

# FINAL REPORT



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

## AFGHAN REFUGEES IN IRAN: WATER SHORTAGE

Appeal No. 05EA007  
17 October 2006

The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in 185 countries.

### In Brief

Interim Final Report; Period covered: 15 April 2005 to 31 August, 2006; Final appeal coverage: 75 per cent. [<click here to link directly to the attached Interim Financial Report>](#).

#### Appeal history:

- Launched on 14 April 2005 for CHF 495,000 (USD 382,170 or EUR 316,535) for 12 months to assist 43,315 beneficiaries.
- Disaster Relief Emergency Funds (DREF) allocated: N/A

All activities and expenditures for this operation have been completed. This interim final report is being issued according to the Federation's agreement with European Commission for Humanitarian Aid Office (ECHO) that stipulates final payment will be made once the operation is finished and fully reported upon.

This operation is aligned with the International Federation's Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

#### Global Agenda Goals:

- Reduce the numbers of deaths, injuries and impact from disasters.
- Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
- Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
- Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

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All International Federation 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 is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

For longer-term programmes in this or other countries or regions, please refer to the Federation's Annual Appeal. For support to or for further information concerning Federation programmes or operations in this or other countries, or for national society profiles, please also access the Federation's website at <http://www.ifrc.org>

## Background and Summary

Two emergency appeals (No. 21/2000 and No. 19/2002) were launched in August 2000 and July 2002 to support Afghan refugees and vulnerable Iranians living in Sistan Baluchistan Province, Iran. Based on the results of the evaluation of the programme and its subsequent recommendations made in May 2004, the International Federation of Red Cross and Red Crescent Societies (the Federation) started working from 2005 on providing sustainable solutions to the water problem faced by the beneficiaries, the key component of the operation, and preparing for a final phase of the programme.

To complete the job which began in 2005 under the Revised Plan of Action and continue supporting the beneficiaries during a transition to a final phase-out, the Federation issued the Appeal No. 05EA007 on 14 April 2005 with the following specific objectives:

- To meet the basic water needs of 43,315 beneficiaries by using both the water trucking system and the public water distribution stations,
- To increase the capacity of Afghan refugees to deal with health issues in their own communities and help them carry their health capacity back home,
- To disseminate the Fundamental Principles and humanitarian values among Afghan refugees,
- To promote the cross-border cooperation between the Iranian Red Crescent Society (IRCS) and Afghanistan Red Crescent Society (ARCS) in the fields of refugee reintegration and gender issues.

With the funding support of the Red Cross societies of Iceland, Japan and Sweden and the Swedish Government, the Federation was able to provide water to the beneficiaries through the water trucking operation and conduct training workshops for dissemination purposes. Besides, the funding from the United Arab Emirates Red Crescent Society and ECHO made it possible to build four public water distribution stations.

The Federation extended the operational period of the current appeal to the end of August 2006 through the Operations Update No. 4 issued on 25 May 2006 in order to carry out the activities to complete the water supply project and the planned dissemination work.

Although the activities aimed at the capacity-building of Afghan refugees and promotion of cross-border cooperation between the Red Crescent societies of Iran and Afghanistan, were not addressed due to limited funding, the Federation has been able to achieve the main purpose of the appeal, i.e. to shift the focus of the operation from the costly and temporary water trucking to sustainable and permanent water supply and phase out of the water supply programme in accordance with the exit strategy.

Even though it was a rather difficult process to move from emergency water trucking to sustainable access to the permanent water supply, the Federation and the IRCS could implement the programme with success, thanks to the generous funding support of participating national societies and ECHO.

## Coordination

The Federation and the IRCS carried out this operation in close cooperation with the provincial authorities. There was close coordination between the Federation, the IRCS, the Provincial Governor General's Office, the Zahedan Municipality and the Sistan Baluchestan Provincial Water and Sewage Company with regard to the hand-over of the water distribution stations constructed.

The Federation Delegation and the IRCS closely coordinated the implementation of the project at the Tehran level through their monthly coordination meetings. In addition, regular and ad hoc meetings were held between the IRCS, the Federation, United Nations (UN) agencies and the ACH (Spanish NGO called Action Against Hunger) to coordinate their projects for supporting refugees. Close working relationship and information sharing were maintained with the United Nations High Commissioner for Refugees (UNHCR), which was responsible for the implementation of the voluntary repatriation scheme of Afghan refugees.

The close coordination with the ACH which implemented a similar project in some of the Red Crescent operational areas with the ECHO funding helped the Federation and IRCS avoid duplication in the project implementation and achieve better results in terms of targeting beneficiaries and working with the local authorities.

