

DREF operation final report



International Federation
of Red Cross and Red Crescent Societies

AZERBAIJAN: FLOODS

DREF operation n° MDRAZ002
GLIDE n° FL-2010-000089-AZE
10 December, 2010

The International Federation of Red Cross and Red Crescent (IFRC) 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 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.

Summary: CHF 171,321 (USD 150,953 or EUR 122,201) has been allocated from the International Federation's Disaster Relief Emergency Fund (DREF) to support the National Society in delivering immediate assistance to some 2,195 beneficiaries. Unearmarked funds to repay DREF are encouraged.

On 4 May 2010 heavy rains caused flooding in 40 districts by the Kur (Kura), Azerbaijan's main river. Three people lost their lives and the total number of affected people in seven regions was around 70,000. Only in Sabirabad district and its 24 villages more than 24,000 people have been affected. Some 20,000 houses have been flooded, 2,300 of them ruined. Approximately

60,000 hectares of cultivated land and pasture was under water. The Azerbaijan Red Crescent provided food and non-food items to **2,195 persons** (400 families) evacuated from Sabirabad villages and temporary placed in schools, administrative buildings and camps of Shirvan town, Hajigabul, Imishli and Zardob districts. The Azeri National Society wound off the operation with a beneficiary satisfaction survey conducted among 60 families. The survey revealed that the National Society's response was adequately responding to people's needs, and that thanks to the Red Crescent support the affected population was able to go on with cooking their own meals and keep their houses heated; experience and lessons learned from previous distributions were relevantly used.

This operation was implemented in the period between May-September (over four months as planned) and it was completed on 24 September 2010. In total 83 per cent of the operation expenses were related to supplies, transport and storage. Other expenses were mainly related to personnel and travel.

Contributions to replenish the DREF were received from the Netherlands Government through the Netherlands Red Cross (CHF 42,692) and DG ECHO (CHF 91,130).

Details of all donors can be found on: <http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp>



Floods in Sabirabad region with many houses under water and totally destroyed. Photo: Azerbaijan Red Crescent.

[<click here for the final financial report, or here to view contact details>](#)

The situation

Heavy rains lasting for as much as ten days caused flooding and landslides in seven regions of Azerbaijan including Sabirabad, Shirvan, Neftchala, Tar-Tar, Aghjabedi, Salyan and Zardab. The regions are located in the central and southern parts of the country. The most affected district was Sabirabad.

Some 20,000 houses in 40 districts of Shirvan-Mugan region were under water, and about 2,300 houses were fully destroyed. Some 60,000 hectares of lands were flooded in the Kur-Aran lowlands. Dams and main roads in Shirvan and Sabirabad regions got destroyed, and for several days access to these areas was limited, making proper assessment and support difficult. The number of affected villages increased over time as the rain kept on.

The Ministry of Emergency Situations provided water pumps to Sabirabad region to drain fields and smallholdings flooded by the Kur and Garasu rivers. The ministry evacuated people from several districts to three camps in Shirvan town and Haji-Gabul and Zardab regions. The camps consisted of 4,000 tents as well as administrative buildings. A number of families were residing at their relatives' houses. Evacuation process went on over two weeks due to the increasing water level, destruction of dams and continuing flooding that affected more villages. The Ministry of Emergency Situations was also working to repair roads, restore destroyed dams and reinforce river banks.

Some 300 internally displaced people had to be evacuated in Saatli and Sabirabad districts of Azerbaijan and transported closer to their relatives in the surrounding areas, whereby the State Committee for refugees and internally displaced people coordinated their resettlement.

The Ministry of Health took relevant measures to provide people with medication, psychological support, medical treatment and means for preventing infectious diseases. There were no reported cases of epidemics in the disaster zone.

A disaster of this scale had not occurred in 50 years in Azerbaijan and the damages caused by the current floods will demand longer-term efforts including restoring infrastructure, compensating residents for lost income and livelihoods, providing people with drinking water, and controlling the health situation to avoid the spreading of malaria and water borne diseases.

