

# 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

## BOSNIA AND HERZEGOVINA WINTER HUMANITARIAN NEEDS

26 April 2004

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 over 181 countries.

### In Brief

Appeal No. 37/2002;

Period covered: December 2002 to December 2003;

Final appeal coverage: ([click here to go directly to the attached Final Financial Report](#))

#### Appeal history:

- Launched on 23 December 2002 for 6 months for CHF 958, 000 (USD 748,523 or EUR 618,498) to assist 30,000 beneficiaries.
- The budget was revised in April 2003 to CHF 506, 459 to cover the original 6 months period for 23, 000 beneficiaries. With the last operations update the appeal was extended by six months to 31 December 2003, budget revised to CHF 639,087 and number of beneficiaries increased to 25,500.
- Disaster Relief Emergency Funds (DREF) allocated: CHF 50,000
- The balance left of the project is CHF 5,427.76 and this balance will be reallocated to the Population Movement BiH Program.

Related Emergency or Annual Appeals: Winter Humanitarian Needs Emergency Appeal:  
[http://www.ifrc.org/cgi/pdf\\_appeals.pl?02/3702.pdf](http://www.ifrc.org/cgi/pdf_appeals.pl?02/3702.pdf)

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## Background and Summary

The number of 107,909 recorded returns in Bosnia and Herzegovina (BiH) during 2002 was the highest figure in the post war period. Unfortunately, this increasing rate of return was not accompanied by adequate assistance, as international aid was directed to reconstruction of houses for a small number of returnees, while humanitarian needs were neglected. In the beginning of winter, large numbers of people were at risk, especially the elderly, disabled people, single mothers and returnees. In that situation, the International Federation in close co-operation with the Red Cross Society of Bosnia and Herzegovina (RCSBiH), launched an emergency appeal on 23 December 2002. The main focus for the Red Cross was on those who no one else was assisting: the forgotten minority returnees in the areas where few donors were active.

Despite the fact that tangible progress, in the return of BiH refugees and displaced people, has been achieved (985,003 after the signing of Dayton Peace Agreement, including 54,315 who returned in the course of 2003), there is still a large number of people seeking for a durable solution in the region. Within BiH, there are still 327,000 displaced persons including 2,000 accommodated in collective shelters, as well as 22,510 refugees (mainly Serb refugees from Croatia). On the other hand, there are 99,761 BiH refugees residing in Serbia and Montenegro and 3,853 residing in Croatia.

The RCSBiH and the Federation staff held two evaluation meetings in order to assess the impact of the operation and to make practical adjustments to it. At the first meeting held in Tuzla in February, working in close co-ordination with the United Nations High Commissioner for Refugees (UNHCR) and the Office of High Representative (OHR), and reacting to the continued requests of impoverished returnees, the Federation and RCSBiH decided to modify the objectives. The distribution of seed packs to 8,000 vulnerable returnee families was included in the operation, while provision of firewood and stoves was organized by the UNHCR and its implementing partners and in some cases by the local authorities. It was also agreed that the second objective related to the establishment of Red Cross mobile/ social integration teams would be covered from the regular Population Movement (PM) appeal. Therefore, the budget for the total appeal was revised and the target number of beneficiaries was reduced to 23,000.

At the second meeting held in Sarajevo in October, it was agreed that the remaining funds amounting CHF 77,802 would be used for the purchase of 700 sets of bed sheets, pillows and blankets, 2 000 welcome parcels and four chain-saws for all PM mobile/social-integration teams operating in the priority areas. Following the request of beneficiaries, the cantonal/ regional secretaries suggested some changes in the content of the welcome parcel and therefore the last round parcels consisted of 1 kg washing powder, 1 soap, 2 kg wheat flour, 1 litre vegetable oil, 1 kg sugar, 1 kg salt, 2 cans of canned meat, 1 kg rice, 10 candles, 1 box of matches and 1 tube of toothpaste.

From the outset of the operation, 150 Red Cross volunteers and staff distributed 20,000 welcome parcels, 8,000 seed packs, 700 bed linen sets and 349 bales of winter clothes, footwear and baby parcels and made 5,018 visits to the beneficiaries in six priority areas according to the criteria established.

