

# DREF operation final report



International Federation  
of Red Cross and Red Crescent Societies

## Bosnia and Herzegovina: Floods

DREF operation n° MDRBA006  
GLIDE n° FL-2010-000239-BIH  
24 June 2011

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 218,932 was allocated from the IFRC's Disaster Relief Emergency Fund (DREF), to support the Red Cross Society of Bosnia and Herzegovina in delivering assistance to some 1,450 families (5,800 beneficiaries), or to replenish disaster preparedness stocks. Unearmarked funds to repay DREF are encouraged.

Due to the heavy rains in Bosnia and Herzegovina/ Republika Srpska and Montenegro, the water level in river Drina was on a steady increase since 1<sup>st</sup> December until 3<sup>rd</sup> December 2010, with water spilling out of the river beds and flooding the houses, buildings and agricultural land in twenty six municipalities. Overall, 20,000 people or 5,806 households had been affected by the floods including more than 5,818 people evacuated from different areas of Bosnia and Herzegovina. The Red Cross of Bosnia and Herzegovina reacted immediately targeting the people whose level of vulnerability directed urgent response. Approximately 5,800 people were assisted. Through its local branches the National Society conducted rapid assessment of needs in all the affected municipalities and reacted accordingly by distributing essential food and non food items for the most vulnerable families, therefore reducing adverse health effects and ensuring appropriate food intake. By providing safe water and ensuring optimum hygiene conditions, the risk of waterborne and water related diseases in communities was significantly reduced. The funds provided by the Federation DREF also covered replenishment of the emergency stocks of the National Society while assisting with the dehumidifying of the flooded facilities and helping the affected population to return their homes.



Relief distribution in "Dvorovi", Bijeljina. Photo by the Red Cross Society of Bosnia and Herzegovina

The Spanish Agency for International Cooperation for Disaster (AECID) contributed CHF 76,726 and Canadian Government contributed CHF 37,882 to the DREF in replenishment of the allocation made for this operation. The major donors to the DREF are the Irish, Italian, Netherlands and Norwegian governments and ECHO. Details of all donors can be found on <http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp>.

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

## The situation

In December 2010 Bosnia and Herzegovina experienced the largest amount of precipitation recorded in the last 100 years, which resulted in massive floods on the entire territory. According to national authorities, the hardest hit areas were on Drina River, in Central and Eastern Herzegovina. Only from these areas more than 4,000 people had been evacuated. Overall, affected municipalities were Bosanska Krupa, Domaljevac-Šamac, Orašje, Tuzla, Maglaj, Goražde, Foča-Ustikolina, Pale-Prača, Ravno, Čitluk, Čapljina, Stolac, Mostar, Trnovo, Ilidža, Novi Grad, Tomislavgrad, Drvar, Trebinje, Bileća, Nevesinje, Foča, Novo Goražde, Bratunac, Zvornik, Bijeljina including their surrounding villages. The total number of evacuated people was 5,818. More than 5,000 flooded houses, buildings and facilities remained under water till December 13th. The majority of evacuated individuals were staying with their relatives while a small number were in collective accommodation at hotels and schools.

All relevant government institutions were engaged in full capacity in the disaster response. A preliminary analysis of the situation suggested that priority needs were high capacity pumps, water distribution, boats, rubber boots and sand bags.

The south-eastern part of the country experienced problems of road access in December: cities acutely affected by the disruption were Bijeljina, Foča, Tuzla and Goražde. At least three people were killed in Tuzla following a landslide that engulfed a home. The authorities evacuated more than 3,400 people from low lying areas and locations near the Drina River. The Sava River, near Bijeljina was reportedly at a critical level, threatening to breach its banks; more than 1,000 homes there were inundated.

