

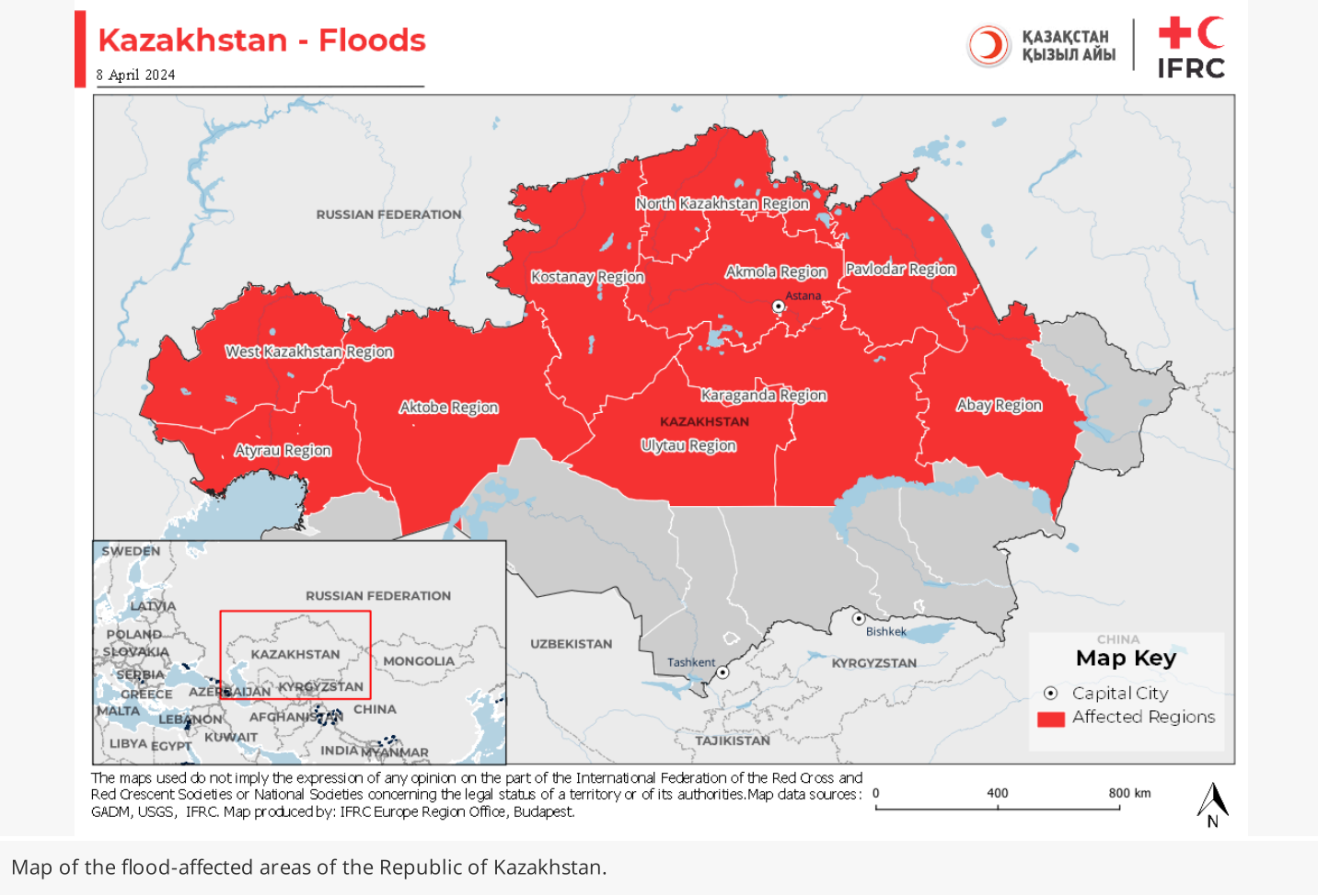


Debriefing of the team after the registration of beneficiaries in West-Kazakhstan region. Photo: Andrei Kolpakov/RCS RK.

Appeal: MDRKZ013	Total DREF Allocation: CHF 499,997	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2024-000039-KAZ	People Affected: 120,000 people	People Targeted: 5,000 people	People Assisted: 5,035 people
Event Onset: Sudden	Operation Start Date: 10-04-2024	Operational End Date: 31-08-2024	Total Operating Timeframe: 4 months
Targeted Areas: Akmolinskaya, Severo-kazachstanskaya, Zapadno-kazachstanskaya			

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech Republic, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend to all for their generous contributions.

