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Final Report

Kyrgyzstan: Border Conflict



DREF operation final report	Operation n° MDRKG013
Date of issue: 01 February 2022	Glide number: OT-2021-000046-KGZ
Operation start date: 1 June 2021	Operation end date: 31 October 2021
Host National Society: Red Crescent Society of Kyrgyzstan	Operation budget: CHF 337,871
Number of people affected: Over 40,000	<p>Number of people assisted: 1,140 households (HH) (5,700 individuals) reached with unconditional multipurpose cash;</p> <p>136 HH (2,235 individuals) reached with psychosocial support, including 235 children with summer camp activities;</p> <p>800 HH (4,000 individuals) reached with health promotion activities;</p> <p>800 HH (4,000 individuals) assisted with hygiene kits;</p> <p>40 HH (200 individuals) assisted with shelter sets (prefab houses and tents that were replenished by DREF funds).</p>
<p>Red Cross Red Crescent Movement Partners currently actively involved in the operation: Red Crescent Society of Kyrgyzstan (RCSK), International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), and in-country Partner National Societies – German Red Cross (GRC), Swiss Red Cross (SRC) and Turkish Red Crescent.</p>	
<p>Other partner organizations involved in the operation: Ministry of Emergency Situation of Kyrgyz Republic (MoES KR), Batken province administration, Disaster Response and Coordination Unit (DRCU) members, UNICEF, UNFPA and IOM.</p>	

A. Situation analysis

Description of the disaster

On 28-29 April 2021, the tensions between the residents of Kyrgyzstan (Batken province) and Tajikistan (Sughd province) in border areas escalated into an armed conflict, resulting in casualties and displacement of thousands of people in both countries. While the governments of Kyrgyzstan and Tajikistan engaged in emergency discussions to stabilize the situation, the number of evacuated people grew rapidly within two days from several hundred to several thousand on both sides, with over 40,000 people evacuated on the Kyrgyzstan side. On 29 April, the governments of Kyrgyzstan and Tajikistan announced their agreement on returning to the status quo and continued to work during 30 April – 3 May on stabilizing the situation in border areas, including on cessation of all hostilities and withdrawal of military forces from the point of contact. By 12 May 2021, the majority of the evacuees have returned to their homes, and the remaining ones

have stayed with their relatives, as there were still reports that a significant number of people are fearing to go back and are staying with host families in neighbouring villages or districts.

The conflict, meanwhile, has inflicted substantial losses and damages. In Kyrgyzstan, according to the government agencies' reports, 36 people died and 173 people were injured as a result of the clashes, including military personnel and medical staff. According to the latest updated information provided by local governments, 220 various buildings were either destroyed or damaged in border villages of Batken district and 168 in Leilek district.



**The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the IFRC.*

Picture 1: draft map of the conflict area with preliminary affected cross border villages noted.

Source: DRCU Secretariat

The following table illustrates the breakdown of destroyed/damaged facilities per type and number in bordering communities of both districts:

Table 1: Destroyed HHs and other facilities

Batken district				
#	Unit type	Number of destroyed/damaged units	Location	Total # of People
1	Petrol station	2	Orto-Boz village	-
2	High school	1	Ak-sai village	-
3	Kindergarten	1		-
4	Military checkpoint	1		-
5	Local Police Office	1	Kok-Tash village	-
6	Military checkpoint – Min-Bulak	1		-
7	Border outpost – Kok-Tash	1	Batken-Isfana road	-
8	Military checkpoint - Dostuk	1	Kara- Bak village	-
9	HHs	19	Kok-Terek village	109
		9	Ak-Sai village	53
		3	Tash-Tumshuk village	7
		1	Kok-Tash village	7
		11	Dostuk village	63
Total: 52 units				

Leilek district				
#	Unit type	Number of destroyed/damaged units	Location	# of People
1	Petrol station	23	Arka village	-
2	Café/restaurant	8		-
3	High school	1		-
4	Kindergarten	1		-
5	Various shops	34		-
6	Medical facilities	3		-
7	Pharmacy	2		-
8	Public library	1		-
9	HHS	2		4
10	HHS	3	Borborduk village	18
		3	Internatsional village	13
		9	Sada village	72
11	HHS	76	Maksat village	342
12	Petrol station	1		-
13	Border outpost	1		-
Total: 168 units				

220 diverse buildings were either destroyed completely or damaged at a certain level throughout Batken province, including 136 houses that were burnt down as the negative impact of the clashes¹. 40,649 people were reported to have been evacuated or fled from the border villages of Kyrgyzstan, out of which 26,288 individuals (7,714 families) were displaced in Leilek district and 14,361 people (3,441 families) in Batken district, according to the local government. The displaced population found refuge with their relatives or host families in neighbouring villages, districts, or resided at temporary community shelters established in Batken and Leilek districts and Batken city (e.g. school, lyceum, gymnasium, sports hall and hotel facilities), as well as a temporary shelter camp provided by RCSK in Ak-Sai village of Batken district and at the temporary camp arranged by the MoES of KR in Maksat village of Leilek district.



Picture 1. Destroyed HHs in communities of Batken district
Photocredit: RCSK

Below is a table with detailed information on evacuated people from affected communities of Batken and Leilek districts.

Table 2: Breakdown of the evacuated population

#	Place of residence	Number of evacuated people	Number of evacuated families	Women	Children <18
	Batken province:	40,649	11,155	16,147	23,931
Evacuees of Batken district					
Ak-Tatyr community (Aiyl Okmotu):					
1	Orto-Boz and Kok-Terek villages	107	17	26	81
Ak-Sai community:					
2	Ak-Sai village	1,426	378	362	1,022

¹ Source: MoES of Batken province, December 2021.

3	Kok-Tash village	1,503	392	413	1,048
4	Tash-Tumshuk village	546	171	104	480
5	Uch-Dobo village	1,637	345	469	1,126
6	Min-Bulak village	518	131	85	449
Samarkandek sub-district (Aiyi aimagy):					
7	Samarkandek village	2,346	396	759	1,401
8	Pasky-Aryk village	1,015	310	333	590
9	Zhany-Bak village	627	181	171	474
Kara-Bak sub-district:					
10	Kara-Bak village	1,814	459	567	1,100
11	Kyzyl-Bel village	2,416	535	923	1,351
12	Dostuk village	406	130	103	353
Total:		14,361	3,441	4,315	9,475
Evacuees of Leilek district					
Kulundu sub-district:					
1	Maksat village	1,195	288	616	579
2	Internatsional village	4,538	1,826	2,050	2,488
3	Razzakov village	4,447	1,783	2,202	2,245
4	Sada village	1,260	480	467	793
Zhany-Zher sub-district:					
5	Borborduk village	2,929	528	1,410	1,519
6	Zhashtyk village	3,971	683	1,937	2,034
7	Arka village	4,085	1,500	1,300	2,735
8	Dostuk	3,863	626	1,800	2,063
Total:		26,288	7,714	11,832	14,456

With the situation stabilizing on the border but at the same time with the number of affected people rapidly increasing, based on the reports of ongoing needs assessments, the National Society decided to apply for a DREF to address the immediate needs of the affected population.

As the situation on the border was safe by the middle of May, all collective centres (12) were closed and the evacuated population was assisted in returning to their homes. However, some families were still scared to return to their homes and stayed with their relatives in neighboring villages. Those who lost their houses were accommodated in temporary camps in Ak-Tatyr village of Batken district and Maksat village of Leilek district. Transport was organized for residents so that they could get to their homes and camps (those who lost their houses).

Meanwhile, the government has started implementing the plan of reconstructing damaged houses and the construction of the first 36 houses began on 9 May in Batken city. Families of 36 Kyrgyz citizens whose members died as a result of the armed conflict on the Kyrgyz-Tajik border received new houses constructed by the Government of Kyrgyzstan (GoK) during the reporting period. Moreover, 136 new houses were built in communities of Leilek and Batken districts by the end of November and handed over to those families who lost their HHs as a result of the conflict. In this way, the government of Kyrgyzstan, with its financial resources and with the financial assistance of donor (GoK), has managed to provide new houses to all affected families whose HHs were damaged as a result of the Batken crisis.

