

OPERATIONS UPDATE



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

IRAN: BAM EARTHQUAKE

12 May 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. 25/03;

Operations Update no. 12;

Period covered: 1 April to 30 April 2004;

Appeal coverage: 64% (click below to go to a live contributions list)

http://www.ifrc.org/cgi/pdf_appeals.pl?03/1-2-3%20-%20ap2503.pdf

Appeal history:

- Preliminary Appeal Launched on 26 December 2003 for CHF 15,409,300 (USD 12,290,337 or EUR 9,886,505) for 6 months for 200,000 beneficiaries.
- Revised Appeal launched on 8 January 2004 for CHF 51,913,000 (USD 42,006,534 or EUR 33,119,207) for 6 months for 210,000 beneficiaries .
- Final Report is therefore due on November 2004.
- Disaster Relief Emergency Funds (DREF) allocated: N/A

Outstanding needs: CHF 19,223,798 (USD 14.6m/ EUR 12.4m)

Operational Summary:

Four months after the devastating earthquake, the general living conditions of people in Bam have improved as families are moving from tents into prefabricated housing. There is however slow progress in clearing the rubble and on reconstruction works in the city. Access to sufficient and quality water and sanitation service remains a concern to many. Meanwhile with the start of cash coupon distributions, more shops are opening up providing various kinds of consumer goods. All relief distributions thus stopped by the end of April. The IRCS (Iranian Red Crescent Society) has taken over completely the operation of all Federation ERUs (emergency response units) except the field hospital. Based on the local plans available from the authorities in rebuilding health, social and education infrastructure of Bam, the IRCS and the Federation have prepared a reconstruction concept paper and shared it with donors in Geneva on 20 April.



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The IRCS maintains a website (www.rcs.ir) both in English and Farsi which also provides the latest information, operational updates, reports, interviews and news on the Bam operation to the public.

Background

A major earthquake registering 6.5 on the Richter scale devastated Iran's south-eastern city of Bam, Kerman province, at 05:28 (local time) on 26 December 2003. The authorities estimated that 30,000-40,000¹ people were killed, 30,000 injured and up to 75,600 left homeless. About 85 percent of the housing and infrastructure have been destroyed. The UN estimates that the number of people affected by the loss of economic activity and damage to property and infrastructure is as high as 200,000.

Operational developments

Overall objective: The basic living conditions of some 155,000 people in tent camps and/or pre-fabricated housing are maintained and a strategy, led by IRCS with support from the Federation, is prepared to integrate relief operations into longer-term recovery, rehabilitation and reconstruction programmes.

The situation in Bam has improved substantially over the month of April. More and more people have started to move into temporary housing provided by the government, either erected on their own property or in the camps. Unofficial estimates suggest that around 40 percent of some 155,000 Bam inhabitants are now living in the prefabs. People in these prefabs are now better able to shelter from the increasing heat which has already reached 40 degrees Celsius. In some camps, basic infrastructures have not been established while in others the people are concerned about the water supply and the quality of the water and sanitation facilities. Rehabilitation of the city's water supply is an urgent priority. Despite absence of reports suggesting that the water-related diseases are on the rise, there are growing concerns that the existing water quality may result in the breakout of epidemic diseases in the summer. The water and sanitation projects of the Federation and the bilateral PNS have started or will soon be underway to help improve the situation in some of these camps.

Meanwhile, there are still many families that continue to live in tents along the roadside or near their destroyed houses due to delays in completing the prefabs. Following an earthquake measuring 3.8 on the Richter scale that hit Bam on 20 April - the strongest of several recent shocks, many who are still living in tents are demanding container prefabs instead of brick-and-steel structures.

In April, the IRCS and the Federation completed distributing locally procured items including propane stove, hygiene kits, wash-basins and cooler boxes to some 21,500 re-registered families in Bam. With the introduction of the cash coupon system, people have more options to buy what they need. All relief activities, except the distribution of hygiene kits, have thus concluded by the end of April. With new contributions from the Danish, Netherlands, and Swedish Red Cross societies, the Federation is now implementing in close coordination with the IRCS to replenish disaster preparedness stocks and to carry out other capacity-building initiatives.



¹ Iran's official statistics centre announced at the end of March the final and definite death toll of 26,271. The huge difference compared with the official estimate of 43,200 was claimed to be mainly due to the double counting of bodies during the chaos caused by the disaster.

