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# Final Report

## Afghanistan: Badghis Earthquake

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation n° MDRAF010</b>
<b>Date of Issue:</b> 31 August 2022	<b>Glide number:</b> <a href="#">EQ-2022-000008-AFG</a>
<b>Operation start date:</b> 27 January 2022	<b>Operation end date:</b> 31 May 2022
<b>Host National Society:</b> Afghanistan Red Crescent	<b>Operation budget:</b> CHF 260,046
<b>Number of people affected:</b> 7,000	<b>Number of people assisted:</b> 3,500 (500 households)
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Afghanistan Red Crescent Society (ARCS) is working with the International Federation of Red Cross and Red Crescent Societies (IFRC) and International Committee of Red Cross (ICRC)	
<b>Other partner organizations actively involved in the operation:</b> Norwegian Refugee Council, World Food Programme (WFP), UNHCR, International Organisation for Migration (IOM), ACTED, Danish Committee for Aid to Afghan Refugee, Coordination of Rehabilitation and Development Services for Afghanistan, UNICEF (extenders), War Child UK, World Vision International, Help and Coordination of Humanitarian Assistance	

## A. SITUATION ANALYSIS

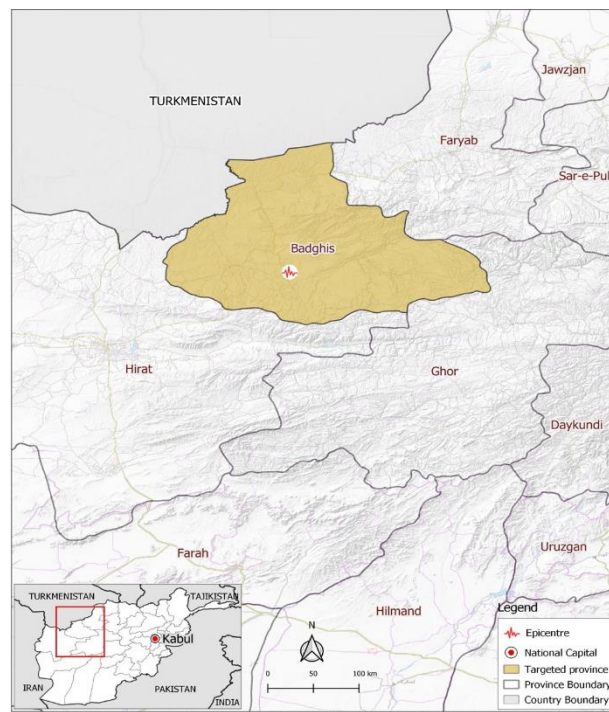
### Description of the disaster

A 5.3 magnitude earthquake struck Badghis province on 17 January 2022 with its epicentre 41km east of Qala-e-Naw which is the capital of the province. The earthquake was shallow with a depth of 10km. Several aftershocks struck after the earthquake, which were not only felt in Badghis province but also in Ghor and Herat provinces. Initial reports from the earthquake highlighted a total of 26 fatalities and four casualties. The earthquake affected three out of seven districts of Badghis, namely Qadis, Muqur, and Qala-e-Naw with Qadis district being most severely impacted.

The total population in these three districts was estimated at around 260,000, out of which 7,000 people were estimated to be affected by the earthquake. A couple of days later, on 20 January, Badghis felt several aftershocks. Moreover, the weather was initially rainy and then turned to snow in most of the affected areas in Badghis, where most of the affected residents were residing outside their damaged houses in tents and makeshift shelters, fearful of further earthquakes.

This earthquake and the aftershocks happened when Afghanistan is facing a complex humanitarian crisis resulting from compounding impacts of conflict, drought, food insecurity, and displacement as well as gaps in health services. The situation in Afghanistan remains highly fluid after the change of government on 15 August 2021. Even before the change, Afghanistan was going through a crisis due to drought, which is the worst in 27 years, the COVID-19 pandemic and the socioeconomic impact of COVID-19. Badghis is one of the most vulnerable and worst drought-affected areas of Afghanistan.

Due to the winter season, the areas affected had experienced rain for two days before the earthquake, with temperatures below 10 degrees Celsius, compromising the structural integrity of the buildings, mostly made from



Map of the affected area (source: IFRC)

mud. Those who have either lost their houses or have had their houses damaged by the earthquake face an extreme environment. At the same time, they were also experiencing a lack of access to food, winter supplies, and an economic downturn. The immediate needs of the affected population were food, clean water, shelter, sanitation



A house destroyed by the earthquake in Qadis district of Badghis province, January 2022. (Photo: Meer Abdullah/IFRC)

facilities, hygiene items and household items.