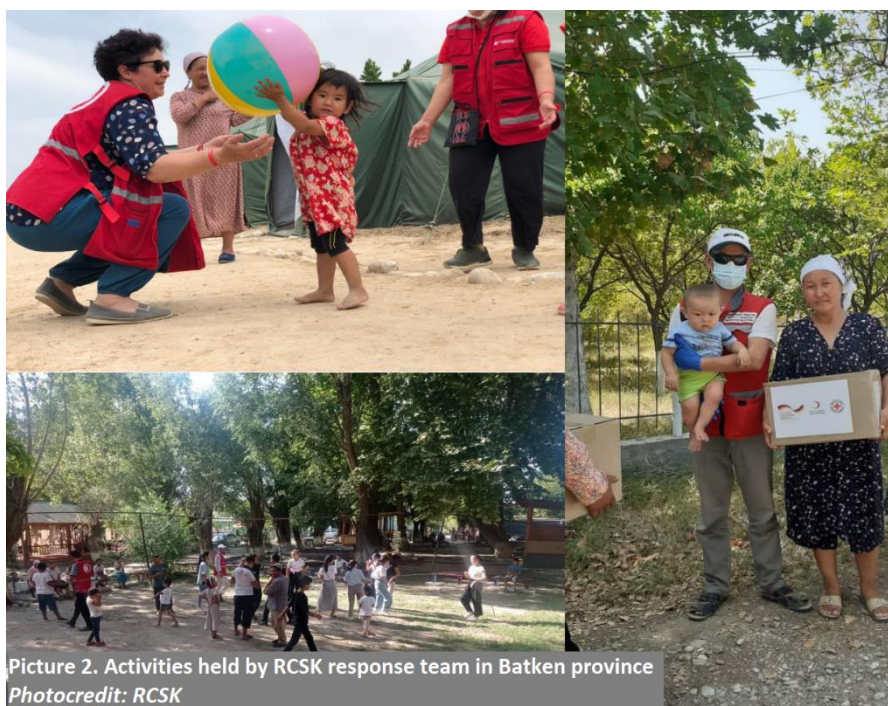
Summary of response

Overview of Host National Society

From the very beginning of the crisis, on 28-29 April, the RCSK Batken Branch team was involved in the provision of first aid to the wounded people and their transportation to local hospitals. With the number of evacuated people increasing by the hour in the first days, the RCSK mobilized its resources to provide food, drinking water, psychological first aid, essential relief items, including personal protective equipment and hygiene kits at temporary collective centres in Batken city and Ravat community of Batken district where approximately 10,000 people were accommodated by host families. The RCSK also supported local government agencies (the Ministry of Emergency Situations and local administrations) with the evacuation, transportation of women, older people and children from the affected villages. To support the RCSK Batken Branch, the National Society mobilized its National Disaster Response Team (NDRT) members from other provincial branches and its headquarters, and also mobilized hygiene kits and other essential relief items from its prepositioned stocks in Osh, Jalal-Abad, Talas and Bishkek warehouses. As of 8 May, a total of 43 staff and members were mobilized from other regions and Bishkek in support of the RCSK's response activities in the areas with relief distributions (food, household

items), psychosocial support (PSS), emergency shelter and WASH as well as to support ongoing assessments in Batken province in coordination with government and other humanitarian organizations. Due to security constraints on the ground and the large territory involved, assessment and response to remote villages in the Leilek district by the RSCK only started from the agreement on returning to status quo between both countries, on 30 April with the normalization and deconfinement of Leilek district.

By the beginning of June, the RSCK started the implementation of the DREF operation in Batken province, including the verification process for cash and voucher assistance (CVA), PSS activities for affected community members, the summer camp for children and the rest of the activities listed in the plan of action, including the purchase of items within the DREF budget. The verification of people assisted for the CVA in both Batken and Leilek districts was an ongoing process and carried out almost until the end of the operation. It is worth noting that the RSCK Batken branch was carrying out the verification for CVA for the IFRC DREF operation (1,140 families), for the German Red Cross response (701 families) and the Swiss Red Cross response (87 families) at the same time. Distribution of cash via DREF started at the beginning of September and most of the 1,140 families collected their cash by the end of the operation.



Picture 2. Activities held by RSCK response team in Batken province
Photocredit: RSCK

At the same time, all other planned activities within the DREF operation were in the process of preparation/implementation during the DREF operation. For instance, summer camp activities for children of affected families were organized starting at the end of July and through the first half of August, covering 235 children from the most affected families of Batken and Leilek districts. PSS activities for the population living in affected communities of Batken and Leilek districts, including temporary camps located in Ak-Tatyr and Maksat villages were carried out among other activities during July-September. Health promotion sessions were also carried out along with all other DREF operation activities in affected communities and temporary camps located in Ak-Tatyr and MAKSAT villages.

A 2-day joint lessons learned workshop was held for all partners that responded to the Batken crisis on 28-29 June 2021 and facilitators from the IFRC and the ICRC were invited to conduct this workshop and compile all findings identified by participants during this event. Overall, 39 people from various organizations participated in the workshop and shared their thoughts on the response to the Batken crisis. The workshop followed a dual, Preparedness for Effective Response/Safer Access methodology. A draft action plan was created based on the recommendations of the workshop, and shared with all Movement Partners in country. Learnings of the workshop were mostly related to the topics of organizational structure, SOPs, internal communication and coordination, joint Movement contingency and scenario planning, the legal protection of emblem use, unified branding and visibility, emergency communications, and coordination with authorities.

After the workshop, a joint ICRC-IFRC summary report and recommendations were shared with the National Society's leadership.

By the end of the DREF operation, the RCSK organized other two activities: A one and a half-day internal lessons learned workshop on 30-31 October was organized for Batken branch staff that were in the front line during the entire response operation. As this workshop was held at the end of the operation, it allowed gathering all experiences, challenges and achievements and highlighting lessons learned during the entire operation, including challenges and achievements on cash distribution, PSS activities, etc.

Another activity was held for volunteers representing Osh, Jalal-Abad and Batken RCSK branches that were actively involved in Batken response operation and were the majority of all volunteers from 7 RCSK branches and HQ. As a result of this event, 29 volunteers participated in a team-building exercise on 28-29 October 2021 that helped them strengthen their commitment to the RCSK's humanitarian mission and to relieve the stress and strain after a long period of contribution to this operation. This activity was also not listed in the plan of action and therefore was arranged as incentives for volunteers.



Picture 3. Summer camp held for children of affected families
Photocredit: RCSK

The key response components of the RCSK to date can be summarized as follows:

Relief distribution (food, household items): Over the first week since the conflict occurred, the RCSK team, with the support of the ICRC, organized hot meals for 730 people residing at temporary community shelters in Batken town and Kyzyl-Jol village, as well as for 140 response personnel of different agencies, including medical workers, rescue teams, in Batken province. The National Society, with the support of its partners and from its prepositioned stocks, provided humanitarian assistance to 1,555 families in the form of hygiene kits, 90 families were assisted with kitchen sets, 375 families with bed linens, clothing etc. (for details see table 3)

Unconditional cash grants: During the entire DREF operation, RCSK has distributed cash for the most affected population and covered 1,140 families (approx. 5,700 individuals) within the IFRC DREF operation. Initially, 1,100 families were targeted within this operation but due to minor changes in the amount for distribution and slight exchange rate difference, the number of families was increased up to 1,140. The reason for changes in the cash assistance amount was the GRC's (701 families) and SRC's (87 families) contribution to this response too, so it was agreed among all parties to equalize the amount of cash assistance to avoid any claims against RCSK or



Picture 5. Cash distribution process
Photocredit: RCSK

challenges that could happen due to a difference in the amount of cash assistance. In this way, the amount of CHF 160, indicated in the DREF Operation Budget, was changed to CHF 154,21 and each people assisted by the IFRC DREF, GRC and SRC response received CHF 154,21 or Som 14,222. The total number of the population assisted with cash reached 1,928 families (approx. 9,640 individuals) by the end of the joint response in Batken province.