Although the general situation has improved, there is still a great need for medical care and treatment. The 26 December earthquake injured tens of thousands and killed nearly half of the city's health personnel. To date, it is still difficult to recruit sufficient permanent medical specialists and health personnel in Bam.

As long as needs exist, the IRCS will continue to provide relief assistance from its stock to the most vulnerable and to operate the health and water-sanitation ERUs. Along with the plan to construct a prefabricated hospital, the IRCS and the Federation are holding ongoing discussions with donors to consolidate their possible participation in the recovery, reconstruction and rehabilitation of Bam. A concept paper was jointly developed by the IRCS and the Federation within the reconstruction/rehabilitation framework of the government. These concepts were shared with partner national societies in Geneva during a donor information-sharing meeting on 19-20 April. One whole day was allocated to the Bam operation. The Federation Secretariat is following up with the partner national societies (PNS) to get indication of their interest and support.

Coordination

Since the operation of the ERUs in Bam has been taken over by the IRCS, the Federation is maintaining a small coordination team of eight to facilitate its monitoring and technical support role for the IRCS phase-in plan. Signing of the plan by all parties concerned will be completed soon. A new Federation field operation team leader arrived in Bam in late April. New office space and accommodation has been arranged in a hotel near the city centre and the field hospital for both the Federation and bilateral PNS delegates. The IRCS will soon arrange office space for some Federation delegates within their branch office to enhance better integration and coordination, especially for the reconstruction/rehabilitation phase. The Federation camp has been dismantled. Some equipment will be given to the IRCS for future disaster response while the rest will be shipped back to the respective PNS. The Federation is also repatriating the vehicles leased from Abu Dhabi, retaining only a few to support coordination and monitoring activities.

Meanwhile, the OCHA has handed over its coordination role in Bam to the UNDP. Inter-agency meetings on various humanitarian sectors continue on a weekly basis. The IRCS and the Federation continue to participate in these meetings, and maintain a twice-weekly meeting with the bilateral PNS in Bam. In April, the IRCS and the Federation attended and shared their experience at the lessons-learned workshops organized by the WHO and OCHA on the Bam operation. Recommendations were made to address four key issues during the operation: coordination, information management, quality assurance and involvement of the beneficiaries.

In Tehran, in addition to the weekly IRCS department heads meeting, a coordination meeting has been initiated twice a month for better coordination and information sharing between the Federation, the IRCS and the in-country PNS. The second meeting is scheduled to take place on 16 May. The Federation head of delegation and the acting director of IRCS international affairs department will make a weekly joint visit to Bam to improve the communication/coordination between the headquarters and the field office.

As the relief phase is over in Bam, delegate visa extension or application now take place under standard procedures rather than the special priority mechanism that was in place earlier. There have consequently been delays in obtaining some visas. Several planned missions including a reconstruction mission for Bam have been seriously affected by this. The Federation and the IRCS have held another meeting in April with the Ministry of Foreign Affairs to expedite the process of signing a legal status agreement. The agreement, once signed, will hopefully improve the situation.

During the reporting period, the operation received high officials from the Norwegian Foreign Affairs Ministry and an evaluation team from the Singapore Red Cross. The Norwegian Foreign Ministry decided to donate the UN camp to the IRCS, for disaster preparedness purposes.

Red Cross and Red Crescent action

Emergency relief (food and non-food items)

Objective: basic food and non-food item needs of 155,000 most vulnerable beneficiaries are met, enabling them to start rebuilding their future.

Achievements:

- **Some 155,000 beneficiaries, including particular vulnerable groups, received basic food assistance.**
- **Some 155,000 beneficiaries allocated with non-food items.**

Through the support of the IRCS and the Federation, the basic food and non-food needs of the people in Bam have been met. The living conditions of the people have also improved as the government is moving the people into pre-fabricated housing. Each housing unit has been or in the process to be equipped with a cooler and a refrigerator.

The Federation and the IRCS procured locally 25,000 washing basins, 25,000 cold boxes, 25,000 hygiene kits and 25,000 propane stoves. The IRCS has distributed all these items with a ration of one/item/family to the re-registered beneficiaries in April. The IRCS has provided out of its own resources gas cylinders along with these distributions. There will be one more distribution of hygiene kits in May. As of now, any remaining or incoming non-food items will be used for disaster preparedness stock replenishment (see disaster preparedness, DP, and capacity building section).