## Summary of response

### Overview of Host National Society

ARCS is the primary national humanitarian service provider with a presence in all provinces across the country. ARCS has vast expertise in diverse types of programming; these include response to disasters and crises, youth development, disaster risk management, community-based health and first aid (CBHFA), restoring family links, community resilience building, dissemination of International Humanitarian Law and humanitarian values, and Red Cross/Red Crescent principles, recovery, and long-term programming. ARCS also has good access in all parts of the country, which is based on wide acceptance from all stakeholders especially since its volunteers are from within communities.



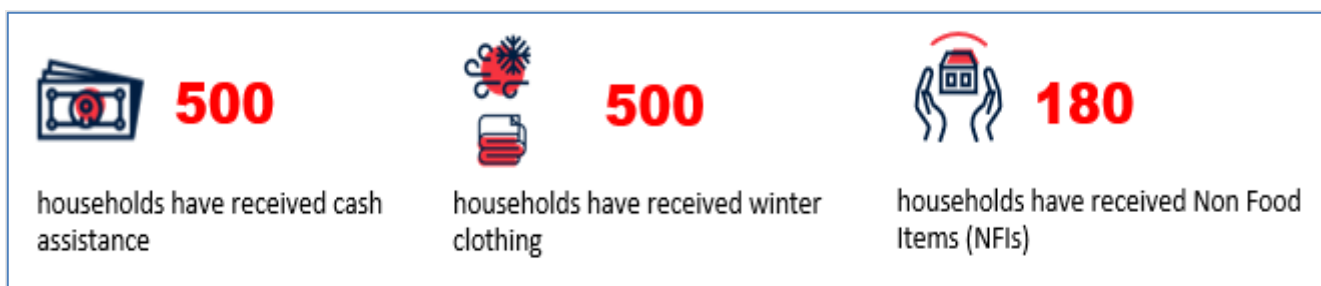
ARCS team undertakes rapid assessment to identify priority shelter needs in Badghis, January 2022. (Photo: Meer Abdulla/IFRC)

ARCS was quick to mobilize and deploy eight members of the Badghis branch disaster response team (BDRT) who conducted an initial assessment and supported the distribution of household items including tents, tarpaulin, and kitchen kits to 180 affected households in the Ghal-Chir village of Qades district. They were also equipped

with first aid kits and provided first aid assistance to the injured ones across the affected locations. Additionally, ARCS was also part of the joint multi-sectorial team that conducted a detailed assessment coordinated by OCHA under the Badghis Operational Coordination Team to identify the needs of the affected population and highlight humanitarian gaps.

The multisectoral team also conducted the registration of the affected population, with 2,800 families registered as the most vulnerable families who required further assistance, especially in need of the provision of food and cash assistance. Strengthening coordination and avoiding duplication, OCHA led the allocation of people in need to humanitarian organizations with funds to support them. Accordingly, 3,500 people (500 households) were assigned to ARCS for support.

On 27 January 2022, IFRC released an allocation from the Disaster Response Emergency Fund (DREF) of CHF 260,0461 to support ARCS in their rescue and relief efforts, as well as addressing the urgent humanitarian needs for four months in the areas affected by the earthquake. The aim of the support through DREF was to reach 3,500 people (500 households) affected by the earthquake in Badghis province with cash and voucher assistance (including in-kind option), shelter, and household items. With the IFRC support, ARCS reached 500 households with cash assistance of AFN 9,000 (approximately CHF 100) per household to help them cover their basic needs using financial service providers.



### Overview of Red Cross Crescent Movement in country

Responding to the Earthquake and the ongoing Humanitarian Crisis Appeal, IFRC Afghanistan Country Delegation has set up a technical support platform for ARCS in addressing emergencies and longer-term programmes and together with the IFRC Regional Office supports ARCS organization development at large. Specifically, in this emergency response, IFRC supported ARCS disaster management teams and volunteers in needs assessment, resource mobilization, and the design and implementation of ARCS' emergency operation, in close coordination with other Red Cross Red Crescent partners. In May 2021, IFRC Country Delegation supported a five-day training for the ARCS branch disaster response team in Badghis focusing mainly on the topics of cash and voucher assistance, emergency response management, and as well as data management in emergencies which serve as useful preparedness also for this situation. Besides this specific operation, ARCS has other IFRC-supported operations and programmes ongoing in Afghanistan, notably the [Humanitarian Crises Emergency Appeal \(EA\) operation \(MDRAF007\)](#) and [DREF \(MDRAF011\)](#) supported intervention responding to floods across the country.

