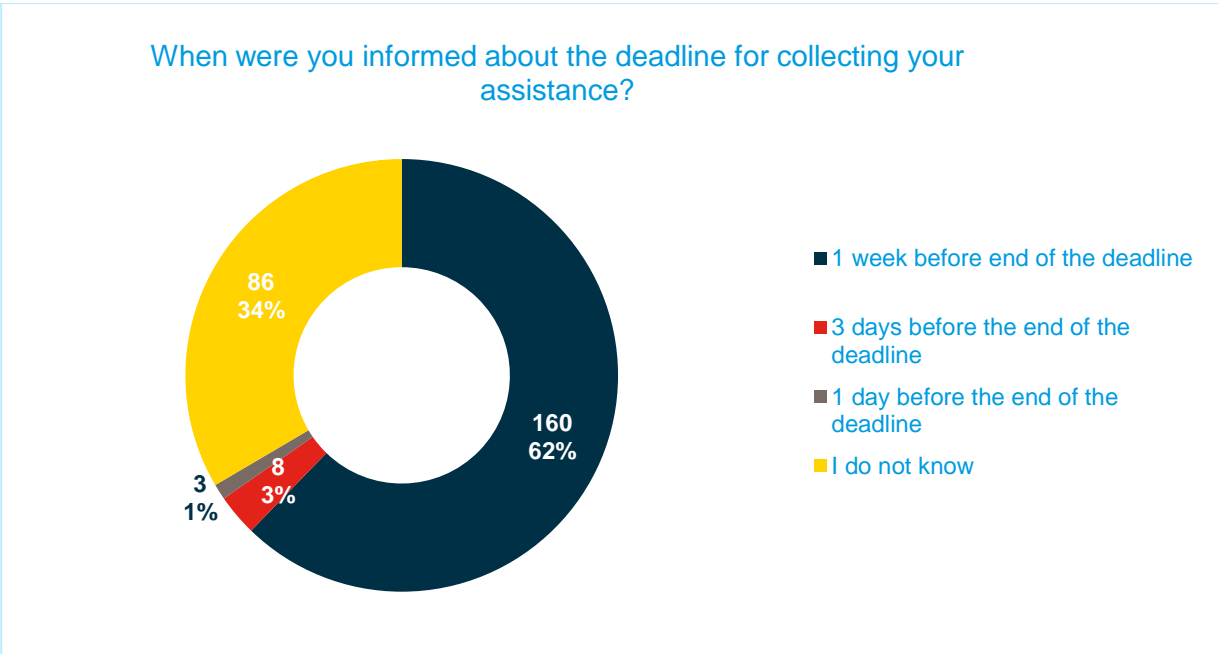


Figure 18 Information on Cash Withdrawal Deadline

Most of the recipients 160 out of (257) were well informed regarding the withdrawal deadline. (82) Recipients however confirmed that they were not informed at all; eight recipients confirmed three days in advance, they were informed and three recipients confirmed that they were informed only one day before the deadline.

How do you evaluate these information activities?

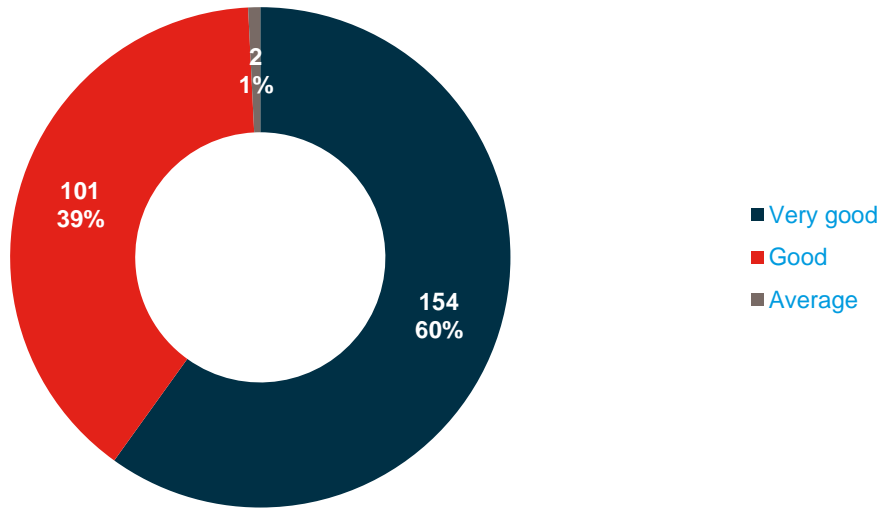


Figure 19 Appreciation Level of Recipients on Cash Assistance Information given by AzRCs

Majority of the recipients (154) were quite satisfied with the information level regarding eligibility of cash assistance; however (101) recipients said the information was sound; only two recipients considered it was satisfactory and mentioned that it can be improved.

What is the assistance amount you were informed about (AZN)?

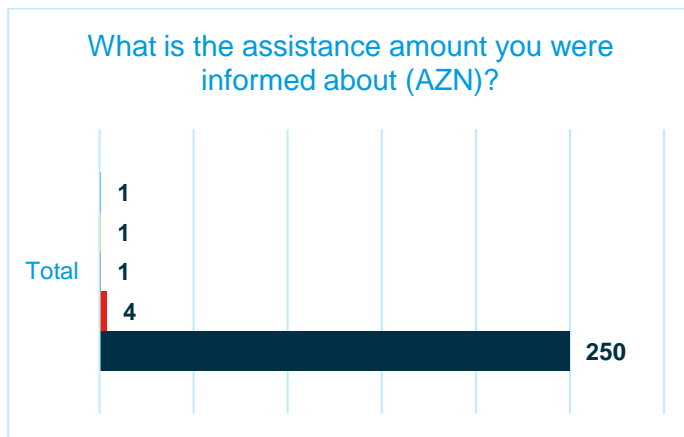


Figure 20 Recipients Knowledge on Transfer Value

Nearly all recipients (250) claimed to remember they were correctly informed about the transfer value of the cash assistance and mentioned verbally the exact amount (270 Manat (AZN)) on the phone. Five recipients claimed that they have received transfer values that were lower than the actual transfer value. One recipient claimed a higher transfer value (280 Manat, he/she was informed about).

Almost all recipients (254) confirmed that they had received the same amount of money as they were told over the phone and the amount they had collected at Azer Post office. Three recipients mentioned that they have not been informed at all.