Cumulative relief distributions of the IRCS from 26 December 2003

Item	Non-Food Distributions		Food Distributions	
	Total distributions	Including Appeal stock	Item	Quantity
Tent	108,454 pcs	99 pcs (14 Jan-3 Mar)	Canned food	4,448,300 tins
Family tent	5,074 pcs	5,358 pcs (13 Jan-22 Mar)	Bread	123,877 carton
Blanket	548,449 pcs	99,110 pcs (7 Jan-14 Mar)	Sugar	510,318 kg
Hygiene kit	157,549 cartons	34,774 kits (8 Mar-15 Apr)	Mineral water	2,083,112 bottles
Heater/Stove	118,602 pcs	7,179 / 7,960 pcs (10-29 Feb)	Rice	1,813,396 kg
Kitchen Utensils	84,979 sets	14,957 sets (14 Jan-14 Mar)	Pulses	491,839 kg
Jerry Can	90,445 cans	3,816 cans (14-21 Jan)	Biscuit	2,211,840 boxes
Lantern	108,858 pcs	7,976 (6 Feb-14 Mar)	Power milk	110,023 boxes
Gas stoves and accessories	17,248 sets	17,248 sets	Tuna	2,797,497 tins
Cold boxes	NA	24,937 (9-13 Apr)	Dates	66,818 boxes
Washing basin	NA	24,960 (18-19 Apr)	Edible oil	96,976 kg
Towels	NA	22,200 pcs (13-14 Feb)	Tea	192,500 kg
Generator	30 pcs	4 pcs (15 Jan-15 Mar)	Sweet	135,736 pcs
Warm clothes	589,165 pcs	-	Egg	29,583 boxes
Body bag	1,386 pcs	-	Jam	21,632 bottles
Mobile/Fixed water tanks	88 pcs	-	Potato	1,258,615 kg
Nylon (plastic sheet)	265,847 pcs	-	Fruit	524,067 kg
Shoes	226,004 pairs	-	Tomato sauce	331,412 box
Moquette	144,717 pcs	-	Cheese	85,232 kg
Bandage	6,344 kg	-		
Stretcher	625	-		

Washing powder	909,874 boxes	-
Soap	1,035,777 bars	-
Detector	26 pcs	-
Field shower	18 pcs	-
Kettle	99,176 pcs	-
Petroleum	134,347 litres	
Health nappies	65,178 pcs	
Gas cylinder	12,541 sets	

Remarks: these are figures yet to be finalized with the IRCS. Pls refer to the next operations update for consolidated figures.

During 7-22 April, the IRCS has distributed on behalf of the government cash coupons to the earthquake-affected families, on the following basis:

- IRR 400,000 (USD46) for families of 1-4 members;
- IRR 450,000 (USD52) for families of 5 members;
- IRR 500,000 (USD57) for families of 6 members;
- IRR 550,000 (USD62) for families of 7 members; and
- IRR 600,000 (USD67) for families of 8 members.

- **Continuous support on relief, logistics and procurement provided to IRCS.**

One logistics delegate with experience on massive procurement has been recruited and is now working with the rest of the team to support the IRCS in procuring DP stock, repatriation of vehicles and ERU equipment, and clearing containers of relief items that are being held at the customs authorities in Bandar Abbas port.

Health, Water and Sanitation

Programme Objective: The population in Bam has adequate access to health care, water and sanitation services before the restoration of permanent health, water and sanitation infrastructure and facilities.

Health Objective: People in Bam receive sufficient health services including psychological support.

The current health situation in Bam is stable with no specific public health problems reported. More and more people have better access to water and sanitation service as they move into prefabricated housing. Despite some shortcomings experienced with the recruitment of medical specialists, the IRCS referral hospital and the four basic health care units have maintained an overall operational capacity rendering vital healthcare services and treatment to the people of Bam. The handover of the ERU referral hospital will soon be completed, with the IRCS taking full control of the healthcare services and the technical assets of the hospital. A handover agreement between the PNSs (Finnish/Norwegian Red Cross), the IRCS and the Federation, will officially endorse this process.

Achievements:

- **Gaps in the health system between the emergency and the long-term solutions are bridged through the field hospital and basic health care (BHC) ERUs**

IRCS Referral Hospital: The hospital continues to have a great impact as the only operational hospital facility in Bam providing emergency medical care and surgery, good orthopaedic clinics for follow up care of the victims of the earthquake, maternity and child care, internal medicine, and primary health care services through its OPD (out-patient department). The hospital also acts as a focal point for the stabilization of most serious cases before they are transferred to Kerman by its well-organized ambulance services. The OPD daily caseload has remained stable between 350-750 patients. However, there is a substantial reduction in the number of inpatients, which has gone down from 35-45 patients to 15-25 patients/day.