The RCSK Batken branch has faced several challenges during the verification process of people assisted for cash assistance. For instance, some people left their HHs by the time they have been visited by the RCSK team. Most of them

were staying with their relatives in other communities and others moved abroad, mainly to the Russian Federation, as labour migrants. In the last case, RCSK had to find other families, affected by the conflict corresponding to selection criteria, and replace absentees with new people to be assisted. Another challenge that occurred during the cash distribution process was the absence of relevant IDs of people assisted to collect the money at the bank. And again, in such cases, they had to be replaced by their family members with available IDs, so they could still collect the money they were supposed to receive. The next challenge the RCSK and supported people faced during the cash distribution process was the misprints of people's names in lists that were sent to the bank. The process of finalizing lists of people to be assisted is long and goes through several stages, starting from the moment of receiving the lists from the representatives of local authorities, going through the verification process and ending up with sending the final lists to the bank, which in turn explains why names were misprinted. However, all necessary changes in the lists were done and cash assistance was distributed to all people listed for cash grants. And lastly, one of the major challenges that occurred concerning cash assistance was the delay with the distribution plan, which happened due to all of the above-mentioned issues and also because some people to be assisted did not turn up at the bank (for money collection) for a long period. As a result of all challenges that RCSK faced with the cash assistance, the distribution process was extended until the first half of December. However, the financial procedures were conducted in accordance with the DREF operation timeframe and the money intended for cash grants were transferred to the corresponding bank before the end of the project.

PSS: All displaced persons, mainly women and children under 10 years old who stayed in temporary community shelters in Batken province, were provided with psychosocial support from the RCSK staff who were trained in the past years through ICRC's Emergency Preparedness and Response Program (EPR). This support was performed in all 12 community centres, where the highest peak of displaced people reached 3,864 families or 15,723 individuals, out of which, more than 10,000 were children under 10 years of age.



Picture 6. PSS activities held for affected families in temporary camp in Ak-Tatyr community of Batken district
Photocredit: RCSK

With the start of the DREF operation, PSS activities were continued in support of the affected population in bordering communities of Batken province and temporary camps in Ak-Tatyr and Maksat villages during the reporting period. Thus, these PSS activities covered approximately 2,000 people within the DREF operation in Ak-Sai, Orto-Boz, Dostuk, Borborduk, Arka, Ak-Tatyr, Saada, Maksat villages assisting adults and children. PSS activities in the above-mentioned communities were carried out periodically during the DREF operation. Summer camps for children of the most affected families were also held within the PSS framework and 235 children visited "Dary-Bulak" summer camp in three streams during July and August. 70-80 children in each stream stayed in Dary-Bulak summer camp for 7 days and various recreation and PSS activities were held during their stay for them. Upon finishing the summer camp activities for children, a set of presents was distributed to each child consisting of a backpack with schooling items (e.g. set of exercise books, pens and pencils, drawing books and paint for drawings, chess and draughts) and sportswear with sports shoes. The distribution of these items was included as part of the PSS activities as the schooling was about to start soon. Considering the current context of Batken province and the fact that these children are members of the affected and socially vulnerable families, these presents were included as additional support to affected families.

Emergency shelter. By the middle of May, the RCSK, in collaboration with the Ministry of Emergency Situations and local governments, have established 1 temporary camp in Ak-Tatyr village of Batken district and provided prefab houses and tents for the affected population in Ak-Sai and Dostuk villages. Overall, the RCSK covered 40 families (approx. 200 people) with temporary shelters:

- 19 families in a temporary camp in Ak-Tatyr village (families from Kok Terek and Tash-Tumshuk villages);
- 11 families in Aksai community;
- 10 families in Dostuk community.



Picture 7. Construction of temporary camp in Ak-Tatyr community
Photocredit: RCSK

In addition, another temporary camp for 24 families was established by the Ministry of Emergency Situations of the Kyrgyz Republic in Maksat village of Leilek district and 13 temporary shelters were arranged next to destroyed HHs for other 13 families in the same community.

Emergency WASH. The National Society, in addition to distributing hygiene kits and drinking water to displaced people, had also addressed the urgent water, drainage and sanitation needs at temporary camps (in Ak-Tatyr and Maksat villages). Thus, water tanks (15 tons each) were erected in temporary camps, one in Ak-Tatyr village of Batken district and another in Maksat village of Leilek district, providing people with drinking water and water for other daily needs. The drainage for temporary shelters, that were built next to damaged HHs in affected communities, was also organized by the RCSK team in collaboration with the MoES of KR.

ICRC provided remote technical support on the Wathab activities, and a WASH specialist was deployed by the ICRC for an initial one-week period, to support the ongoing WASH activities of the NS in the affected areas (in two camps mainly) and to conduct an onsite assessment.

Table 3: Overview of items distributed by the RCSK to the affected population

	Item	Quantity		Item	Quantity
WASH	Water	2,576 ltr	SHELTER	Bed linen	375 sets
	Hygiene kits	1,555 kits		Blankets	246 pcs
	Antiseptics	137 ltr		Clothing	16 bales
	Liquid soap	64 ltr		Kitchen sets	90 kits
	Toilet paper	150 pcs		Prefabricated temporary housing units	40 pcs
	Napkins	251 pcs		Tents	40 pcs
	Sterile dressing materials	2,000 pcs			
	Disposable gloves	1,057 pairs			
	Women dignity kits	4,400 kits			
	Diapers (kids)	200 sets			
	Diapers (adults)	190 sets			
Psychosocial Support (PSS) kits	exercise books	232 sets	FOOD	Hot meals	730 pax
	pens	232 sets		Food parcels	597 pcs
	pencils	232 sets			
	drawing books	232 pcs			
	paint for drawings	232 sets			

	Sports wear & shoes	232 sets			
	Colouring books	10 pcs			
	Colour pencils	30 pax			
	Puzzle	20 pcs			
	Sketchbook	30 pcs			
	Paint	30 pcs			
	Clay maker	27 pcs			
	Drawing crayon	3 pax			
	Chess	232 pcs			
	Draughts	232 pcs			

Local fundraising: Launched local fundraising campaign, allowed the National Society to mobilize nearly KGS 2 million (CHF 22,222) through its local fundraising efforts.

Since the beginning of the crisis, Kyrgyz solidarity started to collect food, non-food items (NFI) and cash. About 350 MT of food and 150 MT of household items started to be delivered on 30 April. By 12 May, the total weight of humanitarian aid donated by Kyrgyz citizens reached 1,61 MT and close to 2 Mio KGS of cash donations.

The National Society continued coordination with key stakeholders (government and non-governmental organizations) at regional (Batken districts) and national levels.

The ICRC informed the NS on 29 April 2021, that it would support the emergency expenditures for assisting the victims of the clashes. This included replenishment of some stocks, expenditures related to the deployment of NDRT (about 45 people from all NS branches) and food distribution. The support was contingent upon needs and assessments carried out.

Overview of Red Cross Red Crescent Movement in country

The RCSK has ongoing partnerships with several Red Cross Red Crescent Movement partners, including the IFRC, ICRC, German, Swiss and Italian Red Cross Societies. The ICRC has an office in Bishkek and an ongoing long-term partnership with the RCSK focusing on response to armed conflict and situations of violence. The current partnership projects supported by these RCRC partners are in line with the organization's strategic priorities and are in the areas of disaster preparedness and response to armed conflict in the situation of violence, risk reduction, health, social care, and organizational development.

For this conflict, the RCSK has been providing regular situational updates to RCRC partners from the early hours of the crisis and has been holding meetings (twice a day in the early days, then daily, now every other day) since the beginning of the response operation. Detailed updates have been provided by the RCSK on the evolving situation and needs on the ground as well as on the RCSK ongoing response and plans. Movement partners have been supporting the RCSK's operation in a coordinated way (described below).

Movement Coordination

Through the Movement coordination meeting organized by the RCSK on 29 April and regular situational updates, RCRC partners have been fully informed of the situation and have been coordinating their support/contributions towards the RCSK's operation.