### Movement Coordination:

Collectively, the International Red Cross and Red Crescent Movement in the country has established coordination and cooperation mechanisms anchored under the Movement Cooperation Agreement. The Movement Platform Meeting was organized every six weeks between ARCS, IFRC, and ICRC leadership focusing on strategic level engagements. Similarly, Movement Operational Coordination (MOC) meetings take place monthly and bring together ARCS, ICRC, IFRC, and Participating National Societies (PNS) currently present in Afghanistan.

### Membership Coordination:

The following are PNS present in Afghanistan Danish Red Cross, Norwegian Red Cross, Qatar Red Crescent Society, and Turkish Red Crescent Society. There was no specific support from in-country PNSs for this earthquake operation.

Operational membership coordination between IFRC, ARCS, and supporting PNS will be scaled up as part of the planning for 2023 with an overall consolidated plan for Afghanistan and a coordination mechanism that will ensure co-creation and implementation of the plan. This planning and these membership coordination efforts will feed into the existing Movement coordination mechanism to ensure complementarity and enhance Movement coordination.

### Overview of non-RCRC actors in the country

The United Nations Clusters are established as sectoral coordination mechanisms at national and regional levels to clarify the roles and responsibilities of each partner, including non-governmental organizations, UN agencies, public authorities, and other stakeholders. Cluster meetings are held monthly at the national level, coordinated by the respective cluster lead agencies coordinated through UN-OCHA and covering shelter, food security and agriculture, health, WASH, protection, and nutrition. Meetings are attended by cluster partners, members, and

observers to share information, coordinate humanitarian interventions at cluster or multi-cluster levels, address operational challenges, and feed into funding instruments such as the Afghan Humanitarian Fund. A Badghis Operational Coordination Team was initiated for this earthquake response and coordinates the humanitarian support for this emergency. Some of the UN agencies supported the local government in relief efforts in the earthquake-affected areas. WFP provided food packages to most of the affected families, whereas UNHCR and IOM supported non-food items alongside ARCS. Additionally, WASH needs were addressed by UNICEF through water trucking. Besides, several damaged water purification networks (pipe schemes) were repaired by World Vision International (WVI).

On 18 January 2022, the Afghanistan National Disaster Management Authority (ANDMA) coordinated a meeting attended by humanitarian actors, including ARCS, UNOCHA, UNICEF, NRC, WVI, War-child, and ACTED. Seven joint assessment teams were formed, four of which were deployed to Qadis district of Badghis, and the remaining three were deployed to other locations including Muqur and Qala-e-Naw city of Badghis province. The government provided households who lost family members AFN 50,000 (CHF 433) and injured ones AFN 25,000 (CHF 217) each. ANDMA has provided cheques to 10 households that lost a family member and 22 households with injured members.

## Needs analysis and scenario planning

### Needs analysis

On 20 January 2022, OCHA conducted a joint assessment with other humanitarian organizations including ARCS to confirm the preliminary status of the situation and embark on registration of the number of households and families affected by the earthquake. The following emergency needs were highlighted in the assessment:

- Due to the drought since 2021, the people have been experiencing food insecurity with almost 80 per cent of the country's population being impacted. In Badghis, the population who experienced the earthquake also had been facing drought. According to the IPC report, Bagdhis area was categorized as experiencing emergency levels (IPC 4) of food insecurity with 70 per cent of its population, 511,000 people, in crisis or emergency (IPC 3+). Through the IFRC Humanitarian Crises Appeal (MDRAF007), the affected population were assisted – however, the districts that were impacted by the earthquake were not part of the selected districts that received the assistance.
- Due to the change of government, the country's economic situation remains unstable, and some humanitarian and development works had been stopped. Many people had lost their jobs and sources of income, while also receiving little support from humanitarian and development agencies, whose work was been curtailed. The humanitarian gap of the population was not adequately addressed, and this earthquake further increased this gap.
- Economic well-being has been greatly impacted by the COVID-19 pandemic. Many people have also lost their sources of income and are in dire need of humanitarian assistance to recover their livelihoods, and this earthquake has caused further damage and loss of belongings, further pushing the population into negative coping mechanisms.
- Due to harsh winter conditions, those affected by the earthquake were exposed to the harsh elements and needed immediate shelter assistance to reduce the suffering caused by the low temperature and snowfall/rain.