Further south in Goražde, some 48 km south-west of the capital Sarajevo, power supply was severely disrupted. Several areas surrounding Bijeljina were also badly affected, including the communities of Dvorovi, Dijelovi, Dazdarevo, Kriva Bara, Batković, Trnjaci, Gojsovac, Janja, Amajlije and Popovi. On 2nd December the authorities declared a state of emergency in response to the deluges; army personnel was deployed, using boats to access areas that had been isolated by the floods and evacuate people.

While relief and evacuation plans were implemented, it took several days for the situation to normalize even after floodwaters receded.

## Coordination and partnerships

The International Federation of Red Cross and Red Crescent Societies provided technical support to the National Society in terms of tendering and reporting as well as financial contribution for the whole amount of the response operation. A Disaster Management and Shelter Delegate from the Federation's Europe zone office assisted the National Society in preparation of the operation and the DREF request. The Red Cross Society of Bosnia and Herzegovina and the International Federation office in Sarajevo maintained contact with the UNDP in order to ensure the coordination in distribution of the relief goods.

Furthermore, the National Society collaborated with the Civil Protection, local and central authorities in order to organize the first field assessment of flooded areas. For this purpose the Federation's Regional Disaster Response Team (RDRT) team was deployed, whose members carried out the field assessment. Moreover, the society actively sought information from volunteers, local authorities and other Civil Protection departments before and during its response to the emergency.

Other organizations and agencies that provided support to the National Society:

- Swiss Red Cross donated 50,000 Euros worth of goods.
- USAID donated 25,000 Euros worth of goods.
- The Government of China donated 20,000 Euros worth of goods.
- Turkish Red Crescent donated 70,000 Euros worth of goods.
- Armed Forces of Bosnia and Herzegovina provided 6,000 Euros worth of goods.

All the above donations were provided in emergency relief items. The donations were distributed through the Red Cross structure to the beneficiaries in areas hit by the floods.

The American Ambassador to Sarajevo visited one of the affected areas together with the Red Cross Delegation.

## Red Cross and Red Crescent action

With the support of internationally deployed members of the Regional Disaster Response Team, the Red Cross Society of Bosnia and Herzegovina immediately engaged volunteers in the affected areas to conduct preliminary assessment of the situation in order to initiate the optimal response. The most pressing needs of the affected and evacuated population were identified and the emergency distribution of the relief items was carried out. The below table shows the breakdown of the distributed goods:

	<b>Municipality</b>	<b>Food parcels</b>	<b>Blankets</b>	<b>Hygiene parcels</b>
1.	<b>Bijeljina</b>	570	1410	570
2.	<b>Zvornik</b>	50	130	50
3.	<b>Bratunac</b>	50	100	50
4.	<b>Foča</b>	50	150	50
5.	<b>Novo Goražde</b>	60	150	60
6.	<b>Trebinje</b>	30	100	30
7.	<b>Bileća</b>	30	100	30
8.	<b>Nevesinje</b>	30	100	30
9.	<b>Goražde</b>	214	555	214
10.	<b>Tuzla</b>	150	300	150
11.	<b>Sarajevo</b>	100	210	100
12.	<b>Zenica</b>	50	120	50
13.	<b>Mostar</b>	400	555	400
	<b>Total</b>	1,784	3,980	1,784

Table 1. The breakdown of distributed emergency relief food and non food items

The items were procured locally following Federation logistics procedures. Food parcels were packed according to the Federation standards and marked with both Federation and National Society logos.

The neighbouring local Red Cross branches that were not affected by the floods actively participated in collection of food and non food items. They successfully gathered 100 metric tonnes of emergency relief items.

