

# DREF operation update



International Federation  
of Red Cross and Red Crescent Societies

## AZERBAIJAN: FLOODS

DREF operation n° MDRAZ001  
GLIDE n° FL-2009-000208-AZE  
Update n° 1  
14 January 2010

The International Federation's Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross and Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of national societies to respond to disasters.

**CHF 124,836 (USD 120,977 or EUR 82,665) was allocated from the International Federation's Disaster Relief Emergency Fund (DREF) to support the National Society in delivering assistance to some 1,200 people. Unearmarked funds to repay DREF are encouraged. This report covers the period from 30 September 2009 to 31 December 2009.**

**Summary:** On 21 September 2009 heavy rainfall caused flooding of hundreds of houses and roads in central parts of Azerbaijan. The Hajigabul district has been the most affected with some 70 per cent of the territory flooded and more than 5,000 people affected. Some 2,300 houses were damaged or destroyed. The Azerbaijan Red Crescent has provided food and non-food relief items to 300 families or 1,200 persons in the village of Navahi. Following the distribution, a beneficiary satisfaction survey was conducted.

The operation was extended by one month as logistic procedures took more time than expected.<sup>1</sup> This caused delays in the distributions. The operation was thus completed by 31 December, 2009. A final report will be made available three months after the end of the operation (by 31 March, 2010).



Gasimova Shala in Navahi village received support from the National Society. **Azerbaijan Red Crescent.**

[<click here for financial report and here for contact details>](#)

## The situation

On 21 September 2009 heavy rainfall caused flooding of hundreds of houses and roads in central parts of Azerbaijan and brought further damages to cars and materials. The Hajigabul district was the

<sup>1</sup> Finding companies, preparing *Comparative Bid Analysis* including requesting and gathering bids, signing contracts with chosen companies, procuring and packing food and non-food items, and organizing transport to points of distribution.

mostly affected area with some 70 per cent of the territory flooded.

Some 5,000 people were affected and more than 2,300 houses were damaged, out of which 2,000 were flooded. Totally 40 houses were totally destroyed, while another 350 houses had cracks. More than 40 families were evacuated to temporarily shelter solutions. The water masses also destroyed household items such as kitchen utensils, electric gear, and bedding equipment.

In Navahi, which was the most affected village, 436 out of 475 houses were flooded. The downpour led to closure of most of roads in the area. Railways and power lines were damaged, and cars, roadside facilities, outhouses and auxiliary buildings were either moved or knocked down by river-like flows from the mountains. In addition, the territories of the Hajigabul district centre remained under water for several weeks.

Presently in Navahi, basements are still filled with water and this creates concerns among the villagers. If the water is not drained it might destroy the foundation of the houses and due to lower temperatures, freezing water could lead to further cracks in the foundations.

Many of the elderly villagers are suffering from rheumatism. The humidity caused by the water causes distress and could significantly worsen conditions among these people. Interruptions in electricity normally increase during winter and will create additional vulnerabilities and lead to difficulties in terms of heating and cooking. Also, there are worries that cases of malaria in Sabirabad region, which have decreased in recent years, can somehow increase again. Concerns have also been raised in terms of the spreading of infectious diseases.

The main source of income among people already living under poor conditions is cattle breeding and poultry keeping. Since the soil contains vast amounts of salt it is hard to grow anything if underground drainage systems do not drain the salty water as the heavy rains have led to salt amassing in the ground.

In addition to the Hajigabul district, northern, southern and western parts of Azerbaijan were also flooded. Heavy rains and flooding seriously affected the Neftchala and Shirvan regions where several farmers' cattle were killed, and families' food supplies and livestock destroyed; in Khachmaz region seven villages were affected; in Massalli region 20 houses were under water; and in Salyan and Sheki regions houses were damaged, streets flooded and electricity supplies interrupted. In Salyan the pipe systems broke due to old pipes and lack of maintenance.

## Coordination and partnerships

Following the flooding local authorities immediately requested support from the Azerbaijan Red Crescent to provide 1,250 affected people with tents, food parcels and other relief supplies. The National Society established working relationships with local as well as central authorities and has subsequently been working in close cooperation with local authorities in the Hajigabul district and Navahi village. The society received lists of people affected from local authorities which it subsequently verified. The cooperation has also included information sharing on actions taken to avoid duplication as well as to ensure that further support is offered to especially affected and vulnerable families.