Description of the Event



Date of event

27-03-2024

What happened, where and when?

As a result of increasing temperatures and melting snow at the end of March 2024, several regions of the Republic of Kazakhstan were affected by heavy flooding. In response, local authorities declared a state of emergency in ten regions of the country: Abai, Akmola, Aktobe, Atyrau, Karaganda, Kostanai, North-Kazakhstan, Pavlodar, Ulytau, West-Kazakhstan.

The flooding led to significant displacement and damage to property. Response efforts by the government, local authorities, the Red Crescent Society of the Republic of Kazakhstan and other actors to combat the floods were extensive, involving more than 16,000 personnel, over 1,600 pieces of equipment, and numerous watercrafts and aircrafts. Volunteers have also played a crucial role, with more than 25,000 people providing essential support to the affected populations.

There was a slight geographical change made to the original IFRC Disaster Response Emergency Fund (DREF) operation. Instead of Aktobe region, North-Kazakhstan was included in the targeted areas. Due to this shift, Akmola, North-Kazakhstan, and West-Kazakhstan became the three areas targeted by the response. This geographical shift was necessary to ensure support was provided to flood-affected people in one of the most affected regions (North-Kazakhstan), while also avoiding duplication of assistance in Aktobe region, where humanitarian aid was distributed by the Red Crescent with support from a corporate donor.





People supported in West-Kazakhstan region are interviewed as part of needs assessment /verification. Photo: Andrei Kolpakov/ RCS RK.

Scope and Scale

In March 2024, state authorities declared local states of emergency in 30 locations of 10 regions. More than 118,000 people were evacuated, while more than 12,000 residential buildings and over 7,000 summer houses were flooded.

A total of 12,000 heads of cattle died as a result of the floods, which did not affect the meat market. According to the Ministry of Agriculture, the sowing campaign and cereal harvest were not affected as well.

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 the initial phase of the response the RCS RK provided humanitarian assistance to over 26,000 people in the affected regions. The assistance included food and hygiene items, drinking water, bedding, clothes and footwear, etc. With support from corporate donors the RCS RK provided in-kind assistance to affected people in Aktobe, West-Kazakhstan, Atyrau and North-Kazakhstan regions reaching more than 13,000 people with bedding sets, hygiene and food items. Further support will be provided in the recovery phase of the response operation, primarily using CVA.



IFRC Network Actions Related To The Current Event

Secretariat	The International Federation of Red Cross and Red Crescent Societies (IFRC) is present in the country and is part of the in-country movement coordination team. The IFRC Country Cluster Delegation (CCD) for Central Asia has supported RCS RK with initial needs assessment, developing the DREF Application, and monitoring the changes of the operation, which required a DREF Operations Update, where further support was provided via the CCD and the IFRC Regional Office for Europe.
Participating National Societies	N/A

ICRC Actions Related To The Current Event

N/A

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The government allocated resources from its contingency reserves (including food, essential household items, and fuel) and established special accounts to raise funds locally. Local helplines were set up to register and address the needs of the affected population. The state authorities (including local administrations, Ministry of Emergency Situations [MoES], and others) addressed immediate needs of the affected population through evacuation and accommodation in temporary shelters. Human and other resources of the Ministry of Interior (Mol), Ministry of Defense, National Guard, National Security Committee were involved in the response alongside the MoES. Local authorities paid compensations to affected people. As of 6 September 2023, 34,247 families received one-time compensations equal to 100-fold monthly calculation index (MCI) for a total of KZT 12.6 billion KZT (CHF 21,7 million). Additional compensations for the loss of essential items with up to 150-fold MCIs per family reached 21,880 families, with a total of KZT 9.9 billion (CHF 17.2 million) paid. Rehousing of affected people continued. Please see further details under the Shelter, Housing, and Settlements section under Needs Assessment. State compensations for the livestock deaths exceeded KZT 2.8 billion KZT (CHF 4,8 million). Compensations to affected businesses continued as well: 455 claims from small and medium-sized businesses for KZT 7.9 billion KZT (CHF 13.6 million) were supported.
UN or other actors	N/A

Are there major coordination mechanism in place?