## Coordination

The Federation Representative and the Regional Population Movement Delegate were the focal persons for the Appeal. The Federation Regional Delegation also provided support in the field of information. The RCSBiH staff actively took part in the meetings with relevant authorities such as the Ministry of Human Rights and Refugees, local authorities, as well as with the representatives of the beneficiary communities. The Federation Representative and Regional PM Coordinator, together with the RCSBiH PM Coordinator, took a major role in co-ordination of the international support to the National Society, primarily by liaising with major donors, embassies and international organizations based in Sarajevo. In order to avoid overlapping, planned activities were coordinated with various organizations operating in the field such as UNHCR, OHR and numerous local and international Non-Governmental Organisations (NGOs) operating at local level.

Owing to the prompt Disaster Relief Emergency Fund (DREF) allocation of the International Federation and cash and in kind contributions sent by the Swedish, Icelandic, Swiss and Japanese Red Cross Societies, the Red Cross

Society of Bosnia and Herzegovina achieved all of the Appeal objectives intended to meet the urgent needs of 25,500 vulnerable beneficiaries.

During this operation, the RCSBiH Population Movement programme established closer links with the National Society's Home Care Programme (HCP) and Mine Awareness Programme. The main reason being that many returnees are vulnerable elderly living alone or in isolated places, who need some kind of Home Care services. On the other hand, Bosnia and Herzegovina is the most heavily mined country in Europe and returnees are one of the worst affected groups. This was confirmed by the RCSBiH/ International Committee for Red Cross (ICRC) annual statistics which show that in the period of January-December 2003, out of fifty four mine accidents reported in BiH, nineteen involved returnees and five involved internally displaced persons.

## **Analysis of the operation - objectives, achievements, impacts**

**Objective 1: To distribute one-off welcome parcels to 20,000 of the most vulnerable minority returnees with up to 20% of the relief going to local vulnerable population in a community-based manner. In addition, to distribute 8,000 family seed packs to the most needy, as well as 700 bed-linen sets with blankets and pillows.**

The procurement of all relief items was done locally, in order to ensure efficient implementation of the operation and to support the local economy. The procurement followed Federation rules and procedures. Companies participating in the tender submitted their bids in accordance with the DDU terms and sanitary inspection requirements. All suppliers observed the time frame for delivery of parcels as stipulated in the contract.

The criteria jointly established by RCSBiH and the Federation were that returnees who had returned within the last six months, minority returnees, elderly (65 or over) and families with children, without stable income and local vulnerable population should be the recipients. These criteria were strictly adhered to. The beneficiaries were assisted in a community-based manner, including up to 20% local vulnerable population in order to ease tension between the predominantly minority returnees and the vulnerable majority local population and to advocate reconciliation in line with the Federation policies pertinent to repatriation. The selection of beneficiaries and distribution of relief items in the field were carried out by the mobile teams workers, with assistance of the Population Movement volunteers based in the local Red Cross branches.

All four Mobile Social Integration teams, established in the priority areas of return (i.e. Tuzla Canton, Doboje Region, Srebrenica/ Bratunac and Glamoc/ Bosansko Grahovo) and in support of the Winter Appeal, were equipped with new chain-saws in December, as one of their main activities in winter time was cutting firewood for the elderly beneficiaries. During the operation, those teams provided assistance to 5,018 beneficiaries, ranging from services such as small repairs, distributing and chopping firewood, relief distribution, as well as provision of care to elderly and disabled returnees in close co-operation with the Home Care activists. On the other hand, the grass-roots network of volunteers was involved in assessment of needs of new returnees, provided referrals and distributed information material from the NS's Mine Awareness programme.

