



Residential yard damaged by flooding. Photo: Georgia Red Cross Society (GRCS)

Appeal: MDRGE020	Total DREF Allocation: CHF 224,005	Crisis Category: Yellow	Hazard: Pluvial/Flash Flood
Glide Number: FL-2025-000185-GEO	People Affected: 20,000 people	People Targeted: 3,500 people	People Assisted: 3,500 people
Event Onset: Sudden	Operation Start Date: 08-10-2025	Operational End Date: 31-03-2026	Total Operating Timeframe: 5 months

Targeted Regions: **Kakheti**

Description of the Event

Georgia - Flash Floods

7 October 2025



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: GADM, IFRC. Map produced by: IFRC Europe Region Office, Budapest.

Map of the affected area, highlighted in red.

Date of event

01-10-2025

What happened, where and when?

At the end of September 2025, heavy and prolonged rainfall struck eastern Georgia, with Lagodekhi Municipality in Kakheti, experiencing the most severe impact. Rising river levels and overflows triggered flash floods across at least 13 villages, including Kabali, Ninighori, Giorgeti, Tsodniskari, and nearby communities. Floodwater damaged ground floors of the residential houses, courtyards, and farmland, destroying household belongings, food stocks, and agricultural inputs. Several road sections were submerged, restricting mobility and access to essential services for several days. As the municipal authorities started with infrastructure rebuilding and accounting for overall scope of the disaster, GRCS engaged in the response by mobilizing staff and volunteers from Lagodekhi and neighboring branches to conduct rapid needs assessment and plan for targeted assistance as per official request of the municipal authorities.





Voucher Assistance Distribution Day: Beneficiary Information Session Lagodekhi

Scope and Scale

The flash floods that affected eastern Georgia in late September and early October 2025 had a significant humanitarian impact on Lagodekhi Municipality in the Kakheti region. Heavy and persistent rainfall led to the overflow of several rivers, flooding residential areas and agricultural land across at least 13 villages. According to local authorities and GRCS assessments, approximately 20,000 people were affected or at risk across the municipality, with around 1,000 households severely impacted by floodwaters. Many homes were flooded at ground level, resulting in the loss of essential household items, food stocks and agricultural inputs. Damage to courtyards, gardens and small agricultural plots further undermined household food security and livelihoods, particularly for families dependent on agriculture and seasonal income. While flooding is a recurrent hazard in Lagodekhi, this event exceeded typical impact patterns by affecting villages that had not previously experienced similar levels of flooding. This expanded both the geographic spread and the severity of the disaster, highlighting increased exposure to climate-related risks. Although most households were not displaced, their capacity to meet basic needs was significantly reduced.

Based on further assessments conducted by GRCS in close coordination with the Lagodekhi municipality, 1,000 households (3,500 people) were identified as requiring immediate humanitarian assistance. Considering the scale of material losses, limited coping capacities and the absence of large-scale humanitarian support from other actors, local authorities formally requested assistance from the Georgia Red Cross Society. The scope of the DREF operation was therefore defined to provide targeted support to the most affected households, focusing on restoring basic living conditions and enabling access to essential needs in a timely and dignified manner.

Source Information

Source Name	Source Link
1. Heavy rains leave Lagodekhi municipality villages flooded	https://1tv.ge/lang/en/news/heavy-rains-leave-lagodekhi-municipality-villages-flooded/
2. Flooding hits eastern Georgia villages	https://dfwatch.net/flooding-hits-eastern-georgia-villages-64281/

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	In addition to the activities implemented under the DREF operation, the Georgia Red Cross Society mobilized in-kind clothing support through a partnership with a private sector partner, LC Waikiki. The donated clothing items were distributed to 932 flood-affected households as complementary assistance to help address immediate clothing needs, particularly ahead of the winter (November-December) period. The total estimated value of the in-kind donation amounted to approximately GEL 202,960. This support was provided outside the DREF budget and contributed to addressing broader humanitarian needs alongside cash and voucher assistance. GRCS also mobilized branch-level capacity beyond the affected municipality. The Lagodekhi Branch played a central role in the response, while staff and volunteers from Kvareli and Gurjaani branches supported rapid assessments and field activities. The Batumi Branch was also involved during the distribution process and subsequent trainings, contributing additional operational capacity to the response.