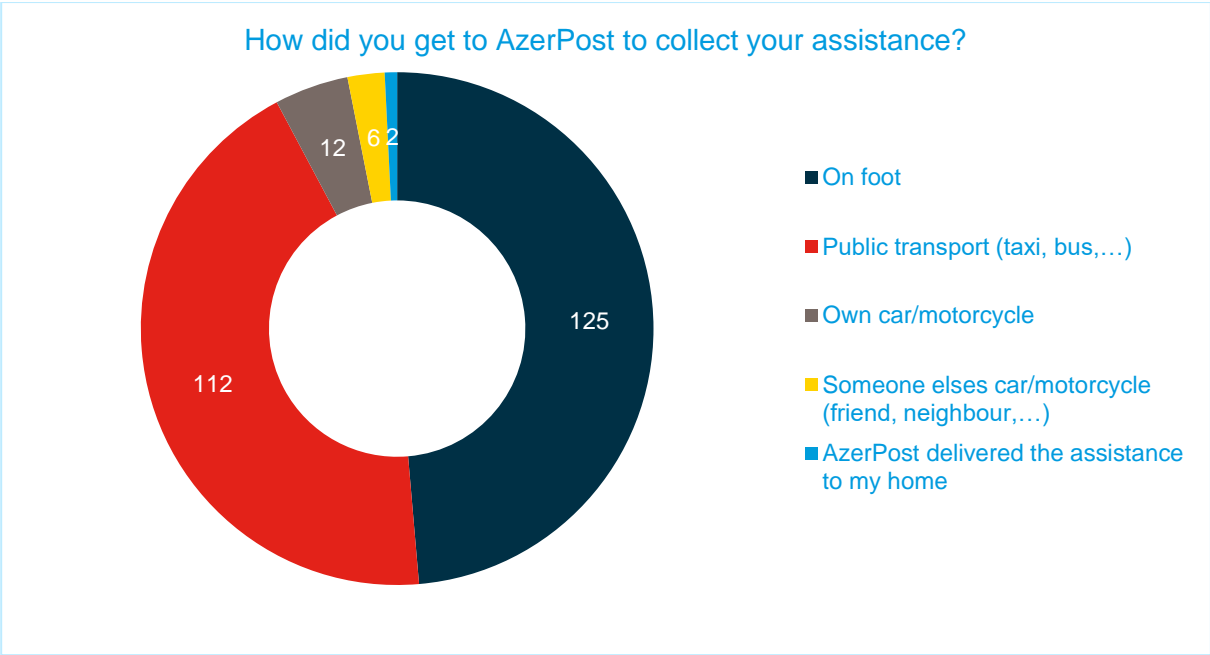


Figure 21 Use of Transportation to Reach Financial Service Provider

To collect the cash support, half of recipients (125) walked to Azer Post office. The other half of the recipients (112) had to use either a taxi or bus for transportation in order to reach Azer Post office. A small number used their own car or motorcycle (12) and six recipients asked their friends or neighbour. Two recipients were not able to reach Azer Post office and they received the assistance home.

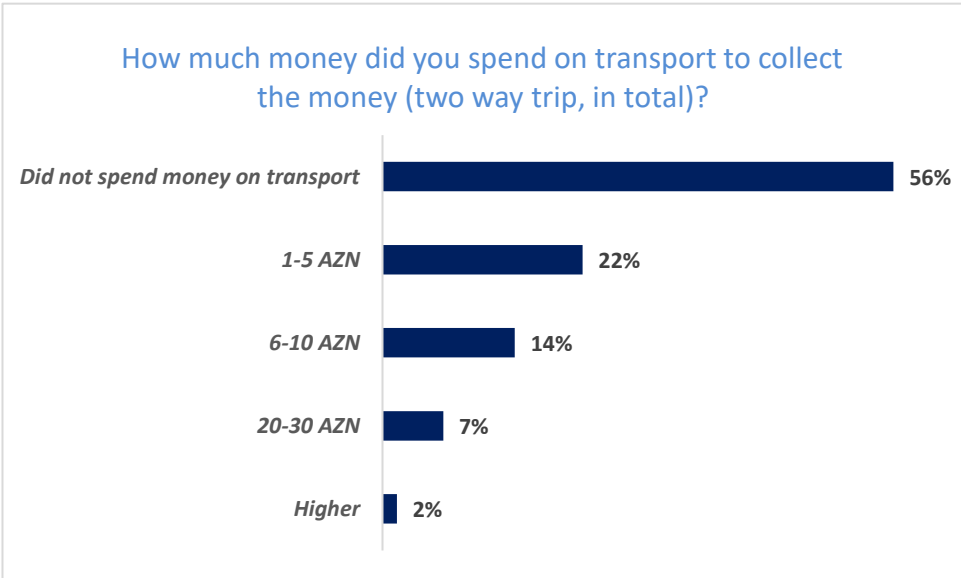


Figure 22 Amount of Money spend for Transportation to Reach Financial Service Provider

More than half of the recipients who walked to the Azer Post Office reasonably had no transport cost to collect the assistance from FSP. 22% of them paid between the 1-5 AZN and 14% of them paid between the 6-10 AZN that is average price for a two-way transport.

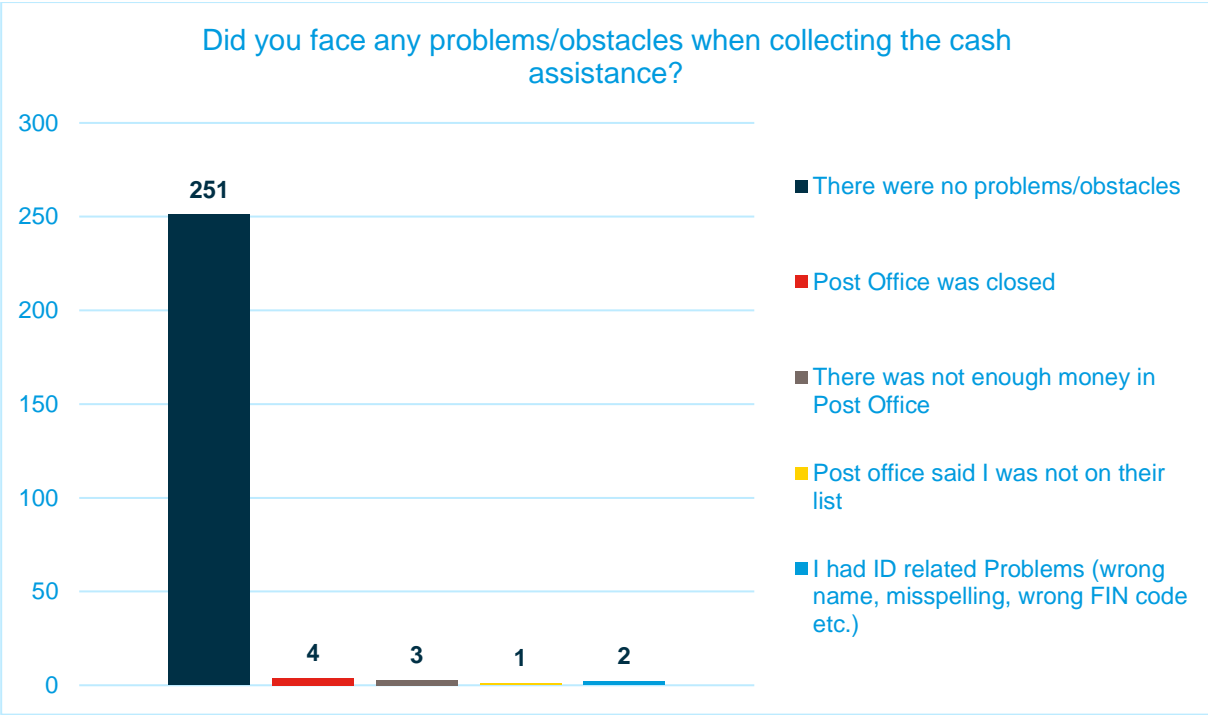


Figure 23 Problems/Obstacles Faced While Collecting the Money from the FSP

Majority of the recipients (251) did not face any obstacles or problems while collecting the money. Out of those recipients, facing any problems e.g. Azer Post was closed for four recipients, or there was not enough money in Azer Post for three recipients, Azer Post rejected the recipient the first time, as the recipient was not on their list one or there was an error with the ID card. All these obstacles are more or less linked to technical errors, which are linked to Azer Post management.