## Analysis of the operation - objectives, achievements, impact

### a) Water and sanitation

**Objective 1: Meet the water needs of 43,315 beneficiaries by using both the water trucking system and the public water distribution stations.**

#### **Water supply through the public water distribution stations constructed under the previous appeal**

It was a challenge to ensure the continuous water supply through the four public water distribution stations constructed under the previous appeal. Due to a delay in budget allocation by the local government and security issues at the station sites, the Provincial Water and Sewage Company did not run the stations properly even after it had taken them over from the Federation. It took the Federation and the IRCS quite some time to get the Provincial Governor General's Office and the Water and Sewage Company to run the stations in accordance with the hand-over agreement signed by the four parties.

Three of the stations began supplying water to beneficiaries in nearby settlement areas from early October 2005 and the other which had been connected to a new water network resumed water supply in March 2006. As a result, 24,210 beneficiaries in Zahedan get enough clean drinking water from these public water distribution stations.

#### **Water trucking operation**

The Federation and the IRCS resumed the water trucking operation in Zahedan in early September 2005, which lasted for three months. Approximately 19,000 beneficiaries living in settlement areas in Zahedan, which were not covered by the previous public water distribution stations, got 15 liters of clean drinking water per person per day. Five water trucks and twelve fixed tanks were used to this end. Water was delivered everyday except for Fridays and Holidays. The five water trucks, once filled with water at water collection points, went round the target operational areas 4 or 5 times a day, discharging water into the fixed tanks there. Then beneficiaries fetched water from there with buckets or jerry cans.

The fixed water tanks were located in the following settlement areas:

Name of the area	Fixed tank capacity (Lt)	Number of beneficiaries
Karimabad	12,000	1552
Jadde dam	12,000	1386
Shirabad	12,000	1237
Ismaeilabad	12,000	1854
Shriabad	12,000	5529
Akhare Jadde Ghadim	12,000	1801
By airport	5,000	300
Ismaeilabad	5,000	653
Welders house	5,000	582
Welders house	5,000	329
Brousan Street	12,000	2798
Chahardivari	5,000	235

In July 2006, the Federation bought some spare parts for the water trucks handed over to the IRCS and used for the water trucking operation so that they could be reused for water supply when such a situation is created.

#### **Construction of the new water distribution stations**

The Federation and the IRCS held numerous discussions with the local authorities regarding the construction of four additional water stations which would be used mainly by the Afghan refugees in Zahedan. With the local authorities' approval and commitment to support the project, the International Federation and the IRCS drafted a four-party Memorandum of Understanding (MoU), which set out the clear roles and responsibilities of the parties concerned during the construction and after the formal hand-over of the water stations. This MoU was signed in early December 2005 by the International Federation, IRCS, Provincial Governor General's Office and the Water and Sewage Company.



**Four additional water stations to be used mainly by the Afghan refugees were constructed in Zahedan**

Based on the request and selection criteria given by the Federation, the local authorities allocated, in November 2005, the four sites where the water stations were to be built. The main criteria for the selection of the sites was the proximity of their location to the places where the beneficiaries actually lived. SPHERE standards were also observed in determining the amount of water to be supplied by each station. The water station sites are located in the following areas:

- ✓ Station No.1: End of Jame Jam 12, Jame Jam St, Zahedan
- ✓ Station No.2: 12 Meters Ali Abad St, 20 Meters Daam St, Zahedan
- ✓ Station No.3: Resalat 34, Resalat Blvd, Zahedan
- ✓ Station No.4: Boroosan No. 9, Shahid Fazeli Blvd, Zahedan

In December 2005, the International Federation and the IRCS invited seven pre-selected construction companies to make their offers for the construction of four water

stations. Four companies submitted their offers in sealed envelopes in time. Through a comparative bid analysis and the subsequent visit to these companies, the Federation and the IRCS chose the Ojabadi Company as a winner of the contract and signed a contract with it on 28 December 2005. A separate contract was signed with the Sistan-Baluchistan Provincial Water and Sewage Company to provide a technical monitoring of the construction process and ensure that the construction works are carried out according to the relevant regulations and rules of the country.

In mid-January 2006, the Ojabadi Company started cutting the asphalt and digging trenches for laying pipes. Like many other construction projects in Iran, the implementation of this construction project was also affected by the change of allocated sites, time-consuming process of getting permissions, etc. Despite these unexpected problems, the Ojabadi Company managed to complete all construction works by 4 March 2006. The company connected the stations to the city water network and did the necessary water testing at all sites. The repeated water tests proved to be successful. On 11 March 2006, the Ojabadi Company officially informed the International Federation that the construction of the water stations and their connection with the city's water network had successfully been completed.

Visibility and acknowledgement of the ECHO support to the project was ensured through engraving the logos of ECHO, the Federation and Red Crescent onto the body of the water distribution stations.