The humanitarian gap was already significant before this earthquake, and the earthquake resulted in the loss of lives, injuries and the destruction or damage of properties. Based on the initial assessment, the needs of the affected population were **emergency shelter, shelter reconstruction and repair, household items, food, and clean drinking water**.

## B. OPERATIONAL STRATEGY

### Overall Operational objective

The overall objective of this operation was to reach 3,500 people (500 households) affected by the earthquake in Badghis province with voucher and cash assistance (including in-kind option), shelter, and household items assistance.

As the affected area falls under the target areas of the ongoing EA for Humanitarian Crises (MDRAF007), this operation aimed to complement the additional needs that arose from the earthquake. Some of the aspects of the

response, such as training, food, and non-food item distribution, and WASH assistance, were provided by the EA. ARCS assisted the affected people also with household items.

### **Community Engagement and Accountability (CEA):**

Community Engagement and Accountability (CEA) was mainstreamed throughout ARCS intervention to guarantee meaningful involvement and participation of affected communities. In all phases of the response to the earthquake, including distribution of cash, involvement of community stakeholders and people to be assisted was ensured. Effective complaints and feedback mechanisms were set up to ensure community feedback is considered part of the distributions. As standard practice, IFRC and ARCS arranged four desks at the distribution points to receive feedback and comments from community members on the support they received. In addition, phone numbers were placed on banners at distribution points for community members to call or send text messages providing feedback, comments, and complaints

### **Protection, Gender, and Inclusion (PGI):**

PGI was streamlined throughout the intervention, ensuring that volunteers received adequate briefing before engaging communities. ARCS ensured protection issues were considered and that everyone felt protected despite age, gender, and disability status. Awareness-raising and orientation sessions on protection were held. For the inclusion of everyone, engagement with community members was done to ensure all the assistance were distributed equitably and impartially. As part of the needs assessment and analysis, a gender and diversity analysis was included in all sector responses including Shelter, Livelihoods, Health, and WASH, which showed how different groups were affected in line with IFRC minimum standards for protection, gender, and inclusion in emergencies.

### **Operational Support Services**

**Human Resources:** As part of the implementation of this operation, the IFRC and ARCS mobilized the following resources:

#### IFRC:

- Throughout the operation, IFRC provided technical support to ARCS through its staff from Afghanistan Country Delegation with Disaster Management, WASH, and Programme Quality and Accountability teams.
- The IFRC Afghanistan Country Delegation provided technical support through its Logistics, Finance, Admin, HR, and Security departments.

#### ARCS:

- At the regional, and provincial level, the National Society mobilized a response staff designated for the implementation of the planned activities.
- The disaster management, health and WASH, gender, youth and volunteers, and the support service functions in ARCS headquarter office provided technical and programmatic support to Branch Disaster Response Teams.
- At the level of the implementation areas, the ARCS deployed its response teams for operation and the supervision of volunteers.


**Logistics and supply chain management:** Logistics and supply chain management were key enabling actions that supported the delivery of operational priorities. The IFRC logistics team in the Country Delegation supported ARCS with local procurement of winterization kits that were distributed to target households. Regional Cash Logistics worked closely with the IFRC Afghanistan Country Delegation to facilitate the process of utilizing the Financial Service Provider (FSP) that ensured timely and effective distribution of cash to the target population.

**Security:** Rapid security assessments and analyses were carried out to ensure that the security risk register was current as well as mitigating measures implemented and updated in security plans across the operational areas. All IFRC, Red Cross Red Crescent staff, and volunteers were encouraged to complete the IFRC Stay Safe e-learning courses. Staff and volunteers were aware of the security status and briefed on reactions in an emergency before deployment to the area of operations. The National Society's security framework was applicable throughout the operation to its staff and volunteers. For personnel under IFRC security's responsibility, IFRC Afghanistan Country Delegation security plan was applicable.

IFRC Afghanistan Country Delegation Security Coordinator continued to actively support Afghanistan Delegation as well as National Society Security Managers and Focal Point through information gathering/sharing, providing security guidelines, security coordination, and cooperation within the Movement as well as with external partners and the humanitarian community. ARCS and IFRC country delegation dedicated trained security staff who regularly visited the target provinces to provide training and support to field staff.

**Planning, monitoring, evaluation, and reporting (PMER):** The operational implementation, monitoring and evaluation, and reporting aspect of the DREF operation was managed by ARCS through its country-wide network of branches and volunteers. IFRC, through its country delegation in Kabul, worked closely with ARCS and provided technical support in programme management to ensure the programme's objective was met. The day-to-day monitoring of the operation was conducted by ARCS' provincial branch but supervised closely by the regional office and headquarters to ensure appropriate accountability, transparency and financial management of the operation. Joint ARCS monitoring visits were held monthly.

