

Revised Plan 2011



Uzbekistan

Executive summary



A number of transition challenges in the early years of independence heavily influenced living standards in Uzbekistan, especially in rural areas. Since 1996 the country has enjoyed steady but modest economic growth. While official unemployment is low, underemployment and low wages contribute to low living standards. The most vulnerable groups in terms of poverty are rural inhabitants, families with many children, people with disabilities, unemployed people, people with a lower level of education and households in which women are breadwinners. The government claims that nominal and real incomes are rising, but despite the apparent growth in real incomes a substantial part of the population remains dependent on state handouts.

Although Uzbekistan has been relatively immune to the turmoil on global financial markets, the global economic slowdown has affected it. The chief external factors affecting economic performance are trends in commodity prices. The remittance inflows on which many Uzbek households rely will remain relatively low compared with 2007-08, owing to slower economic growth in Russia and Kazakhstan, the main destinations for Uzbek migrant labour.

The maternal, infant and mortality rates in children under five years old are high in Uzbekistan. The prevalence of anaemia among women of reproductive age is the highest in central Asia. At the same time there is the general trend that emphasizes women's role in the family to the exclusion of public and professional roles – the situation applies especially in rural areas.

The number of blood donations in the country is extremely low and results in a lack of safe blood supply. The growth of HIV rates is reaching a threatening toll; injecting drug use is still the main way of infection transmission but there is a clearly identified trend of an increasing number of HIV cases attributable to unsafe sex. The Tuberculosis (TB) incidence is gradually decreasing but is still high; and multi-drug resistant TB (MDR-TB) is a growing concern. The fear of stigma and discrimination towards sick people is a major cause of the hesitant take-up of essential support services and treatment, even where these are free.

Uzbekistan is prone to disasters, more than half of its the territory is considered as seismically active zone. Other significant sources of potential catastrophes are landslides, mudslides and floods. Uzbekistan is also affected by migration as a country of origin and its labour migrants in destination countries frequently face vulnerabilities common to all migrants, including discrimination as ethnic and religious minorities, language difficulties and risk of abuse and exploitation. The global financial and economic crisis means that fewer jobs are available for migrants in the destination countries; many are forced to return home and look for employment here, but the local economy has little to offer. Also, in view of the recent developments in the neighbouring Kyrgyzstan there exists a risk of a recurrent massive population movement into Uzbekistan.

The Uzbekistan Red Crescent is the longest established humanitarian organization in the country providing needs based services to the most vulnerable communities. Acting as auxiliary to the public authorities in the humanitarian field, the National Society has been making a difference to people's lives through preventive campaigns and support in health and care, social assistance, disaster risk mitigation and response operations, tracing services, international humanitarian law (IHL) dissemination and the promotion of humanitarian values to tackle discrimination, intolerance and violence in the communities. In 2009 the government of Uzbekistan imposed the procedure of inspection for all funds transferred to the National Society from abroad. The process had considerably affects the ability of the National Society to implement the planned programmes. Different actions have been undertaken by the Federation at regional, zone and Geneva level to assist the National Society in overcoming the difficulties. It includes the recent reopening of the Federation's office in Tashkent, opening of the Federation's bank account and recruitment of the senior advisor for Uzbekistan. The funds were released in August 2010.

The National Society programming in the coming two years will address the vulnerabilities arising from existing health risks, natural and man-made disasters, stigma and discriminative attitudes and migration. Strengthening the National Society through organizational development and capacity building is also high on the agenda. The Uzbekistan Red Crescent partners include the the German and Netherlands Red Cross Societies, the International Committee of the Red Cross (ICRC) and the International Federation.

At its General Assembly in 2009, the International Federation adopted *Strategy 2020* to guide its work and that of National Societies both domestically and globally. Focussing on "saving lives and changing minds", *S2020* and calls on national societies, as effective auxiliaries to the public authorities in the humanitarian field, to provide high quality services within the core mandates of the Red Cross and Red Crescent, to influence behaviours, promote changes in attitudes and mindsets, and for the Red Cross and Red Crescent to play a lead role in advocating for meeting the humanitarian needs of vulnerable people and communities.

The Uzbekistan Red Crescent Society held a congress at the end of August. During this meeting the participants elected a new president and received information about the *S2020* from the Federation's regional representation. Further dissemination will be carried out by the National Society with support from the Federation.

The International Federation secretariat's key areas of support to the Uzbekistan Red Crescent in 2010-2011 will include health and care, disaster management, principles and values and National Society capacity-building. This is in line with the Strategic Aims to save lives, protect livelihoods, and strengthen recovery from disaster and crises; enable healthy and safe living; promote social inclusion and a culture of non-violence and peace and the enabling actions to deliver the aims. The main outcomes to be achieved will be:

- reduced vulnerability of communities in disaster-prone areas of the country;
- strengthened capacity of the National Society in disaster preparedness and response (including planning and recovery);
- reduced vulnerability of communities to Tuberculosis and its impact, as well as to the most common diseases and trauma;
- increased number of voluntary non-remunerated blood donations;
- enhanced ability of the communities to oppose discrimination, intolerance and violence (including sexual and gender-based) and to promote respect for diversity;
- increased National Society capacity in effective governance and management, human resources and financial management, improved volunteer profile and youth services; and developed Red Crescent law;
- the International Red Cross and Red Crescent Movement's Fundamental Principles and humanitarian values are promoted; and improved image and profile of the National Society.

Target beneficiaries directly benefiting from the programmes will be people most vulnerable to illnesses, including groups at a higher risk of HIV infection and its transmission, stigma, discrimination and violence; to risks related to disasters and migration; and Red Crescent volunteers and the general public.

The budget for 2011 is CHF 0.7 million.

[Click here to go directly to the summary budget of the plan.](#)

Country context

Uzbekistan has a territory of 447,400 square kilometres. Of the total land area, 60 per cent is either desert or semi-desert. Farmers are able to cultivate just only 9 per cent of the land area of which almost 90 per cent must be irrigated, as rainfall is insufficient. The population of Uzbekistan had risen to just over 27 million by January 2008 according to the Economic Intelligence Unit; 64 per cent of the population lives in rural areas, and over 30 per cent of the workforce is employed in agriculture. The country is among the world's ten leading producers and exporters of cotton and among the world's ten largest producers of gold.