In April 2006, the Federation and the IRCS signed an agreement on formal hand-over of the water stations with the Provincial Governor General's Office and the Water and Sewage Company. However, the official hand-over ceremony of the water stations could not be held in time due to the tense security situation prevailing in Zahedan. The final hand-over ceremony was finally held on 8 May 2006 to mark the World Red Cross and Red Crescent Day. It was attended by beneficiaries and representatives of the local authorities, IRCS, the International Federation, UN agencies and NGOs based in Zahedan. During this ceremony, the water stations were officially handed over to the Water Company.

With the construction of these four new units, a total of eight water distribution stations (four units were built last year) have now been running in Zahedan, providing safe drinking water to approximately 45,000 beneficiaries round the clock. As per the hand-over MoU, these water stations are now maintained and run by the Water Company with the budget provided by the local authorities.

All stations, both new and old, are now running well without any problem. These stations are operational 24 hours a day and the quality of water is same as the one from the city water network. The Federation and the IRCS succeeded in persuading the Water and Sewage Company to improve the maintenance and security of the water stations by recruiting guards from beneficiaries. At present, the eight people who have been contracted by the company look after the stations and protect them from being damaged by jealous private water sellers.



**In order to help beneficiaries fetch water in a safe and hygienic condition, the Federation and the IRCS procured and distributed jerry cans to a total of 8,000 families.**

In order to help beneficiaries fetch water in a safe and hygienic condition, the Federation and the IRCS also procured and distributed 16,000 jerry cans of 20 litres to a total of 8,000 families in April-May 2006. Each beneficiary family received two jerry cans. 5 RC branch staff and 30 volunteers were involved in the registration of beneficiaries, printing and distributing coupons and organizing the distribution.

As a result of the construction of the eight water distribution stations (four in 2005 and the other four in 2006), the Federation has finally solved the water problem for Afghan refugees and vulnerable Iranians living in Zahedan. The years' long water trucking has been replaced by the water supply through the permanent water distribution stations and the beneficiaries no longer need to wait in lines for water trucks to come. The construction of the water stations also has a cost saving impact on water supply as the Federation and the IRCS no longer need to spend CHF

27,500 per month to supply water through water trucking services to beneficiaries living in these eight areas. Besides, the Water Company and the local authorities have now taken over the full responsibility of maintaining and running the water stations.

With the construction of the permanent water distribution stations, the Federation and IRCS have achieved the objectives of the three appeals issued in 2000, 2002 and 2005 and finally stopped the water trucking services in Sistan-Baluchistan Province which had lasted for more than five years. This has enabled the Federation to phase out of the water supply programme in Sistan-Baluchistan Province once and for all, as recommended by the exit strategy.

### **Objective 2: To increase the capacity of Afghan refugees to deal with health issues in their own communities and help them carry their health capacity back home**

Due to the lack of funding, no activity was carried out in this area.



**In July-August 2006, four workshops covering the topics Fundamental Principles, Humanitarian Values and gender mainstreaming were conducted.**

### **Objective 3: To disseminate the Fundamental Principles and humanitarian values among Afghan refugees**

With a small balance remaining from the Appeal, the Federation and the IRCS held some workshops to this end by extending the timeframe of the Appeal till the end of August 2006.

The promotion of the Fundamental Principles and Humanitarian Values and the gender mainstreaming were chosen as the topics of the workshops in consultation with the Sistan-Baluchistan Provincial Branch of the IRCS. In July-August 2006, four workshops (two on the promotion of the Principles and Humanitarian Values and the other two on the gender mainstreaming) were held for a total of 70 Afghan refugees with the facilitation of two persons selected by the branch. All participants received certificates at the end of the workshops. These trainees are supposed to

share what they learned with other refugees.

The Federation and the IRCS also produced 1,000 brochures on the Fundamental Principles and gender mainstreaming to be used by the above trainees in their dissemination work.

**Objective 4: To promote the cross-border cooperation between the IRCS and ARCS in the fields of refugee reintegration and gender issues**

Due to the lack of funding, no activity was carried out in this area.

**National Society Capacity Building**

This was the biggest operation with water and sanitation components ever mounted by the IRCS branch in the Sistan Baluchistan Province with the support of the Federation, participating National Societies (PNSs) and other donors. In the course of the implementation of the programme, the IRCS gained much experience and strengthened its capacity in dealing with refugees and training them for dissemination purposes. The implementation of the programme also enabled the IRCS to increase its volunteer base.

The implementation of the project also provided the IRCS, particularly the International Affairs Department and the Relief and Rescue Organization, with an opportunity to improve its international accountability by working directly with the Federation Delegation on project evaluation, planning, budgeting and overall management.

**Lessons learned**

The implementation of the programme was monitored by the IRCS, Federation Delegation, and field progress reports. Monitoring results were used in improving the programme implementation and reporting the progress. A total of four Operations Updates were issued in the period covered by this Report.