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Country Cluster Delegation operates from Tbilisi, Georgia. The delegation comprises of one international staff and five local staff: Head of Delegation, Programme Coordinator Planning, Monitoring, Evaluation and Reporting (PMER) Senior Officer, Finance Manager, and Finance & Admin Officer, and Driver. IFRC focuses on Membership Coordination, National Society Development (NSD), and the provision of technical and financial support to the GRCS' emergency and disaster responses through its DREF and Emergency Appeal funding mechanisms. National Society Development is prioritized by Partnership Development and Resource Mobilization, and capacity building in the framework of Disaster Preparedness for Effective Response (PER approach).
Participating National Societies	No Participating National Societies were directly involved in the implementation of this operation.

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) was not involved in the response.



Other Actors Actions Related To The Current Event

<p>Government has requested international assistance</p>	<p>No</p>
<p>National authorities</p>	<p>Following the flash floods in Lagodekhi Municipality, relevant national authorities activated emergency response mechanisms to ensure coordinated management of the situation. Emergency services were mobilized to support local response efforts, including rapid intervention in the most affected areas, technical assistance, and support for infrastructure restoration. Inter-agency coordination was maintained to facilitate information exchange between central government bodies, regional administrations, and the municipality. Damage assessments were initiated to determine the scope of losses to residential properties, public infrastructure, and agricultural land, forming the basis for recovery planning and potential state support measures.</p> <p>National authorities also supported efforts to restore essential services, including access roads, drainage systems, and other critical infrastructure affected by the floods. Where applicable, mechanisms for social assistance and targeted financial or in-kind support were considered to address the immediate needs of affected households, particularly vulnerable groups such as elderly persons, persons with disabilities, and low-income families.</p> <p>On 1 October 2025, the Lagodekhi municipality formally appealed to the Georgia Red Cross Society for support. Immediately following the request, GRCS conduct rapid needs assessments in close coordination with the municipal authorities to identify urgent needs and priority areas for intervention. Based on the initial findings, detailed household assessments were subsequently carried out to determine the scope of damage, identify the most vulnerable groups, and harmonize the selection of beneficiaries for voucher assistance with the official local municipality list. The GRCS Lagodekhi Branch actively participated in meetings of the municipal Commission, ensuring regular information exchange and coordination throughout the operation. GRCS staff and volunteers complemented the efforts of local authorities by supporting needs assessments, beneficiary verification, distribution of assistance, and the provision of psychosocial support at community level. This close collaboration contributed to timely implementation and effective targeting of assistance.</p>
<p>UN or other actors</p>	<p>No national or international humanitarian organizations other than the Georgia Red Cross Society were involved in the response during the operational timeframe.</p>

Are there major coordination mechanism in place?

Coordination was ensured through the municipal commission, of which the GRCS Lagodekhi Branch is a member. The commission held several coordination meetings during the operation, bringing together representatives of the local authorities, GRCS, and community leaders. As a result, total 1000 vulnerable households were selected and validated for CVA. The commission ensured alignment of beneficiary lists with municipal records, which helped avoid duplication and strengthened the transparency of the selection process. Through this coordinated approach, assistance was delivered in a timely and efficient manner, with particular attention to vulnerable groups.



Needs (Gaps) Identified



Livelihoods And Basic Needs

The floods in Lagodekhi Municipality had a significant impact on livelihoods and basic living conditions, particularly in rural communities where households are largely dependent on agriculture and seasonal income. According to the rapid needs assessment covering 266 individuals, damage to agricultural land, crops, and food stocks disrupted income sources and reduced access to basic goods. A total of 83% of respondents identified food and health-related support among their priority needs, highlighting immediate gaps in meeting daily consumption and essential expenses. The impact was more severe among vulnerable groups, particularly older people, who were identified by over 90% of respondents as the most at-risk group. The findings highlighted the urgent need for flexible support mechanisms to enable affected households to address priority needs in a timely manner.



Multi purpose cash grants

Assessment findings demonstrated that affected households faced multiple and diverse needs, including food, medicines, and hygiene items. At the same time, almost all respondents expressed a preference for receiving assistance through CVA.

Market assessments confirmed that local markets and pharmacies remained operational, ensuring availability of essential goods. Based on this, CVA was selected as the most appropriate modality, enabling households to prioritize their most urgent needs in a flexible and dignified manner.

The CVA modality was therefore selected to allow households to prioritize their most urgent needs according to their individual circumstances.



Health

The floods created notable mental health and psychosocial support (MHPSS) needs. Loss of homes, food stocks, and livelihood assets increased stress and uncertainty among affected populations. Field observations highlighted increased anxiety, particularly related to fear of future flooding and weather conditions.