As a result of snowfall, floods and landslide 81 villages of Ismayilli, Guba, Gabala, Kedabek, Sheki, Tovuz, Beylagan, Samukh, Shamakhi and Shabran districts, which are in the central, northern and northern-western part of Azerbaijan, became for some time completely isolated.



Assessment in Imishli District. Photo by Azerbaijan Red Cross

The President of Azerbaijan instructed responsible ministries and government bodies to prioritize work in the affected areas and signed an Executive Order setting up a Government taskforce to alleviate the effects of the flood. The taskforce was chaired by Prime Minister Artur Rasizade.

Measures to evacuate affected people and to prevent further flooding were the key tasks. Clearing waterways in the Kura River and reconstructing and strengthening dams were the main priorities in the first phase of the response. Subsequently, the taskforce is in the process of preparing to restore and reconstruct the infrastructure (economy, social services, agriculture, power, communication, transport etc.) of the flood-hit regions. They are also

tasked with drafting a plan of action to prevent similar disasters in future. The President also instructed the taskforce to keep him and the general public informed of the course of the implementation.

The steps towards reconstruction of destroyed infrastructure taken so far are as follows.

- restoration of nearly 1,500 private houses and 20 school buildings already finished;
- more than 1,400 new houses are constructed in eight regions

- repair works in the houses located between the dams and settlement of the new houses built instead of flooded buildings have started

The commissions established by the Ministry of Emergency Situations inspected the flooded areas, and construction work was started throughout the Kura-Araz valley. A 260-house micro-district was built near Saatli region and 80 families whose property was destroyed by the floods moved there. Other families evacuated from the flooded areas will settle in newly-constructed buildings. Under the decision of the Cabinet of Ministers the residents of the houses that will be repaired will also be granted financial aid.

Red Cross and Red Crescent action

The Azerbaijan Red Crescent has been requested to support the affected families who had to relocate due to the floods. Shortly after the flooding started, the National Society's disaster team paid visits to the affected areas to determine if any intervention was needed. Representatives of the National Society who are members of local emergency commissions collected information about damages. The situation among the affected people showed that the most needed support was for temporary shelter, rubber boots, household items and psychological support.

Thus the Red Crescent through its regional and local branches actively participated in evacuating people and reinforcing the river banks of Kura and Araz rivers as well as providing psychological support to affected people. 12 staff members and 57 volunteers of the regional Sabirabad Red Crescent centre and branches in all other affected districts have been mobilized to do regular assessment of needs, register affected families and update the HQs on current situation.

On 8 May the representatives of the National Society Secretariat visited the affected areas of Zardab, Salyan and Kurdamir. The Azerbaijan Red Crescent supported 70 families in Zardob district and another 70 families of the Hajikend settlement in Kapaz district (see table 2 for items and amounts of items distributed to families). The National Society also established contacts with Cream 21 Company, which resulted in food parcels for 100 families in Hajigabul.

Item and unit	Distribution NS own stock
Food parcels (families)*	240
Kitchen sets (families)	70
Hygienic kits (families)	70
Jerry cans (families)	70
Mattresses (persons)	70
Bedding (persons)	70
Blankets (persons)	70
Rubber boots (pairs)	140
Tents	70
Sleeping bags	70

Table 1: Items distributed to affected families from the National Society's own stock.

*100 parcels presented by Cream 21

The IFRC Country Office in Azerbaijan has kept close contact with the National Society. Contacts have also been established with the UNDP, OXFAM and USAID offices in Azerbaijan to ensure coordination of support to the affected people.

The needs

The water masses have destroyed or damaged houses and public buildings forcing people to move into temporary shelters. Assessments carried out by local authorities in close cooperation with local Red Crescent staff and volunteers have shown that needs among affected people were mainly for food and non-food items (cooking equipment, hygiene items, rubber footwear, mattresses, beddings, etc.).