There has been an improvement in recruiting general medical and non-medical personnel for the IRCS hospital. The main difficulty for a long time was finding sufficient numbers of medical specialists who would commit themselves to working as resident doctors in the hospital and carry out both outpatient consultations and in-patient emergency and secondary care and treatment. The Ministry of Health (MoH) rotational teams were effective in filling the gaps.

Following the agreement - signed in Bahrain between the IRCS, the Federation and the Finnish/Norwegian Red Cross societies - the ERU hospital services have been managed exclusively by Iranian specialists since 1 April. The four-member expatriate medical team currently maintains an advisory support and a monitoring role.

At the beginning of May, the material and technical assets of the hospital should be handed over to the IRCS as a final step to complete the transitional process.

According to reports from the Iranian MoH and the construction team in charge, there is good reason to expect that the permanent hospital in Bam would be ready in the next 8-12 months. Hence, there is still a crucial role for the IRCS hospital to play in bridging the gap until the permanent hospital is in place to serve the needs of the people in Bam. A proposed plan for a semi-permanent prefabricated facility to upgrade the physical capacity of the present tented hospital will be finalized in the coming days.

IRCS Basic Health Care Units (BHCUs): Since taking over from the German and Japanese Red Cross, the IRCS medical teams have continued to operate daily four BHCUs by providing general medical and mother-and-child care in four residential sectors of the Bam city. To date, a total of 20,993 patients (8.5% < 5y) have received care and treatment in these facilities.

Cumulative Statistics of Activities at the Red Cross/Red Crescent Health Facilities in Bam

	IRCS Referral Hospital	IRCS BHCUs (Basic health care units, No 4)	Japanese Red Cross BHCUs (No 2)	German Red Cross BHCUs (No 2)	Saudi Arabia Red Crescent Hospital	Total
Period	01.01-30.04.04	27.03-30.04.04	01.01 -27.03.04	01.01-27.03.04	01.01-12.01.04	
Out-patients	60 330 8.7%<5y	4924, 11%< 5y	8790 8.4%<5y	7279 6.8%< 5y	1849	83172
In-patients	1808					
Services	Surgeries 483 Caesarian sections 88 Deliveries 511 Lab Tests 10414 X-Rays 6400	Basic healthcare and treatment in general medicine and mother & child care.	Basic healthcare and treatment in general medicine, mother & child care and psychosocial support.	Basic healthcare and treatment in general medicine, mother & child care. Home visits.	Surgeries 437 Lab-tests 105 X-rays 150 Vaccinations 270	
Outcome	Discharges 1379 Transfers 568 Deaths 44				Transfers 420 (Airlifted 400)	
Comments	Ongoing Handed over by Finnish/ Norwegian Red Cross	Ongoing Handed over to IRCS	Handed over to IRCS, 24.03.04	Handed over to IRCS, 16.04.04	Closed 12.01.04	

- **ERU health facilities and equipment handed over to the IRCS by the end of April 2004**

To ensure optimal operation of the hospital and the BHCUs, the IRCS has recruited permanent medical and non-medical specialists since it started to assume full responsibility to run these health facilities as of 1 April. The handover of the ERU healthcare services to the IRCS were concluded at the end of April. The handover of the material and technical assets of the hospital will soon follow.

- **The suffering and risks for development of severe trauma, of 20,000 quake survivors are reduced (ECHO funded: Danish/Icelandic Red Cross)**

Through the psychosocial project (PSP) project, the IRCS psychological support relief team has offered psychological services to earthquake-affected people in Bam. A total of 63 mobile psychological support teams consisting of 105 people with psychology degrees and social work backgrounds, and one psychiatrist have been actively addressing the psychological needs. Among their activities so far, the team has : offered psychological services to over 1500 persons suffering from psychological trauma; provided more than 1,500 family and individual consultations to over 12,600 persons; visited 400 persons; supported 107 persons financially; distributed toys and run group game therapy for 1,000 children, and group therapy for 1300 adults. Based on some monitoring visits, there is tremendous change in the behaviour of the people interviewed before and after the PSP service.

Water and sanitation Objective: Outbreak of water-borne epidemics is prevented in Bam and its surroundings through the installation of adequate and safe water supply and sanitation facilities.