A number of transition challenges in the early years of independence heavily influenced living standards, especially in rural areas. In the early 1990s, economic recession, rising inflation and structural adjustment led to a sharp drop in real household incomes for the majority of the population. The country experienced an economic decline until 1996. Thereafter the country has enjoyed steady but modest economic growth. While official unemployment is low, underemployment and low wages, particularly in the agricultural and public sector, contribute to **low living standards**¹.

The 2007 data said around a quarter of the population was poor (defined as consuming less than the minimum amount of calories needed per day), and around 46 per cent of the population lived on less than 2.15 US dollars per day². The most vulnerable groups in terms of poverty are rural inhabitants, families with many children, people with disabilities, unemployed people, people with a lower level of education and households in which women are breadwinners.

However, the government claims that nominal and real incomes are rising – in real terms, using official inflation data, household income increased by 25.1 per cent in 2008. Despite the apparent growth in real incomes, a substantial part of the population remains dependent on state handouts. According to official figures, 16.8 per cent of total household income came from welfare payments, pensions and student grants in 2008.

The IMF estimates average annual inflation at 14.1 per cent in 2009. Although Uzbekistan has been relatively immune to the turmoil on global financial markets, the global economic slowdown has affected it. The chief external factors affecting economic performance are trends in commodity prices. The remittance inflows on which many Uzbek households rely will remain relatively low compared with 2007-08, owing to slower economic growth in Russia and Kazakhstan, the main destinations for Uzbek migrant labour. Private consumption will suffer from lower inflows of remittances, but will be sustained by government efforts to increase wages and social payments.³

The Human Development Index (HDI) 2007 for Uzbekistan is 0.710, which gives the country a rank of 119th out of the 182 countries with data.

¹ Here and further the source used is Millennium Development Goals Report, Uzbekistan, 2006.

² Country brief 2007, World Bank.

³ Source: Economist Intelligence Unit

<i>Various indicators</i>			
HDI value	0.710	GDI as % of HDI ⁴	99.7
GDP per capita (PPP USD)	2,425	Combined primary, secondary and tertiary gross enrolment ratio (%)	72.7
Life expectancy at birth	67.6	• Female as % male	96.4
• Female as % male	110		

The financial difficulties brought about by the transition led to a decline in public health expenditure. The scarcity of public resources has in turn reduced prevention, early diagnosis and treatment of a variety of illnesses.

In 2005, maternal mortality was recorded at 29.24 per 100,000 live births, which was slightly higher than the Commonwealth of Independent States' average (28.72).⁵ The mortality rate in children under five was 68 per 1,000 live births, and infant mortality rate was 57 per 1,000 live births.⁶ Only 24 per cent of infants under six months get breast feeding and this influences the infant morbidity and mortality indicators. The prevalence of anaemia among women of reproductive age (15–49 years) is the highest in central Asia.

The women of Uzbekistan saw their role in the society decline during the past decade as traditional stereotypes made a comeback. The customary view is that men are superior to women in the society, and as such must be the main household caregiver and economic provider. Even though the number of activist women leading NGOs and small businesses is increasing, there is the more general trend that emphasizes women's role in the family to the exclusion of public and professional roles. That situation applies especially in rural areas, whereas women are confined to the house, taking care of household chores and raising children. The unemployment rate is higher for women and women are more likely to be found in the sectors where salaries tend to be lower.

The growth of **HIV** rates is reaching a threatening toll. By January 2008, 13,184 people living with HIV had been registered and the number of registered cases increases year on year. The number of men living with HIV is four times higher than that of women, which could be explained by a high level (60 per cent) of transmission through injecting drug use, since the drug users are mainly men. In 14 per cent of the cases the infection was transmitted through sexual contacts. The majority, 99.1 per cent, of registered PLHIV are adults and 0.9 per cent are children under 15.⁷ There is a clearly identified trend of moving from injecting drug use as the predominant way of HIV transmission to an increasing number of cases attributable to unsafe sex. One of key populations at the highest risk is inmates of penitentiary institutions and almost 35 per cent of recent new cases have been registered in the penitentiary system.⁸

The **Tuberculosis (TB)** incidence is gradually decreasing but is still very high. According to the report of the Republican DOTS Center, the TB incidence rate was recorded at 64.8 per 100,000 of population in 2008. The TB mortality reached 6.9 per 100,000 population⁹. The treatment success was estimated at 81 per cent. Most of male TB patients are aged 35-45, and most of female are aged 18-24 or above 65. A growing concern is multi-drug resistant TB, which is much more difficult and expensive to treat.

⁴ The gender-related development index measures achievements in the same dimensions using the same indicators as the HDI, but captures inequalities in the achievement between women and men.

⁵ WHO Regional Office for Europe 2007.

⁶ World Bank 2007

⁷ Ministry of Health

⁸ UNDP Uzbekistan 2006

⁹ WHO gives higher figures: its Global Tuberculosis Report 2008 put the TB incidence rate at 121 per 100,000 of population in 2006; the TB mortality rate – at 78.4 per 100,000 population in 2004.

TB is also the main opportunistic infection and a leading cause of death for people living with HIV (PLHIV).

In addition to their health implications, people with HIV or TB also experience exclusion and societal levels of stigma and discrimination. Moreover, the stigma associated with the diseases and discrimination against sick people are projected to other family members, including children born to HIV-positive mothers. Many people living with HIV fear social stigma more than the health consequences of the disease.¹⁰ HIV stigma also interacts with pre-existing stigmas, and results in deepening discrimination towards people who inject drugs, men who have sex with men, sex workers, ethnic minorities and other marginalized populations. The fear of stigma and discrimination is a major cause of the hesitant take-up of essential support services and treatment, even where these are free.

Blood donation is an issue in the country; it faces common barriers to achieving a **safe blood supply**, such as the lack of appropriate regulatory frameworks and technology and means to recruit voluntary, unpaid donors. According to WHO, the number of blood donations should be at least 40-60 per 1,000 of the population. However, the number of donations in Uzbekistan was 8 per 1,000 of the population in 2002 and it even declined to 4 per 1,000 of the population in 2007. This decrease is connected with the socio-economic situation in the country, the collapse of the former blood donation system, the absence of promotion, low level of financing to make necessary improvements and the lack of involvement from the government and non-governmental organizations (NGOs). In January, 2009 a tripartite agreement was signed between the Uzbekistan Red Crescent, the Health Ministry and the Education Ministry on increase of the membership and promotion of voluntary non-remunerated blood donation in higher educational institutions.