The proposed operation

Based on the assessment held in Sabirabad region the Azeri Red Crescent has developed a plan of action to cover the needs of **400** families (or 2,195 people) evacuated from the villages of Sabirabad district to Shirvan town and other districts of Sabirabad region. It was originally planned for the National Society to cover people residing in the Youth Sport Lyceum (150 families/ 420 people), the Proficiency Lyceum (50 families/ 275 people) and in the camps of Shirvan town (200 families/ 1,500 people). After the detailed discussions and with the authorities some changes occurred,



Refresher training for beneficiary satisfaction survey. Photo: Azerbaijan Red Cross

namely tents with 200 families in Sabirabad were fully covered by the Ministry of Emergency, thus the Red Crescent decided to cover the previously planned 400 families moved from Sabirabad, Imishli and Shirvan villages to Zardob, Hajigabul and Imishli and placed in tents or administrative buildings and houses in the villages of the listed districts.

The updated lists of beneficiaries was presented by local authorities and checked by the Red Crescent staff and volunteers. The process was attended by the National Society Disaster Management team and supported by 30 volunteers and chairmen of the appropriate Red Crescent branches, the Sabirabad Regional Centre coordinator and staff. The needs of these families were assessed and addressed through the DREF operation.

Table 2 shows the type and amount of items distributed as well as items for replenishment of the National Society's warehouse:

Item	Distributed to beneficiaries	Replenishment of National Society's stock
Food parcels (families)	400	-
Gas stoves (families)	200*	140
Kitchen sets (families)	400	-
Hygienic kits (families)	400	70
Jerry cans (families)	400	70
Mattresses (persons)	1,500*	350
Bedding (persons)	2,195	350
Blankets (persons)	2,195	350
Rubber boots (pairs)	400*	140
Towels (persons)	2,195	700

Table 2: Items to be distributed and put in stock as replenishment through the DREF allocation.

*Gas stoves, mattresses and rubber boots (two pairs per family) were given to families located in tents and administrative buildings.

Achievements against outcomes

The operation addressed the needs of the 400 most affected families (**2,195 persons**) evacuated from Sabirabad villages and temporarily residing in schools, administrative buildings and camps of Shirvan town, Hajigabul, Imishli and Zardob districts. In doing so the National Society pursued the highest degree of visibility, accountability and performance. The operation was followed up by a satisfaction survey among people reached to find out whether the implemented activities met the needs of the affected people and if they did so in a satisfactory way. The National Society was implementing the operation from May to September 2010.

Relief distributions (food and basic non-food items)

Objective: 400 evacuated families from the villages of Sabirabad district have received food items for two months and non food items to cope with the consequences of floods.

Activities planned:

- Prepare beneficiary lists and carry out verification of lists.
- Develop targeting strategy and registration system to deliver intended assistance to the most affected people.
- Procure relief supplies in a transparent and efficient manner following logistics procedures.
- Distribute relief supplies and control supply movements from point of dispatch to end user according to Federation standards.
- Monitor and evaluate the relief activities and provide reporting on relief distributions.
- Develop an exit strategy.

Impact:

According to the plan of action the Red Crescent prepared and further updated beneficiary lists to reflect the changes during the operation. The target population decided on were **400** families (or 2,195 people) who were evacuated from the villages of Sabirabad, Imishli and Shirvan to Zardob, Hajigabul and Imishli and placed in tents or administrative buildings and houses in the villages of listed districts:

- 120 families in Zardob – tents and villages;
- 120 families in Hajigabul – villages
- 160 families in Imishli – villages

Frequent visits of the National Society Secretariat representatives to the region helped monitor the situation and assist in coordinating the work of regional and branch mobile teams, staff and volunteers. The Azerbaijan Red Crescent followed all necessary logistics procedures and did the procurement of necessary goods following the Federation standards. Distribution points for the goods were in Haf-Mustafa, Allahli and Meynaman villages of Zardob, Imishli and Hajigabul districts and were chosen so that they are close to the tents. The distribution was monitored by the National Society Disaster Management team, Head of the Federation Country Office and supported by 30 volunteers and chairmen of Red Crescent branches, Sabirabad Regional Center coordinator and staff.