Vulnerable groups, including older people, children, and persons with disabilities, were disproportionately affected, reinforcing the need for accessible MHPSS services, especially in rural areas where specialized services remain limited.



Protection, Gender And Inclusion

The floods highlighted the need for a strong Protection, Gender and Inclusion approach to ensure equitable and dignified access to assistance for all affected groups. Assessment findings indicated that older people were perceived as the most vulnerable group. In addition, language barriers posed a significant challenge in several affected communities. Azerbaijani-speaking residents, who represent a considerable share of the population in Lagodekhi Municipality and the majority in some villages affected by disaster, faced potential limitations in accessing information, understanding assistance processes, and fully participating in assessments and decision-making. Mobility constraints among older people, as well as the presence of persons with disabilities and socially vulnerable households, further increased the risk of exclusion from humanitarian assistance. These factors required a context-sensitive approach that considered language, age and mobility barriers to ensure that assistance reached those most at risk without creating additional access gaps.



Community Engagement And Accountability

During the response, access to reliable and understandable information emerged as a key need for affected communities. Municipal representatives and social media platforms were identified as the most used and trusted sources of information during the crisis. At the same time, the findings revealed the need for strengthened two-way communication to ensure that affected populations could not only receive information, but also provide feedback, ask questions and express concerns throughout the operation. Language barriers, particularly in Azerbaijani-speaking communities, further emphasized the need for multilingual communication and tailored outreach



approaches to ensure that all groups could equally access information and participate in the response. Ensuring transparency in beneficiary selection criteria, assistance delivery and timelines was essential to maintain trust and avoid misunderstandings among communities. Overall, the situation highlighted the need for accessible communication and effective feedback mechanisms to support accountability and strengthen community trust.

Operational Strategy

Overall objective of the operation

The objective of the operation was to provide timely and dignified humanitarian assistance to flood-affected households in Lagodekhi Municipality, addressing urgent basic needs and psychosocial impacts through Cash and Voucher Assistance, complemented by Mental Health and Psychosocial Support, Community Engagement and Accountability, and Protection, Gender and Inclusion approaches. The operation reached 3,500 people (1,000 HHs), in line with the initial target, prioritizing the most affected and vulnerable groups, including households with damaged homes, loss of livelihoods, older people, and those facing barriers in accessing essential services. The intervention was implemented over a five-month period as originally planned.

Operation strategy rationale

The Georgia Red Cross Society implemented a targeted and needs-based response, combining flexible financial assistance with psychosocial support and strong community engagement mechanisms. Based on rapid needs assessments and consultations with affected communities and local authorities, Cash and Voucher Assistance was selected as the primary response modality. This approach allowed households to prioritize their most urgent needs, including food, medicines, hygiene items, and other essential goods, while maintaining dignity and flexibility in the use of assistance. Each targeted household received a one-time voucher valued at GEL 400, aligned with the national subsistence minimum and designed to cover immediate basic needs. The voucher modality was implemented in partnership with TBC Bank, ensuring efficient and reliable transfer of assistance, building on previous operational experience.

Market assessments confirmed that local markets and pharmacies remained functional and accessible, with sufficient availability of essential goods. Based on these findings, a network of six markets and three pharmacies (Supermarkets: Nikora, 2 Nabiji, Libre, Gvirila, and Daily. Pharmacies: PSP, Aversi, and Impex) was included, ensuring that assisted people could safely and conveniently access assistance within their communities.

Targeting of affected people and verification were conducted in close coordination with local authorities and supported by GRCS branch staff and volunteers. Communication with beneficiaries was ensured through multiple channels, including direct outreach through GRCS volunteer network and the GRCS helpline, which played a key role in verification, information sharing, and guidance on voucher use.

To complement material assistance, GRCS integrated MHPSS interventions into the response. Trained staff and volunteers provided Psychological First Aid through door-to-door visits and community-based sessions, helping affected individuals cope with stress and uncertainty following the disaster. CEA and PGI were mainstreamed throughout the operation to ensure that assistance was inclusive, accessible, and responsive to the needs of all groups. This included providing bilingual communication (Georgian and Azerbaijan), ensuring safe and accessible feedback mechanisms, and prioritizing vulnerable populations during distributions. Monitoring and evaluation were key components of the strategy. GRCS conducted Post-Distribution Monitoring and exit surveys to assess satisfaction, effectiveness, and accountability of the response.

Targeting Strategy

Who was targeted by this operation?

The operation targeted 1,000 affected households (3,500 people) in Lagodekhi Municipality whose homes, livelihoods and basic living conditions were directly impacted by the floods. Priority was given to households in the most affected villages, particularly those experiencing damage to housing, loss of agricultural production, and reduced access to essential goods and services.