The support from the Azerbaijan Red Crescent was coordinated with the Ministry of Emergency Situations which assessed the humanitarian needs and material damages caused by the flooding. Special vehicles and personnel were sent to help people restore normal life. More than 20 fire-fighting cars, 200 employees from the Ministry of Emergency Situations, as well as technical equipment for water pumping were deployed. The ministry provided 25 families with temporary shelter. Gradually steps have been taken to restore infrastructure and houses.

## Red Cross and Red Crescent action

The Azerbaijan Red Crescent, through the Sabirabad regional centre and the Hajigabul branch, carried out a preliminary assessment on 22 September which was also the basis for the DREF request along with lists of affected people compiled by local authorities. Mobile volunteer teams<sup>2</sup> from the centre, as well as

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<sup>2</sup> The National Society has managed to establish, train and maintain the mobile volunteer teams operationally and ready to act at short notice, owing to support through the annual Federation appeals, especially from the Norwegian Red Cross. The teams are an essential part of the National Society's disaster response capacity.

chairmen from the branch took part. Close working relations were established and maintained with local authorities in the Hajigabul district.

The society's relief items in stock were sufficient to immediately support 100 families in Navahi. Totally 25 tents in addition to another 25 tents submitted by the Ministry of Emergency Situations, 300 blankets, 300 mattresses and 100 hygiene kits were distributed on 25 September 2009. The DREF operation was launched 29 September to support the National Society in delivering additional assistance to some 300 families or 1,250 seriously affected people.

## Progress towards objectives

The operation has been addressing the needs of the 300 most affected families in Navahi village in Hajigabul district with food and non-food relief items. Moreover the National Society has been pursuing the highest degree of visibility, accountability and performance. The society has been implementing the operation from October to December 2009.

Relief distributions (food and basic non-food items)	
<b>Objective: The Azerbaijan Red Crescent has distributed food and non-food items to 300 families in Navahi village over a period of two months to alleviate needs among the most affected people.</b>	
<b>Activities planned:</b>	
<ul style="list-style-type: none"> <li>• Conduct emergency needs and capacity assessment including identifying the most vulnerable.</li> <li>• Develop targeting strategy and registration system to deliver intended assistance to the most affected people.</li> <li>• Procure relief supplies in a transparent and efficient manner following logistics procedures.</li> <li>• Distribute relief supplies and control supply movements from point of dispatch to end user according to International Federation standards.</li> <li>• Monitor and evaluate the relief activities and provide reporting on relief distributions.</li> <li>• Develop an exit strategy.</li> </ul>	

Following the launch of the DREF operation the National Society developed a detailed plan of action for procuring relief items in line with standard logistics procedures. The plan included measures for renting trucks; visiting the affected region; mobilizing National Society staff and volunteers including mobile volunteer teams; determining distribution points; carrying out pre-distribution and post-distribution; and finally carrying out a satisfaction survey among people reached to find out whether they were satisfied with the goods and services they received.

The operation has been implemented through organizational, logistics and distribution phases and based on International Federation disaster management and logistics standards and procedures. As part of the operation the International Federation and the Azerbaijan Red Crescent signed a Grant Agreement on 6 October 2009.

The National Society has made several visits to the region to monitor previously given support, meet with local authorities and share information for providing additional support and facilitate distributions. The National Society and local municipal representatives distributed coupons to the targeted families corresponding to the distribution lists. This prepared the ground for transparent and organized distributions.

Food and non-food items were procured and packed into boxes or plastic bags. In addition to the parcels rubber boots, plastic covering, jerry cans, gas and electric stoves, bedding and mattresses were procured. Each family received 14 meters of plastic covering. Jerry cans were given two per family; gas and electric stoves were given one for each family.

The type and amount of distributed relief items included:

Item	Amount	Item	Amount
Food parcels	300	Mattresses	600
Gas stoves	300	Bedding	800 (400)
Electric stoves	300	Jerry cans	600 (300)
Hygiene parcels	200	Rubber boots (pairs)	300 (442)
Plastic covering (meter/ family)	14		

**Table 1:** Distributed relief items to affected families and people. Items for

replenishing the National Society's stock are given in brackets.