Furthermore, 350 kg of disinfectant for water wells was distributed to assure the access to safe water for the affected families. Disinfectants were distributed through the local Hospitals' Hygiene Department, specialised in disinfection. The Red Cross of Bosnia and Herzegovina was the only organization that carried out procurement and distribution of these much needed disinfectants. The following table shows the breakdown of the distribution to the most affected areas:

	<b>Municipality</b>	<b>Disinfectant (Izosan)</b>
1.	<b>Bijeljina Area</b>	200 kg
2.	<b>Novo Goražde Area</b>	50 kg
3.	<b>Goražde Area</b>	100 kg
	<b>Total</b>	<b>350 kg</b>

Table 2. Distribution of disinfectants in the most affected municipalities

Alongside the distribution of food and non food relief goods, the Red Cross Society of Bosnia and Herzegovina assisted with the dehumidification of the affected houses. For these purposes, the Swiss Red Cross provided 65 dehumidifiers. The Red Cross teams delivered dehumidifiers to the flooded homes and gave practical instructions on their usage, maintenance and handling. After the dehumidifiers had been used, they were stored at the National Society HQ for future use in emergency situations.

The National Society demonstrated a strong capacity to provide services to the most vulnerable individuals during the emergency situations. The Secretary Generals from both entity Red Crosses, who were responsible for coordination of the entire humanitarian action in affected areas, also liaised with the Crisis Centre of Entities Civil Protection. Alongside the Red Cross volunteers there were also more than 200 soldiers active in the operations in the flooded areas.

The entire humanitarian operation was constantly covered by the local and national media, which ensured greater visibility of Red Cross activities. In both entities, coordination and cooperation between the Civil Protection, Red Cross and Armed Forces were exceptionally efficient.

As a token of appreciation both entity Red Crosses received letters of appreciation from the entities' Governments, who recognised this operation as by far the best coordinated operation in recent memory.



Relief distribution in Goražde. Photo by the Red Cross Society of Bosnia and Herzegovina

## Achievements against outcomes

### Relief distributions (food and basic non-food items)

**Outcome: Families most affected by the constant rains and floods will be supported through provision of essential food and non-food items.**

**Output: 1,450 families (5,800 persons) in most affected areas will receive food parcels, hygiene kits and blankets.**

#### Activities planned:

- Preparation of final beneficiary lists.
- Procurement of emergency items in Bosnia and Herzegovina.
- Distribution of emergency items by RC branches and their volunteers according to the prepared beneficiary lists.
- Coordination with local emergency departments and social welfare authorities.
- Monitoring and evaluation of the relief activities and quality of items and reporting on relief Distributions

**Impact:** After the preliminary assessment was finalized, the Red Cross focused on those individuals whose level of vulnerability demanded immediate response, and targeted 5,800 of them. The 1,450 most vulnerable families were provided with canned food and basic non-food items. The food assistance was quintessential as in many cases food reserves which were kept on the ground floors or in basements of the affected houses were destroyed or washed away. The food assistance to the affected population enabled appropriate food intake. The provision of blankets and hygiene items helped the families to have some temporary replacement for their destroyed property and protect their health.

### Water, sanitation, and hygiene promotion

**Outcome: The risk of waterborne and water related diseases is reduced through the provision of safe water to 1,450 families**

**Outputs: 1,450 families have received access to safe water**

#### Activities planned:

- Conduct rapid water and sanitation emergency needs and capacity assessments in coordination with local authorities
- Purchase and distribution of 350 kg of disinfectant for the wells. The well-cleaning activities will be led and coordinated by local authorities
- Monitoring and evaluation

**Impact:** Distribution of the disinfectants for the water wells ensured safe drinking water in some on the affected municipalities. Those were one of the few safe sources of drinking water in the first days. No epidemics of water borne or other related diseases were registered in any of the affected communities. The health and safety of the affected population was thus preserved.

Throughout the operation and all the conducted activities in supporting the most vulnerable families affected by the floods, good cooperation was demonstrated, in particular with the local Red Cross organizations and municipal crisis Headquarters/Civil protection services. Also, the beneficiaries expressed satisfaction with the timeliness of the response by the Red Cross branches in providing assistance saying that distributions points were easily available to the people, the items received where exactly what they needed at the time and the behaviour of Red Cross volunteers and staff was appropriate

### Emergency shelter

**Outcome: The affected population is assisted in return to their houses and resuming with their normal life through assistance with drying the facilities.**