## C. DETAILED OPERATIONAL PLAN

	<p><b>Shelter</b></p> <p><b>People reached: 3,500</b></p> <p>Male: 1,575</p> <p>Female: 1,925</p>	
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of people provided with adequate shelter support assistance</i>	3,500	3,500
<i># of volunteers and staff provided with awareness-raising training on shelter support</i>	30	0
<i># of households provided with technical support and guidance, appropriate to the type of support they receive</i>	500	500
<b>Narrative description of achievements</b>		
<p>Distribution of Household Items: As part of ARCS' rapid response, 180 households were provided household items during the first week of the disaster. The selection criteria and distribution information (location, date, etc.) were communicated clearly to people affected to ensure understanding of the distribution process and to prevent any potential conflict in the community. The household and emergency shelter items were mobilized from ARCS prepositioned stocks and distribution took place as planned. The items included tents, tarpaulin, jerry cans, and a kitchen set. Nevertheless, this support/replenishment was not covered by the DREF allocation.</p> <p>Overall, the DREF was able to support <b>3,500</b> people with shelter interventions in the affected area. The support included the procurement and distribution of 3,500 winter shawls/men, winter jackets/children, and winter shoes. ARCS, through its Disaster Response Units (DRUs), conducted pre-distribution meetings in the affected province with people to be supported targeting over 500 families in Qadis district of Badghis. The meetings explained selection criteria and provided the platform for people to be supported to share their preferred type of winter clothing.</p>		
<b>Challenges</b>		
<p>Results from the assessment revealed that the communities were heavily affected by the earthquake, and many were afraid of going into their homes and were hosted in other households or living under the makeshifts/traditional tents in cold weather conditions. The response was to provide shelter assistance for some 3,500 people affected by the earthquake with in-kind donations from overseas. Despite many follow-ups, delays in the arrival of the in-kind item's shipment hampered the implementation of shelter service activities and also the volunteer training was therefore not carried out under the DREF support. Other organisations were able to cover for the lagging in-kind item distribution.</p> <p>Additionally, access to affected areas due to security situations and difficult terrain was one of the major challenges during the beneficiary's registration and distribution of relief.</p>		
<b>Lessons Learned</b>		
<p>The lesson learned workshop was not conducted. Since the DREF complemented the EA in the affected area, the lesson learned workshop of this DREF operation will be conducted as part of the mid-term review under the Humanitarian crises emergency Appeal (MDRAF007), scheduled for September 2022.</p>		



## Livelihoods and basic needs

People reached: 3,500

Male: 1,575

Female: 1,925

Indicators:	Target	Actual
# of people provided with basic needs assistance	3,500	3,500
# of households reached with food assistance or cash/voucher for basic needs	500	500

### Narrative description of achievements

At the onset of the response, a multisectoral assessment was conducted followed by joint registration of households to be provided relief assistance. In total, **2,800** families were registered, prioritizing the most vulnerable households among the populations who were directly affected by the disaster. Other households registered were those that did not receive any or sufficient assistance from the government or other organizations; people displaced and staying with host families or in tents; those who lack relevant resources to cope with basic humanitarian needs on their own; and those who belonged to socially vulnerable households including families with many dependent children, the sick and elderly. The selection criteria and distribution information were communicated clearly to communities to ensure understanding of the distribution process and to prevent any potential conflict in the communities. The 2,800 registered households were distributed to humanitarian organizations to avoid duplication, with **500** households assigned to ARCS to be supported.

Overall, the ARCS DREF operation supported 3,500 people with livelihood interventions. The support included the provision of cash to 500 households in the affected location amounting to 9,000 AFN (CHF 100) per household to support households restarting their economic activities using two Financial Service Providers (FSPs), Gain Margin and Salim Jawid. Each FSP distributed cash to 250 households based on agreed schedules. Prior to the distribution of cash, seven volunteers and two staff were oriented on cash transfer and supported the distribution process. Before the distribution, socialization sessions were conducted to ensure communities understood the objectives of the support, the cash distribution process, and encashment dates, as well as to gather any feedback from the recipients. Supported by the CEA team, the cash team provided timely and accurate information to the communities regarding distribution details and received feedback and queries about the intervention.