The impact of the Aral Sea crisis continues to be one of the major development challenges in the country. Other environmental challenges include the degradation of water resources and the related salinization of water and arable lands; desertification; and loss of ecosystem, along with the increased vulnerability to **natural and man-made disasters**.

According to the International Federation's World Disasters Report 2009, between 1999 and 2008 some 96 people were killed and 1,207,718 were affected by natural and technological disasters in the country. More than half of the territory of Uzbekistan, an area inhabited by 16 million people and housing almost 90 per cent of the country's industries, is considered as seismically active zone where the intensity of earthquakes can record at the 7 to 9 range on the Richter scale. Other significant sources of potential catastrophes are landslides, mudslides and floods.

The uneven economic development between the states in central Asia creates the conditions for heightened **migration** as people move to more prosperous areas. Uzbekistan is affected as a country of origin and Uzbekistan's emigrant population is the largest in central Asia in absolute numbers. Over 2 million immigrants from Uzbekistan reportedly reside in Russia, Kazakhstan, Kyrgyzstan, South Korea, the United States, and Europe. Over 250,000 Uzbeks worked in Kazakhstan in 2007.¹¹ Officials and experts agree that most labour migrants in Kazakhstan work illegally. Migration issues stay very sensitive, especially in view of an official position on and treatment of irregular migrants and in some cases even legal labour migrants, also upon their return to the country of origin. Too frequently, labour migrants become victims of criminals or corrupt law-enforcement officials in the countries of destination or in transit countries, or when returning to their country of origin with their earnings.

In destination countries migrants, both regular and irregular, frequently face discrimination as ethnic and religious minorities; and language difficulties can create serious obstacles to integration and enjoying the full rights due to them. Their lack of legal status and the fear of discovery and subsequent removal puts irregular migrants at serious risk of abuse and exploitation; such uncertainty surrounding their situation can also have serious psychological impact. Sexual exploitation and abuse are not

¹⁰ Living with HIV in Eastern Europe and the CIS: The Human Cost of Social Exclusion, Regional Human Development Report on AIDS, 2008

¹¹ Erica Marat, "Labor Migration in Central Asia: Implications of the Global Economic Crisis", Central Asia-Caucasus Institute and Silk Road Studies Program, May 2009.

uncommon, nor are physical and/ or psychological abuse by those in positions of power, such as employers or people smugglers. Irregular migrants also have little or no access to basic medical, social and educational services.

The global financial and economic crisis means that fewer jobs are available for migrants in the destination countries, the earnings are lower and the legal rules regulating their stay in those countries get tougher. Many are forced to return to the countries of origin and look for employment there, but their economies have little to offer. At the same time the level of internal migration has increased.

National Society priorities and current work with partners

The Uzbekistan Red Crescent Society has a long history of cooperation with the local authorities and governmental ministries such as the emergency, health, social welfare, justice and education and their structures at regional and local level. The coordination of the National Society's work in communities with state bodies helps to achieve a good level of complementarity, increases the likelihood of support and promotes an understanding of the role of the Red Crescent. However, the near future holds little perspective of financial support from the government.

Since January 2009 all external funding received by the Uzbekistan Red Crescent has been subject to inspection by the commission of the Ministry of Finance. The inspection of programme transfers has been completed and the National Society has been able to utilize funds channelled through the International Federation as of August 2010. Over the year the Uzbekistan Red Crescent implemented the planned activities to the best of its capacity but many of them had to be cancelled or minimized. Besides, the programme staff have not received the salary support and the majority of trained staff left the National Society. However, to date the situation remains unchanged, despite the Uzbekistan RC involvement in the relief operation in response to a refugee influx resulted from the violence in the neighbouring Kyrgyzstan in June 2010. Following the discussions with the National Society leadership the Federation secretariat at the regional, zone and Geneva levels continues to facilitate the release of funds by organizing high level meetings with Uzbekistan government officials. The Federation has also reopened its office in Tashkent, opened its own bank account in Uzbekistan and completed the process of recruiting a senior advisor. The main tasks of the adviser is to assist the National Society in resuming its previous operational abilities, to support the strengthening of the National Society's legal base and auxiliary role as well as scaling up of the Red Crescent services to vulnerable people. The decision is supported by the conclusions of the Central Asia Review¹² draft report.

As the Uzbekistan National Society regained access to funds it will have to handle the staff recruitment and provide induction training for new staff as well as settle outstanding salaries of staff and bills related to programme implementation and operational support in 2009. In addition to specific technical training organized per sector the training will include introduction to the Red Cross Red Crescent Movement, the National Society role, structure and activities, needs assessment, planning, monitoring and evaluation, volunteer management, financial management, and human resources management.

According to the National Society's strategic development plan for 2008-2011, the goal of the Red Crescent Society is to grow into a strong and well-functioning society capable to sustain its activities, well-prepared to provide response in disasters and to serve the most vulnerable groups of the population.

The Red Crescent Society comes up to disaster response, preparedness and risk reduction with the aim of achieving a holistic approach to disaster management. This is in line with the National Society's strategic development plan. The objectives and responsibilities of the Red Crescent in disaster response are defined by a government resolution. The International Federation has been supporting the Uzbekistan Red Crescent to build its institutional capacity to meet the society's disaster management obligations as well as its community-based initiatives in the most vulnerable communities, including mitigation, and public awareness. These two main directions will continue. The partner

¹² Strategic Review of the Federation Secretariat support in Europe Zone, Focus on Kazakhstan, Uzbekistan, Turkmenistan and Tajikistan

channelling funding through the International Federation's annual appeal is the UK's Department for International Development¹³ (DFID). Community-based disaster preparedness of the National Society, primarily in rural areas, and disaster preparedness education in schools and community centres were also supported bi-laterally by the Netherlands Red Cross in 2008. In 2008-2009, in cooperation with the Red Cross Red Crescent Climate Centre the Uzbekistan Red Crescent also raised awareness on climate change.

