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# Emergency appeal final report

## Chad: Floods

 International Federation  
of Red Cross and Red Crescent Societies

### Final report

Emergency appeal n° MDRTD010  
GLIDE n° FL-000151-CHD  
30 November 2013

**Period covered by this Final Report:**  
21 October, 2012 to 15 June 2013;

**Appeal target (current):** CHF 775,716.

**Appeal coverage:** 58%; [<click here for the final financial report, or here for the contact details>](#)

#### Appeal history:

- [Disaster Relief Emergency Fund \(DREF\)](#): CHF 125,920 was initially allocated on 11 September, 2012 to support the National Society in delivering immediate assistance to 11,770 beneficiaries.
- [The Emergency Appeal](#) was launched on 21 October, 2012 for CHF 775,716 to support the Red Cross of Chad (RCC) to assist 4,400 households (30,800 beneficiaries) for six months
- [Operations Update n° 1](#) was published on 10 December, 2012 and provided information about activities implemented within the timeframe of DREF
- [Operation Update n° 2](#) was published on March 1 2013 and provided information about the distribution of NFIs and the effective launch of activities within the timeframe of the DG ECHO partnership
- [Operation Update n° 3](#) was on 11 April, 2013 to enable a timeframe extension in order to achieve expected results.



The RCC WatSan coordinator is briefing a beneficiary on the better use of sanitation kits provided during the distribution and disseminating hygiene promotion messages. Photo/IFRC

**Summary:** This Emergency Appeal enabled RCC to support 49,000 households affected by serious flooding to receive humanitarian assistance in accordance with international agreed standards. The first implemented activities were through the DREF allocation that enabled provision of relief items to 2,354 families (11,770 beneficiaries) in Rig Rig, Mangalmé and Goz Beida areas. Training of 75 volunteers was done followed by awareness raising sessions on water borne diseases and hygiene promotion reaching 3,109 families. The volunteers also distributed kits including detergents to 50 most vulnerable families highly exposed to waterborne diseases in Mangalme area. These items were distributed from the NS emergency stock and later replenished by the IFRC country office.

In the capital N'Djamena, 10 emergency latrines were constructed for use by over 700 people displaced by the overflow of the Chari River. Volunteers from the urban committee of the capital worked and supported non Movement partners such as UNICEF in the installation of temporary camps, distribution of non-food items (NFIs), camp management as well as in hygiene promotion activities. This move was replicated in all

affected areas where NGOs and government regularly requested support from RCC branches to reduce the effects of flooding on the affected persons.

The IFRC Chad country office coordinated the response activities and advocated with local partners to promote the role of the National Society in the humanitarian response. This move enabled the NS to secure financial support from the DG ECHO thereby increasing funding for the appeal.

Funds secured from DG ECHO targeted affected families in the southern town of Bongor and its surroundings. A total of 3,160 families in 12 targeted sites received NFIs composed of mosquito nets, plastics mats, buckets, jerry cans and soap. A total of 200 families displaced by the flood and relocated in a safe area, had been supported to build their own shelters and latrines through the provision of slabs, bricks and tools. 200 volunteers (116 men and 84 women) were selected within the affected community and trained on distribution, WatSan, and epidemiological surveillance techniques. These volunteers supported the implementation of planned activities of this appeal. The operation was implemented under the supervision of two RDRTs in the field and an Operations Manager based in the capital N'Djamena.

The earmarked fund received from the Swiss RC enabled the procurement of tarpaulins, laths, rafters, bricks, nails and other tools to support the 200 households that were in need of shelter. These families used to live in a flood prone area. Through the RCC advocacy initiative, the local authorities relocated them in a safe zone and gave them official papers. Services from the municipality were brought in to support this new settlement area. The International Organisation for Migration provided beneficiaries with a hand operated water pump. The RCC and the IFRC installed a mill (not procured with the emergency appeal fund) within the neighbourhood to reduce the burden of women and girl who travel around four miles before reaching the town of Bongor to grind cereals. An exit strategy was put in place through the setting up of a local management committee composed of local men and women and supervised by volunteers from the local branch of the NS.

At the launch of the emergency appeal, initial activities in the DREF operation were omitted in the Emergency Appeal, but this has since been rectified.

**Financial summary:** Out of the total appeal budget of CHF 775,716, a total of CHF 447,035 was received representing 58 percent coverage. The appeal timeframe was extended for 45 days to enable the implementation of planned activities but this extension did not affect the budget which remained intact. Due to the extension and additional efforts to implement the operation, under-budgeted lines for IFRC national staff and NS staff have been overspent. Training and workshops was under-budgeted and overrun with CHF11,581. Since no shared office and service costs were budgeted for the in-country staff, an over-expenditure also occurred. An over run of CHF 32,918 on Water, Sanitation and Hygiene promotion occurred due to budgeting of latrine construction under construction materials.