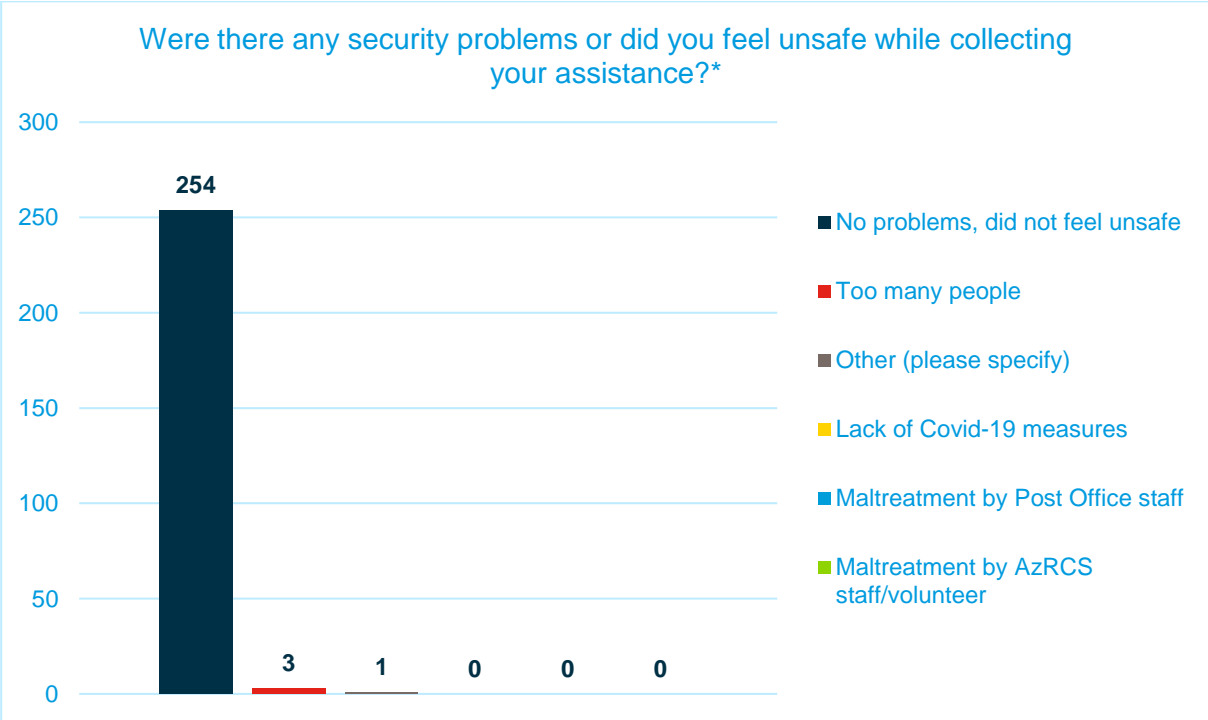


Figure 24 Security Problems/Obstacles Faced While Collecting the Money from The FSP

* sum of responses, multiple choice, total of 257 respondents for this question

Majority of recipients (254) reported that there were no any security problems nor they felt unsafe. Three recipients mentioned that there were too many people, the other response also mentioned the same reason, Azer Post was too crowded while they were collecting the money.

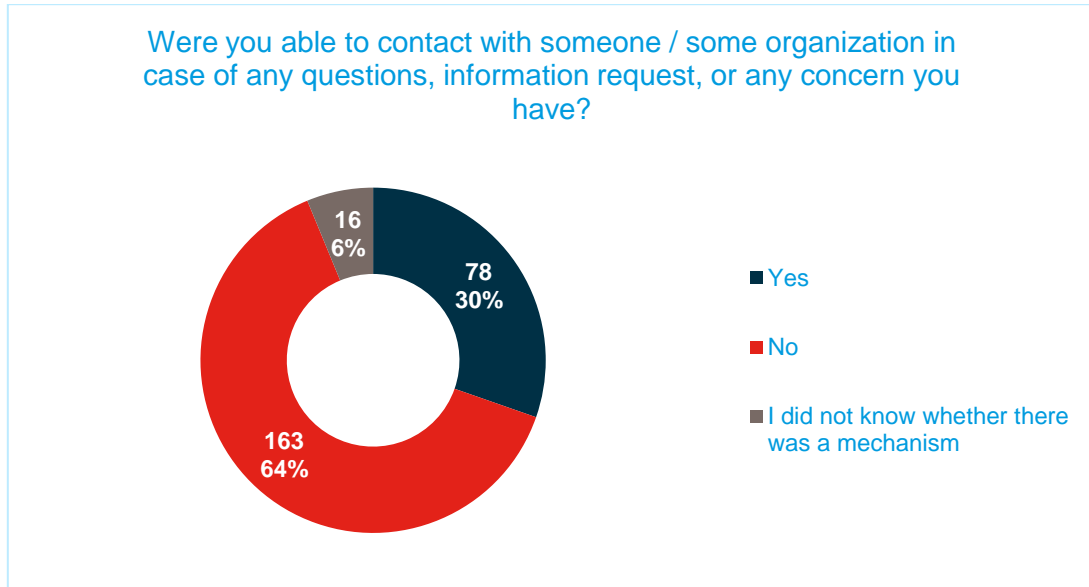


Figure 25 Awareness of Hotline System

Most of the recipients (163) said there was no reason to contact the AzRCS hotline. (78) Recipients were able to connect with an AzRCS volunteer through the hotline. (16) Recipients reported that they were not aware of such an option to get assistance from a hotline and receive some information through such a way.

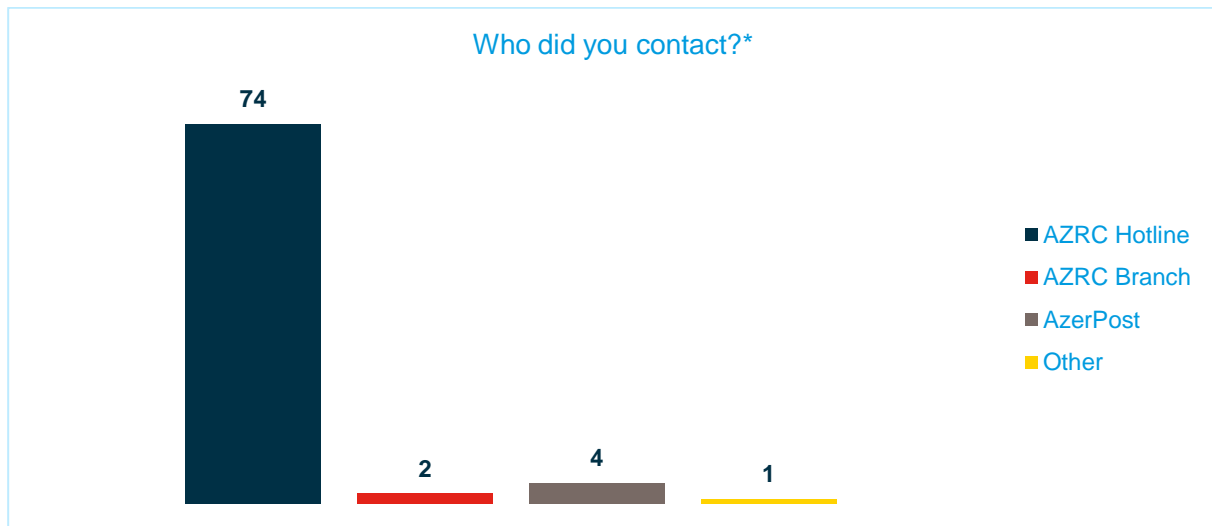


Figure 26 Recipients Contact Elements to Receive Information

* (sum of responses, multiple choice, 78 respondents for this question)

Majority of the recipients (74) answered that they called the AzRCS hotline, few respondents called the AzRCS branch, Azer Post office was reached by four respondents and one respondent answered that he/she was not on touch with anyone.

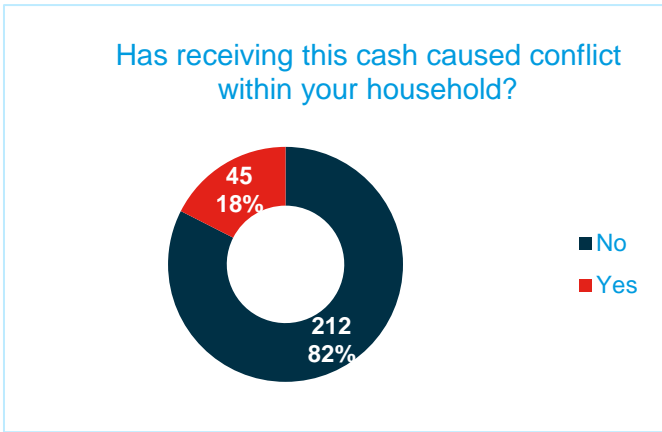


Figure 27 Recipients Who Reported Increased Tensions Because Of Received Assistance

(212) recipients did not report any increase in tensions within their own household, because of the received assistance. (45) Recipients reported tensions within the household.