Achievements:

- **7,500 people in one selected prefabricated camp have sufficient hygiene units and increased hygiene knowledge (ECHO: French/ Spanish / Swedish Red Cross)**

The French Red Cross signed an agreement with the IRCS on 18 April for the construction of 500 latrine/shower units in Rashestan camp, east of the town. Another agreement between the Spanish/Swedish Red Cross and the IRCS will also soon be signed to provide another 1,000 units in the same prefab camp. A joint tendering process has been opened for all 1,500 units and a contract with the selected company will be granted soon. The contract will specifically ensure safe and sufficient infiltration of the wastewater of these units into the ground.

- **ERU water and sanitation equipment handed over and IRCS personnel well trained to maintain, install and operate it.**

Three senior IRCS technicians were trained from 30 March to 11 April in 'basic specialized water and sanitation ERU'. The Austrian and the Spanish Red Cross handed over their activities and equipment to the IRCS. The IRCS continues to operate the Austrian plant at the field hospital and the Spanish plant at the Khomeini Hospital. The three Spanish plants in the clinics were removed and stored in the Rubbhalls. The IRCS will transport and store all equipments which are not needed for the Bam operations to the Tehran central warehouse for future deployment. The handing over of the equipments of the French Red Cross mass water ERU and the Swedish Red Cross water/sanitation ERU still awaits signatures of the agreements in Tehran. One of the trained IRCS technicians remains in Bam to train other officers who will continue to run the plants in Khomeini Hospital and the IRCS field hospital.

- **20,000 people from Bam are assisted with water supply in tented camps and prefabricated camps (Federation and French / Spanish / Swiss Red Cross)**

The government started the new water main pipe for Bam town to ensure that enough water at adequate pressure is available for the prefab camps, which are mostly at the outskirts of the town. The Federation has finalized the water connections of the first 115 prefab units in Gullistan camp. 115 latrine/shower units can now be used by the families, who have been living in the camp for about a month. The Federation will finish the water reticulation systems for the remaining units in the camp before mid-June.

The French Red Cross is considering supporting the construction of the reticulation system in the Rashestan camp which has 2,500 prefabricated houses. The Spanish Red Cross also plan to assist in water supply for the prefabs. The Swiss Red Cross will soon start to support the Sina and Wahdad camps in connecting water supply for about 800 houses.

Rehabilitation and Reconstruction

Objective: In close cooperation with the IRCS and the Iranian authorities to define the scope of activities which will contribute to the rehabilitation and reconstruction of the health and social infrastructure in Bam.

Achievements:

During the reporting period, the IRCS and the Federation have presented to PNS in Geneva a reconstruction concept which intends to complement the Iranian government's plan to rebuild/rehabilitate the destroyed health, education and social welfare facilities in Bam. The Federation desk officer in Geneva is collecting donor feedback. The German Red

Cross has signed a bilateral agreement with the IRCS to construct an IRCS orthopaedic centre and to reconstruct/repair a medical centre and a cultural centre in Bam. The French Red Cross has also signed an agreement with the IRCS to distribute 2,000 agricultural kits to date-farming families. The distribution will be done in cooperation with the IRCS local branch and the local Ministry of Agriculture. 1,000 kits are ready for distribution in early May. Discussions are ongoing to finalize another French Red Cross/IRCS bilateral project, which will rebuild the nursing college in Bam. The Spanish Red Cross is also planning to support the IRCS in constructing two primary schools. The Swiss Red Cross indicated that their reconstruction input will be within the joint IRCS/Federation plan.

Two construction delegates have been commissioned to provide technical support to the IRCS and the Federation on the reconstruction of a prefab hospital. The new permanent hospital in Bam is expected to be ready in one year. Based on the actual needs and the IRCS capacity, the Federation and the IRCS are considering revising the initial plan of having a 100-120 to a 60 bed capacity (expandable) with the same operational profile. In addition to the German and Australian Red Cross, the British and the Finnish Red Cross societies have indicated interest to support this project. Practical steps will take effect based on the recommendations of the construction team.

Meanwhile, a number of agreements have been signed between the local authorities and NGOs on rebuilding private housing as well as other social infrastructure in cooperation with the beneficiaries in villages near Bam. Some projects are already underway. The reconstruction of Bam city has not progressed as fast as the villages but many people have started clearing the rubble of their destroyed houses to provide proper ground for rebuilding permanent houses.

Disaster Preparedness and Capacity Building

Objective: The IRCS capacity in disaster management (disaster preparedness and disaster response) has been strengthened at the national, regional, and community levels.