Explain the selection criteria for the targeted population

Beneficiary selection was carried out in close coordination with local authorities and community representatives to ensure that assistance reached the most affected and vulnerable households with reduced coping capacity. Selection criteria focused on the level of impact and



vulnerability, including households with significant damage to homes, loss of essential household items or food stocks, and disruption of livelihoods, particularly those dependent on agriculture. Socioeconomic vulnerability was also considered, including limited or unstable income sources and reduced coping capacity. The verification process was conducted prior to assistance delivery, using the GRCS helpline and support from branch staff and volunteers. This ensured direct contact with beneficiaries, validation of eligibility, and transparency in the targeting process.

Total Assisted Population

Assisted Women	2,100	Rural	99%
Assisted Girls (under 18)	-	Urban	-
Assisted Men	1,400	People with disabilities (estimated)	10%
Assisted Boys (under 18)	-		
Total Assisted Population	3,500		
Total Targeted Population	3,500		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	Yes
Does your National Society have child protection/child safeguarding policy?	Yes
Does your National Society have whistleblower protection policy?	No
Does your National Society have anti-sexual harassment policy?	Yes

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
Community needs exceeding available resources	Clear communication on targeting criteria and close coordination with local authorities were used to manage expectations and ensure transparent beneficiary selection. Expectations were effectively managed, and assistance was delivered to the most vulnerable households without major issues.



Additional rainfall, flooding or landslide risk	Weather-related risks, including additional rainfall, flooding or landslides, as well as community and GRCS staff and volunteers' safety-related risks were monitored during the operation in coordination with local authorities. No major weather-related disruptions were reported during implementation. Distribution locations were selected to ensure the maximum safety and security of the assisted people and GRCS distribution team.
Delays in CVA delivery	A delay in voucher distribution occurred, mainly due to the time required for verification and finalization of beneficiary lists in coordination with municipal authorities. In addition to the list submission and validation processes, the implementation timeline was also affected by the "Law on Grants". In line with the new legal requirements, GRCS needed to obtain official government authorization for receiving the grant from the IFRC and commencing implementation. Clarification with the Government Administration regarding the specific nature of DREF as a rapid-response funding mechanism with a limited implementation timeframe, where the timely commencement of activities is essential, took longer than initially anticipated. As a result, the approval process was prolonged, leading to additional delays in the start of implementation.
Complaints and reputational risk	No significant complaints or reputational issues were reported during the operation. GRCS kept its Community Engagement and Accountability mechanisms, including the helpline, direct communication with beneficiaries, and feedback tools open throughout the operation to prevent and timely respond on any concerns.
<p>Please indicate any security and safety concerns for this operation:</p> <p>No major security or safety incidents were reported during the operation. Field activities were coordinated with local authorities and implemented in accessible locations. GRCS staff and volunteers maintained regular communication with coordination teams during fieldwork, and distribution sites were organized to ensure safe access for beneficiaries and response teams.</p>	
Has the child safeguarding risk analysis assessment been completed?	Yes

Implementation



Multi Purpose Cash

Budget: CHF 141,861
Targeted Persons: 3,500
Assisted Persons: 3,500
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
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Number of people provided with unconditional cash assistance	3,500	3,500
Percentage of surveyed people whose households received vouchers are satisfied with the types purpose	80	100
Percentage of surveyed households that received cash or vouchers and expressed satisfaction with the timeliness of the assistance	60	100

Narrative description of achievements

Cash and Voucher Assistance was implemented as the core intervention to address the urgent basic needs of flood-affected households in Lagodekhi Municipality. In total, 1,000 households (3,500 people) received one-time vouchers of 400 GEL (115 CHF) per household, fully meeting the planned target.

The distribution was conducted over eight days, starting on 11 December 2025, to ensure safe, orderly and inclusive access. Approximately 85% of beneficiaries were reached during the initial distribution phase, with the remaining households covered in subsequent days.

Prior to distribution, 100% beneficiary verification process was conducted through the GRCS helpline, ensuring accuracy, transparency and accountability in the targeting process. Vouchers were redeemed through a network of six market chains and three pharmacies, enabling households to access food, medicines, hygiene items and other essential goods.

Post-Distribution Monitoring findings from 321 households surveyed confirmed that the assistance was relevant and well received. A total of 98% of respondents reported satisfaction with the distribution process, while 96% found information on voucher use fully understandable. All assisted households received the intended transfer value of GEL 400. Most respondents reported they had spent all or most of the voucher value by the time of the survey, with food and medicines reported as the main expenditure categories.