At the local level, flood recovery activities are coordinated by regional headquarters. Local divisions of the MoES and local authorities led the response. RCS RK branches maintained close links with both in order to have up-to-date information on identified needs and potential gaps.

Needs (Gaps) Identified



Shelter Housing And Settlements

Monitoring and assessments of flooded buildings was completed. 9,147 families received compensations for repair and reconstruction of housing for a total of KZT 53.5 billion (CHF 92 million). 7,393 affected families moved to newly built or procured apartments and houses.

Based on the RCS RK (KoBo) assessments, the following needs remained and could be addressed by the CVA (in order of importance, with the first being mentioned the most):

- Housing and construction materials for repair.
- Household appliances and furniture.



Livelihoods And Basic Needs

Based on KoBo assessments, the following needs still existed and could be covered by the cash support (in order of importance, with the first being mentioned the most):

- Housing and construction materials for repair
- Household appliances and furniture
- Clothing/ footwear
- Food items
- Hygiene items

KoBo forms were used during in-person meetings of RCS RK staff members and volunteers with beneficiaries in the field. Questions allowed checking the level of impact floods had on a household (e.g. loss of property, belongings), whether income sources were affected, whether people had access to water, sanitation and could practice hygiene. Respondents were also asked to reflect on their priority needs by choosing from the list of predefined answers. Preferences in terms of type of assistance - cash and voucher assistance (CVA) or humanitarian aid items - were also clarified.



Water, Sanitation And Hygiene

Hygiene items (washing and toilet soap, toothpaste, toothbrush, shampoo, washing powder, sanitary napkins, sanitary pads, diapers, and razors), as well as bottled water were primary needs expressed by people in evacuation points. The RCS RK addressed water and other needs with support from corporate donors.



Community Engagement And Accountability

People affected by the floods required information on the RCS RK response, as well as the available challenges to report cases of misconduct or abuse of power.

Operational Strategy

Overall objective of the operation

The overall objective of the DREF operation was to meet the immediate basic needs of approximately 5,000 people from the most affected areas of three regions of Kazakhstan (Akmola, North-Kazakhstan and West-Kazakhstan) through a one-off multi-purpose cash grant of about CHF 80 per person. The flood-response further focused on hygiene promotion, as well as information dissemination, while ensuring the integration of community engagement and accountability within all response areas.

The original DREF request included Aktobe region in the target areas, which was replaced by Northern Kazakhstan. This geographical change was necessary to ensure that people affected by the floods received assistance in one of the most affected regions (Northern Kazakhstan), while avoiding duplication of assistance in the Aktobe region.



Operation strategy rationale

The rationale for the overall strategy was to provide support to those who were directly impacted by the floods and who were the least resilient to meet their immediate needs. With the assumption that the Kazakhstan Government would lead recovery and restoration efforts, especially in terms of rebuilding damaged and destroyed houses, the RCS RK, guided by its auxiliary role, supported those most impacted with immediate and temporary support.

The main focus of the RCS RK's response under the current DREF operation was to provide multi-purpose cash or voucher assistance (CVA) to the families affected most by the floods. All other interventions, such as hygiene promotion and information dissemination, were integrated with CVA activities.

The RCS RK targeted 5,000 people from the most impacted communities through a CVA modality with unconditional family grants depending on the number of family members and calculated as KZT 40,000 (about CHF 80) per person per month. As a part of humanitarian aid, multi-purpose cash grant is not subject to taxation in Kazakhstan. People's state welfare support remained the same even if they received cash assistance from other additional sources. The number of people to be assisted was defined by the recommended level of allocation fitting the "Yellow" categorization of the response operation. The RCS RK has been partnering with a season Financial Service Provider (ForteBank Kazakhstan) to deliver cash assistance.

Targeting Strategy

Who was targeted by this operation?

The RCS RK and partners, in coordination with the MoES and local authorities, prioritized support provided through the current DREF operation to reach the most vulnerable areas. The RCS RK also worked with corporate donors and expanded support to affected people in other regions beyond this allocation.

Based on the developments in the flood situation, the RCS RK targeted 5,035 people from the most affected communities as they returned to their homes or staying in rented premises or with relatives/ friends, focusing on four vulnerable groups: affected large families, single-headed families, families with persons with disabilities, and families with pregnant and lactating women.

Explain the selection criteria for the targeted population

The National Society provided assistance to the most vulnerable families affected by the floods, in collaboration and consultation with local administrations, community leaders and other partners.