Considering that the majority of activities within the DM programme were cancelled or minimized due to problems with funds utilisation the capacity-building needs increased, for instance, in developing the skills in the key areas of preparedness for response and recovery. This includes increased capacity in livelihoods, shelter, public health in emergencies, water and sanitation and psycho-social support. The Red Crescent considers strengthening logistics capacity, including the upgrade of its warehouse in Tashkent, crucial for its emergency response capacity-building. Another important issue is raising awareness of children of the road safety and first aid training. The National Society also needs to consider smoother and more effective approaches to early recovery so that communities are assisted in effectively restoring or improving their pre-disaster conditions. This approach links relief, recovery and development. The Red Crescent will need the support of the International Federation's secretariat to address those capacity-building needs in the coming years. Besides, special attention should be paid to the promotion and dissemination of the International Disaster Response Laws (IDRL) and contingency planning.

This year the Red Crescent was involved in the operation to respond to a massive population movement across the Uzbekistan border resulting from violence in the south of Kyrgyzstan in June. An emergency appeal was launched to support the operation. Initially the National Society distributed food and non-food items from its own stock, while delivery of items was organized by the IFRC carrying non-food items, a combination of in-kind donations from a number of partner National Societies and the IFRC's regional logistics unit in Dubai. A Field Assessment and Coordination Team as well as senior Federation staff members, including a senior advisor, was deployed to Uzbekistan. As refugees returned to Kyrgyzstan before the distributions of relief items delivered by the IFRC could be organised part of the goods will be transferred to the Red Crescent Society of Kyrgyzstan, while the rest will be kept in Uzbekistan to replenish the National Society's preparedness stocks and strengthen its preparedness capacity in areas prone to a renewed refugee influx.

In line with the International Federation's health and care strategy, the National Society's strategic development plan and based on the identified needs in the country, the main components of the Uzbekistan Red Crescent's health and care programme are TB and community-based health and first aid (CBHFA). Because of the changes introduced to the national strategy on combating HIV in the country that limits the participation of the non-governmental organizations in HIV prevention the National Society will discontinue the HIV prevention programme. The National Society also sees an important role for itself in promoting voluntary non-remunerated blood donation, which is encouraged noticeably by the government.

Most of the funding for the health and care programme of the National Society is channeled through the International Federation's annual appeals multilaterally. Partner National Societies currently supporting the Uzbekistan Red Crescent TB prevention within the framework of the appeal are the Norwegian and Swedish Red Cross Societies. Another source of global level International Federation funding addressing MDR-TB is a pharmaceutical company, Ely Lilly. Currently, the national TB programme provides services to people with TB on the continuation phase of treatment all over the country with funds from the Global Fund to fight AIDS, Tuberculosis and Malaria. Because of that the National Society will focus on raising awareness of the disease among population to facilitate early diagnosis and treatment and decrease stigma associated with TB. .

The National Society had a bilateral partnership with the German Red Cross in the area of blood donation promotion. However, the funding was insufficient to cover all expenses related to the

¹³ DFID is currently conducting several reviews of their multilateral partners in order to measure their performance and decide who should continue to be supported in the future. The decision on their contribution to 2011 Plan will depend on that review.

establishment of a methodological centre on blood donation promotion that is in the National Society's plans for the future. The support from the German Red Cross focused on the start-up of the Red Crescent service by facilitating a partnership with the health ministry and the haematology institute, sharing available education materials and experiences. The gap can be filled by funds attracted through the International Federation.

The promotion of humanitarian principles and values among staff, volunteers, partners, the general public and served populations has been one of the areas of the Red Crescent work that is carried out in partnership with the International Federation. The elements of non-discrimination, respect to diversity and tolerance were incorporated in all programmes of the National Society though effective integration of principles and values needs to be further pursued.

Recognizing the human vulnerabilities arising from the migration in the country and in order to put into practice the commitments in terms of addressing the needs of people affected by migration – made by the VII European Regional Conference in 2007 and reaffirmed at the VIII European Regional Conference in 2010 – the National Society of Uzbekistan became a part of the Central Asian Red Crescent Labour Migration Network to serve migrants and their families. The network is supported by the European Union (EU).

The Uzbekistan Red Crescent has been moving towards providing more effective and relevant services to vulnerable communities in the country. To achieve these objectives more transparency and accountability were sought. The priorities of the organizational development programme were: improved cooperation between governance and management, branches and headquarters; a comprehensive human resource management system, finance management development and sustainability; and promotion of volunteering and the development of volunteers. At the moment the National Society is undergoing the first external audit conducted by PricewaterhouseCoopers. The National Society sees that the Red Crescent Law will help the organization to be more visible and will support its auxiliary role towards the authorities. The draft law has already been elaborated and submitted to the government and the parliament. The Red Crescent now has to lobby for the adoption of the law, with support from the International Federation's secretariat, and promote the Red Crescent activities among the parliament members and key government officials from the justice ministry, tax inspections and the office of the prime minister.

The organizational development programme of the National Society has been supported by the International Federation with contributions from the Norwegian and Swedish Red Cross Societies and the Capacity Building Fund to the appeal.

The International Committee of the Red Cross (ICRC) has been cooperating with the Uzbekistan Red Crescent in the fields of institutional capacity development including the Red Crescent law, dissemination of the International Humanitarian Law and the fundamental principles, tracing and building capacities for assistance to conflict-affected populations.

Secretariat supported programmes in 2010-2011

Disaster Management

Within the framework of the population movement emergency appeal capacity building in core areas of disaster management planning, organisational preparedness, community preparedness and disaster risk reduction will be initiated. However, the focus of these initiatives will be on areas prone to a renewed refugee influx, namely Andijan, Fergana and Namangan branches of the National Society. The country plan stipulates capacity-building support in other geographical areas in line with the partner mapping.

a) The purpose and components of the programme

Programme purpose
To reduce the number of deaths, injuries, and impact from disasters.

The disaster management programme budget is CHF 240,805.

Programme component 1: Disaster management planning

Component outcome: Improved ability to predict and plan for disasters to mitigate their impact on vulnerable communities, and respond to and effectively cope with their consequences.

For that the National Society will update its national disaster response plan, for instance, with safer access elements in case of a conflict and shelter sector coordination mechanisms, the chapters related to the National Society capacity and test the standard operating procedures. Besides, at least one of 15 branches (as a pilot) will develop a disaster contingency plan. Introduction of necessary amendments to the regional contingency plan and its testing is also foreseen.

Programme component 2: Organizational preparedness

Component outcome: Strengthened capacity of the National Society in disaster preparedness and response through increased skills and knowledge of Red Crescent staff and volunteers, strengthened financial and technical resources, effective mechanisms for emergency response and recovery assistance.