Lessons Learnt

The conclusions regarding the relevance of Cash and Voucher Assistance are based on the needs assessment findings, rapid market assessment results, and operational monitoring data collected during the intervention. The needs assessment confirmed that affected households required flexible support to address diverse and immediate needs, while the market assessment verified that local markets and pharmacies in Lagodekhi Municipality remained functional, accessible, and adequately supplied with essential goods. These findings demonstrated that beneficiaries could safely access required commodities without supply constraints, thereby supporting the appropriateness of a voucher-based modality.

Operational monitoring further indicated that the voucher approach enabled timely distribution of assistance compared to in-kind assistance requiring procurement, transportation, warehousing/storage and distribution arrangements. Coordination with local authorities and beneficiary verification procedures were implemented in line with agreed targeting criteria, contributing to transparency and alignment with the official beneficiary list. Distribution was organized over several days based on monitoring of beneficiary flow, which allowed for smooth processing, minimized crowding, and ensured that all targeted households were reached efficiently and inclusively.

Challenges

The main challenge encountered during the operation was related to waiting times at distribution points, particularly during peak hours in the initial days of distribution when a high number of beneficiaries arrived simultaneously.

Although this did not significantly affect the overall implementation, it highlighted the importance of flexible distribution planning and the need to further optimize scheduling and crowd management in future operations to improve beneficiary experience.



Budget: CHF 7,349

Targeted Persons: 1,000

Assisted Persons: 3,000

Targeted Male: -

Targeted Female: -



Indicators

Title	Target	Actual
Number of people reached with mental health and psychosocial services (MHPSS) from the National Society	1,000	1,000
Number of people directly reached through the MHPSS - IEC materials	3,000	3,000

Narrative description of achievements

Mental Health and Psychosocial Support activities were integrated into the response to address distress caused by the floods. GRCS psychologists, together with trained staff and volunteers, provided Psychological First Aid through door-to-door visits and community-based sessions in affected villages. The interventions were trauma-informed, culturally sensitive, and delivered in both Georgian and Azerbaijani languages to ensure accessibility. A total of 1,000 people were reached through direct MHPSS support, while an additional 3,000 people received psychosocial Information, Education and Communication materials, including well-being guides, PFA leaflets and GRCS helpline contact cards. Prior to field activities, a total of 34 staff and volunteers involved in MHPSS outreach across four branches and the headquarter received trainings on PFA, stress management, safe communication and referral pathways, helping ensure consistent and sensitive support to affected people. The GRCS helpline remained active throughout the operation and was used for beneficiary verification, information sharing. As noted above, the helpline was systematically used for verification purposes, with 100% coverage: all 1,000 affected households were contacted to confirm their details and informed about the distribution dates. In addition, the hotline received approximately 50 incoming calls from beneficiaries, mainly related to voucher usage and requests for further clarification on the assistance provided. Follow-up engagement with communities, including post-distribution monitoring interviews and direct interaction with beneficiaries during MHPSS outreach activities, indicated improved coping capacities and reduced levels of distress. Climate-related anxiety, particularly fear associated with heavy rain and extreme weather events, was identified as the most common concern.

Lessons Learnt

The operation demonstrated the importance of early integration of MHPSS into emergency responses, particularly in climate-related disasters. Direct interaction with affected households during community outreach and door-to-door visits showed that combining psychosocial support with regular human contact and follow-up engagement strengthened community trust and acceptance of the response. The involvement of trained volunteers and local staff facilitated communication and community engagement during outreach activities, while the use of bilingual IEC materials ensured that support reached diverse population groups, including Azerbaijani-speaking communities.

Challenges

Based on feedback shared during outreach activities and household visits, MHPSS activities were positively perceived by affected communities. At the same time, field observations indicated limited availability of specialized mental health services in rural areas, highlighting the continued importance of strengthening community-based psychosocial support systems. Ensuring follow-up support for individuals experiencing delayed or prolonged distress remains an area for further improvement in future operations.