The table below shows the chronology of steps taken jointly by the Azerbaijan Red Crescent and the Federation.

Azerbaijan Floods 2010 at a glance	
04-24 May	Heavy rainfall hits the central parts of Azerbaijan; assessment and provision of non-food items to 400 families.
18 May	Launch of DREF operation: DREF bulletin and budget was placed on the Federation web page
18 May to 31 July	Plan of action, field visits; organization and logistics; purchase of items and their packing for two stages distribution of food and non-food items. IFRC and NS signed Grant Agreement. Maintaining contact with government structures, namely Ministry of Emergency.
28 June to 02 July	First distribution of food and non-food items in Zardob.
05 July to 07 July	First distribution of food and non-food items in Imishli.
08 July to 10 July	First distribution of food and non-food items in Hajigabul.
26 July to 27 July	Second distribution of food items in Zardob.
27 July to 29 July	Second distribution of food items in Imishli.
30 July to 31 July	Second distribution of food items in Hajigabul.
21 September to 24 September	Beneficiary Satisfaction survey in Imishli

The distribution process was similar to the previous year's operation, based on coupon system and it went smoothly in general. The National Society received a number of questions from evacuated families about possibilities and timeframe of returning to their homes. It was explained that this is being coordinated by the authorities and that the government takes all necessary steps to renew the infrastructure.

The relief items distributed were based on the expressed needs of the affected population. Therefore, they met their immediate needs in a situation where the floods destroyed the whole infrastructure of the villages in Sabirabad, Saatli, Imishli and Zardob. The evacuated people could prepare their own food and had clean bedding and blankets, which all contributed to reducing their daily spending. They also received psychological support from the staff and volunteers of the Red Crescent who regularly paid visits to the temporary settlements, offered liaising with social support services and helped with care for younger children. This proved to be essential due to the high level of confusion and uncertainty among the people unsure of their nearest future in terms of living quarters and property.

Some of the goods were used to replenish the Azerbaijan Red Crescent emergency stock to enable the National Society to quickly respond to future small scale emergencies and cover the initial needs of affected population.

The National Society staff and volunteers used their skills as well as experience from previous DREF operation (logistics procedures, team organization and additional expenditures). It must be underlined that the Red Crescent staff and volunteers were the best organized teams in the overall disaster operation as they helped in evacuation, assessment and distribution avoiding confusion or panic that occurred among many during the floods. This is especially valuable as this time the volunteers were mobilized not only from the Red Crescent regional centre, but from local branches themselves. This significantly reduced time and expenses for moving mobile volunteer teams from one place to another and increased effectiveness and efficiency of the support provided.

The National Society successfully managed to coordinate its work with governmental structures, local authorities and the affected population and the opportunity to share experiences was well used between all partners.

Challenges

The disaster not only destroyed the infrastructure, but created difficulties to assess the situation right away and determine the appropriate course of action. The number of flooded villages increased daily as the authorities dealt with evacuation and placement. In comparison with the previous DREF operation, the National Society staff and volunteers were faced with increased challenges while doing assessment so it took more time to clarify the level of involvement, roles/responsibilities and areas of support.

As Sabirabad, Shirvan and Imishli districts and their villages were the most affected, the authorities mainly focused on them. Thus the preliminary plans of the Azerbaijan Red Crescent were to cover citizens of Sabirabad villages temporarily placed in Shirvan (tents and administrative buildings). However after a while it was clear that the Sabirabad/Imishli families moved to the other tents or administrative buildings in Zardob, Imishli and Hajigabul were the ones needing more support. Distribution lists were updated and once more verified and the distribution and psychological support provided.

Many affected families were reluctant to leave their homes due to the cattle-breeding being their main source of sustenance. The Red Crescent volunteers worked on explaining to them the gravity of the situation and the risks involved, persuaded them to relocate and helped in moving some of their valuables.