Under this component the National Society will recruit, train, manage, retain and retrain a diverse, gender balanced volunteer network, conduct training for new disaster response teams (as appropriate) and refresh the skills and knowledge of already existing ones. The National Society will focus on reinforcing their DM structure and strengthening the knowledge and skills of their personnel in DM area (including staff of other programmes) at national and regional level. This will be done through the development of the curriculum and basic and specialised training courses on shelter, water/sanitation, health in emergency, recovery, logistics, etc. The training will take into account the lessons learnt from the population movement emergency response operation in June 2010.

To ensure understanding and application of the International Federation's standardized guidelines for effective response the National Society will regularly participate in the regional disaster management working meetings and get familiarized with the up-to-date methodologies, materials and tools, including issues of recovery and climate change, cluster approach to coordination of the disaster response and IDRL. Workshops on shelter and relief and/ or lessons learnt from relief operations will be also arranged for regional level staff incorporating the Sphere standards.

The replenishment of emergency stocks and maintenance of the radiocommunication net also fall under this component. The Red Crescent will seek through resource mobilization strategies to have available sufficient material and financial resources to meet its disaster management obligations and replenish the emergency stock.

The National Society aims to upgrade its warehouse in Tashkent, in order to strengthen its capacity for rapid response. Following the assessment of the National Society logistics capacity by the International Federation's expert in 2009 a warehouse and logistics capacity-building plan was prepared that will be followed this and next year.

Programme component 3: Community preparedness and disaster risk reduction

Component outcome: Strengthened capacities of the communities in disaster-prone areas to respond to future disasters through community-based disaster preparedness.

To achieve the outcome the National Society will establish, train and equip local disaster committees that will engage further with the wider communities in 2011. Schools and kindergartens will continue to be used as access points for preparedness education for children and youth: trained teachers and kindergarten tutors will disseminate the rules of behaviour in emergency situations (including road safety) and first-aid skills to children and their parents. Vulnerable communities will be informed about disaster risks through public awareness campaigns.

Programme component 4: Recovery

Component outcome: Increased capacity of the National Society to restore or improve pre-disaster living conditions and reduce the risk of future disasters.

The capacity of the National Society to assess the recovery needs, plan and implement quality recovery programming will be improved through training at the national and regional levels and raised awareness of good practices. In case of response operations the lessons learned will be shared during subsequent working meetings at national or regional level.

b) Profile of target beneficiaries

The disaster management programme responds to the needs of communities vulnerable to disasters, and its direct beneficiaries are people living in high disaster risk areas, both rural and urban. Among these the priority is given to people who are more vulnerable to disasters due to their social status, age, gender or health condition, such as single mothers, multi-children families, older people living alone, schoolchildren and people with disabilities and who are not covered by the government disaster preparedness training plans at workplace.

In 2011 the National Society will establish, train and equip 21 local disaster committees consisting of 12-15 members from communities each who will further share their knowledge with fellow community members. The training for local disaster committees and their communities includes first aid, rules of behaviour in time of a disaster, disaster risk mapping, early warning system sensitization, development of community disaster response plans and simulation exercises (totally about 30,000 people will be covered by programme). Two teachers from each of the 55 target schools and 35 kindergartens will be trained in two years and reach about 7,000 children, schoolchildren and students who will have the improved skills to cope with disasters as a result. Part of the beneficiaries from the general population will be targeted through awareness campaigns and information materials. Affected populations will also receive relief items and assistance in rehabilitation during potential response operations.

The Red Crescent staff and volunteers, 100 members of disaster response teams among them, will receive new or refresher training and practical exercises that will improve their professional skills and result in better services to the vulnerable populations. These may include courses in disaster preparedness/ disaster response and first aid, emergency and recovery assessment, risk mapping and vulnerability and capacity assessments (VCA). Improved disaster management coordination systems and enhanced response plans will benefit the National Society as an institution.

c) Potential risks and challenges

Access to funding is the main challenge for programme implementation. The fact that experienced staff working on the programme left the National Society will be an obstacle in ensuring a flexible but professional human resources base to meet the disaster response obligations and present a risk to regular programming. A major disaster in the region can redirect the programme focus.

Health and Care

a) The purpose and components of the programme

Programme purpose

To reduce the number of deaths, illnesses and impact from diseases and public health emergencies.

The health and care programme budget is CHF 280,365.

Programme component 1: Tuberculosis

Component outcome 1: TB awareness increased and stigma associated with TB reduced through communication and social mobilisation.

Wider information/ education activities will improve the population's knowledge about the disease, resulting in early referrals for medical check-up in case of TB signs and timely treatment. Awareness campaigns will contribute to stigma reduction among the public. The CBHFA *in Action* approach will be used in the National Society work with communities.

Programme component 2: Community-based health and first aid

Component outcome: Population health improved through diseases prevention, promotion of healthy behaviours, trauma reduction and through basic first-aid training.

The community-based health and first-aid component will aim at improving the health status of people living in rural areas through the provision of health education on the most common infectious diseases to pregnant women and women of reproductive age and basic first-aid courses for community members targeting men and women.

Programme component 3: Voluntary non-remunerated blood donation

Component outcome 1: A centre for the promotion of voluntary non-remunerated blood donation is established.

Component outcome 2: The number of voluntary non-remunerated donations of blood is increased.

This component will aim at the promotion of non-remunerated blood donation increasing the safe blood supply through the recruitment and retention of voluntary donors from low-risk populations. A Red Crescent centre for the promotion of voluntary non-remunerated blood donation will be formed for that purpose in the premises of the National Society's education centre. The centre will develop education materials and methodologies that will later be used for work with the communities. The information, education and communication (IEC) activities will be carried out through the media and by Red Crescent visiting nurses, volunteers, leaders of *makhallya* (community self-organization unit) and religious community leaders in schools, professional and higher educational institutions and among the general population.

b) Profile of target beneficiaries

The programme addresses the health needs of the most vulnerable people and those at the highest risk of getting diseases.

Within the **TB** programme about 20,000 people, with an equal number of men and women, will receive information about the disease and ways to prevent the infection.

Community-based health education activities will be concentrated on rural areas and will involve pregnant women and women of reproductive age. Besides, basic first-aid courses will be provided to community members targeting men and women. In total, over 18,000 people will be covered by health education and first-aid sessions.