Protection, Gender And Inclusion

Budget: CHF 0

Targeted Persons: 3,500

Assisted Persons: 3,500

Targeted Male: -

Targeted Female: -



Indicators

Title	Target	Actual
Number of people trained on implementing the PGI Minimum Standards	80	80

Narrative description of achievements

Protection, Gender and Inclusion principles were systematically mainstreamed throughout the operation to ensure equitable, safe and dignified access to assistance for all affected groups, reaching a total of 3,500 individuals supported through CVA activities. The target of 3,500 people was reached through the integration of PGI measures across all operational activities, including safer cash distribution processes, community outreach, feedback and communication mechanisms, multilingual information sharing, and targeted support for vulnerable groups. Attention was given to vulnerable populations, including older people living alone, persons with limited mobility, and communities with Azerbaijani language needs. In line with the PGI minimum standards, staff and volunteers involved in the operation received orientation sessions covering key principles of respectful communication, inclusion of vulnerable groups, safe assistance delivery, and prevention of exclusion. This helped ensure that PGI considerations were consistently reflected during both cash distribution and MHPSS outreach activities. All beneficiary-facing materials, including voucher guidance and psychosocial IEC materials, were provided in both Georgian and Azerbaijani. Azerbaijani-speaking staff and volunteers were actively engaged to support communication and ensure inclusive access to assistance. During cash distributions, measures were taken to ensure dignified access to assistance, including crowd management arrangements and prioritization of older people and individuals with mobility limitations. Volunteer support on-site facilitated safer and more orderly beneficiary flow, particularly for those requiring additional assistance. A feedback and communication channel through the GRCS helpline and direct field-level interaction remained available throughout the operation, allowing affected people to seek information and assistance in both Georgian and Azerbaijani languages.

Lessons Learnt

The operation highlighted the importance of adapting communication to the linguistic profile of the affected population as far as in the flood-affected areas of Lagodekhi Municipality, the majority of residents are Azerbaijani-speaking and which required that information about assistance be provided in a language they understand. Ensuring that key messages, eligibility criteria, and distribution procedures were communicated in the local language helped prevent misunderstandings and improved access to support. Findings from the Lessons Learned Workshop confirmed that engaging community-based volunteers who speak Azerbaijani significantly improved communication with beneficiaries, strengthened trust between the community and response teams, and facilitated smoother implementation of activities. Local volunteers played an important role in explaining the assistance process, supporting beneficiary verification, and ensuring that information reached households accurately. During the meeting with the Mayor of the Municipality, it was emphasized that the local population responded very positively to the fact that the Georgian Red Cross Society respected the linguistic context of the community and translated key materials into their language. The Mayor noted that this approach was perceived as a sign of respect and contributed to trust and acceptance of the intervention among residents.

Challenges

Ensuring continuous availability of bilingual communication and adequate volunteer support required ongoing planning and coordination throughout the operation. While no PGI-related incidents were reported, the experience highlighted the importance of maintaining and strengthening language capacity and inclusive approaches in ethnically diverse communities.



Community Engagement And Accountability

Budget: CHF 1,970

Targeted Persons: 1,200

Assisted Persons: 1,200

Targeted Male: -

Targeted Female: -



Indicators

Title	Target	Actual
Percentage of people surveyed who feel the National Society's support/services meets their most important needs/provides useful support.	80	98
Percentage of surveyed people who feel the organisation/programme/operation has communicated well about plans and activities.	80	95

Narrative description of achievements

Community Engagement and Accountability was integrated across all stages of the response to ensure transparent, accessible and two-way communication with affected communities.

GRCS staff and volunteers conducted door-to-door outreach during the needs assessment phase, which was carried out immediately after the flood, reaching a total of 266 households engaging 20 trained staff and volunteers across affected communities. Community meetings and on-site communication during distributions were also conducted to inform beneficiaries about available assistance, eligibility criteria and distribution procedures. This direct engagement helped ensure that affected households clearly understood how to access and use the assistance.

The GRCS helpline served as the primary accountability mechanism throughout the operation, supporting beneficiary verification, information provision and follow-up communication. All targeted households were contacted through the helpline, contributing to a transparent and well-coordinated process.

Exit surveys were conducted on-site immediately after distributions by trained volunteers and branch staff. A total of 450 beneficiaries were interviewed by four trained volunteers, with each survey taking approximately 5–7 minutes. Approximately every second to third beneficiary was selected for the survey. The structured questionnaire included questions related to satisfaction with the assistance, clarity of information, organization of the distribution site, and waiting time. Findings indicated high levels of satisfaction, with the majority of respondents reporting that the assistance was relevant and that the information provided was clear and consistent. Most beneficiaries accessed assistance within one hour and positively assessed the organization of the distribution process. However, some respondents reported waiting longer and incurring transportation costs, highlighting areas for further improvement. Post-Distribution Monitoring was also conducted to assess satisfaction, clarity of information and the relevance of assistance. A total of 321 beneficiaries were surveyed using a structured questionnaire covering key areas such as satisfaction with the assistance, clarity of communication, understanding of the programme, use of the voucher, and overall distribution experience. Findings indicated very high levels of satisfaction, with 98.4% of respondents satisfied with the distribution process and 96.3% reporting that the information provided was fully understandable. Most respondents had already used most or all of the voucher value, primarily for food and medicines, confirming the relevance of the assistance to immediate needs.