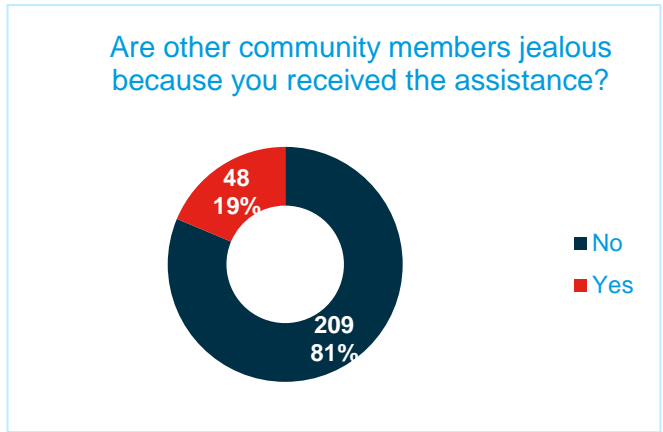


Figure 28 Appearance of Envy From Other Community Members

Decisive majority of recipients (209) reported that they did not feel any jealousy or anger, (48) recipients however reported jealousy by other community members.

4.5 Part IV – Disaster Impact & Assistance Effectiveness

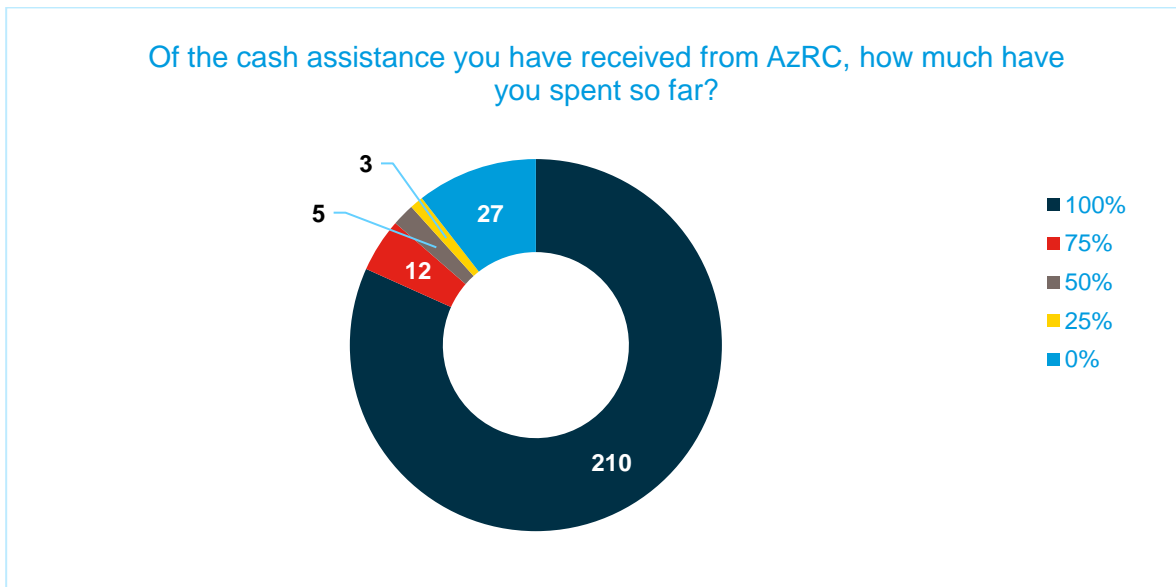


Figure 29 Money Spent by Recipients since Cash was Received

While majority of recipients (210) spent the total amount (270 Manat (AZN)), (27) reported to save the money just in case they will need it in the future. (12) Respondents used 75% of the total transfer value, (5) recipients responded they have spent half the amount. Three recipients responded that they used only a quarter of the total amount.

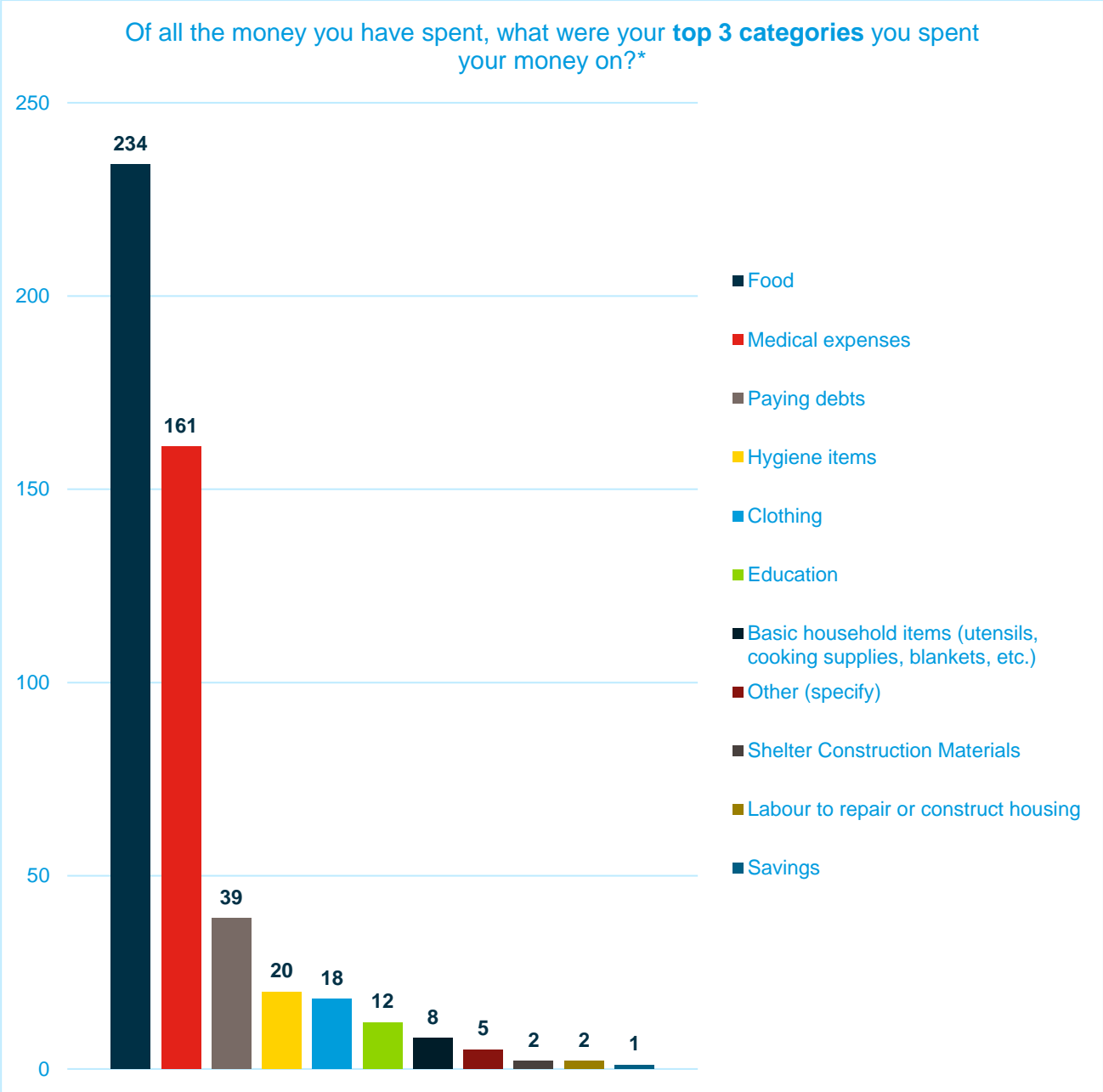


Figure 30 How Did Recipients Use the Cash - What Were the Priorities

*(sum of all responses, multiple choice, total of 257 respondents for this question)

The top priorities benefiting from the cash assistance was the ability to buy more or better food (234), followed by ability to purchase medicine (161) and paying debts (39). Some respondents procured hygiene items (20), clothes (18) or also payed tuition fees (12). To our surprise, two respondents informed us that the cash assistance was used for building materials. Two respondents’ replied that they used the money for labour; to do some maintenance work in their homes. Finally, one household reported to save some money.

To what extent did the assistance reduce the financial burden of your household?