Through their current project with the National Society, **ICRC** has been supporting the relief activities (including supporting the deployed NDRT's operational costs and by providing additional own field staff, PSS interventions, distribution of food and water in community centres, and replenishment of RCSK household hygiene, PSS kits as well as FA dressing materials).

German Red Cross has pledged funds in support of early recovery activities through cash and voucher assistance to 700 families in Kyrgyzstan and 700 families in Tajikistan for a total budget of EUR 250,000.

Swiss Red Cross contributed over CHF 36,000 from its emergency response funds in support of the emergency phase activities.

Table 4: Contribution by the Movement partners

Movement Partner	Sector/Type of support	Amount	Number of people / families targeted or reached
ICRC	- covering NDRT costs - providing ICRC field staff	CHF 10,000 for NDRT costs	-
	- supporting RCSK PSS interventions	2 MHPSS specialists	Activities were conducted in 13 community shelters housing for 3,864 families (19,320 people)
	- distribution of food and water in community centres	CHF 2,000	730 people from communities plus 140 response personnel
	- supporting the RCSK in the distribution of hygiene kits, PSS kits, FA materials	CHF 10,000 for replenishment, WASH specialist	578 families (approx. 2,890 people)
German Red Cross	- cash and voucher assistance for early recovery	EUR 98,000	701 families (approx. 3,500 people)
	- hygiene parcels	EUR 15,750	
Swiss Red Cross	- emergency phase activities, camp management, WASH in temporary shelters	CHF 36,000	-
Turkish Red Crescent	- technically supporting relief distribution and CVA	-	-
	- construction of toilet facilities in temporary shelter	USD 15,500	150-180 people
IFRC via DREF	<i>See sections 'B' and 'C' below</i>	CHF 337,871	1,140 families with CVA (approx. 5,700 people), 40 families (approx. 200 people) with shelter , and a total of approx. 1,300 families (6,500 individuals) with PSS . 800 families supported by health promotion sessions . 800 Hygiene kits and 10 FA kits replenished via DREF

Turkish Red Crescent joined the effort by committing financial resources and expertise in CVA intervention that was supporting this program and by providing technical assistance with cash interventions as well as supporting the construction of permanent toilet facilities at one of the schools in Batken city used as a temporary collective centre for evacuees.

The **IFRC DREF** covered the existing gaps in the National Society's response plan by providing unconditional multipurpose cash grants for 1,140 families, supporting PSS and health promotion activities and replenishing emergency shelter stocks (e.g. FA and hygiene kits, prefabricated houses and tents).

Overview of non-RCRC actors in country

The RCSK was coordinating its assessment and response activities with other actors, including governmental and non-governmental agencies, through the relevant established coordination mechanisms, including coordination meetings organized by the Ministry of Emergency Situations and through the Disaster Response Coordination Unit (DRCU). The DRCU is chaired by the UN Resident Coordinator and is a high-level coordination mechanism established in 2008, with a mandate to coordinate the efforts of UN Organizations, the Red Cross and Red Crescent Movement (ICRC and Federation are observers), and local and international NGOs with the Government in disaster response. The DRCU is a member of the Inter-Ministerial Commission on Disaster Management and works closely with the Ministry of Emergency Situations.

For this emergency, the DRCU was activated on 4 May 2021 at the request of the government. Following this, another mechanism – REACT (Rapid Emergency Assessment and Coordination Team) – was activated on 5 May and nearly 30 technical experts from different international and local humanitarian agencies were deployed to conduct detailed sectorial assessments in the affected areas of Batken province. The results of the assessment reflected the existing gaps, needs in different sectors (health, WASH, shelter, livelihoods, and others) and the findings were presented at DRCU by 13 May 2021.

Following the detailed sectorial assessment, the IOM covered expenses for women dignity kits (300 pcs), washing machines (12 pcs), bed linen (185 sets), diapers for children (200 sets), adult diapers (190 sets) and medical dressing

materials (2,000 pcs), and gloves (57 pcs) for local medical facilities and 1,000 disposable gloves for RCSK staff and volunteers.

UNHCR has provided PPE and disinfection materials that were used by RCSK staff and volunteers to minimize the risk of COVID-19 infections among each other and the affected population accommodated in temporary shelter facilities and camps. Supplied disinfection materials were also used to disinfect RCSK vehicles regularly during the operation in Batken province. And lastly, UNICEF supplied hygiene kits (400 kits) that were distributed among the affected families and medical facilities of Batken and Leilek districts.

RCSK was also taking part in the ongoing assessment and co-led two technical sectors – Shelter and WASH together with UNICEF, IOM and UNHCR.

The RCSK assessment in the remote Leylek district started only after the achieved status quo from 30 April and on 4-5 May, it became quite clear that any response coordinated by the UN system with support from other international organizations would arrive too late in Batken. Therefore, RCSK took the decision to request this DREF allocation to fill in the gap.

Needs analysis and scenario planning

According to various international ratings, Kyrgyzstan has extremely low living standards. Limited budgetary expenditures on education, healthcare and social payments do not cover the needs of citizens and on average, every fourth Kyrgyz or 1.2 million of the population lived on less than USD 1.2 a day in 2019. As a result of COVID-19, the population living in poverty could increase by another 10 per cent, resulting in about 1.9 million people in poverty in the country according to WFP. The country has the lowest average wage and the highest outflow of labour migrants among the Eurasian Economic Union member countries.

With a low level of infrastructure (gas, electricity, water access), communication and remoteness challenges as well as high exposure and vulnerability to natural disasters, hazards and climate change, Batken province is considered to be one of the poorest regions among all seven provinces. The demarcation and border delimitation issues and competition for water access are the main domains of dispute in border areas of the Fergana valley. The population has been constantly suffering from recurrent local natural disasters (floods, mudflows, landslides), exacerbated by climate change in addition to the socio-economic and psychological impact of regular and growing clashes escalation between Kyrgyzstan and Tajikistan.

According to the RCSK needs assessment (situational reports and need assessment reports were shared regularly) and following initial UN Agencies intersectoral assessment which was finalized in parallel to the DREF preparation, multipurpose cash grants were the most feasible solution to support the affected population and facilitate the soonest return to their normal lifestyle. Taking into account the multiple impact nature of CVA, it was supposed to have an accelerated positive effect on community life, contributing to local markets and overall community economic revitalization. The benefits of cash as an economic stimulus for local markets combined with a strong livelihoods approach in supporting self-sufficiency at the household level ensured that these interventions were owned and led by the communities with close support from the National Society. This modality includes supporting people to meet their basic needs and recovery in the post-conflict period while considering the COVID-19 potential impacts.

By the end of the second week of May, displaced people moved from temporary shelters back to their homes, with limited public infrastructure (i.e. schools, kindergartens, medical facilities etc.). Markets and shops kept functioning with a full supply of food and non-food items. Since 3 May, the roads were open and the supply chain was re-established. In locations with the affected infrastructure of services, the activities have been conducted by state agencies.

The RCSK response strategy was aimed at the affected population's earliest rehabilitation and the underlining actions were implemented in close collaboration with local bodies, the Ministry of Health and Social Development, Ministry of Emergency Situations, movement partners and UN agencies.

Targeting

RCSK targeted households living in the affected areas in Leilek and Batken districts of Batken province, the main focus was given to families with property losses, and whose houses were looted in the aftermath of the armed fighting. The RCSK prioritized the following aspects during the selection of families to be supported:

- Families with disabled members in their household
- Families with older people in their household

- Families with three and more children
- Woman-headed households with min 3 children
- Families whose social well-being deteriorated rapidly as a direct consequence of the conflict, e.g. due to loss of livelihoods and jobs

According to the Ministry of Emergency Situations, Ministry of Health and Social Development of KR and Batken province administration, the government of Kyrgyzstan supported the following categories of affected population:

- Families who lost their members during the clashes – received KGS 1 million (CHF 11,100) per lost family member.
- Families with wounded members received full compensation for full medical treatment.
- HHs whose houses were fully destroyed – the government took commitment to fully rebuild them and by the end of response operation, 136 houses were built and handed over to families who lost their houses during the conflict. In this way, 43 houses were built in Batken district - 11 in Dostuk, 19 in Ak-Tatyr, 1 in Kok-Tash, 3 in Tash-Tumshuk and 9 in Ak-Sai communities, and 93 in Leilek district - 9 houses in Sada, 3 in Internatsional, 76 in Maksat, 2 in Arka and 3 in Borborduk communities.