#### **Lessons learned:**

- The active involvement of affected communities in the response strategy proved to be efficient and allowed beneficiaries to own the gains
- Support from local authorities was crucial and facilitated the implementation of planned activities
- Advocacy with local authorities is a necessary step toward risk reduction and prevention of hazards
- The active involvement of the local branch in the management of the flood geared up its capacity to manage future crisis.

On behalf of RCC, IFRC would like to thank all partners that contributed to this appeal.

## **The situation**

Chad experienced seasonal flooding in 2012 across several regions in the country. The floods affected some 49,000 households between June and September across the regions of Tandjilé, Sila, Moyen Chari, Mayo Kebbi Est, Mayo Kebbi Ouest, Logone Oriental and Ouaddai. Late in September the situation worsened in N'Djamena, the capital when the overflow of the Chari River destroyed several houses and displaced more than 2,000 people.

The Red Cross of Chad responded to reduce the vulnerability of the affected people in different areas through the provision of relief items and awareness raising campaigns to reduce the spread of waterborne diseases. Since flood victims were living in dire conditions in the southern town of Bongor and surroundings,

the emergency appeal focused on these areas with financial support from DG ECHO and Movement partners.

Based on field monitoring carried out three times during the implementation process and in collaboration with DG ECHO staff, the severely affected families recovered from the disaster due to support provided by the RCC, Chadian government, Movement and non-Movement partners. Disaster management capacities of affected communities and volunteers were enhanced through different training, coaching and learning by doing methods.

Some displaced family in the capital N'Djamena have since then returned to their original homes after the waters have receded. Others, living near the bank, suffering every year from water overflow have been relocated to a safe area with the support of government authorities. The Chadian government has planned to build a new dig along the border of the Chari River in flood prone neighbourhood to avoid the overflow of the River which leads to flooding and causes human and material losses.

In the second target area of Mayo Kebbi Est (Bongor), the 200 displaced families have been allocated parcels of land in a secure area on the outskirts of Bongor. The RCC have provided these families with tarpaulins and tools for fixing their shelter, latrines, jerry cans, mosquito nets and soap. Community volunteers were trained to carry out hygiene promotion messages among their communities.

## Red Cross and Red Crescent action

### Achievements against outcomes

#### Overview

The National Society's prompt response to the flood through its emergency stock enabled the reduction of vulnerability of affected people through relief items distribution and hygiene promotion messages. A community based approach was adopted during the initial appraisal and the response process to enable beneficiaries own the gains. Community and RCC volunteers were trained and involved to support the operation. These volunteers, under the supervision of the IFRC and the NS staff carried out planned activities in the field to provide relief items even in the remotest locations.

The 200 households displaced by the flood received intensive support from the RCC volunteers and staff. At the end of this reporting period, targeted families had been supported to acquire land with official papers from the municipality, built a semi-permanent house through the provision of tarpaulins, bricks, wood and tools, construct one family latrine per house and receive NFIs for domestic use.

Emergency health	
<b>Outcome: The immediate threat to health status for 4,400 households is reduced for target communities</b>	
Outputs (expected results)	Activities planned
Increased awareness and prevention of water-borne diseases is ensured through an information campaign in the target community.	<ul style="list-style-type: none"> <li>• Distribute mosquito nets to 4,400 households</li> <li>• Conduct epidemic control(ECV) and PHAST training for over 550 volunteers</li> <li>• Carry out preventive health and hygiene promotion campaigns in targeted communities</li> <li>• Print and distribute information, education and communication materials on epidemic control</li> </ul>

**Impact:** The operational capacity of 200 volunteers was reinforced throughout the operation through training and coaching in PHAST, ECV as well distribution techniques. The IFRC staff deployed for the operation shared crucial experience in distribution, water and sanitation as well as in shelter installation. The distribution of mosquito nets to 3,160 households coincided with a period where malaria prevalence was high in the target area. The intensive awareness raising campaigns on malaria prevention through the door-to-door approach and the epidemiological surveillance put in place enabled the reduction of malaria and other health related risks within the targeted community. An epidemiological surveillance system was put in place in the 12 target areas and reported on a weekly basis to the NS project coordinator and the health authorities. This move increased confidence between NS volunteers and local health authorities and provide an efficient alert system during the reporting period. The system was also included in the exit strategy where volunteers were briefed

to extensively work with local health facilities and play effectively their role of auxiliary to government authorities.