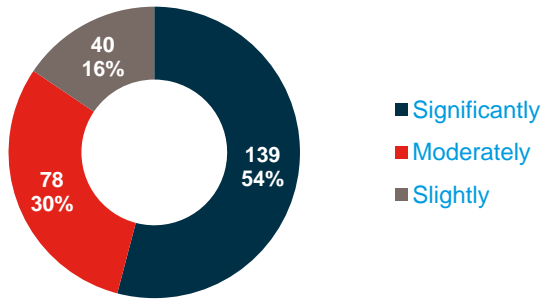


Figure 32 Assistance Effectiveness on Decreasing HH Burden

Half of the respondents (139) clearly confirmed that the cash assistance significantly contributed to a reduction of their financial burden. (78) Respondents confirmed a moderate relief. (40) Respondents replied that the assistance unfortunately could not help a lot.

If the assistance could have been done over again, would you have preferred to receive other forms of assistance instead of cash?

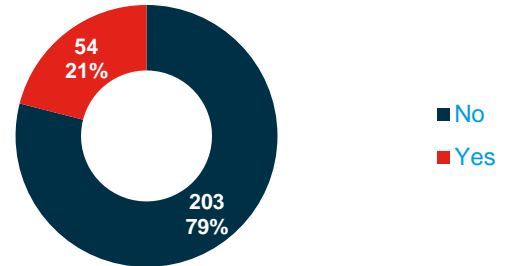


Figure 31 Understanding of Possible Other Forms of Assistances

Majority of the respondents are satisfied with the cash assistance, from (54) respondents the answer was negative.

*(sum of responses, multiple choice, 54 respondents for this question)

What would you have preferred to receive instead of cash assistance?*



Figure 33 If not CASH, What Other Forms of Assistances

Respondents' preference apart from cash would highlight food (47), rental assistance or clothes (5) and school kits (3). Only four recipients responded that hygiene would be their priority. Food option is maybe parallel with the top item they spent the assistance like shown above table.

Do you have any debt due to Cov-19?

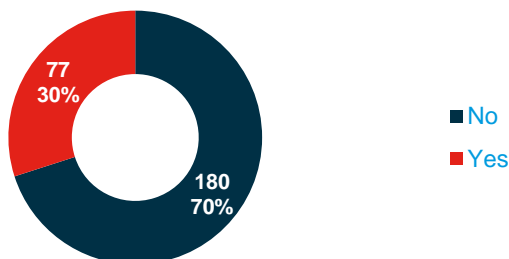


Figure 34 Debt due to Cov-19

(180) respondents replied that they do not have any debt due to Cov-19. (77) Recipients answered with "yes".

4.6 Part V – General Satisfaction

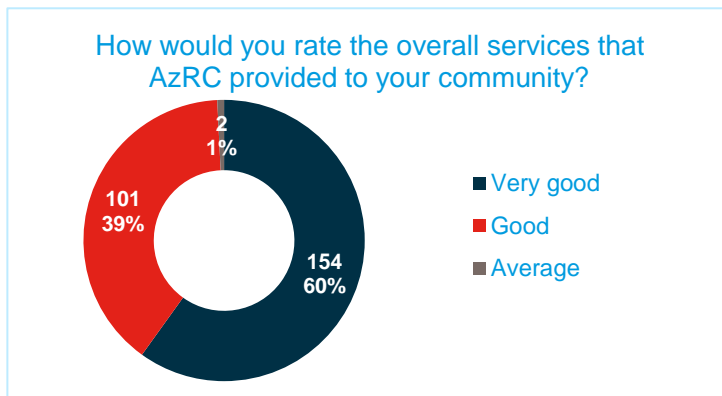


Figure 35 Satisfaction Level on AzRCS Service & Support

Decisive majority of recipients (154) were very satisfied with the service provided by AZRC. (101) respondents replied that they were satisfied and only two respondents answered with an average satisfaction level, this answer may reflect the above answers given e.g. community jealousy of cash assistance or cash assistance coverage level, not everyone was selected for the assistance.

Majority of the recipients (152) were not aware of the AzRCS hotline system. (105) of the recipients are aware of the hotline – complain, feedback mechanism which were installed only for the CVA pilot project. As this was, a pilot project and people are not use to cash assistance that is not a big surprise. The verification process as well SMS message that was sent by Azer Post; people were informed about this process and possibility to call AzRCS in case there are any questions or queries.

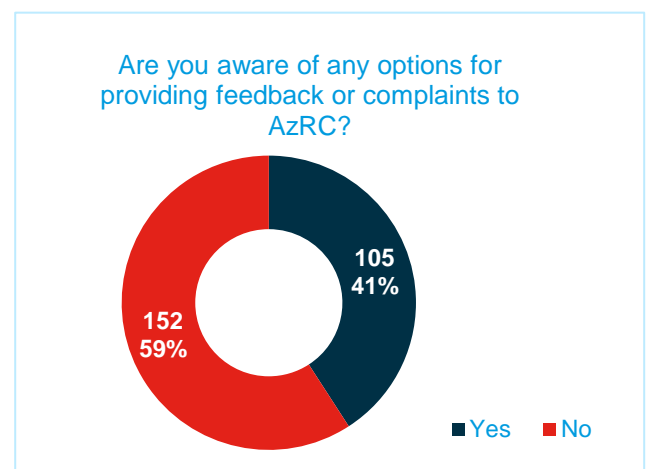


Figure 36 Awareness of Hotline System

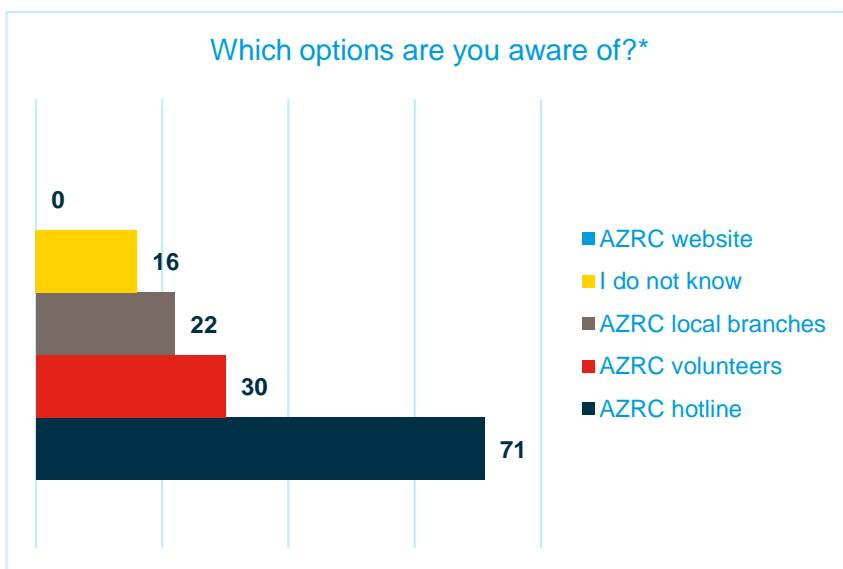


Figure 37 Awareness of Any Options for Providing Feedback or Complaint to Azrcs

*(sum of responses, multiple choice, total of 105 respondents for this question)

(71) Recipients are aware of contacting AzRCS hotline, (30) mentioned the reach of AzRCS volunteers as an option and (22) mentioned to approach the AzRCS branches in case of questions. Nobody mentioned the AzRCS website and (16) recipients replied that they do not know which options are available to contact in case of questions or additional support.

How would you rate AzRCS' level of responding to your feedback?*

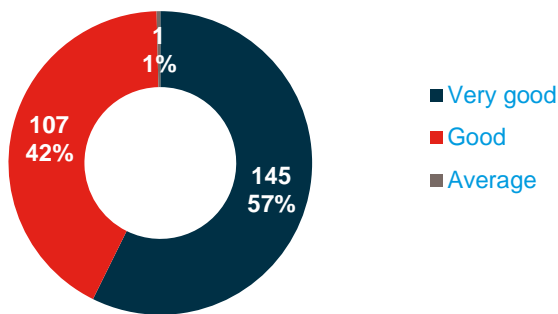


Figure 38 Hotline System Problem Solving Efficiency

*(253 respondents for this question, single choice)

(145) recipients reported that their problems, which were shared with AZRC hotline, were successfully solved. (107) reported that they are satisfied with the service and only one reported that the problem was not solved to a full extent.