Table 5: Estimated disaggregated data for population targeted

Category	Estimated % of target group	% male	% female
Young Children (under 5 years)	13%	51%	49%
Children (5-19=8 yrs)	30%	52%	48%
Adults (19-49 yrs)	42%	52%	48%
Older people (>50 yrs)	15%	47%	53%
People with disabilities (among all age groups)	4%	52%	48%

Table 6: Scenario planning

Scenario	Humanitarian consequence	Potential Response
Likely case 1 ; delayed recovery due to May-June high-risk season for floods and mudflows	Increasing the number of affected populations, more burden on people living in temporary shelters, including camps. Negative impact on water treatment (both potable and technical)	Continue operation in safer areas. Continue provision of relief for displaced population, including food and basic household items, shelter, WASH and PSS. Needs and damage assessment. Possible increase in the number of targeted families for multipurpose cash grants.

Risk Analysis

The main risk identified, based on RCSK field visits and assessments, was the risk beginning of new conflicts in bordering territories during the first days and even weeks of the response operation. Overall security was under the responsibility of the Ministry of Internal Affairs of Kyrgyzstan. Police regularly patrolled the affected communities and ensured the safety of the local population. RCSK closely monitored the security situation for appropriate and timewise response.

The remoteness of communities in the affected area, poor roads, weak internet and cellular network coverage as well as foreseeable problems with the absence of IDs and other relevant documentation would cause delays in program implementation. RCSK closely worked with relevant government bodies on the facilitation of issuing new IDs as well as working with financial service providers (FSPs) on KYC standards in order to avoid delays in the program implementation.

Floods and mudflows risk season could have also been a burden, affecting people's health, lives and properties. In this

regard, RCSK closely monitored weather forecasts, supported temporary shelters and settlements with basic draining and floor elevation systems against stagnating water and in urgent cases would have activated the organization's "no-regret early action" protocols based on IFRC early warning systems guidelines in order to take effective measures prior to the disaster (as not related example of current risk, an old dam collapsed in Kadamjay district of Batken province on 7 May due to intensive rain and the local population was temporarily evacuated).

There was a challenge of maintaining physical distance when delivering direct assistance to people during the ongoing COVID-19 pandemic and this could lead to transmission of infection among the RCSK team members and people assisted. However, personal protective equipment was used by both assistance providers and affected people in most of the cases and when it was possible. This was particularly true when working around older people in the temporary collective shelters.

B. Operational strategy and plan

Overall objective

The proposed operation was aimed to provide immediate assistance to 1,100 most-affected families through cash assistance, as well as through continuous psychosocial support and health promotion sessions in all affected communities, and temporary shelter camps located in Leilek and Batken districts. Another proposed budget expenditure included the replenishment of 800 hygiene items that were used from the RCSK stocks at the initial stage of the response before DREF arrived. The proposed intervention was also aimed at providing temporary shelter to 58 households (290 people) in Batken district by replenishing RCSK pre-positioned stocks.

Implemented strategy

With the support of this DREF operation, the RCSK assisted 1,140 most-affected families (approx. 5,700 people) with the distribution of multi-purpose cash grants to enable the families to meet their immediate needs, such as replacing lost/looted household items, purchasing repair materials for their houses, and covering other essential costs. The RCSK also provided emergency shelter to 40 affected families in Batken district. The number of HHs that were destroyed in communities of Batken district during the conflict was adjusted from 58 to 40 HHs (200 people), as a result of assessments held by the RCSK team.

Other stock items were replenished with DREF support, specifically: replenishment of 800 hygiene kits, 45 First Aid kits, 36 tents and 18 prefabricated houses. And finally, the National Society continuously provided PSS activities in the affected areas with the support of DREF during the operation and covered 136 families (2,235 individuals) reached with psychosocial support, including 235 children with summer camp activities.

Community engagement and accountability

Community engagement and accountability (CEA) is given special consideration in the RCSK's ongoing programmes, including this operation. RCSK regularly collects feedback from targeted people and integrates targeted people's and other stakeholders' suggestions for improvements in its programme activities. The National Society's headquarters and regional branches actively use social media for the provision of relevant and timely information to affected communities, and seek inputs from them to voice their concerns / report relevant issues through various channels, including from its first-line responders and volunteers.

During the DREF operation, first-line responders, RCSK volunteers residing in affected or neighbouring communities provided support in monitoring the situation in border communities and played a huge role in continuous needs assessment and analysis. Many challenges and issues were sorted out with the assistance of those volunteers and in collaboration with representatives of local authorities.

For this operation, RCSK implemented the following CEA activities:

- Set up information banners at distribution points in the affected villages and at cash collection points;
- RCSK team members were available at cash collection points for inquiries and feedbacks;
- Develop special digital materials to be disbursed among targeted population via different tools (WhatsApp, Telegram and other communicators) as social media;

- Availability of RCSK Hotline for questions and feedback;
- Conduct satisfaction surveys (post-distribution monitoring) among the affected population to collect their opinion, needs and suggestions for improvements of RCSK services.

Operational support services

Human Resources (HR)

The RCSK has involved over 90 staff and volunteers for this operation, in support of the Batken Branch during the first two weeks of the conflict. Further on, as the situation in border areas was stabilized, RCSK started implementing a post-conflict early recovery strategy with the support of DREF funds and more volunteers from all other 6 branches and HQ were involved in support of all planned activities. RCSK used an effective rotation system to avoid physical exhaustion and burnout among team members but at the same time, it ensured the smoothness of the operation by mobilizing enough staff and volunteers on the field to carry out field activities, including monitoring, continuous needs assessments, consulting with community members and leaders. All deployed volunteers were covered using local schemes for accident insurance during the operation.

Logistics and supply chain

All household items distributed to the affected population and replenished the RCSK prepositioned stocks under this DREF were procured locally in accordance with the RCSK-IFRC procurement guidelines and adherence to the DREF guidelines. The National Society has its central warehouse in Bishkek and also warehouses in Batken, which has sufficient capacity to store and dispatch procured goods. The RCSK has not enough fleet operability for Batken province when considering additional fleet/transport mobilized from other branches. Additional transport was provided through local procurement of vehicle or rental contracts for more effective delivery of services to the affected areas. In the distribution of unconditional cash to affected families, the National Society used a financial structure in place that was fully functional at the moment of use (banks, other financial institutions as needed). RCSK considered reusing the financial service provider (FSP) agreement they have with Aiy Bank under this DREF. Zero fees and commissions were negotiated and RCSK validated the terms and conditions of the agreement with IFRC LPSCM and the CVA team. The RCSK HQ and its Batken Branch has extensive financial and program management experience with established systems and SOPs.

Communications

The RCSK (HQ and Batken Branch) used available IT technology (landlines, mobile phone network, Internet) to ensure regular communication among respective operation team members. RCSK utilized existing capacity in mobile data collection trained staff and volunteers as well as phones and tablets procured under the various projects. RCSK recently developed a database and currently integrating all existing lists of beneficiaries into it.

Security

In general, following the agreement between the governments of Kyrgyzstan and Tajikistan, the situation in affected communities was stable during the reporting period except for some minor incidents that kept occurring in bordering communities. Despite the agreement, the affected population still had a fear to return to their homes and some families resided in their relatives' HHs in neighbouring communities.

The RCSK constantly kept monitoring the situation in affected areas and was ready to act accordingly. A few cases relevant to security were reported during the operation, such as fights between Kyrgyz and Tajik citizens resulting in different types of traumas and injuries, and the kidnapping of Kyrgyz citizens by the Tajik side. However, all incidents were resolved peacefully and the representatives of the Governments of Kyrgyzstan and Tajikistan at local levels took action to promote peace and conducted awareness campaigns among the population.