Left: ARCS volunteers during verification of beneficiary list; Right: Cash distribution to beneficiaries through FSP (Photos: ARCS)

Post-distribution monitoring (PDM) by the ARCS PMER team was conducted in late May, involving 15 volunteers to determine the level of satisfaction of communities regarding the targeting and distribution process. According to the PDM survey results, the cash assistance fulfilled the basic needs of the families of 70 per cent of the beneficiaries (out of 108 interviewed). The remaining 30 per cent of beneficiaries mentioned that amount of cash received was not sufficient to meet their basic needs because of the large family size, high prices of basic commodities in the local market, purchasing medicine and treating sick family members. Moreover, the beneficiaries specified the three major areas in which the money received was spent: (1) Purchasing food, (2) Medical expenses, (3) Loan repayment.

The satisfaction survey revealed that 97 per cent of the households surveyed were satisfied with the targeting process as they were well informed about the whole process. About 81 per cent of the targeted households also showed satisfaction with the distribution process; distribution sites were well organized, and volunteers were available and welcoming.

### Challenges

The new changes in the ARCS leadership HQ, regions, and branch levels delayed decision making which at some point in time hindered the implementation of planned activities.

Additionally, bank limitations that restricted cash transfer to Badghis branch also affected the response, resulting in the hiring of the financial service providers incurring cost that was not initially budgeted

### Lessons Learned

Findings from the PDM and relevant recommendations were shared with ARCS and IFRC operations team at the regional and headquarters level to rectify the findings to improve the quality of emergency response operations in the future, e.g. to bring distribution points even closer to the beneficiaries and to reinforce community engagement efforts. The cash modality intervention using the two FSPs served as a pilot exercise to roll out the cash assistance program in Afghanistan using the Red Rose data management system later. Main learnings that were reflected toward the subsequent larger-scale CVA roll-out were on enhancing the quality and breakdown of the beneficiary data, the need to conduct advanced training for volunteers to familiarize them with CVA SOPs, and the importance of mainstreaming CEA and pushing for feedback mechanisms also in CVA interventions.



## Protection Gender and Inclusion

People reached: 3,500

Male: 1,575

Female: 1,925

Indicators:	Target	Actual
<i>Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services?</i>	Yes	Yes
<i>% of deployed staff and volunteers trained in PGI sensitization and minimum standards.</i>	70%	70%
<i>% of staff and volunteers are trained in SGBV/PSEA and child protection sensitization</i>	70%	70%

### Narrative description of achievements

Mainstreaming PGI across the sectors is an ongoing effort that aimed to ensure that services provided to people reached are gender and diversity sensitive, have a protective value, and are tailored to be inclusive of all. PGI was streamlined throughout the intervention, ensuring that volunteers received adequate briefing before engaging communities. ARCS ensured protection issues were considered and that everyone felt protected despite age, gender, and disability status. Awareness-raising and orientation sessions on protection were part of the community engagement package.

For the inclusion of everyone, engagement with community members was done to ensure all the assistance was distributed equitably and impartially. As part of the needs assessment and analysis, a gender and diversity analysis was included in all sector responses including Shelter and Livelihoods

which showed how different groups were affected in line with IFRC minimum standard for protection, gender,



Community-based volunteer engaging women over ARCS cash voucher assistance and selection criteria (Photo: ARCS)

and inclusion in emergencies. Early recovery plans included in the Humanitarian Crisis Appeal will ensure PGI remained an important element to be factored in programming aspects.

### Challenges

The tradition of affected communities not allowing a man to talk to women affected community engagement at the initial stage. Female volunteers were however deployed to support community engagement efforts.

### Lessons Learned

Same as earlier section.

## Strengthen National Society

Indicators:	Target	Actual
<i>ARCS capacity building and organizational development initiatives organized</i>	Yes	Yes
<i>National Societies have effective and motivated volunteers who are protected</i>	50	35
<i>Ensure necessary support provided to the operation's staff and volunteers</i>	Yes	Yes
<b>Narrative description of achievements</b>		
<p>Orientation of volunteers: A total of 35 volunteers were deployed to support the overall operation and were oriented on their roles and responsibilities and the types of risks they were likely to face throughout the operation. Additionally, the volunteers were refreshed on psychosocial support to subsequently deal with any psychological related cases that might ensue and got detailed orientation on how to facilitate community complaints and feedback mechanisms using the CEA approach. Strong emphasis was placed on protecting the dignity of the people in need and making sure that women and men were treated equally. Efforts were made to ensure that volunteers actively included men and women in decision-making processes. Additionally, volunteers were refreshed in cash transfer processes for livelihood and household items distribution.</p>		
<b>Challenges</b>		
<p>The affected population demanded additional support, even when the full package of the DREF operation was disclosed during community meetings. The team kept reminding them about the scope of the Red Cross support and the possibility of them getting support from other partners.</p>		
<b>Lessons Learned</b>		
N/A		