The content in the food and hygiene parcels were:

Food parcels	Hygiene parcel
Rice, flour, granulated sugar, vegetable oil, dried milk, black bean, melted butter, salt, tea and pasta.	Detergent, shampoo, toilet and laundry soap, tooth paste and brush, shaving set, sanitary towel, towel

**Table 2:** Content in food and hygiene parcels distributed by the National Society.

In addition to these items, the National Society provided 200 families with blankets taken from the Azerbaijan Red Crescent stock. Each family received two blankets.

A part of the amount allocated from the Federation's DREF sought to replenish and add additional relief items to the National Society's relief stock. Hence 442 pairs of rubber boots, 400 bedding and 300 jerry cans was procured and placed in stock. The replacement of relief items in stock will enable the society to respond quickly to meet new and immediate humanitarian needs. This will also minimize the likelihood of initial needs generating more serious and potentially more damaging humanitarian gaps, as the society will be able to initiate a prompt response.

Affected people have also been requesting building materials from the National Society. However, this was not covered by the DREF allocation, and the society is not able to cover such demands. Nevertheless, meetings with local authorities, surveying satisfaction among people (outlined below), and dialogue with citizens help the National Society finding out about people's needs and raising people's concerns in front of decision makers. In this regard the National Society plays an important advocacy role on behalf of the vulnerable people.

The people expressed satisfaction with the support from the National Society. Particularly they emphasized that being able to prepare food and heat houses as important. New challenges may occur in this respect though with lower winter temperatures and frequent electricity interruptions.

### Visibility, accountability and performance management

**Objective: The Azerbaijan Red Crescent has promoted its relief activities, strengthened the its image and ensured that the voices of affected people have been heard.**

**Activities planned:**

- Maximise the visibility of National Society through relief distributions, visits to the affected people, monitoring and evaluation by volunteers of Red Crescent branches
- Procure and utilize Red Crescent t-shirts, caps, ID cards for volunteers and staff of the Azerbaijan Red Crescent.
- Conduct a satisfaction survey to verify the appropriateness of the operation and get feedback from targeted people to improve future operations.

In order to ensure transparency throughout the procurement process, the Azerbaijan Red Crescent requested quotations from interested companies and enterprises to obtain comparable offers for relief items. The National Society received offers from nine companies. On 15 October the tender commission<sup>3</sup> examined and selected three companies for the procurements of hygiene kits and food products; household equipment; and bedding sets and mattresses.

The prices and conditions offered by the companies were considered as reasonable and all agreed to work according to bank transfer procedures and all goods were certified. The distributions were covered by the Azerbaijan Red Crescent information department and the main local TV channel ATV. The two-time distribution process was followed by the head of the Federation Baku office.

The whole operation has been under the supervision of the leadership and management of the National Society. The disaster management team was in charge of all organizational and implementation actions. Representatives from the Ministry of Emergencies have been regularly informed.

<sup>3</sup> From the National Society the committee encompassed the Secretary General, the Deputy Secretary, disaster management coordinator, the chief accountant, the head of logistics department, the head of dissemination sector, as well as the meeting secretary. The head of the Federation office in Baku and the Azerbaijan Red Crescent lawyer observed the meeting.

## Satisfaction survey among people reached

In December 2009 a beneficiary satisfaction survey was carried out through close cooperation between the National Society and the International Federation. Nine mobile volunteer team members from the Azerbaijan Red Crescent Sabirabad regional centre took part in interviewing 45 families affected by the floods and receiving assistance from the National Society.

The survey helped the National Society assess current conditions in Navahi and contributed to the society once again being in contact with the affected population. Furthermore it directed attention to people's challenges and the effectiveness of the operation and satisfaction among people reached. People were satisfied with the goods and services provided and when asked people stated that due to the support of Azerbaijan Red Crescent they could prepare food and heat their houses.

The practice has shown that the preparedness and implementation process was on relevant order. The previous experience and knowledge received due to regularly training sessions on emergency need assessment and logistics helped to timely estimate the situation and needs as well as operatively provide the most needed families with primary essentials.