### **Welcome parcels:**

Beneficiaries in the selected areas of return (Tuzla, Doboje, Bratunac/ Srebrenica and Glamoc/ Bosansko Grahovo) were provided with 20,000 welcome parcels that contained a combination of food and hygiene items. Distribution went in four rounds. 6,000 parcels were distributed in the first three rounds respectively, while 2,000 parcels were distributed in the last round. The first round saw 1,500 parcels go to each of the four regions and was completed in the first half of January. The distribution of a second round of welcome parcels provided by the Swiss RC started in the second week of March, targeting the same four regions. The third distribution round was carried out in the first week of April, covering the same four priority areas, but with a small difference compared to the first two distributions. It was decided that Tuzla, Doboje and Bratunac/ Srebrenica receive 1,500 parcels respectively; Glamoc/ Bosansko Grahovo would receive 1,100 parcels, while the remaining 400 parcels were stored in the RCSBiH warehouse in Sarajevo. These parcels were distributed to the returnees from Western European countries, namely, BiH citizens who deported to BiH from Western European countries, where they had been seeking asylum. The last round was realized in December and each priority area received 500 parcels.



**The welcome parcels were distributed to the returnees from Western European Countries**

The content of the welcome parcel (first three rounds) was the following: 1kg washing powder, 1 tube of toothpaste, 1 soap, 10 candles, 1 pack of matches, 0.25 kg coffee, 0.12 kg of tea, 1 kg sugar, 0.4 kg biscuits and 2 cans of canned meat.

<b>Destination</b>	<b>No. of parcels</b>	<b>No. of rounds/Status</b>
Tuzla Canton	5, 000	4
Doboj Region	5, 000	4
Srebrenica/Bratunac	5, 000	4
Glamoc/B. Grahovo	4, 600	4
NS storage in Sarajevo	400	1
<b>TOTAL:</b>	<b>20, 000</b>	<b>Implemented</b>

#### **Distribution of seed packs:**

In order to avoid the creation of dependency on food support and having in mind the importance of helping people to stand on their own feet and remain self-sufficient with food in the long term, the International Federation and the RCSBiH distributed 8,000 seed packs to 8,000 impoverished returnee families who were unable to purchase seeds by themselves. Each seed set was consisting of 25 kg potatoes, 1 kg onion, 0.25 kg peas, 0.04 kg lettuce, cabbage and carrot respectively and 0.02 kg beet, parsley and spinach.

After a tendering process, the Federation signed a contract with a supplier from Sarajevo, as it made the best offer and a sample taken from the supplier showed that the items distributed to the beneficiaries fully matched with the agreed quality standards. It was agreed with the supplier to dispatch seeds to the regional and cantonal branches, which were then responsible for providing a distribution plan for their respective areas.

Given the fact that the price of CHF 15.45 per seed set was cheaper than what was initially budgeted, the Federation was able to purchase a total of 8,000 seed packs instead of the originally planned 7,000, thus providing 1,000 more families in Una-Sana Canton and Prijedor Region with the seeds.

The distribution of seeds was carried out in the first week of April, according to the distribution plan. For the detailed seeds distribution plan, see the table below:

### Seeds distribution plan

Destination	Number of families	Quantity (tons)
Birac Region	2550	67.48 t
Doboj Region	2550	67.48 t
Tuzla Canton	1500	39.72 t
Una -Sana Canton	500	13.24 t
Prijedor Region	500	13.24 t
Glamoc/Bos.Grahovo	400	10.60 t
<b>Total</b>	<b>8,000</b>	<b>211.76 t</b>

The Red Cross staff from local/ regional offices, together with Federation field staff, monitored the distribution through field visits and interviewing beneficiaries. All interviewed beneficiaries expressed their satisfaction with the quality of relief items provided by the Red Cross, appreciated the quick response of the Red Cross to their requests, while timely distribution of seeds was especially acknowledged. It has to be noted that the supplier distributed seeds in record time, taking only four days to distribute all seed sets to the agreed destinations.

### Distribution of winter clothes:

Although planned in the first phase of the operation, distribution of winter clothes was delayed, due to the administrative obstacles which RCSBiH was faced with. The first shipment containing 90 bales of used clothes and 24 bales of footwear arrived at the RCS BiH warehouse at the end of June. It was decided that this shipment had to be distributed in ten cantons in BiH, and therefore was carried out in the course of July, according to the plan below:

### Clothes and footwear distribution plan

Destination (Canton)	Second - hand clothes (bales)	Second-hand footwear (bales)
Una -Sana	9	2
Posavina	3	2
Tuzla-Podrinje	14	2
Zenica-Doboj	12	2
Bosnia-Podrinje	3	2
Central-Bosnia	12	2
Herzegovina-Neretva	11	2
West. Herzegovina	5	2
Sarajevo	10	2
Herzeg-Bosnia	7	2
RCFBiH stocks	4	4
<b>TOTAL:</b>	<b>90</b>	<b>24</b>

The second shipment, consisting of 235 bales of clothing and baby parcels, arrived in RCSBiH in December and was distributed immediately to the returnees in all BiH regions and cantons, while the baby parcels were distributed to returnee families with little babies, and to local social cases. For detailed distribution plan of the clothes and baby parcels, see the table below:

## Clothes and baby parcels distribution plan

Destination (Canton/Region)	Second - hand clothes and baby parcels (bales)
Una -Sana	13
Posavina	6
Tuzla-Podrinje	13
Zenica-Doboj	13
Bosnia-Podrinje	6
Central Bosnia	16
Herzegovina-Neretva	13
West. Herzegovina	6
Sarajevo	13
Herzeg-Bosnia	6
RCFBiH stocks	6
Prijedor	10
Mrkonjic Grad	5
Semberija, Majevisa, Posavina	10
Krajina	5
Old Herzegovina	6
Birac	10
Eastern Herzegovina	5
Sarajevo-Romanija	9
Doboj	61
Banja Luka	3
<b>TOTAL:</b>	<b>235</b>

## Distribution of bed-linen sets:

Upon frequent request from the field to provide a certain quantity of bed-linen sets for the new returnees, it was decided to purchase 700 sets that were distributed in December 2003, according to the pre-established plan. For the detailed distribution plan, see the table below:

## Distribution plan

Region/canton	Number of bed-linen sets	Pillows (pieces)	Blankets (pieces)
Tuzla	175	175	175
Doboj	175	175	175
Srebrenica/Bartunac	175	175	175
Glamoc/B. Grahovo	175	175	175
<b>Total</b>	<b>700</b>	<b>700</b>	<b>700</b>

## Dissemination

**Objective 1:** To advocate on behalf of the returnees with a special, but not exclusive, focus on minority returns and to raise the RCSBiH profile in the society and towards all stakeholders in the field relevant to population movement (PM).

The RCSBiH has initiated a whole range of activities aimed at increasing the awareness of the population about the Red Cross role, when ensuring the right of persons entitled to protection. It has been achieved with significant support from the Federation Regional Communication Delegate who posted several stories related to the appeal on the Federation web-site following his field trips to the areas of return. Moreover, the Regional Communication

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Delegate published stories about the living conditions of minority returnees in BiH in the Regional RC magazine, "The Bridge", as well as in the "Red Cross Red Crescent Magazine". The increase in local media coverage of the impact of the RC activities and support to the returnees was mainly achieved through the work of the RCSBiH PM Coordinator and Entity RC Dissemination Officers, who published a series of articles focusing on the PM programme with accent on activities related to the appeal in the Entity RC magazines.

Local radio and TV stations in the areas covered by this operation, broadcasted regular features on distribution and Red Cross assistance to the vulnerable returnees, interviewing beneficiaries and RC staff involved in it. In addition, local newspapers published news on the distributions, press releases, as well as all information given to media by the local Red Cross organizations in priority areas.

For the first time since the establishment of RCSBiH, its logo was used on the parcels distributed to the beneficiaries in this operation, thus increasing the visibility of the NS.

The established grass-roots info network of 100 volunteers, through its field activities monitored the return process, selected beneficiaries, distributed relief items and shared analysis with all interested stakeholders.

### **Red Cross and Red Crescent Movement -- Principles and initiatives**

With the implementation of this relief operation, the RCSBiH worked in compliance with the Fundamental Principles of the Red Cross and Red Crescent Movement, striving to improve the life and dignity of people in need. Moreover, in a society still faced with serious ethnic divisions, the RCSBiH played a very important role in the reconciliation process and facilitated the reintegration of minorities in their places of origin through the assistance provided by the local Red Cross to the minority returnees in their respective communities and through the recruitment of the grassroots network of volunteers, mainly from the returnee population. In that way, the RCS BiH promoted the Red Cross humanitarian values and influenced behaviour of the local community, which is in conformity with the Federation's Strategy 2010.