Region	Areas	Households	Beneficiaries.	Mosquito nets	
Mayo Kebbi Est	RIGAZA		346	2,985	696
	TIKEM		234	1,777	468
	KATOA		422	2,967	844
	SAMGA		315	3,062	630
	DOUNOU		309	2,141	618
	KOYOM		313	2,059	626
	KIM		299	2,186	598
	HOLOM		226	1,928	452
	NGAMEN				
	HOBO		117	934	234
	FIANGA		68	414	136
	CAMP DE				
	DARKAWAYE		218	1,259	436
	BONGOR		366	2,395	732
	HOPITAL DE BONGOR		50	100	104
	BONGOR		145	1,060	290
	Mayo Kebbi Est total	3,428	25,268	6,860	
Kanem	Rig-Rig	998	4,990	1996	
Guerra	Mangalmé	800	4,000	1600	
Sila	Goz-Beida	556	2,780	1112	
Total		5,782	37,038	11,568	

### Water, sanitation, and hygiene promotion

**Outcome: The risk of waterborne and water related diseases are reduced for 4,400 families through the provision of water purification items and adequate sanitation as well as hygiene promotion**

Outputs (expected results)	Activities planned
Increased awareness and prevention of waterborne diseases is ensured through a campaign in targeted communities	<ul style="list-style-type: none"> <li>• Conduct door to door sensitization campaigns to promote individual and collective hygiene as means of avoiding the spreading of the water-borne diseases.</li> <li>• Undertake volunteer training workshop on hygiene promotion and sanitation in Mayo Kebbi Est near the border with Cameroon</li> <li>• Distribute jerry cans, soap and bucket to 4,400 households</li> <li>• Clean the public sewage system in support to the Municipality in N'Djamena</li> <li>• Undertake community cleaning campaigns in 9 districts in the two targeted regions</li> <li>• Distribute 300 hand washing containers in public places such as restaurant and schools</li> <li>• Ensure protection standards of Sphere are adhered to in the provision of WatSan materials</li> <li>• Distribute 60 latrines to vulnerable families in the target areas</li> <li>• Monitor and assess the situation in the affected areas as well as in other parts of the country.</li> </ul>

**Impact:** Flood affected victims in the area of Bongor and the neighbouring targeted areas benefited from the distribution of jerry cans, bucket, soaps, detergents and PUR bags. This distribution targeted vulnerable families following strict selection criteria. The move enabled beneficiaries to have access to potable water and reduce the effect of waterborne disease during the reporting period. The 200 trained volunteers through the PHAST methodology carried out mass sensitization campaigns on individual and collective hygiene with a

specific focus on cleaning and maintenance of latrines, hand washing, water treatment and conservation. This enabled beneficiaries to have access to potable water and reduce the effect of waterborne diseases during the reporting period

The table below summarizes the items distributed to beneficiaries in the target areas:

Region	Areas	Households	Beneficiaries.	Buckets	Jerry cans	Soap
Mayo Kebbi Est	RIGAZA	346	2,985	346	346	2,985
	TIKEM	234	1,777	234	234	1,777
	KATOA	422	2,967	422	422	2,967
	SAMGA	315	3,062	315	315	3,062
	DOUNOU	309	2,141	309	309	2,141
	KOYOM	313	2,059	313	313	2,059
	KIM	299	2,186	299	299	2,186
	HOLOM	226	1,928	226	226	1,928
	NGAMEN					
	HOBO	117	934	117	117	934
	FIANGA	68	414	68	68	414
	CAMP DE DARKAWAYE	218	1,259	218	218	1,259
	BONGOR	366	2,395	366	366	2,395
	HOPITAL DE BONGOR	50	100	52	52	100
	BONGOR	145	1,060	145	145	1,060
	<b>Mayo Kebbi Est total</b>	<b>3,428</b>	<b>24,853</b>	<b>3,430</b>	<b>3,430</b>	<b>24,853</b>
	Kanem	Rig-Rig	998	4,990		1996
Guerra	Mangalmé	800	4,000		1600	4000
Sila	Goz-Beida	556	2,780		1112	2780
<b>Total</b>		<b>5,782</b>	<b>36,623</b>	<b>3,430</b>	<b>8138</b>	

In addition to these items, a total of 49,710 PUR bags and 21,796 bottles of water treatment were distributed to households in some areas to enable access potable water.

Volunteers were also mobilized and equipped with material to disinfect water provision sources in the target areas. A total of 269 wells were identified and disinfected by volunteers briefed specifically for this exercise under the supervision of hygiene officers from local health facilities. Materials such as chlorine, pulverisers, pool testing, jerry cans, buckets were made available to facilitate the activity.