Another incident took place on the Kyrgyz – Tajik border in Chon – Alai district of Osh province during the operation. According to 24KG (local mass media), the Tajik side started installing containers on the territory of Kyrgyzstan in Unzhu-Bulak area of Chong-Alai district on 4 June 2021. As a result, approximately 8,000 people from communities of the corresponding district have been evacuated during this incident to make sure civilians are not affected in case of escalation of the incident. However, the situation was stabilized through dialogue by official representatives of both sides and evacuees were returned to their homes.

The RCSK partners were constantly informed about the situation in Batken province at all times through its regular situation reports. The RCSK has a solid working relationship with respective government authorities, including EoMS, local

administration, etc. and could leverage joint resources to ensure timely access to affected areas if other challenges would have occurred.

Planning, Monitoring, Evaluation & Reporting (PMER)


Monitoring and evaluation were an integral part of the operation and carried out involving the assisted people and other stakeholders utilizing participatory approaches throughout the operation's timeframe. Regular internal operation updates (biweekly or monthly) were developed by the implementing team of the RCSK Batken Branch, feeding the RCSK headquarters and further distributing among key stakeholders on regular basis. The reports have reflected the numbers of people assisted disaggregated by gender, age and disabilities where possible. Additionally, meetings with key stakeholders, performance reporting, field visits to follow the progress on implementation of activities were in place during the operation.

Furthermore, a satisfactory survey was conducted in communities assisted of both Batken and Leilel districts in line with the IFRC standards to find out about their satisfaction towards the services received by them from the DREF-supported operation.

In addition, the RCSK held two lessons learned workshops, one for all Movement partners who intervened in the response operation in Batken province and another workshop for RCSK Batken branch staff at the end of the operation.

Post-distribution Monitoring (PDM) – Beneficiary Satisfaction Surveys (BSS) were conducted in two stages: one was done between 6-11 September involving 14 RCSK staff and volunteers from all branches, including HQ and 245 respondents were interviewed during those days; the second PDM was conducted by 12 staff members and volunteers on 6-12 October interviewing 313 respondents. Overall, 558 respondents (approx. 49% of total assisted families) were interviewed during both PDMs out of 1,140 families that received cash.

C. DETAILED OPERATIONAL PLAN

 <p>Shelter Total number of people reached: 40 HHs (200 people) Male: 97 Female: 103</p>				
Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions				
Indicators		Target	Actual	
% of people who report that they feel safe in the temporary shelter they have been provided		80%	100% ²	
Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families				
Indicator		Target	Actual	
# of people in Batken district reached with temporary shelter		58 HHs (290 people)	40 HHs	
			Total:	200 people
			Male:	96
Narrative description of achievements				
136 HHs were destroyed as a result of the conflict in Batken province, 43 in Batken district and 93 in Leilek district accordingly. RCSK was requested by the MoES KR to support families who lost their HHs in Batken district with temporary shelters, while the MoES took the responsibility to cover affected families of Leilek district. Upon the request of the MoES KR, the RCSK has mobilized its stocks from other provinces to meet existing needs for the shelter component in Batken district.				
The RCSK covered affected families of Batken district and 40 families whose houses were burnt down were provided with temporary shelter sets, consisting of 1 prefabricated house and 1 light tent. The other 3 families moved to their relatives in				

² Out of the 100% of displaced people, the RCSK provided prefabricated houses to 80%, as the rest of the displaced people were staying at their relatives' places and refused to be accommodated. Of the 80% of those being assisted, 100% were satisfied with the support received and felt safe in the prefabricated houses.

other communities. In this way, 19 families were accommodated in a temporary camp in Ak-Tatyr village (families from Kok Terek and Tash-Tumshuk villages), 11 families in Aksai community and 10 families in Dostuk community.

The beneficiary selection principle was obvious as their HHs were destroyed and representatives of local authorities in collaboration with the MoES KR have provided the list of families with destroyed HHs per each affected community.

Remark: The tents used from the pre-positioned stocks were replenished via DREF, and thus, 18 winter and 36 summer tents were purchased by RCSK during the reporting period.

Challenges

- RCSK team members had to change the location of a temporary camp within Ak-Sai community from the yard next to the school to a football field, which in turn had a slight delay in the completion of the camp.
- The COVID-19 pandemic was one of the concerns of the RCSK team while assisting the affected population via DREF operation. However, all staff and volunteers minimized the risk of infection by taking necessary measures such as wearing masks and regularly using hand disinfectants.

Lessons Learned

- The RCSK took into account the rapid change of the situation and made sure all actions were taken after plans were finalized with corresponding authorities;
- RCSK staff and volunteers took strict measures to minimize the risk of infection.



Livelihoods and basic needs

Total number of people reached: 1,140 HHs (5,700 people)

Male: 2,736

Female: 2,964

Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis-affected areas, restore and strengthen their livelihoods

Indicators	Target	Actual
% of people who report that the CVA support received was sufficient for covering their immediate needs	80%	92% ³

Livelihoods and basic needs Output 1.1: Unconditional cash distributed to affected families to address their basic needs during the recovery period

Indicator	Target	Actual		
# of people and households supported with one-off multipurpose cash grant through the DREF	1,100 HHs (5,500 people)	1,140 HHs		
		Total:	5,700 people	
		Male:	2,764	Female:

Narrative description of achievements

According to the RCSK needs assessment and following initial UN Agencies intersectoral assessment which was finalized in parallel to the DREF preparation, multipurpose cash grants were the most feasible solution to support the affected population and facilitate the soonest return to their normal lifestyle. Taking into account the multiple impact nature of CVA, it was supposed to have an accelerated positive effect on community life, contributing to local markets and overall community economic revitalization. The benefits of cash as an economic stimulus for local markets combined with a strong livelihoods approach in supporting self-sufficiency at the household level ensured that these interventions were owned and led by the communities with the close support of the National Society.

The RCSK has experience in providing cash assistance through the local financial service provider (FSP) and cash distributions via various programs have already been implemented in the past. Thus, the RCSK considered reusing the actual financial service provider (FSP) agreement with Aiyl Bank under this DREF. Zero fees and commissions were negotiated and RCSK validated the terms and conditions of the agreement with IFRC LPSCM and CVA team.

³ Out of the whole number of affected population, CVA was provided to 15% of recipients. Of the recipients, 92% found the assistance sufficient for covering their immediate needs.

Beneficiary lists were provided by the local administration units in collaboration with the MoES and a total of 1,140 families were included for the cash assistance. As a result of changes made in the amount of cash assistance, the total number of people supported was increased up to 1,140 families. The main focus was given to families with property losses, including business and other properties (e.g. shops, cafes, bakeries, personal vehicles, livestock, etc.) and whose houses were looted in the aftermath of the armed conflict. In addition to the above selection criteria, the following vulnerabilities were also taken into a consideration:

- Families with disabled members in their household
- Families with older people in their household
- Families with three and more children
- Woman-headed households with min 3 children
- Families whose social wellbeing deteriorated rapidly as a direct consequence of the conflict, e.g. due to loss of livelihoods and jobs

Before the start of the distribution process, the RCSK team have verified all people to be assisted via door-to-door visits. The fact that RCSK Batken branch volunteers are members of many of the target communities made this process easier and effective. Staff and volunteers from other branches and HQ were also deployed to Batken province periodically to support the verification process.

The amount of cash assistance per HH was Soms 14,222 (approximately CHF 155). The cash distribution process started as soon as the first lists of verified people to be assisted were provided to the corresponding FSP (Aiyl bank). Aiyl bank has activated its branches on the national level for this operation. All branches in Batken province were prioritizing people assisted for this cash assistance. However, the bank regularly kept reporting on assisted people and the minority of them collected their cash in branches of other provinces, as well as in Bishkek city.

Challenges

- The main challenges were relevant to changes that had to be made in the assisted people's lists as a result of absent IDs and misprints of names. These processes took a considerable amount of time.
- Although the majority of people targeted have collected their money by the end of the DREF operation, there were still some that did not turn up to collect their money due to resolving issues with their IDs, getting replaced by other family members and as a result of the list updating process in the system of the bank taking some time.
- The COVID-19 pandemic was another challenge despite the epidemiologic situation not being critical. However, all staff and volunteers were wearing masks and regularly using hand disinfectants. To reduce the risk of infection among people assisted, the RCSK scheduled the money collection process inviting people to the bank corresponding to their place of residence by small groups during working hours.