### **National Society Capacity Building**

This operation offered an opportunity for the RCSBiH to enhance its image and strengthen the institutional capacity of the NS. The RCSBiH PM Coordinator, as a NS focal point for this operation, together with eleven more NS and Entity RC programme coordinators and staff, attended the seminar on Reporting and Capacity building organised by the Federation Regional Delegation in Sarajevo on 03-04 March. The aim of the training was to improve the quality and ownership of appeals and reports, particularly when the NS is under pressure in emergency situations.

Eight Red Cross workers hired for the mobile/ social-integration teams attended, at the onset of the operation in January, a one-day training in finance, reporting and links with other RC programmes, while 20 RC volunteers recruited in Glamoc and Bosansko Grahovo branches attended on 14 April a grass-root seminar, which was mainly focused on Red Cross work with refugees/returnees, Fundamental Principles and networking with other agencies operating in their cantons/ regions.

After the completion of the operation, 150 staff and volunteers trained and engaged in provision of services during this operation, with skills and experience gained, will be kept within the RCS BiH, as their work is needed to provide assistance to vulnerable returnees through the mobile/ social-integration teams and grassroots info-network of volunteers within the NS Population Movement programme.

Through training and coordination activities, the International Federation assisted the RCSBiH develop effective partnerships with agencies active in the field of Population Movement, first of all with UNHCR, OHR, IOM, as well as with local authorities, numerous local returnee associations and charity organisations.

The NS PM Co-ordinator was invited to take part in the procurement process of relief items distributed to the beneficiaries in line with the Federation standards and thus gained all necessary knowledge and skills, which she already applied within the regular PM activities.

**Lessons learned**

The implementation of the operation was carried out rather smoothly, with some minor delays in distribution of relief items to the beneficiaries in a few remote villages in Glamoc, Bosansko Grahovo and Srebrenica municipalities. These villages were inaccessible in January, due to heavy snowfall. There were some administrative obstacles which caused delays in the arrival of winter clothes from Sweden.

- a) Cooperation between RCSBiH HQ and the branches was significantly improved, as the local RC staff and volunteers were involved in the operation from the very beginning
- b) Owing to timely response of donors such as Swedish, Swiss, Japanese and Icelandic RC, the RCSBiH attained all objectives envisaged in the appeal
- c) The efficient performance of RCSBiH and Federation staff enabled the successful implementation of the operation
- d) Significant involvement of the beneficiaries in the operation, through the info-network of volunteers, increased the effectiveness of the operation and strengthened the RCSBiH profile in the community
- e) Local purchase was possible with high quality items and timeliness in distribution
- f) The RCSBiH Population Movement programme established better links with other NS programmes
- g) Good coordination was achieved through regular contacts with UNHCR, OHR, IOM, Ministry of Human Rights and Refugees, local authorities and community leaders
- h) There is a need for continued assistance to this category of population as a significant number of displaced persons within Bosnia and Herzegovina is still seeking for a durable solution.

**[Final or interim financial report below; click here to return to the title page.](#)**

## Project Summary Financial Statement by Appeal

All Donors.

Period: January of 2002 through March of 2004

Appeal: 37/02 - BOSNIA-HERZEGOVINA: WINTER HUMANITARIAN NEEDS (23/12/2002 - 22/06/2003)

Project	Opening	INCOME					EXPENDITURE									Closing
		Voluntary Contributions.		Transfers	Other Income	Total Income	Supplies	Capital	Transport	PS	Personnel	General Expenditure	Transfers	Provisions	Total Expenditure	
		Selected Donors	Others													
PBA520 - Bosnia - Winter Appeal 2002	0	357,663	0	72,303	0	429,966	375,342	0	7,478	40,966	117	635	0	0	424,538	5,428
<b>37/02</b>	0	357,663	0	72,303	0	429,966	375,342	0	7,478	40,966	117	635	0	0	424,538	5,428
<b>Grand Totals</b>	0	357,663	0	72,303	0	429,966	375,342	0	7,478	40,966	117	635	0	0	424,538	5,428

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