(255 respondents for this question, single choice)

Average recipients satisfaction response about AZRC behaviour and support by recipients is very good. (153) recipients responded with the highest satisfaction, (101) were satisfied with the behaviour of AZRC staff and volunteers and only one mentioned that he/she was satisfied on average.

How would you rate the overall behaviour and support of AzRCS' volunteers and staff?

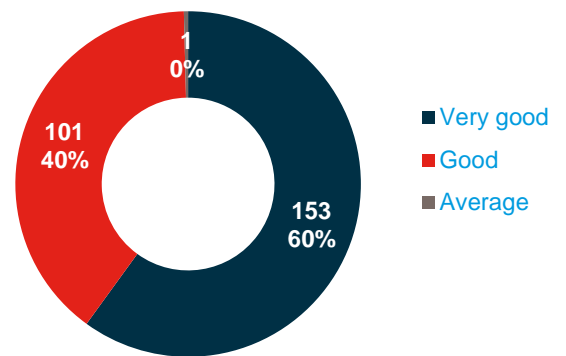


Figure 39 Recipients Opinion Survey about AzRCS

Has this programme changed your opinion about AzRC? How?

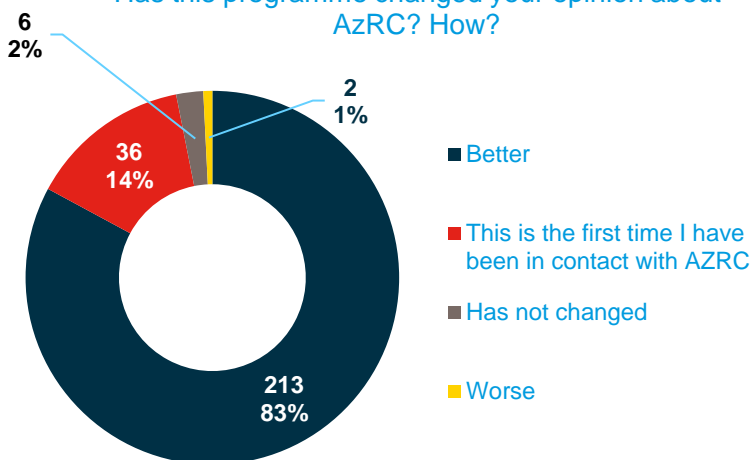


Figure 40 Recipients General Feedback (Comments, Ideas and Improvements)

Decisive majority of recipients were very satisfied from both organizations of distribution and AZRC staff and volunteers attitude as seen in the charts above. The majority of the respondents as seen in this chart shows that they changed their mind about AzRCS into a better one. A very interesting fact however is that (36) respondents mentioned that it was the first time that they were in contact with AzRCS.

Do you have any comments, ideas for improvement or anything else you would like to mention to AzRCS?

1. We are grateful to have you!
2. 270 azn was equal to 27 thousand manat for me.
3. I am 78 years old, I am looking after 2 orphans. You helped us a lot.
4. My table was not empty on the holiday.
5. This help was unexpected and had a very positive impact on our lives.
6. I needed medicine, as if with your help I was overwhelmed
7. I have disabled children, I have met their needs
8. I do not work, I paid for 1 month
9. Money is better because I can afford to pay not only for one thing, but several needs.
10. I was desperate to get my children's medicine
11. May God help you
12. May God help you, I have a sick child at home, she was very happy and cried
13. God bless you
14. I had a debt to the pharmacy, I was ashamed, that there was no money coming from anywhere, I took the money you that you gave me, then paid for my debts to the pharmacy, also I did some shopping and buy some products. Thank you very much!
15. It was a holiday, there was nothing, I was looking for money to borrow, then I called you, I cried, I was very glad, thank you very much, God.
16. I had a debt, at least you helped me. God bless you always.
17. I had a debt, you helped me a lot during this time
18. I owed 1,500 according to Cov-19, and I was able to pay a part of it
19. I really needed it. I paid my debts
20. Many needy families have been very helpful with this money
21. Thanks
22. You have become a medicine for my sorrows, my wife and I have a disease.
23. Meet face to face to better serve the people
24. We needed money, what a special day you gave us on the holiday, thanks a lot
25. I have a child who is bedridden at home. The money you gave has had a wonderful effect on my family. We prayed for you a lot.
26. We are thankful for everything
27. To stand behind the best students in the country and help them in education
28. I bought glasses for myself, my eyes were delicate. It was as if you gave me a light
29. Assistance to the families of martyrs
30. We saw not only the name of the Azerbaijan Red Crescent Society, but also how good it is in its work.
31. I am grateful to your community
32. Thank you on behalf of our family
33. Thank you very much
34. Thank you very much, we made a holiday table for the children and prayed for you
35. Good luck

36. I live with the child in a bad condition, my debts are in a bad situation, and there was nothing even to eat at home. Do you know how much did you help us, how happy was the child?
37. Thanks for being
38. I was very sick. When you gave me that money, you gave me the world, thank you very much for every support I am sick, we were happy when we received message via sms about money, we were delight and started to cry... thank you very much.
39. I had an illness, due to that; I had debt, so thank you for helping.
40. Let it be good always
41. My husband underwent surgery on his leg, and at that moment a call came from you, believe me, how glad I was, at least we were able to take medication. Thank you very much!

5. Recommendations

1. Provide clearer message about selection process, purpose of assistance and transfer value to reduce incorrect answers related to verification and selection process.
2. Surprisingly people remember more the information, which was given by AzRCS volunteers and less the SMS message from Azer Post to collect their money. Which means that the message must be more clear or sent well in advance or even sent two times.
3. People need to be informed well in advance about cash withdrawal deadline.
4. In some cases door-to-door visits by AzRCS volunteers is inevitable as people are not able to collect money from the FSP.
5. The costs of transport to the FSP needs to be assessed in advance to understand the additional burden, which will be put on the recipients to collect their money.
6. One off cash assistance does not reduce financial burden, it would be good to understand what other welfare systems are in place.
7. Consider additional activities related to recipients needs e.g. people mentioned food as an optional assistance, which means that some people favour in-kind assistance.
8. Improve key messages system to reduce number of persons actively requesting information from helpdesk, alternatively increase the capacity of helpdesk to respond to a higher number of recipients at the peak time of the assistance in the future. That will increase the satisfaction level of recipients regarding cash assistance, trust and acceptance.
9. Liquidity in FSP branches was a slightly raised topic, this should be focused for upcoming activities.
10. There were some answers to some questions looks irrelevant; this could be relevant with the quality of data collected through remotely. Door to door PDM activity needs to be considered depending on state of Cov-19.