The 200 households sheltered in the Darkawaye camp, received one slab each accompanied with bricks, tarpaulins and construction tools. At the end of the reporting, all the target households had constructed their latrines and were using them properly. A commission made up of beneficiaries was put in place to follow up with the sanitation activity in the camp especially the use of latrines.

The municipality of the Bongor, the main district of the region, has benefit from the distribution of 200 hand washing containers pre-positioned with soaps in public places such as restaurants, schools, churches, mosques etc. A monitoring mission with ECHO field staff was carried in late May and findings revealed that the use of the containers was appropriate and needs to be reinforced in other public places.

In addition, 10 emergency public latrines have been built by the NS for flood displaced in the capital N'Djamena through the DREF allocation. These public latrines enabled families to curb the spread of waterborne diseases in a community displaced by the overflow of the river and living not far from it. The participation of the urban committee volunteers through the dissemination of hygiene/health promotion messages was crucial in the fight against water related disease and malaria prevention.

**Gaps/Challenges:** Due to the insufficient funding, the trans-border workshop in the neighbouring city of Garoua has not been organized. Public cleaning campaigns in support of the municipality in Bongor were also not carried out. The appeal target 4,400 households but only 3,428 were reached through different relief items.

### Shelter and settlements – Household items

Outcome: The basic needs for shelter-related NFIs for 4,400 households in affected areas are met	
Outputs (expected results)	Activities planned
Affected population received essential household items in the targeted population according to specific needs and agreed standards.	<ul style="list-style-type: none"> <li>• Recruitment and training, volunteers for distribution and registration</li> <li>• Distribute plastic sheeting, fixing materials and tools, sleeping mats and blankets to 4,400 households</li> <li>• Provide guiding leaflets on fixing tarpaulins to the beneficiaries during distributions</li> <li>• Monitor and evaluate relief activities and provide reporting on relief distributions</li> </ul>

#### Impact:

Within the timeframe of the DREF allocation, the National Society has distributed emergency relief items from its emergency stock which was later replenished through this appeal. The table below summarizes the different items distributed:

Funding coverage for the shelter activities was very low, hindering the provision of shelter to the affected persons. Out of 4,400 planned in the emergency appeal, only 200 families benefitted from the distribution of tarpaulins, woods, nails, bricks and construction tools. This distribution targeted extremely vulnerable households relocated in a safe area in the outskirts of Bongor. The provision of the shelter kit enabled families to build semi-permanent houses under the supervision of volunteers, RCC and IFRC staff.

Districts	Number of beneficiaries		NFIs distributed		
	Families reached	Beneficiaries reached	Tarpaulins	Blankets	Sleeping mats
Rig-Rig	998	4,990	998	1996	1996
Mangalmé	800	4,000	800	1600	1600
Goz-Beida	556	2,780	556	1112	1112
<b>TOTAL</b>	<b>2,354</b>	<b>11,770</b>	<b>2,354</b>	<b>4,708</b>	<b>4,708</b>

## Contact information

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

- **Red Cross of Chad:** Bongor Zam Barminas, Secretary General; email: [croixrouge.tchad@yahoo.fr](mailto:croixrouge.tchad@yahoo.fr); phone: +235.66.29.88.82; fax: +235.25.20.255
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### For Performance and Accountability (planning, monitoring, evaluation and reporting)

- **IFRC Africa Zone:** Robert Ondrusek, PMER/QA Delegate for Africa; Nairobi; phone: +254 731 067277; email: [robert.ondrusek@ifrc.org](mailto:robert.ondrusek@ifrc.org)

## 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 Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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

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

## Disaster Response Financial Report

MDRTD010 - Chad - Floods

Timeframe: 07 Sep 12 to 30 Jun 13

Appeal Launch Date: 21 Oct 12

Final Report

### Selected Parameters

Reporting Timeframe	2012/9-2013/	Programme	MDRTD010
Budget Timeframe	2012/9-2013/	Budget	APPROVED
Split by funding source	Y	Project	*

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		775,716				775,716	
<b>B. Opening Balance</b>		0				0	
<b>Income</b>							
<u>Cash contributions</u>							
<i>European Commission - DG ECHO</i>		237,380				237,380	10,495
<i>Japanese Red Cross Society</i>		25,600				25,600	
<i>Red Cross of Monaco</i>		3,728				3,728	
<i>Swiss Red Cross</i>		71,410				71,410	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>		46,746				46,746	
<i>The Netherlands Red Cross (from Netherlands Red Cross Silent Emergency Fund*)</i>		51,499				51,499	
<i>VERF/WHO Voluntary Emergency Relief</i>		250				250	
<b>C1. Cash contributions</b>		<b>436,613</b>				<b>436,613</b>	<b>10,495</b>
<b>C. Total Income = SUM(C1..C4)</b>		<b>436,613</b>				<b>436,613</b>	<b>10,495</b>
<b>D. Total Funding = B + C</b>		<b>436,613</b>				<b>436,613</b>	<b>10,495</b>