The results and recommendations of the evaluation made in May 2004 have been used in designing and effecting a final phase out of the programme. In this process, the Federation and IRCS have learned a number of lessons, which can be summarized as follows:

- The phased pull out plan proposed by the evaluation team was very helpful in terminating the programme by providing sustainable means of water supply to the beneficiaries.
- The close cooperation between the IRCS and the Federation was a key to the successful implementation of the programme, particularly the construction and management of the water stations.
- The involvement of beneficiaries in project activities was important in enhancing the ownership of the project.
- Close cooperation/coordination with the local authorities and other NGOs working on similar projects is crucial in providing needy support to beneficiaries and increasing the impact of assistance.

It was a rather difficult and complex process to move from the emergency water trucking phase to the sustainable and permanent solutions of water supply but the Federation and the IRCS have been able to bring it to a successful conclusion, thanks to the funding support of participating national societies and ECHO.

The Federation and the IRCS express deep thanks to the participating national societies and ECHO for their generous support to the successful implementation of the programme.

*[Interim financial report below; click here to return to the title page](#)*

**International Federation of Red Cross and Red Crescent Societies**

M05EA007 - IRAN: AFGHAN REFUGEES WATER SHORTAGE

Interim Financial report

Selected Parameters	
Reporting Timeframe	2005/01-2006/12
Budget Timeframe	2005/01-2006/12
Appeal	M05EA007
Budget	APPEAL

All figures are in Swiss Francs (CHF)

**I. Consolidated Response to Appeal**

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
A. Budget		495'043				495'043
B. Opening Balance		0				0
<b>Income</b>						
Cash contributions						
ECHO		186'780				186'780
Icelandic Red Cross		5'093				5'093
Japanese Red Cross Society		16'130				16'130
Swedish Red Cross		53'138				53'138
United Arab Emirates Red Crescent		64'331				64'331
C1. Cash contributions		325'472				325'472
Outstanding pledges (Revalued)						
ECHO		47'400				47'400
C2. Outstanding pledges (Revalued)		47'400				47'400
C. Total Income = SUM(C1..C6)		372'872				372'872
D. Total Funding = B + C		372'872				372'872

**II. Balance of Funds**

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
B. Opening Balance		0				0
C. Income		372'872				372'872
E. Expenditure		-372'095				-372'095
F. Closing Balance = (B + C + E)		777				777

**International Federation of Red Cross and Red Crescent Societies**

M05EA007 - IRAN: AFGHAN REFUGEES WATER SHORTAGE

Interim Financial report

Selected Parameters	
Reporting Timeframe	2005/01-2006/12
Budget Timeframe	2005/01-2006/12
Appeal	M05EA007
Budget	APPEAL

All figures are in Swiss Francs (CHF)

**III. Budget Analysis / Breakdown of Expenditure**

Account Groups	Budget	Expenditure					TOTAL	Variance
		Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation		
A							B	A - B
<b>BUDGET (C)</b>		495'043					<b>495'043</b>	
<b>Supplies</b>								
Construction Materials			2'531			2'531	-2'531	
Water & Sanitation	321'856		237'052			237'052	84'804	
Utensils & Tools			19'246			19'246	-19'246	
<b>Total Supplies</b>	<b>321'856</b>		<b>258'829</b>			<b>258'829</b>	<b>63'026</b>	
<b>Transport &amp; Storage</b>								
Transport & Vehicle Costs	21'509		47'868			47'868	-26'359	
<b>Total Transport &amp; Storage</b>	<b>21'509</b>		<b>47'868</b>			<b>47'868</b>	<b>-26'359</b>	
<b>Personnel Expenditures</b>								
Delegate Benefits			390			390	-390	
National Staff	101'000		23'975			23'975	77'025	
National Society Staff			7'704			7'704	-7'704	
<b>Total Personnel Expenditures</b>	<b>101'000</b>		<b>32'069</b>			<b>32'069</b>	<b>68'931</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training			1'468			1'468	-1'468	
<b>Total Workshops &amp; Training</b>			<b>1'468</b>			<b>1'468</b>	<b>-1'468</b>	
<b>General Expenditure</b>								
Travel	7'000		2'050			2'050	4'950	
Information & Public Relation			3'915			3'915	-3'915	
Office Costs	5'000		546			546	4'454	
Communications	6'500		1'129			1'129	5'371	
Financial Charges			15			15	-15	
Other General Expenses			17			17	-17	
<b>Total General Expenditure</b>	<b>18'500</b>		<b>7'674</b>			<b>7'674</b>	<b>10'826</b>	
<b>Program Support</b>								
Program Support	32'178		24'186			24'186	7'992	
<b>Total Program Support</b>	<b>32'178</b>		<b>24'186</b>			<b>24'186</b>	<b>7'992</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>495'043</b>		<b>372'095</b>			<b>372'095</b>	<b>122'948</b>	
<b>VARIANCE (C - D)</b>			<b>122'948</b>			<b>122'948</b>		