Achievements:

- **IRCS disaster preparedness capacity strengthened at national, regional and branch level**

Thanks to the new contributions made by the Danish Red Cross, the Netherlands Red Cross and the Swedish Red Cross, the DP stock replenishment plan can now move forward. The IRCS and the Federation will shortly sign an agreement in this regard. The IRCS will be responsible for planning, implementing, and reporting on the implementation of the project according to the Federation standards and procedures. The IRCS will prepare concrete proposals on the nature, type and quantities of relief supplies to be procured and stored as part of the DP stock. The Federation will provide technical assistance, coordinate and facilitate implementation of the project, and as necessary, also undertake direct procurement and delivery of the agreed disaster preparedness items. Regular coordination meetings will be held between the Federation and the IRCS for monitoring and evaluation purposes.

As all relief distributions have concluded except one more hygiene kit distribution, any non-food items in the procurement pipeline, in the Federation warehouse in Bam or retained at the Bandar Abbas customs office will be transferred to the IRCS central warehouse in Tehran.

The French Red Cross is sending some specialists to initiate a disaster response project with the IRCS relief and rescue organization in urban search and rescue teams training.

- **IRCS capacity to manage and deploy hospital, water and sanitation and BHC ERUs used at the Bam earthquake operation established.**

(See health and water and sanitation sections).

- **IRCS Bam branch office reconstructed and its disaster management capacity restored.**

The German Red Cross has also committed to reconstruct IRCS warehousing facility in Bam in their bilateral agreement with the IRCS.

- **IRCS communications capacity upgraded in terms of training and equipment.**

A requisition for radio equipment for the IRCS has been sent to Geneva and 15 computers are being procured locally to enhance the operation, reporting and communications capacity of the IRCS staff who are actively involved in the operation. With the move of the Federation field office from the camp to the hotel, the radio mast was dismantled and together with the radio repeater was reinstalled in the Red Crescent compound. This was undertaken with the support of two IRCS technicians. In addition, internet access was installed in the new office. The Federation IT delegate finished his mission in the first week of May.

Communications – Advocacy and Public Information

Objective: The ongoing and long-term needs of the quake-affected population in Bam are advocated for through enhanced media coverage and profile of the Red Cross/Red Crescent intervention.

Achievements:

- **Donor interest in the long-term needs has been sustained and visibility and profile for Red Cross/Red Crescent Societies increased**

During the reporting period, 1,000 posters with the theme ‘Bam is still alive’ were printed and sent to the different PNS in appreciation of their contribution in the Bam operation and to remind them that Bam is still the scene of a disaster and needs continuing support to rebuild people’s livelihoods. Additional audio-visual material has been produced for PNS, for the visit of the team from the Norwegian Foreign Affairs Ministry, and for the global disaster response and evacuation training of the Federation. Despite reduced global interest in the disaster, the information delegate has successfully arranged four interviews with the international media, organized several field trips for journalists and one for the Danish Red Cross press team. New web-stories and press releases were published to advocate to the international audience the current situation in Bam. Stories were published in four German daily newspapers.

OCHA/UNDP will soon publish a bi-weekly newsletter targeting primarily the beneficiaries and the UN agencies. The newsletter aims to enhance public information on the ongoing and long-term humanitarian interventions in Bam. The Federation has already contributed audio-visual material and will contribute updates to this newsletter.

- **Cooperation and collaboration on media activities strengthened between IRCS and Federation**

Two meetings with IRCS communication and public relations departments were held to discuss topics for web-stories for both the IRCS and the Federation websites, arrangements for the World Red Cross Day and exchange of audio-visual material. The information delegate has also established contact with the German Embassy. There is ongoing discussion on a plan to hold a photo exhibition in the embassy in Iran about the Bam earthquake.

Monitoring and evaluation

The report of the operations review jointly undertaken by the Federation and the IRCS at the end of February on the emergency response of the operation is being finalized and will be shared with the PNS. The report has outlined the lessons learnt from the initial response of the Red Cross and Red Crescent Movement. The recommendations will be applied for the remainder of the operation and future response. During the reporting period, the OCHA and WHO also organized workshops involving the authorities, UN agencies, international and local NGOs to capture lessons learnt from the Bam experience. There was high recognition of the rapid response and the resource-mobilization mechanisms of both the IRCS at national level and the Federation at international. Coordination and information management among the Iranian authorities, UN and other aid agencies at various levels were identified as the two main challenges in the operation.

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