Annex I Targeted Households for the PDM survey

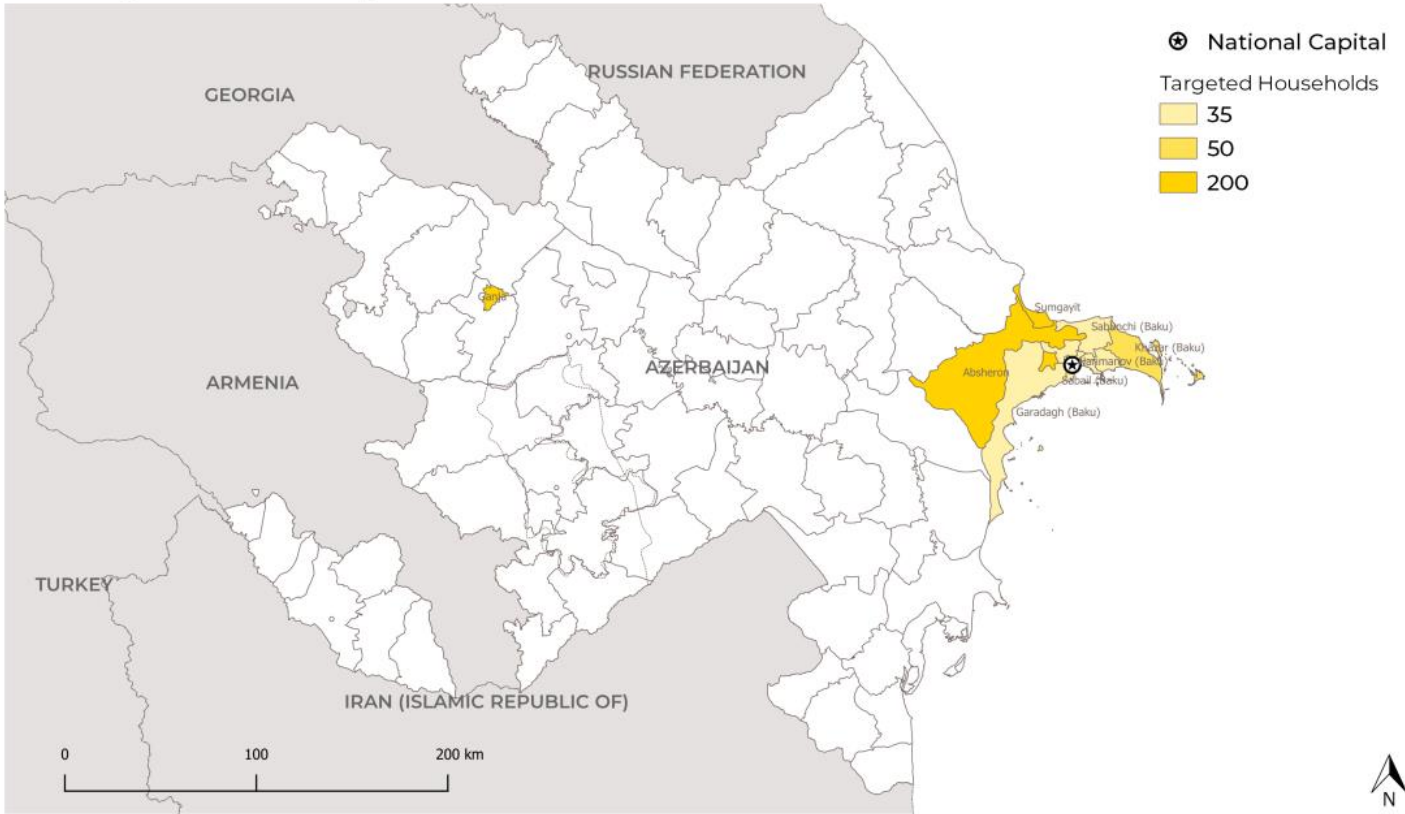


+C IFRC

16 May 2021



Azerbaijan CVA Project - Areas of Operation



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 territory or of its authorities

Map 3 Areas of Operation

Annex II PDM Action Plan

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		31 March PDM Questionnaire DRAFT Training Material & Action Plan Feedback by CEA expert	1 April Planning Volunteer Sensitization Field visit to regions Face to face meeting	2 April Finalization questionnaire and training material	3 April Visit to Ganja/ Absheron Volunteer Sensitization
5 April Translation of questionnaire Integration to Kobo Sampling	6 April Preparation of the equipment Survey testing	7 April Half day PDM training to volunteers	8 April PDM Activity Planning	9 April Kick off - PDM Activity	
10 May Data Analysis	11 May Data analysis	12 May Data analysis	17 May First Draft of PDM Report	20 May PDM final report	

Annex III PDM Questionnaire

PDM Survey Questionnaire for Azerbaijan Pilot CVA Project

PART I INTRODUCTION & CONSENT

NOTE TO VOLUNTEERS: *Before starting this survey, please verify through conversation that this household was included in the CVA pilot Project implemented by Azerbaijan Red Crescent Society (AzRCS) under the Emergency Appeal Cov-19 Response in March 2021. Only conduct the survey if the household was included.*

[Volunteer has the barcode scanned into phone.]

[Phone number is shown on survey automatically]

[Call Date is record automatically by Kobo tool]

[Volunteer chooses his/her name in dropdown box list]

[Volunteer calls beneficiary's telephone number]

Good morning / Good afternoon. My name is _____ and I am volunteer with AzRCS. Is this Mr/Ms [Beneficiary's name/ Head of HH]?

[If Answer is NO]

Can you tell us when we could reach this person? (Note down agreed time and call again at that time) [END OF THE CALL]

[If answer is YES]

Did you receive the cash assistance delivered by AzRCS in month of March?
If yes, continue, if not please contact to team leader.

Standard statement to interviewee at beginning of every survey:

I am calling you to collect information on the impact and possible challenges of the AZRC cash assistance project you were part of. Your participation in this survey is voluntary. The answers you give will be treated as confidential and anonymous. Would you have 10 minutes for us?

[If answer is Yes]

Thank you.

[If answer is NO]

Can we call again at a later time?

If no: We respect your decision. Thanks and have a good day.

[If answer is YES]

- Apply survey by phone (see below).
- Keep the frontline messages close and FAQs at hand to address any questions related to the CVA Project.

PART II SELECTION & REGISTRATION

Explain that the following set of questions is about the registration and selection process.

- 1- Do you know who selected you to be included in this project?
Yes / No
- 2- If yes, please specify
 - Local Executive Offices
 - Azerbaijan Red Crescent Society
 - International Federation of Red Cross Red Crescent Society
 - Other (please specify)
 - I don't know
- 3- How were you informed that you were selected for assistance within this project?
 - I was not informed at all
 - Local Executive Offices informed me
 - AzRCS called me via phone
 - AzRCS visited me at my home
 - Other (please specify)
 - I don't know
- 4- The assistance was not connected to any conditions. To make sure, we would like to ask if anybody demanded any service or even money from you in order to put your name on the list of recipients?

Remember it is need to be delivered to person that the answer that you give confidential and anonymous.

If the answer yes and if the content of feedback is sensitive, is it okay for you my colleague will call you back and collect the detail?

- No
 - Yes, I had to pay money
 - Yes, I had to provide services (work,...)
 - Yes, other
 - I would rather not say
- 5- If yes, to whom? (free text response)
 - 6- Do you know why you were selected for this project? (multiple selection)
Yes / No
 - 7- If yes, can you please tell us why? (dropdown list)
 - HH is affected by Cov-19
 - Large HH with more than 3 children
 - Household member(s) with disabilities
 - Pregnant household member(s)
 - Breastfeeding household member(s)
 - Elderly dependent household member(s)
 - Single female head of household
 - Single head of HH
 - Vulnerable and never have ever had other assistance
 - 8- Are you satisfied with the selection procedure for this project?
Yes/No
 - 9- If no, why?
(multiple selection – Do not read the response options to the interview partner, but wait for their answer and then choose the most suitable option)
 - Selection process was not clear

- A fair selection was not held (people received assistance that do not need assistance)
- More people should have received assistance
- The community was not allowed to participate in the selection process
- Other

PART III SENSITIZATION, CASH DISTRIBUTION & SAFETY

10- Do you know which organization provided this assistance to you? (multiple selection)

- AzRCS
- IFRC
- ICRC
- Government
- Turkish Red Crescent
- UN Agency
- Other

11- How were you informed about the amount of assistance? (multiple choice)

- I was not informed at all
- Local Executive Offices informed me
- AzRCS called me via phone
- AzRCS visited me at my home
- Other (please specify)
- I don't know

12- How were you informed about when, where, and how you can collect your assistance? (multiple choice)

- I was not informed at all
- Local Executive Offices informed me
- AzRCS called me via phone
- AzRCS visited me at my home
- SMS from AzerPost
- Other (please specify)
- I don't know

13- When were you informed about the deadline for collecting your assistance?

- 1 week before end of the deadline
- 3 days before the end of the deadline
- 1 day before the end of the deadline
- Same day as the deadline

14- How do you evaluate these information activities? (score between 1-5)

- Very poor (Score 1)
- Poor (score 2)
- Average (score 3)
- Good (score 4)
- Very good (score 5)

15- What is the assistance amount you were informed about?

[Digit]

16- Was the amount of assistance you received equal to amount that you were informed about?

- Yes equal
- No, it was less

- No, it was more
- I was not informed about the amount

17- If no (less/more), how high was the amount of assistance you received?