The primary selection criteria focused on people who were evacuated because their houses had been flooded.

Priorities were given to groups in most vulnerable situations (secondary criteria):

- Multi-children families (3+ children).
- Single-headed households, with preference given to female-headed households.
- Households with people with disabilities.
- Households with pregnant and lactating women.

The secondary selection criteria were expanded to include families with two children in Akmola and North-Kazakhstan regions. There was a number of older people living alone identified in affected communities in these two regions in the beginning of the operation who were also included in the beneficiary lists.

Total Targeted Population

Women	1,200	Rural	60%
Girls (under 18)	1,435	Urban	40%
Men	1,100	People with disabilities (estimated)	-
Boys (under 18)	1,300		
Total targeted population	5,035		

Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Misuse of the unconditional funds provided.	A Post-Distribution Monitoring was conducted to understand how the support was spent. Selection criteria were followed to ensure that people in need selected were likely to use the funds properly.
Risk of delayed flooding in affected regions or involvement of new areas.	RCS RK monitored changes in the flood situation and adjusted the implementation of the response operation as necessary. Namely, one of the target region was replaced (Aktobe to North-Kazakhstan region) to expand geographic coverage as necessary and avoid duplication of assistance (made available by other donor).
Inability to use a card for the cash grant due to debts / credits.	In cases when this risk came up, cash grants were distributed via a regional branch cashier desk. Post service accounts were not used due to extra costs (commission) associated with transfers to such accounts.

Please indicate any security and safety concerns for this operation

The RCS RK team monitored the security situation before visiting communities. There were no security risks or accidents recorded.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Shelter Housing And Settlements

Budget: CHF 13,537

Targeted Persons: 260

Assisted Persons: 260

Indicators

Title	Target	Actual
People reached with household items	260	260

Narrative description of achievements

- The replenishment of mattresses, blankets, bedlinen, and towels has been completed as planned: 260 pcs/sets of each item have been procured for the stock.



Multi Purpose Cash

Budget: CHF 430,303

Targeted Persons: 5,000

Assisted Persons: 5,035

Indicators

Title	Target	Actual
Number of people supported with multi-purpose cash grants	5,000	5,035

Narrative description of achievements

- Exceptional approval to use ForteBank for transfers was requested by the RCS RK and received from IFRC.
- Beneficiary registration process was initiated by branches in target regions based on identified selection criteria with support from local authorities (social programmes and education departments). Project coordinator participated in the registration of beneficiaries in selected locations in all three regions.
- The lists of beneficiaries have been completed by branches in accordance with filled applications/questionnaires and verified by the HQ/project coordinator.
- Payments to target families to support them with covering their basic needs have been made primarily directly to bank accounts of applicants. In cases bank accounts were unavailable (blocked due to debts or in absence of bank accounts) payments were proceeded via cashier desks of target branches.
- Payments were calculated as one-off family payment based on monthly minimum subsistence level of KZT 40,000 (about CHF 80) per family member but not exceeding a total of KZT 200,000 KZT per family.
- Information about assistance to be provided and feedback channels was disseminated among potential recipients of assistance during the beneficiary registration process.
- Monitoring visits to target regions were arranged during the beneficiary registration process and for the post-distribution monitoring.

Lessons Learnt

- It would be of added value for the RCS RK to have mapping of vulnerabilities/vulnerable groups in the regions done so as to plan the outreach / select vulnerable groups in case of an emergency faster and more precisely.
 - Use of digital technologies for recording applications for CVA assistance/beneficiary registration would have made the process faster and more efficient. This would potentially also help avoid mistakes in personal data recording and repeated transfers, and reduce risks of duplication.
- Lessons learnt from this DREF operation fed into the subsequent PER workshop. The plan of action developed as a result of the exercise will guide the RCS RK in making changes / improving the response capacity and future operations.

Challenges

- Making initial beneficiary lists in accordance with the established selection criteria was at times challenging (depending on the region), took time and required additional efforts from the branches as well as strong support from local authorities.
- Lack of families with many children (3 and more) in North-Kazakhstan region required expansion of selection criteria to families with 2

children, which resulted in additional registration and prolongation of the distribution process and the operation time-frame.