Lessons Learned

- The coordination between RCSK, local authorities of respected communities and the FSP has to be improved to avoid the above-mentioned issues.
- RCSK took strict measures to minimize the risk of infection.



Health

Total number of people reached: 2,235 people

Male: 1,084


Female: 1,151

Health Outcome 1: The affected population have increased mental health resilience during the post-conflict period

Health Output 1.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff

Indicator	Target	Actual			
		136 HHs			
# of people affected by the crisis receiving PSS services	6,000 people	Total:	2,235 people		
		Male:	1,084	Female:	1,151
		Total:	30 volunteers		
# of staff and volunteers trained in PSS	Not defined	Male:	14	Female:	16
		Total:	60 volunteers		
# of staff and volunteers receiving PSS	Not defined	Total:	60 volunteers		

	Male:	28	Female:	32
Narrative description of achievements				
<p>136 families have left with no means for living after the armed conflict. They have lost their houses, livelihoods, etc. and this put them under deep stress. RCSK provided psychosocial support and 136 families or approximately 680 people were regularly supported this way. These families have been assisted by the RCSK team during the entire operation and PSS activities were organized several times for affected families in each community where HHs were destroyed or damaged.</p> <p>RCSK prioritized delivery of PSS outside in open areas to minimize the risk of COVID-19 transmission, and all PSS activities held via this DREF were conducted in open areas.</p> <p>On top of the activities held for the above-mentioned group of the affected population, the RCSK has arranged a summer camp for children of the affected families during July and August. 235 children from those families were taken to the summer camp in Dary-Bulak village of Batken district where they could enjoy different activities and socialise with each other which helped them to relieve the stress experienced as a result of the conflict.</p> <p>By the end of the summer camp, each child was provided with a backpack containing schooling items and also clothing. This was done as additional support to those families who lost everything due to the crisis.</p> <p>Additionally, the RCSK Batken branch team conducted community health and hygiene promotion activities, including risk communication on COVID-19 prevention.</p> <p>During the entire operation, the RCSK PSS trained staff and volunteers constantly monitored the emotional behaviour of their fellows and when it was necessary PSS was delivered to members of the RCSK team. Moreover, the RCSK's plan of deployment of staff and volunteers to the field was organized so that the response team kept rotating during the intervention, giving time to rest.</p> <p><i>Remark: In addition to PSS and other activities held via DREF, 45 first aid kits were purchased as replenishment of RCSK Batken branch stocks used during the response operation in Batken province.</i></p>				
Challenges				
<ul style="list-style-type: none"> - The COVID-19 pandemic was the main challenge during the implementation of these activities as it was not easy to promote infection prevention measures for the emotionally distressed population. 				
Lessons Learned				
<ul style="list-style-type: none"> - COVID -19 prevention measures were strictly followed and PPE (e.g. masks, antiseptics, disinfectants, etc.) was made available. 				

 <p>Water, sanitation and hygiene Total number of people reached: 4,000 Male: 1,920 Female: 2,080</p>						
WASH Outcome 1: The incidence of water-borne diseases in the affected population is reduced through improved access to hygiene items in emergencies						
WASH Output 1.1: The NS has emergency supplies of hygiene items for 800 families as part of their disaster preparedness						
Indicator		Target	Actual			
Number of families for whom hygiene items have been replenished and pre-positioned		800 HHs (4,000 people)	800 HHs (4,000 people)			
# of people reached with hygiene items distributed from the RCSK stock (replenished by the DREF)		3,000 people	4,000 people (800 HHs)			
			Total:	4,000		
# of people reached with hygiene promotion provided to the affected population		Not defined	Male:	1,920	Female:	2,080
			Total:	1,000 people		
			Male:	480	Female:	520
			Total:			
Narrative description of achievements						

Hygiene kits distributed to affected families by the RCSK Batken branch in the amount of 800 kits were used from its pre-positioned stocks at the early stage of the response to the crisis and these hygiene kits were replenished via DREF operation. Thus, 800 hygiene kits were stocked in the RCSK Batken branch warehouse during the DREF operation.

This in-kind assistance was provided to families that were listed in local social care departments as already socially vulnerable families. In this way, the RCSK, in collaboration with representatives of local authorities (mainly community leaders and social care representatives), have assisted families according to the following criteria:

- Multi-children families;
- Single-headed families;
- Families with members with disabilities.

Challenges

- The COVID-19 pandemic was one of the concerns of the RCSK team while assisting the affected population via the DREF operation. However, all staff and volunteers minimized the risk of infection by taking necessary measures such as wearing masks and regularly using hand disinfectants. Also, in many cases goods were delivered to families' HHs in order to avoid crowding.

Lessons Learned

- RCSK staff and volunteers took further strict measures to minimize the risk of infection.



Protection, Gender and Inclusion

Total number of people reached: 1,000 people

Male: 480

Female: 520

PGI Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable.

Indicators	Target	Actual
Total number of older people, disabled and children who have access to food, medical supplies and public services	1,000 people	1,000 people

PGI Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.

Indicator	Target	Actual
Services are provided to vulnerable groups such as transportation and delivery of supplies as well as provision of other tailor-made services	Yes	Yes

Narrative description of achievements

As Kyrgyzstan is a developing country, the economic situation is poor and Batken province is one of the poorest regions in the country. According to the National Statistic Committee of Kyrgyz Republic, 33.8 per cent of the total population of Batken province lived below the poverty line in 2019 which equals to 286,704 people. The number of people living in extreme poverty in Batken province was 4,725 individuals. The majority of poor population of Batken province live in rural areas/communities, for instance 0.9 per cent of poor population lived in rural communities in 2018 compared to 0.2 per cent that resided in cities.

Most of the people assisted by RCSK during Batken crisis were women-headed HHs, families with disabled members and older people. All assistance provided to affected families were given in dignified way and goods were delivered via door-to-door visits. All items that were distributed during the crisis such as food, kitchen sets, bedding, etc. including hygiene kits, were transported to people's HHs.

During the cash assistance, people with disabilities and older people were replaced by their relatives, so the relatives could collect the money at the bank and deliver to these groups of population. RCSK volunteers, living in those communities closely monitored these processes and there were no reports of money not being delivered to these target groups.

In this way, the RCSK ensured in providing its services and assisting the affected population with goods in dignified and respective way, having no women-headed HHs, families with disabled members and older people left behind.

People assisted selection criteria varied depending on the intended assistance. For instance, lists for cash assistance were compiled according to criteria described and listed in section “Livelihoods and basic needs” which already covers the minority groups of the population assisted. Generally, no matter what assistance was in the plan, RCSK covered all groups of the population during the response operation.

Remark: Unfortunately, there is no exact data of people of these groups of population reached. However, as it was mentioned above, all affected families were assisted via door-to-door visits meaning that all people assisted, including vulnerable groups were assisted.

Challenges

- The list of affected families, provided by the representatives of local authorities, mainly by community leaders, were not disaggregated to different groups to extract minorities from them.
- The COVID-19 pandemic was another challenge while assisting the affected population via DREF operation. However, all staff and volunteers minimized the risk of infection by taking necessary measures such as wearing masks and regularly using hand disinfectants. Moreover, the risk of infections were minimized by applying door-to-door principle of assistance.

Lessons Learned

- The collaboration with local authorities should be improved in order to have precise data on groups of affected population;
- RCSK staff and volunteers will take further strict measures to minimize the risk of infection if such will be present.