The exchange rate difference between CHF and AZN currencies in June, changed significantly from the previous months meant the allocated amount of funds was enough only for transfers to companies. Despite the plans and relevant financial forecast the activities such as the payment for workers, volunteers' incentives, salaries and purchasing packing materials were jeopardised. The National Society, together with the Federation worked on overcoming the obstacle and temporarily allocated money from its own funds to cover remaining expenditures. The exchange rate in the following month helped compensate the previous losses, thus all expenditures were covered according to the plan.

It also should be mentioned that the suppliers presented the most appropriate and reasonable prices taking into account the general increase of prices of the requested items nationwide.

Visibility, accountability and performance management

Objective: The Azerbaijan Red Crescent has promoted its relief activities, strengthened the National Society's image and ensured that the voices of affected people have been

heard. Activities planned:

- Maximise the visibility of the National Society through relief distributions, visits to the affected people, monitoring and evaluation by volunteers of Red Cross branches.
- Procure and utilize Red Cross 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 to get feedback from targeted people to improve future operations.

Impact

The National Society followed all the necessary logistics procedures and ensured transparency of the process. The quotations were requested from 18 companies (three companies per six items), the three companies with reasonable prices were chosen and the funds were transferred to companies via bank transfer.

It should be mentioned that National Society staff and volunteers used all possibilities to increase visibility of the organization with the government structures and the affected people, thus the staff and volunteers were in T-shirts, jackets and caps with Red Crescent logos. The Red Crescent cars, trucks rented for operation and distribution boxes were also branded with Red Crescent logos. Staff and volunteers presented ID-cards

while visiting affected families to avoid any misunderstanding or doubts as well as to promote the organisation. This helped in the subsequent survey process as Red Crescent volunteers were easily recognized by people and they could exactly declare whether they had been visited by the Red Crescent representatives or representatives from other organizations.

The Azerbaijan Red Crescent information department followed the distribution process and provided updates on the National Society web page (www.redcrescent.az). In the first few days of the disaster the department also produced a promotional video-clip made of the material shot in the affected region and placed it on YouTube: <http://www.youtube.com/watch?v=43ptyO5L7xY>

Beneficiary satisfaction survey and lessons learned

A beneficiary satisfaction survey followed the end of relief distribution so that Azerbaijan Red Crescent can determine the effectiveness of the operation and how well it responded to the needs of the affected population and record the important knowledge gathered through the implementation.

The survey covered 60 families from Imishli district. The families themselves were either evacuated from Sabirabad, Saatli and Shirvan or were inhabitants of the district. The survey was done by a joint team consisting of volunteers of the Imishli Red Crescent branch and the members of Sabirabad Mobile Volunteers Team. The survey was held between 21 and 24 September 2010, supported by the Head of the Federation Country Office, Disaster Management staff from the National Society Headquarters and the Sabirabad Red Crescent regional coordinator. The process included refreshment training for the interviewers (conducted by the Head of the Federation Country Office and the national Disaster Management staff. The survey itself took two days.

The survey revealed that the National Society support was timely provided and met the needs of the affected population. The families were satisfied with the quality of provided goods and the process of distribution underlying that it wasn't difficult to reach to distribution spots, which for some interviewees were one or two hours away from where they were residing. This is worth mentioning as finding appropriate distribution spots was not easy due to flooding and roads covered with mud and for several families the volunteers brought the goods directly to where they were accommodated. Thirteen per cent of the interviewees mentioned that in future it would be good to use TV or radio to announce the time and place for the distribution.

All interviewees underlined that the coupons system used in previous operation and applied in this operation was really suitable in the current situation. It helped to organize the distribution well and contributed to the transparency of the process.

Survey revealed that among 11 percent of the interviewees along with losing property or houses suffered different injuries. Almost 90 per cent mentioned that along with food and non-food items their main need and concern was shelter. All interviewees mentioned that Red Crescent was one of the first organizations that provided support in line with their needs and continued to assist even after the distribution. Seven per cent participated at Red Crescent training sessions and were taught to use First Aid to support their neighbours. Five per cent actually supported their neighbours and gave relevant advices how to save their lives or brought the relief items to families with bed-patients. Almost all interviewees expressed willingness to participate in future Red Crescent training sessions or simulation exercises for different types of disasters and floods in particular as they are the most frequent type in the whole Shirvan-Mugan region. The interviewees also mentioned that in case of future floods, they can be used as members of survey groups and help in the assessment.