Over the course of the operation, calls related to voucher usage or technical issues remained limited, reflecting effective communication and good beneficiary understanding of the assistance.

Lessons Learnt

The operation confirmed that combining multiple communication channels, including helplines, face-to-face outreach and feedback tools, is effective in ensuring transparency and accountability. This is supported by Post-Distribution Monitoring findings, where 96.3% of respondents reported that the information provided was clear and understandable, and 98.4% expressed satisfaction with the distribution process.

Early and proactive communication with beneficiaries contributed to minimizing confusion during the operation. This is reflected in the high level of understanding of voucher usage reported in PDM results, as well as the consistently low number of hotline calls related to technical issues or clarification requests.

Findings from the Lessons Learned Workshop highlighted the critical role of volunteers in facilitating two-way communication at community level and strengthening trust between GRCS and affected populations.

Challenges

Managing expectations and waiting times at distribution points required continuous on-site communication and active engagement from volunteers, particularly during peak distribution periods.

While communication was overall effective, Post-Distribution Monitoring findings highlighted specific operational challenges. Although



many beneficiaries were able to complete the voucher redemption process in less than one hour, a proportion reported longer waiting times during peak distribution periods. This indicates the need for further optimization of distribution planning, including extending distribution schedules to reduce congestion and waiting times. In addition, some beneficiaries reported incurring transportation costs to reach the distribution point. This suggests that, in similar large-scale responses, establishing multiple distribution points within the affected municipality could improve accessibility and reduce the financial burden on beneficiaries, ultimately enhancing the overall operational experience.



Secretariat Services

Budget: CHF 12,375

Targeted Persons: 15

Assisted Persons: 12

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
National Society has a Results-Based Management or Monitoring and Evaluation framework in place for the operation	1	1

Narrative description of achievements

As part of its ongoing support to GRCS through defined profiles: the Program Coordinator, responsible for guiding the GRCS team from assessment to completion and ensuring effective and timely implementation of the DREF operation (30–40% allocation, operation-wide); and the PMER Officer, tasked with establishing effective monitoring systems, ensuring timely and accurate reporting, and using collected data to inform learning (30–40% allocation, operation-wide).

As part of this support, IFRC included two monitoring visits:

- A mission during a broader GRCS capacity-strengthening exercise on PGI and MHPSS for branch staff and volunteers, IFRC delivered tailored training on data collection during emergencies. To support advocacy of GRCS's role in disaster response and community support, IFRC met with the local municipality head in Lagodekhi and reviewed relevance of the response, ongoing actions, project implementation, and future collaboration prospects with local authorities.
- IFRC provided general training on IFRC disaster and emergency categorization and funding mechanisms during the operations concluding lessons learned workshop and subsequently drafted a mission report with key observations, learnings and recommendations that was shared with GRCS.



National Society Strengthening

Budget: CHF 60,449

Targeted Persons: 75

Assisted Persons: 121

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of GRCS volunteers involved in the response	100	100



Narrative description of achievements

The operation significantly strengthened the operational capacity of the GRCS through coordinated mobilization of headquarters, the affected branch, and neighboring branches. GRCS demonstrated strong internal surge capacity by mobilizing staff and volunteers not only from the Lagodekhi Branch, but also from the Kvareli, Gurjaani, and Batumi Branches to support assessments, beneficiary verification, distributions, MHPSS outreach, CEA activities, exit surveys, and post-distribution monitoring. This cross-branch support reinforced solidarity within the National Society and ensured timely implementation of activities in the affected areas.

The Lagodekhi Branch played a central coordination role within the communities, while two neighboring branches contributed technical and field support, including rapid needs assessments, beneficiary identification, logistical assistance, and participation in distribution activities. This collaborative approach enhanced operational flexibility and strengthened inter-branch cooperation.

In the initial phase of implementation, a kick-off meeting was jointly organized by IFRC and GRCS. The intervention plan, timelines, and implementation arrangements were discussed and agreed.