## International Disaster Response

Indicators:	Target	Actual
<i>Effective and coordinated international disaster response ensured</i>	Yes	Yes
<i>ARCS compliance with principles and rules for humanitarian assistance is improved</i>	Yes	Yes
<i>Communities are engaged and kept informed of operational plans and progress</i>	Yes	Yes
<i>The supply chain meets the needs of the operations in timely manner</i>	Yes	Yes
<i>IFRC engages with other humanitarian actors for coordinated humanitarian intervention.</i>	Yes	Yes
<b>Narrative description of achievements</b>		
<p>A participatory approach was used for the implementation of the DREF through community engagement and the involvement of community leaders throughout the process, including assessment, targeting, and distribution. A community feedback mechanism was set up to collect complaints and claims from people supported; these complaints were handled, and solutions were provided. The feedback and analysis mechanism was done through two communication channels with the communities to ensure the engagement and participation of the communities in the activities: (1) the establishment of committees proposed by the communities which ensured monitoring of activities and (2) the sharing of complaints throughout the response, and a team of volunteers trained on CEA approach and complaints management mobilized to receive complaints through established desks and phone numbers on banners and record them for processing by the CEA focal point.</p> <p>The involvement of community members in every phase of the intervention was crucial in dealing with potential problems. The resentment that was manifested by some youth who did not meet the criteria was proactively</p>		

addressed by key community stakeholders as they engaged them on the beneficiary selection criteria. This is a worthwhile model of engagement that could be taken forward when managing future operations of similar nature. Staff and volunteers were trained to act as “focal points,” receiving sensitive complaints without judgment, and ensuring the complainant’s safety. The trained volunteers supported the CEA team in collecting feedback and complaints from the community members. Both feedback and complaint mechanisms helped build a culture of transparency and accountability and improved operations quality. Volunteers were also refreshed on the Red Cross and its Fundamental Principles, increased knowledge in rumour tracking, and increased knowledge in Disaster Preparedness messages.

As an auxiliary to the public authorities, ARCS maintained close coordination with various public and international entities at national and subnational levels including OCHA, ANDMA, and Provincial Disaster Management Committees. The authorities established an inter-ministerial committee for the earthquake response, and ARCS – as well as other humanitarian organizations - attended meetings to share its support plans. The IFRC Secretariat was complemented by engaging with relevant ministries.

### Challenges

In addition to the severe weather conditions experienced by ARCS volunteers in January 2022, the delay in receiving additional in-kind household items created avoidable stress in the work environment and tension within the national society. In the aftermath of changes in Afghanistan, the banking system crumbled, and all procurement was handled by IFRC. The Financial Service Provider (FSP) with whom ARCS had an agreement could no longer be utilized for the response, due to the prevailing liquidity challenges and inability to transfer funds directly to NS, rendering CVA inappropriate. A new agreement was needed and FSPs had to be contracted by IFRC in late April. The process of engaging the new FSP needed to be assessed and fine-tuned to minimize any potential risks. Among others, the process of registering households to receive CVA needed to be digitised (using Red Rose) to ensure Data protection and security mechanisms are in place. Since the in-kind items had not arrived by May, the plan to provide an additional CVA together with the in-kind items – to have affected households repair or rebuild their homes – did not materialize.

### Lessons Learned

The circumstances and challenges experienced have since been addressed and CVA implementation has been possible on a large scale. At the time of reporting, ARCS supported by IFRC has covered the needs of over 17,000 Households through CVA under the general Humanitarian Crises Emergency Appeal operation.

<b>Influence others as leading strategic partner</b>		
Indicators:	Target	Actual
<i>IFRC and NS are visible, trusted, and effective advocates on humanitarian issues</i>	Yes	Yes
<i>Involvement within the humanitarian system on advocacy for the crisis</i>	Yes	Yes
<i># of lessons learned workshop conducted</i>	1	0
<i># of detailed assessment conducted</i>	1	1
<i># of monitoring visits by ARCS team</i>	3	4
<i>ARCS compliance with reporting requirements improved</i>	Yes	Yes
<i>Appropriate tool(s) utilized for an efficient operation</i>	Yes	Yes
<b>Narrative description of achievements</b>		
Monitoring of the operation: ARCS headquarters PMER team monitored the day-to-day operation to ensure accountability, transparency, and financial management of the operation. Regular monitoring of the activities was carried out by the operation team while two scheduled monitoring visits were made jointly by IFRC/ARCS teams. As mentioned earlier, the lessons learned workshop was not conducted and will be carried out together with the mid-term review of the Humanitarian Crises Emergency Appeal (MDRAF007) operation sometime in September 2022.		
<b>Challenges</b>		
N/A		
<b>Lessons Learned</b>		
N/A		