The National Society will carry out IEC activities to promote voluntary non-remunerated **blood donation** among 5,000 students of professional and higher educational institutions and 300,000 of the population in *makhallyas* through Red Crescent visiting nurses, volunteers and community leaders. Red Crescent staff, volunteers and trainer-volunteers will be trained in community mobilization to ensure the increase in the number of voluntary non-remunerated blood donors and blood supply in the country.

c) Potential risks and challenges

Shortcomings in the implementation of the directly observed treatment short-course strategy at country level and the existing resistance of medical staff, particularly in the penitentiary system, may negatively influence the impact of Red Crescent interventions in TB prevention. Inadequate quality of TB medications, shortcomings in TB/ HIV registration practices and laboratory control deficiencies affect the results of TB treatment and are out of the Red Crescent control.

Organizational Development/Capacity Building

a) The purpose and components of the programme

Programme purpose

To increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.

The organizational development/capacity building programme budget is CHF 150,048.

Programme component 1: National Society organizational development and capacity building (headquarters and branches)

Component outcome 1: Effective governance and management structures.

Component outcome 2: Effective and transparent human resources management and financial management systems.

Under this outcome the programme will continue the work on establishing clear and effective governance structures and interrelations between governance and management at branch level. The newly elected governing board members and new staff at the regional and national levels will be sensitized on the Movement and the National Society activities to be able to fulfil their roles and perform duties. The Red Crescent staff will receive induction course that will cover the following areas: introduction to the Red Cross Red Crescent Movement, the National Society role, structure and activities, needs assessment, planning, monitoring and evaluation, volunteer management, financial management, and human resources management.

Greater involvement of the National Society leadership will be required in order to effectively implement the activities within the second outcome, supported through consultancies from the zone, regional and country offices.

To improve its HR management system, the Society held a review of the existing HR procedures with support from the regional representation HR manager in 2008. In line with the action plan, jointly developed basing on the results of the review, the National Society will revise procedures and develop relevant manuals like a manual on staff planning and recruitment and a plan for staff training and retraining, benefits and motivation. To introduce the manuals the National Society will organize workshops for the headquarters and branch leadership – president, executive director, branch executive directors – and key managers – departments heads and programme coordinators. Further International Federation secretariat and Partner National Societies' consultancy and funding support will be required to help National Society in achieving this outcome.

Due to the restricted access to external funding the National Society had to postpone the external financial audit for 2010. The audit will be completed by October 2010 and in 2011 the Society will work on improving its financial system, which implies development of clear procedures, training for finance and programme staff, and updating the accounting software. The Red Crescent Society will move to a cash transfer system from the current working advance system in 2011. To follow up on the improvements, the National Society will conduct the second external financial audit in 2011.

Programme component 2: National Society legal base development

Component outcome: Red Crescent Law developed and promoted for adoption.

The working group on Red Crescent Law development, established in 2008, will finalize amending the draft law with consideration to the comments from the parliament and ministries and the Joint Statutes Commission. Further work will require legal consultancy (primarily local) and advocacy support from the International Federation and other partners. Such support to the law development is in line with the draft Central Asia Review recommendations.

Programme component 3: Volunteer promotion and development

Component outcome: Nation-wide volunteer profile and youth services improved through strengthening volunteers' centres and clubs.

The National Society will continue exploiting the “volunteer school” approach¹⁴ to achieve a better structured approach to selection, training and the promotion of volunteers and expanding their decision-making power, also to show the value and appreciation of their work. Volunteers will be trained on the same topics as the staff and will choose the field where they would like to continue volunteering – such as disaster management, health and care, principles and values.

The effectiveness of the youth centres will be assessed by the National Society with possible support from Geneva secretariat and activity plans will be elaborated to help the leaders of the centres understand and address the information needs of young people in communities.

b) Profile of target beneficiaries

The beneficiaries of the programme are the National Society headquarters and branch staff, volunteers including youth, and members/ leaders of the grass-roots organizations, and governing board members nation-wide. The total number is around 40,000 people.

c) Potential risks and challenges

The National Society is affected by staff turnover in headquarters and branches. This is not only the issue of losing the institutional memory but also threat to credibility in the eyes of partners. It also leads to spending additional time and financial resources on training for new staff. To mitigate the consequences of the staff turnover the National Society will be tasked and encouraged to disseminate the skills and knowledge received from programme related training this year and the following years among branch colleagues to the maximum extent possible.

The organizational development programme of the Uzbekistan Red Crescent is fully dependant on the International Federation's funding, which is diminishing, and no donors are willing to engage bilaterally.

The National Society lacks proper knowledge and experience in lobbying for Red Crescent Law and will require strong support from the International Federation and other partners in this respect.

Principles and Values

a) The purpose and components of the programme

Programme purpose

To reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

The principles and values programme budget is CHF 43,816.

Programme component 1: Promotion of humanitarian principles and values

Component outcome 1: Fundamental principles and humanitarian values of the Movement promoted.

Component outcome 2: The image and profile of the Uzbekistan Red Crescent Society improved.

The programme will promote principles and values and disseminate knowledge about the Movement and the Red Crescent Society through specific training and thematic sessions for Red Crescent staff and volunteers, public campaigns, round-table meetings and through media sources.

Programme component 2: Anti-discrimination and violence prevention

¹⁴ A “volunteer school” means a better structured approach to selection, training and the promotion of volunteers and expanding their decision-making power, also to show the value and appreciation of their work.

Component outcome 1: Ability of the communities to combat discrimination, intolerance and violence and to promote respect for diversity enhanced.

Component outcome 2: Understanding of the necessity to prevent and fight sexual and gender-based violence within the communities increased.

The activities under this component include raising awareness of marginalized groups' needs and of the humanitarian values through media, attracting people from these groups into National Society activities and working with women and the wider society to tackle gender issues. The National Society will also strengthen the protection of migrants' rights, protection against exploitation and exclusion through information and education centres and influence behaviour towards migrants through advocacy and awareness-raising.

b) Profile of target beneficiaries

The principles and values programme targets Red Crescent staff and volunteers, populations served by National Society programming, the general public, partners from government bodies, mass media and other humanitarian players in the country.