Prior to deployment, staff and volunteers from both the affected and neighboring branches participated in operational trainings and practical guidance sessions. These covered digital data collection, respectful communication, confidentiality, CEA principles, safeguarding, PGI, and MHPSS-related approaches. The inclusion of multiple branches in these trainings ensured standardized procedures, consistent quality of implementation, and protection-sensitive engagement across the operation.

Volunteers were supported through reimbursement of food and transportation costs during field activities, facilitating sustained engagement and enabling continued participation throughout the response.

A coordination platform for the CVA intervention between IFRC and GRCS was established from the beginning of the operation, including monthly coordination calls with participation of IFRC Regional CVA expert to monitor implementation progress and address possible challenges.

Orientation sessions on safeguarding policies were delivered by the GRCS PGI focal point to all 80 staff and volunteers, as reported under the PGI sector. Additionally, a reference to the IFRC integrity line was included in both presentation materials, delivered by the IFRC PMER Senior officer during the results-based management training and LLW exercise.

To strengthen the understanding of results-based management (RBM) principles among key staff and volunteers, the IFRC PMER Senior Officer designed and delivered a training session on Data Collection, Analysis, and Monitoring during Emergencies for 20 branch staff and volunteers in Lagodekhi. This tailored session was a deliberate response to recurring gaps identified in previous DREF planning, monitoring, and reporting processes. Past lessons learned discussions had repeatedly highlighted data quality issues as a persistent challenge in GRCS DREF planning and implementations, reported by GRCS but also observed by IFRC during joint operation design and monitoring. By focusing on the practical aspects of data collection and analysis, the training directly addressed the primary data collection points in the field, staff and volunteers, reinforcing the importance of accurate data as the foundation for evidence-based decision-making, accountability, and effective emergency response. Anecdotal feedback from participants confirmed both the relevance and receptiveness of the session topics. Based on this positive feedback, the initiative may serve as a pilot investment in strengthening GRCS's operational capacity, with potential for replication at the early stages of forthcoming disaster and emergency operations.

The Lessons Learned Workshop held on 24 March 2026 in Lagodekhi was organized in a highly participatory format, encouraging active engagement from all stakeholders. In addition to GRCS headquarters, branch staff, and volunteers, the workshop included representatives of the municipality and community leaders. This inclusive format strengthened dialogue between stakeholders and allowed for joint reflection on operational performance, coordination mechanisms, beneficiary verification, distribution planning, communication, language adaptation, and monitoring processes. The participation of local authorities and community representatives enhanced transparency, mutual understanding, and shared ownership of lessons identified.

Lessons Learnt

The Lessons Learned Workshop emphasized that empowering branches with clear operational guidance and continued training enhances efficiency, decision-making and local ownership in emergency response. The involvement of multiple branches, including Lagodekhi, Kvareli, Gurjaani and Batumi, demonstrated the value of inter-branch support in strengthening surge capacity during localized disasters. The active involvement of volunteers was identified as a key strength, reinforcing the importance of sustained investment in volunteer capacity, training and support systems.

Challenges

During the assessment phase, data consolidation occasionally required additional clarification, which delayed some preparatory processes.

This highlighted the need for clearer guidance and standardized data collection procedures during rapid assessments to improve efficiency and reduce delays in future operations.

Ensuring consistent capacity across branches also required continued coordination and follow-up, particularly when multiple branches supported different stages of the operation



MDRGE020 - Georgia - Pluvial/Flash Floods

Operating timeframe: *Start date: 08-Oct-2025 End date: 31-Mar-2026*

Appeal launch date: *11-Oct-2025*

I. Summary

	Actual (CHF)
Opening Balance	0
Funds & Other Income	224,005
DREF Response Pillar	224,005
Expenditure	-223,992
Closing Balance	14

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			
PO02 - Livelihoods			
PO03 - Multi-purpose Cash	133,203	141,861	-8,658
PO04 - Health	6,900	7,349	-449
PO05 - Water, Sanitation & Hygiene			
PO06 - Protection, Gender and Inclusion			
PO07 - Education			
PO08 - Migration			
PO09 - Risk Reduction, Climate Adaptation and Recovery	13,672		13,672
PO10 - Community Engagement and Accountability	1,850	1,970	-120
PO11 - Environmental Sustainability			
Planned Operations Total	155,625	151,180	4,445
		0	0
EA01 - Coordination and Partnerships			
EA02 - Secretariat Services	11,620	12,310	-690
EA03 - National Society Strengthening	56,760	60,502	-3,742
Planned Operations Total	68,380	72,812	-4,432
Total	224,005	223,992	13

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