Challenges/ Lessons learned

- The assessment and support teams can be expanded by involving a first aid instructor, a logistics/procurement officer, a health promoter, as well as tracing and information officers.
- The skills of volunteers trained should be maintained. The local population should be involved in training sessions and awareness campaigns.
- There is a necessity to replenish stocks not only in regional centres, but at local branch level too. This will shorten the response time in future operations which are important as the Red Crescent is for many people the first organization that they come to for support in emergencies and disasters.
- Picking appropriate points for distribution was a challenge due to flooded areas and roads covered with mud. Cooperation with local authorities helped overcome this challenge and decrease dissatisfaction among the beneficiaries.

How we work

All IFRC assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations \(NGO's\) in Disaster Relief](#) and the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

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

The IFRC's work is guided by [Strategy 2020](#) which puts forward three strategic aims:

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

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
- **In Europe Zone Office:** Slobodanka Curic, Disaster Management Coordinator, Budapest, phone: +361 8884 510; fax: +36 1 336 1516; email: slobodanka.curic@ifrc.org
- **In Geneva:** Pablo Medina, Operations Coordinator, phone: +41 22 730 4381, fax: +41 22 733 0395, email: pablo.medina@ifrc.org

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MDRAZ002 - Azerbaijan - Floods

Appeal Launch Date: 18 may 10

Appeal Timeframe: 18 may 10 to 18 sep 10

Final Financial Report

Selected Parameters	
Reporting Timeframe	2010/5-2010/9
Budget Timeframe	2010/5-2010/9
Appeal	MDRAZ002
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
A. Budget	171,321					171,321
B. Opening Balance	0					0
Income						
Other Income						
<i>Voluntary Income</i>	171,321					171,321
C6. Other Income	171,321					171,321
C. Total Income = SUM(C1..C6)	171,321					171,321
D. Total Funding = B + C	171,321					171,321
Appeal Coverage	100%					100%

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	171,321					171,321
E. Expenditure	-171,321					-171,321
F. Closing Balance = (B + C + E)	0					0

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III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A		B					A - B	
BUDGET (C)		171,321					171,321	
Supplies								
Clothing & textiles	83,920	87,676				87,676	-3,756	
Food	24,800	20,111				20,111	4,689	
Utensils & Tools	11,490	18,452				18,452	-6,961	
Other Supplies & Services	26,957	14,869				14,869	12,088	
Total Supplies	147,167	141,108				141,108	6,059	
Transport & Storage								
Storage	3,106	2,236				2,236	870	
Distribution & Monitoring	3,618						3,618	
Transport & Vehicle Costs	3,059	4,522				4,522	-1,463	
Total Transport & Storage	9,783	6,757				6,757	3,025	
Personnel								
National Staff		2,469				2,469	-2,469	
National Society Staff	980	4,961				4,961	-3,981	
Total Personnel	980	7,430				7,430	-6,450	
Workshops & Training								
Workshops & Training		25				25	-25	
Total Workshops & Training		25				25	-25	
General Expenditure								
Travel	1,757	98				98	1,659	
Information & Public Relation	668						668	
Office Costs	120	345				345	-225	
Communications	120	324				324	-204	
Professional Fees		66				66	-66	
Financial Charges	270	4,712				4,712	-4,442	
Total General Expenditure	2,935	5,544				5,544	-2,609	
Programme & Service Support								
Programme & Service Support	10,456	10,456				10,456	0	
Total Programme & Service Support	10,456	10,456				10,456	0	
TOTAL EXPENDITURE (D)	171,321	171,321				171,321	0	
VARIANCE (C - D)		0				0		