**Outputs: 1,450 affected families are safely back in their houses, their health preserved through ensuring optimum hygiene conditions**

**Activities planned:**

- **Conduct rapid assessments in coordination with local authorities**
- **Purchasing and distribution of 65 dryer machines**
- **Training of the Red Cross staff for the use of drying machines**
- **Monitoring and evaluation**

**Impact:** The appropriate use of the dehumidifiers helped shorten the time needed for the repair of works to be started and ensure that the repairs are done as soon as possible. Therefore, the families were able to return their homes earlier by making their houses safe and healthy to live in again. It is noteworthy to mention that the procurement of the dryers was initially planned in DREF budget. Unfortunately, locally received offers did not fulfil quality requirements and distribution conditions by the National Society. The funds for the dehumidifiers were re-allocated for the purchase of additional blankets, food and hygiene parcels instead and the dehumidifiers were provided by a Partner National Society.

### 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:

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MDRBA006 - Bosnia

Appeal Launch Date: 13 dec 10

Appeal Timeframe: 13 dec 10 to 13 mar 11

Final Report

Selected Parameters	
Reporting Timeframe	2010/12-2011/4
Budget Timeframe	2010/12-2011/3
Appeal	MDRBA006
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
<b>A. Budget</b>	<b>218,932</b>					<b>218,932</b>
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>
<b>Income</b>						
<u>Other Income</u>						
<i>DREF Allocations</i>	218,932					218,932
<b>C4. Other Income</b>	<b>218,932</b>					<b>218,932</b>
<b>C. Total Income = SUM(C1..C4)</b>	<b>218,932</b>					<b>218,932</b>
<b>D. Total Funding = B + C</b>	<b>218,932</b>					<b>218,932</b>
<b>Appeal Coverage</b>	<b>100%</b>					<b>100%</b>

## II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>
<b>C. Income</b>	<b>218,932</b>					<b>218,932</b>
<b>E. Expenditure</b>	<b>-218,932</b>					<b>-218,932</b>
<b>F. Closing Balance = (B + C + E)</b>	<b>0</b>					<b>0</b>

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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
<b>BUDGET (C)</b>		<b>218,932</b>					<b>218,932</b>	
<b>Relief items, Construction, Supplies</b>								
Clothing & textiles	81,840	83,037				83,037	-1,197	
Food	50,141	46,114				46,114	4,027	
Water, Sanitation & Hygiene		52,596				52,596	-52,596	
Other Supplies & Services	56,733						56,733	
<b>Total Relief items, Construction, Supplies</b>	<b>188,714</b>	<b>181,747</b>				<b>181,747</b>	<b>6,967</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring	5,000	5,133				5,133	-133	
<b>Total Logistics, Transport &amp; Storage</b>	<b>5,000</b>	<b>5,133</b>				<b>5,133</b>	<b>-133</b>	
<b>Personnel</b>								
International Staff	4,000	2,181				2,181	1,819	
National Society Staff	2,056	2,153				2,153	-97	
<b>Total Personnel</b>	<b>6,056</b>	<b>4,335</b>				<b>4,335</b>	<b>1,721</b>	
<b>General Expenditure</b>								
Travel		2,066				2,066	-2,066	
Office Costs	2,800	1,643				1,643	1,157	
Communications	2,000	2,103				2,103	-103	
Financial Charges		7,166				7,166	-7,166	
Other General Expenses	1,000	1,377				1,377	-377	
<b>Total General Expenditure</b>	<b>5,800</b>	<b>14,355</b>				<b>14,355</b>	<b>-8,555</b>	
<b>Indirect Costs</b>								
Programme & Service Support	13,362	13,362				13,362	0	
<b>Total Indirect Costs</b>	<b>13,362</b>	<b>13,362</b>				<b>13,362</b>	<b>0</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>218,932</b>	<b>218,932</b>				<b>218,932</b>	<b>0</b>	
<b>VARIANCE (C - D)</b>		<b>0</b>				<b>0</b>		