Strengthen National Society

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

Output S1.1.: National Societies have effective and motivated volunteers who are protected

Indicators	Target	Actual
# of local volunteers who are mobilized and involved in the response activities	50	90
# of LLW organized	1	2

Output S1.3: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming

Indicators	Target	Actual
# of satisfaction survey completed	2	2

OutcomeS2.1: Effective and coordinated international disaster response is ensured

Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained

Indicators	Target	Actual
# of IFRC monitoring visits	2	0

Narrative description of achievements

As the situation in bordering communities was in a great danger during first days of the conflict, no volunteers were involved in any activities, for security reasons. However, the RCSK Batken branch director and a few staff members have assisted several casualties and transported them to nearest hospitals for further medical treatment during the clashes. Once the governments of Kyrgyzstan and Tajikistan have come to an agreement to stop the fights, RCSK Batken branch initiated humanitarian response activities, mainly in Batken district as the situation in Leilek district still wasn't clear in terms of safety. These activities included, needs assessment, provision of PSS to the affected families, distribution of food and necessary non-food items, etc. During 30 April – 2 May, 30 staff and volunteers of RCSK Batken branch were activated to carry out diverse activities to assist the affected population. Nearly half of them were performing their tasks in affected communities by gathering information on losses and so needs of affected families. Following the need assessment held in Batken district, the RCSK HQ activated its NDRT unit and trained staff and volunteers from all branches and HQ started arriving to Batken branch to support activities in Batken district. Within first two weeks of the post-conflict period, over 90 staff and volunteers have performed various humanitarian activities (e.g. constructing

temporary shelters – mobile houses and tents, providing PSS to affected families in collective centers, distributing food, hygiene kits, etc.)

During the DREF operation, RCSK staff and volunteers performed activities according to plan of actions of DREF operation. Thus, following activities were done during the reporting period:

- Identification and verification of target families for cash assistance, hygiene kits distributions and summer camp for children in collaboration with representatives of local authorities;
- Monitoring of cash distribution process and providing assistance to people assisted in case they face issues with collection of their money due to misprints of names or if changes in lists were necessary;
- Provision of PSS to affected families in communities of both Batken and Leilek districts, including temporary camps in Ak-Sai community of Batken district and Maksat community of Leilek district;
- Health and hygiene promotion activities in affected communities and temporary camps;
- Organization of summer camp for children from affected communities;
- Conducting satisfaction surveys;
- Participation in DREF lessons learnt workshops;
- Participation in teambuilding exercise.

Post Distribution Monitoring (PDM) – Beneficiary Satisfaction Surveys (BSS) were conducted in two stages: one was done on 6-11 September, involving 14 RCSK staff and volunteers from all branches, including HQ and 245 respondents were interviewed during those days; the second PDM was conducted by 12 staff members and volunteers on 6-12 October interviewing 313 respondents. Overall, 558 respondents (approx. 49% of total assisted families) were interviewed during both PDMs out of 1,140 families that received cash.

Besides this, continuous monitoring was held by RCSK team during the entire operation in all affected communities and at the cash collection points. Ongoing monitoring was an effective way of resolving unexpected problems mainly related to cash distribution.

A 2-day lessons learned workshop was held for RCSK team with participation of Movement partners that responded to the Batken crisis. The workshop was aimed at analyzing the effectiveness of joint effort in response to the crisis and highlights all other findings, such as achievements, gaps and lessons learned from this intervention in order to improve future collaboration and performance.

By the end of the DREF operation, the RCSK has organized a one and a half-day internal lessons learned workshop on 30-31 October. It was organized for Batken branch staff that were in the front line during the entire response operation. As this workshop was held at the end of the operation, it allowed gathering all experiences, challenges and achievements and highlighting lessons learned during the entire operation, including those on cash distribution, PSS activities, etc.

Another activity was held for volunteers representing Osh, Jalal-Abad and Batken RCSK branches that were actively involved in Batken response operation and were the majority of all volunteers from 7 RCSK branches and HQ. As a result of this event, 29 volunteers participated in a team-building exercise on 28-29 October 2021 that helped them to strengthen their commitment to the RCSK's humanitarian mission and to relieve the stress and strain after a long period of contribution to this operation. This activity was also not listed in the plan of action and therefore was arranged as incentives for volunteers.

All activities were published via RCSK official website, Facebook page and Instagram, on national and Batken province level too. Corresponding photos were taken during the intervention as well and disseminated via internal and external sources.

During the operation, Batken branch director was responsible for interventions as well as for the safety of staff and volunteers on the field. Thus, regular briefings for response team members were held before and at the end of each day on daily basis during the acute phase of the response. Unfortunately, RCSK did not have plans to provide full insurance for response team members during this emergency. However, the Volunteers Insurance Solidarity Fund, contributed from the IFRC was used to provide volunteers with insurance for COVID-19 incidents. There were no COVID -19 positive cases reported during the entire operation.

Challenges

- Volunteers' insurance,
- The COVID-19 pandemic was one of the concerns of the RCSK team while assisting the affected population via the DREF operation. However, all staff and volunteers minimized the risk of infection by taking necessary measures such as wearing masks and regularly using hand disinfectants.

Lessons Learned

- Staff and volunteer rotation approach should be applied during future emergencies as the current response effect showed positive effect in terms of avoiding burnouts among response team members;
- rollout of standardized code of conduct to be signed
- clarifying the organizational structure, roles and internal coordination during emergencies
- scenario development, and Movement Contingency Planning is necessary
- RCSK staff and volunteers will take further strict measures to minimize the risk of infection if such will be present.

D. Financial Report

The total budget for the DREF operation was **CHF 337,871**. After finalizing the operation, there remains a balance of **CHF 5,007** which will be returned to the DREF account. [Please refer to the Final Financial Report for details.](#)

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors.

The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions. DG ECHO have replenished the DREF on the occasion of this operation.

Reference documents



Click here for:

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

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

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How we work

All IFRC assistance seeks to adhere to the [Code of Conduct](#) for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in Humanitarian Response \(Sphere\)](#) in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/5-2021/12	Operation	MDRKG013
Budget Timeframe	2021/5-2021/10	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 02/Feb/2022

All figures are in Swiss Francs (CHF)

MDRKG013 - Kyrgyzstan - Border conflict

Operating Timeframe: 13 May 2021 to 31 Oct 2021

I. Summary

Opening Balance	0
Funds & Other Income	337,871
DREF Allocations	337,871
Expenditure	-332,864
Closing Balance	5,007

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	246,654	0	246,654
AOF2 - Shelter		36,170	-36,170
AOF3 - Livelihoods and basic needs		212,050	-212,050
AOF4 - Health	51,386	50,209	1,178
AOF5 - Water, sanitation and hygiene	18,744	18,708	36
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	316,784	317,136	-352
SFI1 - Strengthen National Societies	15,443	15,551	-109
SFI2 - Effective international disaster management			0
SFI3 - Influence others as leading strategic partners	5,325	159	5,166
SFI4 - Ensure a strong IFRC	320	17	302
Strategy for implementation Total	21,087	15,727	5,360
Grand Total	337,871	332,864	5,008

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/5-2021/12	Operation	MDRKG013
Budget Timeframe	2021/5-2021/10	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 02/Feb/2022

All figures are in Swiss Francs (CHF)

MDRKG013 - Kyrgyzstan - Border conflict

Operating Timeframe: 13 May 2021 to 31 Oct 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	275,850	275,316	534
Shelter - Relief	34,000	33,962	38
Clothing & Textiles		7,135	-7,135
Food		1,729	-1,729
Water, Sanitation & Hygiene	17,600	17,566	34
Medical & First Aid	11,250	10,003	1,247
Teaching Materials	4,900	1,247	3,653
Other Supplies & Services	208,100	27,868	180,232
Cash Disbursement		175,805	-175,805
Logistics, Transport & Storage	3,100	2,759	341
Distribution & Monitoring	2,000	1,519	481
Transport & Vehicles Costs	1,100	1,240	-140
Personnel	23,000	15,428	7,572
National Society Staff	23,000	15,200	7,800
Volunteers		228	-228
Workshops & Training	10,000	15,372	-5,372
Workshops & Training	10,000	15,372	-5,372
General Expenditure	5,300	3,674	1,626
Travel	5,000	2,775	2,225
Office Costs		48	-48
Communications		756	-756
Financial Charges	300	-3	303
Other General Expenses		98	-98
Indirect Costs	20,621	20,316	306
Programme & Services Support Recover	20,621	20,316	306
Grand Total	337,871	332,864	5,008