The Red Crescent Society of Uzbekistan will train 100 newly hired staff and volunteers to disseminate the Movement's principles and values. Also, 250 representatives of partner non-governmental organizations and state structures and 16,000 persons from primary organizations (including in higher education institutions) will be reached to build understanding of the Movement's mission, tasks and humanitarian principles and values.

The National Society actively involves representatives of vulnerable groups into its activities; thus, persons from marginalized groups, mainly people living with HIV, will be engaged in the Red Crescent actions. The Red Crescent continues to attract more volunteers from mass media sources at branch level to increase community awareness of marginalized groups' needs and principles and values of Red Cross Red Crescent in general.

By the end of 2011 the Red Crescent will widen relationships with decision-making state bodies to jointly promote respect to human dignity and gender equity among communities through public and information campaigns and through media sources in urban and rural areas identified during the survey on gender issues.

In 2009 the Central Asian Red Crescent Labour Migration Network started serving migrants and their family members through education centres in the country of destination – Kazakhstan – and in and the countries of origin – Kyrgyzstan, Tajikistan and Uzbekistan. At the regional level the network is coordinated by the International Federation's Almaty office. The Uzbekistan Red Crescent has established two information and educational centers to render social assistance to migrants and their families in Kashkadarya and Surkhandarya regions, which can be used also as resource centres for interested parties. However, they were not properly functional in 2009-2010 because the Uzbekistan Red Crescent has had no access to funds. They started operating in September 2010 after the situation with funding had been solved. The migration project will be extended for six months of 2011 but its continuation or expansion to other sites is subject to funding.

c) Potential risks and challenges

The traditional attitudes accepted in the communities will challenge the component of the principles and values programme related to sexual and gender-based violence. To overcome the possible unwillingness of people to openly discuss this sensitive topic and reveal the existing problems will require devotion and consideration from the Red Crescent staff and volunteers.

Due to the situation with the Uzbekistan National Society's access to funding and in order to ensure the effectiveness of the migration action, also considering additional needs of other implementing partners identified since the start of the project, in February 2010 the project budget was revised and some funds meant for Uzbekistan were reallocated. The next revision of the budget of the Central Asian Red

Crescent Labour Migration project will be made according to the requirement of the donor – the EU – in September 2010. A relevant amendment should be signed by both contracting sides on the modified budget and possible non-cost extension of the supported activities for six months of 2011.

Role of the secretariat

a) Technical programme support

The International Federation has completed the process of recruitment of a senior advisor who will be supporting the National Society in the following areas: strengthening the National Society's auxiliary role, the legal base development including further advocacy of the importance of the RC law, humanitarian diplomacy and representation and advocacy of the Red Cross and Red Crescent. In line with the concept of the integrated structure the senior advisor will have dual reporting lines. Senior adviser will report on specific and some operational issues related to the Federation support to the chairman of the Uzbekistan Red Crescent. At the same time, strategic reporting line will be maintained with the Europe zone head of operations.

The Federation office has already been established in Tashkent (at the National Society premises), and a bank account has been opened. The Federation high level consultant went on mission to Tashkent to follow up the re-opening of the office and meet the state officials from the foreign, finance and health ministries and the UNDP, MSF, donor embassies and the Global Fund. Coordination meetings have been also held with the ICRC. Besides, a meeting between the Uzbekistan RCS, the IFRC, the ICRC and the foreign ministry has been requested.

In line with *Strategy 2020* and other policy decisions made by statutory meetings and bodies¹⁵ as well as reviews undertaken by Europe Zone Office of its approach to provision of support to national societies, the Federation will provide core membership services and technical support to national societies.

In addition, the Federation will provide support to the Uzbekistan Red Crescent Society to roll out *Strategy 2020* and integrate it into its strategic development plan. It will also contribute to the development and data input for the Federation-wide planning and reporting system. The available programme functions within the Federation in the zone and in the region are disaster management, health and care, principles and values including migration, and organizational development/capacity building. Relevant technical support in shelter, resource mobilization, migration will be requested from Geneva secretariat. Technical expertise is also required from the zone and Geneva secretariat in the spheres of activities that are new for the National Society. Such areas are anti-trafficking, labour migration, gender and support in linking with partners within the Movement and outside – with IOM, ILO, EC, etc. – under the current programming and in case of future applications for additional funding.

According to the draft report on the Central Asia Review the National Society thinks that greater focus should be given to the development programmes, regional cooperation within the disaster management and high-level humanitarian diplomacy with the government when it comes to advocacy of the National Society's auxiliary role. The senior adviser will further examine opportunities to accommodate the request and practical steps needed to proceed this direction.

The supporting functions of the Almaty office like finance, planning, monitoring, evaluation and reporting (PMER) will be used for the capacity-building initiatives within the country organizational development and other programmes. More attention will be given to improving quality control, effectiveness and accountability for all programmes with technical support on developing relevant tools and mechanisms from PMER focal points at the regional and zone level.

¹⁵ The International Federation's General Assembly, the Governing Board committees, the Council of Delegates, the International Conference and the European Red Cross and Red Cross Conference.

The focus of the organisation development programme will remain on good governance and good management, in addition to developing and strengthening the HR and finance management. For expertise on these issues, and possibly resource mobilization, a locally/regionally/internationally recruited consultant can be engaged. The main requirements for the consultant will be the knowledge of the local legislation and language skills.

Still a big constraint for the National Society is the lack of English language skills for the majority of the senior programme staff precluding access to materials in English and participation in international meetings. All regional programme and technical staff working with the National Society are Russian/English speaking, which allows regular and accurate communication and work. The Almaty office will ensure that the most important materials and documents have been translated into Russian working in cooperation with other regional or country representations from Europe zone operating in Russian until the office in Moscow takes the lead in this process.

b) Partnership development and coordination

The Uzbekistan Red Crescent Society relies mainly on international support for its programming and largely this support is coming from the Movement. The only significant local support exists on the level of good relationships with the local authorities in the areas where National Society branches implement the programmes.

The Uzbekistan Red Crescent Society has been expressing an interest in assisting neighboring countries in case of an emergency and in that respect in accordance with its statute the National Society will continue developing its international work and targeting more neighboring National Societies. This, followed by the recent experience of the National Society in using two of the International Federation's disaster response tools (DREF and FACT/RDRT) to respond to a disaster, will further strengthen their relationship with the government and with the emergency ministry in particular.