- As a result of additional registration the number of registered beneficiaries in North-Kazakhstan region exceeded the planned 2,000 people. The total number of people reached with assistance is higher than planned and became possible because of lower outreach in Akmola region, savings made on other budget lines and due to exchange rates fluctuations.
- The scale of CVA distribution made directly to bank accounts of beneficiaries within the operation has been significant for the RCS RK. Considering that registration of beneficiaries was made using paper-based questionnaires and their processing / completing beneficiary lists was done manually the chance of making a mistake when filling in the personal data was very high. Mistakes (in bank accounts holders, individual identification numbers, account details) resulted in payments being refused or returned by banks. Each case of a returned payment needed to be tracked down and followed up, which significantly slowed down the distribution process.



Water, Sanitation And Hygiene

Budget: CHF 484

Targeted Persons: 5,000

Assisted Persons: 5,000

Indicators

Title	Target	Actual
Number of people reached with hygiene promotion messages	5,000	5,000

Narrative description of achievements

- Leaflets with hygiene promotion messages in case of floods have been developed by the RCS RK based on materials of the Committee of Sanitary and Epidemiological Control of the Ministry of Health.
 - 5,000 printed leaflets have been distributed by branches among families during the registration process, which was conducted in-person (the number of distributed leaflets corresponds with the number of people directly reached with hygiene promotion messages).
 - Hygiene promotion was also conducted via social media.
- Mental Health and Psychosocial Support (MHPSS) messaging, with the main focus on children, was also integrated into hygiene promotion via social media. MHPSS services are in the process of improvement by RCS RK to be able to mainstream in future response operations.

Lessons Learnt

- Based on the observations during the registration of people and the distribution of leaflets, it was found that the information provided was not much of interest to recipients. Hygiene promotion messages and applied hygiene promotion techniques should be targeted better in order to have impact and be based on clearly identified needs.
- Lessons learned from this DREF operation fed into the subsequent Preparedness for Effective Response (PER) workshop. The plan of action developed as a result of the exercise will guide the RCS RC in making changes / improving the response capacity and future operations.

Challenges

- Based on the observations about interest in the leaflet content, this intervention may have not achieved the desired level of efficiency and usefulness. Future hygiene promotion messaging and resource dissemination will be guided by identified needs, if any, along with an analysis of constraints and monitoring factors.



Community Engagement And Accountability

Budget: CHF 607

Targeted Persons: 5,000

Assisted Persons: 5,000

Indicators

Title	Target	Actual
Percentage of people who consider well-informed about RCRC activities	90	89
Number of volunteers trained in CEA in CVA	20	6
Number of feedback mechanisms available for people assisted	3	3
Percentage of people interviewed who confirm the provided assistance corresponds to their needs	90	91

Narrative description of achievements

- In line with the approach as a cross-cutting area, CEA is included in all aspects of the operation. Therefore, the persons reached by CEA is the same as the total number of people targeted by this DREF operation, which is 5,000. The calculation of the number of people reached is calculated based on the number of leaflets distributed.
- Information about assistance to be provided, distribution process, selection criteria, feedback channels (electronic mail, telephone number/WhatsApp), have been disseminated among community members during the beneficiary registration process and through partners/local authorities (social welfare and education departments).
- CVA coaching was provided to branch staff (and selected volunteers) by the deployed IFRC CEA officer during visits to target regions in May.
- PDM was conducted in July 2024 to gather feedback of people assisted and to monitor and analyse the CVA assistance. A small number of respondents were reached in-person, the rest were reached via phone calls. In total, 261 people were interviewed via KoBo questionnaire in three target regions. The gender distribution of respondents were 74 per cent females and 26 per cent males. 92 per cent of respondents said they knew who (population groups wise) was eligible to apply for assistance from the RCS RK. Eighty-nine per cent of respondents said they were informed about the type of assistance, when, and how they would receive it. Forty-six per cent of respondents stated that the received assistance corresponded to their needs and 45 per cent stated it corresponded to their needs to a large extent (making in total 91 per cent). 8 per cent of respondents said it corresponded to their needs to some extent. The provided means have been spent by respondents on food (49 per cent), clothes/footwear (39 per cent), construction materials/repair (33 per cent), medicines/treatment (23 per cent), payments on debts/loans (12 per cent) (multiple choice of answers to this question was possible). Other costs covered from the provided assistance included utilities, rent of housing, education of children, fuel for heating of houses, home appliances, and furniture.