## Challenges

A few challenges occurred during the operation. However, the National Society dealt with them accordingly and managed to support the affected people with the relief items envisaged. Challenges included:

- The logistics process took more time than planned. This meant that the first distribution was somehow delayed and it also required a one month long extension of the operation. First distribution itself started second month, during which purchasing and packing of next items for distribution also carried out.
- Price increases suggested that costs for trucks and fuel, and temporary workers, were higher than expected.
- Some complaints were registered from people not covered by the operation. However, the National Society managed to explain that the limited resources available meant that all people affected could not be covered by the Red Crescent.

## How we work

*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.*

The International Federation's activities are aligned with its 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.

## Contact information

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

- **In the Azerbaijan Red Crescent Society:** Baylar Talibov, Secretary General; phone +994 12 493 84 81; fax +994 12 493 15; email: [baylar.talibov@redcrescent.az](mailto:baylar.talibov@redcrescent.az)
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# International Federation of Red Cross and Red Crescent Societies

MDRAZ001 - Azerbaijan - Floods

Interim Financial Report

Selected Parameters	
Reporting Timeframe	2009/9-2009/11
Budget Timeframe	2009/9-2009/11
Appeal	Mdraz001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

## I. Consolidated Response to Appeal

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>A. Budget</b>	124,836					124,836
<b>B. Opening Balance</b>	0					0
<b>Income</b>						
<u>Other Income</u>						
<i>Voluntary Income</i>	124,836					124,836
<b>C5. Other Income</b>	124,836					124,836
<b>C. Total Income = SUM(C1..C5)</b>	124,836					124,836
<b>D. Total Funding = B + C</b>	124,836					124,836
<b>Appeal Coverage</b>	100%					100%

## II. Balance of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	0					0
<b>C. Income</b>	124,836					124,836
<b>E. Expenditure</b>	-119,457					-119,457
<b>F. Closing Balance = (B + C + E)</b>	5,379					5,379

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### III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A		B					A - B	
<b>BUDGET (C)</b>		<b>124,836</b>					<b>124,836</b>	
<b>Supplies</b>								
Shelter - Relief	5,530	5,281				5,281	249	
Clothing & textiles	38,200	42,701				42,701	-4,501	
Food	25,200	24,054				24,054	1,146	
Utensils & Tools		14,711				14,711	-14,711	
Other Supplies & Services	28,800	6,413				6,413	22,387	
<b>Total Supplies</b>	<b>97,730</b>	<b>93,160</b>				<b>93,160</b>	<b>4,570</b>	
<b>Transport &amp; Storage</b>								
Storage	3,280	5,382				5,382	-2,102	
Distribution & Monitoring	3,000						3,000	
Transport & Vehicle Costs	5,268	7,111				7,111	-1,843	
<b>Total Transport &amp; Storage</b>	<b>11,548</b>	<b>12,493</b>				<b>12,493</b>	<b>-945</b>	
<b>Personnel</b>								
National Staff	340	317				317	23	
National Society Staff	4,220	4,954				4,954	-734	
<b>Total Personnel</b>	<b>4,560</b>	<b>5,271</b>				<b>5,271</b>	<b>-711</b>	
<b>General Expenditure</b>								
Travel	1,500						1,500	
Information & Public Relation	300	356				356	-56	
Financial Charges	586	401				401	185	
Other General Expenses	497						497	
<b>Total General Expenditure</b>	<b>2,884</b>	<b>757</b>				<b>757</b>	<b>2,126</b>	
<b>Programme Support</b>								
Program Support	8,114	7,765				7,765	350	
<b>Total Programme Support</b>	<b>8,114</b>	<b>7,765</b>				<b>7,765</b>	<b>350</b>	
<b>Operational Provisions</b>								
Operational Provisions		10				10	-10	
<b>Total Operational Provisions</b>		<b>10</b>				<b>10</b>	<b>-10</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>124,836</b>	<b>119,457</b>				<b>119,457</b>	<b>5,379</b>	
<b>VARIANCE (C - D)</b>		<b>5,379</b>				<b>5,379</b>		