In addition to this, the National Society leadership has initiated a work on establishing a dialogue forum with its government in relation to the global financial and economic crisis and its impact on Uzbekistan. The zone humanitarian diplomacy advisor will continue to work with the regional representative and the National Society on developing this forum and providing a space for a stronger relationship with the government and other players in this area.

The National Society's strategic plan for 2008–2011 prioritizes the development of cooperation with partners. Comparing to the situation of just a few years ago when the Uzbekistan Red Crescent Society had the lowest number of partners in the region, today the situation improved though still more efforts have to be made in this direction. The International Federation's secretariat will continue to make efforts to attract new partners for the National Society using different events, meetings, informal contacts with potential donors and searching for new sources of multilateral funding like European Aid.

The majority of the National Society's partners have their own partnership strategies or guidelines that to some extent contribute to building the capacities of the Uzbekistan Red Crescent. The existing Memorandum of Understanding between the Uzbekistan Red Crescent, ICRC, the International Federation secretariat and the Spanish Red Cross on cooperation in supporting the development of the National Society and strengthening its capacity to effectively deliver quality programmes and services will continue to be a basis to build on and improve cooperation and coordination with bilateral and multilateral partners.

Coordination and cooperation between the regional representation and the regional ICRC delegation based in Tashkent has strengthened over the past years due to the harmonization of support to National Societies in the areas of Red Crescent Laws development, human resources systems and financial management development and joint planning. This will continue in the coming two years through further harmonization of the two organizations' planning processes, regular monthly meetings between ICRC and Federation regional representation key staff, work through and with the National Societies Leadership Forum and trilateral meetings (Uzbekistan Red Crescent, ICRC and the regional representation).

A new partnership has been established with the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO) to benefit the migration programme.

c) Representation and Advocacy

The regional representative and where relevant programme managers will continue to represent the Uzbekistan Red Crescent at meetings, conferences and events where the National Society has no access to or to strengthen its representation. In line with the global efforts in humanitarian diplomacy the International Federation will continue bringing the work of the Red Crescent to the attention of the humanitarian decision-makers within the country and in the region and to promote the activities of Uzbekistan Red Crescent Society with particular emphasis on the advantages that the auxiliary role can bring to the government. In addition, the International Federation will further promote the value of the National Society's community-based approach when addressing the needs, volunteers work and the value of partnerships and independence of the Movement components for the vulnerable people.

Special attention will be given to the Red Crescent Law development in terms of advocacy in front of relevant government bodies. The regional representative will accompany the National Society leadership during meetings with government representatives and will promote the benefits of having the Red Crescent Law for the both parties.

Promoting gender equity and diversity

Traditionally women in central Asia, especially in rural areas, are engaged with households and children, which leave them with little access to information on disaster preparedness. With this in mind, the disaster management programme spotlights disaster awareness of women and children in communities. The SPHERE standards guide the Red Crescent disaster response and the fundamental principles and the value of respect for dignity and equality are at all times promoted in disaster management awareness materials, during training and work with the communities. In disaster response the distribution of assistance is made on the basis of impartiality. Actions are solely guided by needs, proportional to the degree of suffering and prioritized on the basis of urgency and vulnerability.

Similarly, limited access to health related information for girls and women make them more vulnerable to sexually-transmitted infections (STIs) and HIV. Women living in cities and working women have more decision-making powers and better access to information and healthcare services than women from rural communities. The community-based health and care component will address the issue by concentrating on health education for women. Apart from young mothers, education will also focus on elderly women who enjoy rights and authority in the families.

Promoting gender equity and diversity is always in the heart of the humanitarian values programme. In 2009-2010 the programme will continue to address the issue of gender-based violence seeking to change behaviour within the communities, building on the results of the community survey and initiatives of 2008. Also, more attention will be paid to the proper integration of the principles and values in all National Society programming. The statute of the Red Crescent Society itself envisages equal opportunities for participation in the governing bodies for women and men.

Quality, accountability and learning

The National Society will carry out routine monitoring of the programmes through regular field visits, observations, interviews, meetings with local authorities and community leaders, internal staff meetings with branch staff and monthly progress reports. The National Society management reports to the presidium (governing board) on a quarterly basis. Participation of representatives of partner organizations and local community members in monitoring will be encouraged. The International Federation's regional representation will also undertake monitoring trips to programme sites.

Relevant information will be gathered from branch reports to the headquarters, budget analysis, statistics and meetings with donors. The results of monitoring will be analysed, discussed at working meetings at country and regional levels and follow-up actions will be undertaken to improve the effectiveness of interventions. Best practices will be promoted among colleagues and exchange visits between branches and National Societies will be arranged to allow learning from experience.

The programmes actively share information on the progress and cooperation opportunities, lessons learned and international experience, captured in the World Disasters Report, during coordination meetings with partners, round tables and presentations at branch, national and regional level. Progress is also reported through the web-sites and media. The National Society publishes annual reports that reflect major developments; the reports are distributed among local partners including the government, international NGOs, local NGOs, and business structures including both current and potential donors.

The SPHERE standards make up an integral part of the Red Crescent training for its disaster response teams and are applied by National Society in their disaster response operations. The International Federation's guidelines on National Disaster Preparedness and Response Mechanisms, as well as the characteristics of a well-prepared National Society, containing standards and key indicators of effective preparedness and response, will advise the capacity building efforts of the Red Crescent Society.

In their capacity building efforts, the National Societies are guided by the characteristics of a Well-Functioning National Society, particularly to the balanced development of the three key elements – foundation, capacity, and performance.

How we work	
<p>The IFRC's vision is to:</p> <p>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.</p>	<p>The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:</p> <ol style="list-style-type: none"> 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	
<p>For further information specifically related to this plan, please contact:</p> <ul style="list-style-type: none"> • In the Uzbekistan Red Crescent Society: Mrs. Eleonora Tajibaeva, Executive Director; email eleonora33@rambler.ru; phone +99871 150 81 15; and fax +99871 256 18 01 • In Uzbekistan: Mr. Gyula Kadar, Senior Advisor to the Uzbekistan Red Crescent Society; email: gyula.kadar@ifrc.org; phone: +99 451 942 04 70 • In the Europe Zone Office: Mrs. Anitta Underlin, Director of Zone, Budapest, phone: +36 1 8884 501; fax: +36 1 336 1516; email: anitta.underlin@ifrc.org 	