Lessons Learnt

- In case information about plans, selection criteria and entitlements is disseminated through partners, it is necessary to ensure it is well understood and channeled to communities correctly.
- In case of limited (by the project budget) resources for assistance and human resources in branches, it is necessary to find the right balance when disseminating information about the planned assistance. Use of narrow channels may slow down beneficiary registration, while use of wider channels may provoke high demand, with the beneficiary registration record exceeding the capacities of the RCS RK, and further complaints from those who have been denied assistance.
 - Only half (56 per cent) of PDM respondents said they knew about the available RCS RK feedback channels (for complaints, inquiries etc.), while 44 per cent said they did not know them. Such a result suggests that information on the RCS RK feedback channels (electronic mail, telephone number/WhatsApp, RCS RK social media accounts) should be disseminated wider and more efficiently.
- Lessons learnt from this DREF operation fed into the subsequent PER workshop. The plan of action developed as a result of the exercise will guide the RCS RK in making changes / improving the response capacity and future operations.

Challenges

- The RCS RK HQ and branches had to deal with many inquiries about the assistance from registered beneficiaries as distributions proceeded. The inquiries were mainly from those whose payments had been returned by banks (and thus delayed, at times significantly) or those who had applied but were excluded from the distribution lists because the number of registered beneficiaries exceeded the target number. However, there were cases when beneficiaries complained about not receiving grants when grants were actually credited to their bank accounts but went unnoticed.
- In relation to the number of volunteers trained, due to the unprecedented floods in Kazakhstan, first affecting only one region than

later expending rapidly to other regions, the involvement of volunteers in the emergency response, demanding all their time and dedication. This has resulted in having less volunteers in CEA in CVA.



Budget: CHF 47,566
Targeted Persons: 50
Assisted Persons: 50

Indicators

Title	Target	Actual
Number of RCS RK volunteers insured	50	50
Number of participants at the LLW	20	17

Narrative description of achievements

- The 50 volunteers planned to be involved in the operation in three target regions were insured.
- A Lessons Learnt Workshop was held in Petropavlovsk (North-Kazakhstan region) from 31 July 2024 to 1 August 2024. The workshop gathered 17 staff and volunteers from the RCS RK branches participating in the DREF operation and the headquarters, and IFRC staff members. Partners from structural divisions of the MoES and regional/city/district administrations of the North-Kazakhstan region and mass media have also attended the workshop on Day 2.

Lessons Learnt

- Mobilization of volunteers, their training and actions to encourage and retain them require further attention/ improvement.

Challenges

- The number of volunteers mobilized and taking active part in the assessments, registration of beneficiaries, distribution and monitoring was less than planned.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRKZ013 - Kazakhstan - Flood

Operating Timeframe: 10 Apr 2024 to 31 Aug 2024

Selected Parameters			
Reporting Timeframe	2024/4-12	Operation	MDRKZ013
Budget Timeframe	2024/1-8	Budget	APPROVED

Prepared on 13/Mar/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	499,997
DREF Response Pillar	499,997
Expenditure	-471,381
Closing Balance	28,616

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	13,537	13,848	-311
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	430,303	411,968	18,335
PO04 - Health			0
PO05 - Water, Sanitation & Hygiene	484	299	185
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		1	-1
PO10 - Community Engagement and Accountability	607	487	120
PO11 - Environmental Sustainability			0
Planned Operations Total	444,931	426,603	18,328
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	7,500	5,423	2,078
EA03 - National Society Strengthening	47,566	39,356	8,210
Enabling Approaches Total	55,066	44,778	10,287
Grand Total	499,997	471,381	28,616

[Click here for the complete financial report](#)



Contact Information

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

National Society contact: Marat Meldekhanov, Director General, m.meldekhanov@redcrescent.kz, +7 776 249 1221

IFRC Appeal Manager: Seval Guzelkilinc, Head of Country Cluster Delegation for Central Asia, seval.guzelkilinc@ifrc.org

IFRC Project Manager:

Zafarbek Quvvatbekov, Operations Coordinator, Country Delegation in Tajikistan, zafarbek.quvvatbekov@ifrc.org, +992 93 999 1136

IFRC focal point for the emergency:

Zafarbek Quvvatbekov, Operations Coordinator, Country Delegation in Tajikistan, zafarbek.quvvatbekov@ifrc.org, +992 93 999 1136

Media Contact: Corrie Butler, Communications Manager, IFRC Regional Office for Europe, corrie.butler@ifrc.org

[Click here for reference](#)