[digit]

18- How did you get to AzerPost to collect your assistance?

- On foot
- Bicycle
- Own car/motorcycle
- Someone else's car/motorcycle (friend, neighbour,...)
- Public transport (taxi, bus,...)
- AzerPost delivered the assistance to my home

19- How much time did it take to get to the AzerPost to collect your assistance?

- Up to 30 minutes
- Between 30 minutes and 1 hour
- Between 1 and 2 hours
- Between 2 and 3 hours
- More than 3 hours

20- How much money did you spend on transport to collect the money (two way trip)?

[digit]

21- Did you face any problem/obstacle when collecting the cash distribution?

- There were no problems/obstacles
- Post Office was closed
- There was not enough money in Post Office
- Post office said I was not on their list
- I did not have enough money for transport
- I had ID related Problems (wrong name, misspelling, wrong FIN code etc.)
- Other (please specify)

22- Were there any security problems or did you feel unsafe while collecting cash?

- No problems, did not feel unsafe
- Too many people
- Lack of Cov-19 measures
- Maltreatment by Post Office staff
- Maltreatment by AzRCS staff/volunteer
- Other (please specify)

23- Were you able to contact with someone / some organization in case of any questions, information request, or any concern you have?

Yes/No/Did not know whether there was a mechanism

24- If yes, who did you contact?

- AzRCS Hotline
- AzRCS Branch
- Azer Post
- Local Executive Offices
- Other

25- Has receiving this cash caused conflict within your household?

Yes/No

26- Are other community members jealous because you received the cash transfer?

Yes/No

PART IV DISASTER IMPACT & ASSISTANCE EFFECTIVENESS

27- Of the cash assistance from the AzRCS you have received, how much have you spent so far?

- 100%
- 75%
- 50%
- 25%
- 0%

28- Of all the money you have spent, what were your **top three** areas/categories you spent your money on? (write top 3 responses)

- Shelter Construction Materials
- Labour to repair or construct housing
- Food
- Medical expenses
- Basic household items (utensils, cooking supplies, blankets, etc.)
- Large household items (table, stove, etc.)
- Paying debts
- Savings
- Agricultural inputs
- Gave money to friends/relatives
- Maintenance or stock for family business / Tools and supplies for self-employment
- Education
- Clothing
- Hygiene items
- Other (specify)

29- To what extent did the assistance reduce the financial burden of your household?

- Significantly
- Moderately
- Slightly
- Not at all

30- If the assistance could have been done over again, would you have preferred to receive food/goods rather than cash?

Yes/No/I don't know

31- What would you have preferred to receive different type of assistance instead of cash?

(Dropdown list – multiple choice)

- Food
- Water
- Rental Assistance
- Clothes / Baby clothes/diapers
- School kits
- Hygiene Kits
- Other (please specify)

32- Do you have any debt due to Cov-19?

Yes/No

PART V GENERAL SATISFACTION

33- How would you rate the overall services that AzRCS provided to your community?

- Very poor (Score 1)
- Poor (score 2)
- Average (score 3)
- Good (score 4)
- Very good (score 5)

34- Are you aware of any options for providing feedback or complaint to AzRCS?

Yes/No

35- If yes, how?

- Through the AzRCS local branches
- Through the AzRCS volunteers
- Through the AzRCS hotline
- Through the AzRCS website

36- How would you rate AZRC level of responding to your feedback?

- Very poor (Score 1)
- Poor (score 2)
- Average (score 3)
- Good (score 4)
- Very good (score 5)

37- How would you rate the overall behaviour and support of AzRCS volunteers and staff?

- Very poor (Score 1)
- Poor (score 2)
- Average (score 3)
- Good (score 4)
- Very good (score 5)

38- Has this programme changed your opinion on the AzRCS? How?

- Has not changed
- This is the first time I have been in contact with AZRC
- Better
- Worse

39- Do you have any comments, ideas for improvement or anything else you would like to mention to AzRCS?

[text]

Thank you very much for your collaboration and support. Have a good day. **[END OF CALL]**

Annex IV Recipients' Feedback (Azeri)

Do you have any comments, ideas for improvement or anything else you would like to mention to AzRCS?	Qty
Yaxsiki Varsiz!♥	1
"270 azn benim ucun 27 min manata beraber oldu."	1
"78 yasim var, 2 yetim usaga baxiram. Cox komey olduz"	1
"Bayram gunu sufrem bos qalmadi"	1
"Bu yardim gozlenilmez oldu ve heyatimize cox boyuk musbet tesireledi"	1
"Dermanlara ehtiyacim vardi, sanki yardiminizla qanima hopduz"	1
"Elil usaqlarm var, ehtiyaclarini odedim"	1
"Islemirem, 1ayliq ehtiyacimi odedim"	1
"Pul daha yaxsidir, cunki 1 yox 1 neche ehtiyacini odeyir"	1
"Usaqlarimin dermanlarini almaq ucun cixilmaz veziyyetde idim"	1
Allah komeyiniz olsun	8
Allah komeyiniz olsun xeste usagim var ne qeder agladi sevindi	1
Allah sizden razi olsun!	9
Apteke borcum var idi utanidim hec yerden gelir yox idi verdiyiniz pulu aparim apteke verdim birazda eve bazarliq etdim var olun tesekkur edirik	1
Bayram gunu idi hecne yox idi borca pul axtaridim o zaman sizden zeng olundu agladim sevindim cox sukurler olsun Tanriya .Her sey ucun cox sag olun	1
Borcum var idi azda olsa komeyiniz oldu Allah daim komeyiniz olsun	1
Borcum var idi mene cox yardim etdiz var olun	1
Covide gore 1500 borcum var qismen odedim	1
Cox ehtiyacimiz vardi. Borclarmi verdim	1
Cox imkansiz ailediler cox komek olub	1
Cox saqolun	1
Derdlerime derman olduz yoldasimda ozumde xesteyem var olun	1
Derman almaga ehtiyac var.6 yazmılan yer 60 qepikdi.	1
Ehaliye daha yaxshi yardim xidmet elemek üçün üzbeüz görüşmek	1
Ehtiyaci var	1
Ehtiyacimiz var idi bayram gunu bize ne qeder xos gun bexs etdiz sag olun	1
Evde yataq xestesi olan usagim var verdiyiniz pul mene aileme cox gozel tesir etdi var olun Dualar etdik bu iwi gorenler ucun	1
Her sey ucun sag olun var olun	1
Ölkede yaxşı oxuyanların arxasında dutup təhsilinde kömey etməy	1

Ozume eynek aldim gozlerim zerif idi .Sanki mene isiq verdiz cox sag olun	1
Qaziler sehid ailelerine yardim edilmesi	1
Qizil Aypara cemiyetinin yalnız adında deyil,Ishindede nece yaxshi oldughunu gorduk	1
Sizin cemiyete minnetdaram	1
Tedekkur edirik ailemizin adinnan	1
Tesekkur	1
Tesekkur edirem sag olun	1
Tesekkur edirem sizlere	1
Tesekkur edirik cix razi qaldiq usaqlar ucun bayram sufresini etdik ne qeder dualar etdik	1
Tesekkur etdi	1
Thank	16
Thanks	22
Ugurlar	1
Usaq ile qaliram pis veziyyetde borclarim var evde hecne yox idi ne qeder komek etdiz bize usaq ne qeder sevindi var olun	1
Var olun	1
Xeste idim o pulu verende mene dunya bexs etdiz her sey ucun sag olun	1
Xeste yatiram pul sms ile gelende kovreldik sevindik ve sizlere tesekkur etdik cox sag olun	1
Xesteyim ile borcum var idi komek etmis olduz sag olun	1
Xeyr	3
XEYRI OLSUN HEMISE	1
Yoldasim ayaginnan emiyyat olundu o an sizden zeng geldi inanin ne qeder sevindim en azinnan dermanlari alar bildik sjzlere ne qeder tesekkur etdik	1
Yox	162
Grand Total	257



Contact Us

<https://www.redcrescent.az/>



www.facebook.com/Azerbaijan-Red-Crescent-Society



<https://twitter.com/azredcrescent>