**Effective, credible and accountable IFRC**

Indicators:	Target	Actual
<i>IFRC ensures the accountability of NS</i>	Yes	Yes
<i>ARCS compliance with financial procedures and reporting requirements improved</i>	Yes	Yes
<i>All staff briefed on security situation as needed</i>	Yes	Yes
<b>Narrative description of achievements</b>		
The IFRC Country Delegation throughout the implementation of the DREF supported ARCS and provided guidance to ensure accountability and compliance with financial procedures.		
<b>Challenges</b>		
N/A		
<b>Lessons Learned</b>		
N/A		

## D. THE BUDGET

As a result of the challenges encountered associated with costs and charges for the international transportation of donated in-kind items and due to some costs having been covered by other funding, the implementation rate was **54 per cent**. As Red Rose was finally adopted only after the lessons of the cash distribution under this operation, also costs budgeted for Red Rose were not utilised. A balance of **CHF118,582** out of the approved **CHF 260,046** will be returned to the DREF pot.

Full financial report is attached at the end of this report.

*The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.*

## Contact information

### Reference documents

Click here for:

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

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## How we work

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

# DREF Operation

Selected Parameters			
Reporting Timeframe	2022/1-10	Operation	MDRAF010
Budget Timeframe	2022/1-5	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 23/Oct/2022

All figures are in Swiss Francs (CHF)

### MDRAF010 - Afghanistan - Badghis Earthquake

Operating Timeframe: 27 Jan 2022 to 31 May 2022

#### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>260,046</b>
DREF Allocations	260,046
<b>Expenditure</b>	<b>-141,464</b>
<b>Closing Balance</b>	<b>118,582</b>

#### II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	4,260	59,515	-55,255
PO02 - Livelihoods	133,125	64,329	68,796
PO03 - Multi-purpose Cash			0
PO04 - Health			0
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion	2,130		2,130
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability	5,325	2,041	3,284
PO11 - Environmental Sustainability			0
<b>Planned Operations Total</b>	<b>144,840</b>	<b>125,885</b>	<b>18,955</b>
EA01 - Coordination and Partnerships	44,730		44,730
EA02 - Secretariat Services	21,300	12,982	8,318
EA03 - National Society Strengthening	49,176	2,597	46,579
<b>Enabling Approaches Total</b>	<b>115,206</b>	<b>15,579</b>	<b>99,627</b>
<b>Grand Total</b>	<b>260,046</b>	<b>141,464</b>	<b>118,582</b>

# DREF Operation

Selected Parameters			
Reporting Timeframe	2022/1-10	Operation	MDRAF010
Budget Timeframe	2022/1-5	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 23/Oct/2022

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### MDRAF010 - Afghanistan - Badghis Earthquake

Operating Timeframe: 27 Jan 2022 to 31 May 2022

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>125,000</b>	<b>106,984</b>	<b>18,016</b>
Water, Sanitation & Hygiene		26	-26
Utensils & Tools		55,882	-55,882
Cash Disbursement	125,000	51,075	73,925
<b>Logistics, Transport &amp; Storage</b>	<b>20,000</b>	<b>234</b>	<b>19,766</b>
Transport & Vehicles Costs	20,000	234	19,766
<b>Personnel</b>	<b>26,175</b>	<b>15,651</b>	<b>10,524</b>
National Society Staff	26,175	15,651	10,524
<b>Workshops &amp; Training</b>	<b>38,000</b>		<b>38,000</b>
Workshops & Training	38,000		38,000
<b>General Expenditure</b>	<b>35,000</b>	<b>9,962</b>	<b>25,038</b>
Travel	35,000	129	34,871
Information & Public Relations		120	-120
Communications		1,648	-1,648
Financial Charges		8,065	-8,065
<b>Indirect Costs</b>	<b>15,871</b>	<b>8,634</b>	<b>7,237</b>
Programme & Services Support Recover	15,871	8,634	7,237
<b>Grand Total</b>	<b>260,046</b>	<b>141,464</b>	<b>118,582</b>