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>		0				0	
<b>C. Income</b>		436,613				436,613	10,495
<b>E. Expenditure</b>		-436,243				-436,243	
<b>F. Closing Balance = (B + C + E)</b>		370				370	10,495

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### III. Expenditure

Account Groups	Expenditure						TOTAL	Variance
	Budget	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>775,716</b>			<b>775,716</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	189,200		39,251			39,251	149,949	
Construction - Facilities	27,961						27,961	
Construction Materials			0			0	0	
Clothing & Textiles	130,718		46,843			46,843	83,875	
Water, Sanitation & Hygiene	31,699		64,617			64,617	-32,918	
Medical & First Aid			0			0	0	
Teaching Materials	6,500						6,500	
Utensils & Tools	78,903		13,948			13,948	64,955	
Other Supplies & Services			0			0	0	
<b>Total Relief items, Construction, Sup</b>	<b>464,982</b>		<b>164,659</b>			<b>164,659</b>	<b>300,323</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	5,825		2,226			2,226	3,599	
Computers & Telecom	2,330						2,330	
Office & Household Equipment	2,913						2,913	
<b>Total Land, vehicles &amp; equipment</b>	<b>11,068</b>		<b>2,226</b>			<b>2,226</b>	<b>8,842</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	3,495		6,625			6,625	-3,130	
Distribution & Monitoring	70,074		17,739			17,739	52,335	
Transport & Vehicles Costs	42,724		35,481			35,481	7,244	
Logistics Services	17,532		907			907	16,626	
<b>Total Logistics, Transport &amp; Storage</b>	<b>133,826</b>		<b>60,752</b>			<b>60,752</b>	<b>73,074</b>	
<b>Personnel</b>								
International Staff	41,000		38,563			38,563	2,437	
National Staff	7,184		21,659			21,659	-14,475	
National Society Staff	17,534		41,377			41,377	-23,843	
Volunteers	15,083		8,558			8,558	6,525	
<b>Total Personnel</b>	<b>80,802</b>		<b>110,156</b>			<b>110,156</b>	<b>-29,355</b>	
<b>Consultants &amp; Professional Fees</b>								
Professional Fees			-3			-3	3	
<b>Total Consultants &amp; Professional Fees</b>			<b>-3</b>			<b>-3</b>	<b>3</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	12,680		29,270			29,270	-16,591	
<b>Total Workshops &amp; Training</b>	<b>12,680</b>		<b>29,270</b>			<b>29,270</b>	<b>-16,591</b>	
<b>General Expenditure</b>								
Travel	8,621		9,540			9,540	-919	
Information & Public Relations	1,408		7,845			7,845	-6,437	
Office Costs	6,388		5,107			5,107	1,281	
Communications	4,715		3,221			3,221	1,493	
Financial Charges	3,883		4,241			4,241	-357	
Other General Expenses			0			0	0	
Shared Office and Services Costs			9,255			9,255	-9,255	
<b>Total General Expenditure</b>	<b>25,016</b>		<b>39,210</b>			<b>39,210</b>	<b>-14,194</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	47,344		26,408			26,408	20,937	
<b>Total Indirect Costs</b>	<b>47,344</b>		<b>26,408</b>			<b>26,408</b>	<b>20,937</b>	
<b>Pledge Specific Costs</b>								

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### III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>775,716</b>			<b>775,716</b>		
Pledge Earmarking Fee			2,866			2,866	-2,866	
Pledge Reporting Fees			700			700	-700	
<b>Total Pledge Specific Costs</b>			<b>3,566</b>			<b>3,566</b>	<b>-3,566</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>775,716</b>		<b>436,243</b>			<b>436,243</b>	<b>339,473</b>	
<b>VARIANCE (C - D)</b>			<b>339,473</b>			<b>339,473</b>		

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All figures are in Swiss Francs (CHF)

## IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster response	775,716	0	436,613	436,613	436,243	370	10,495
Subtotal BL2	775,716	0	436,613	436,613	436,243	370	10,495
<b>GRAND TOTAL</b>	<b>775,716</b>	<b>0</b>	<b>436,613</b>	<b>436,613</b>	<b>436,243</b>	<b>370</b>	<b>10,495</b>