

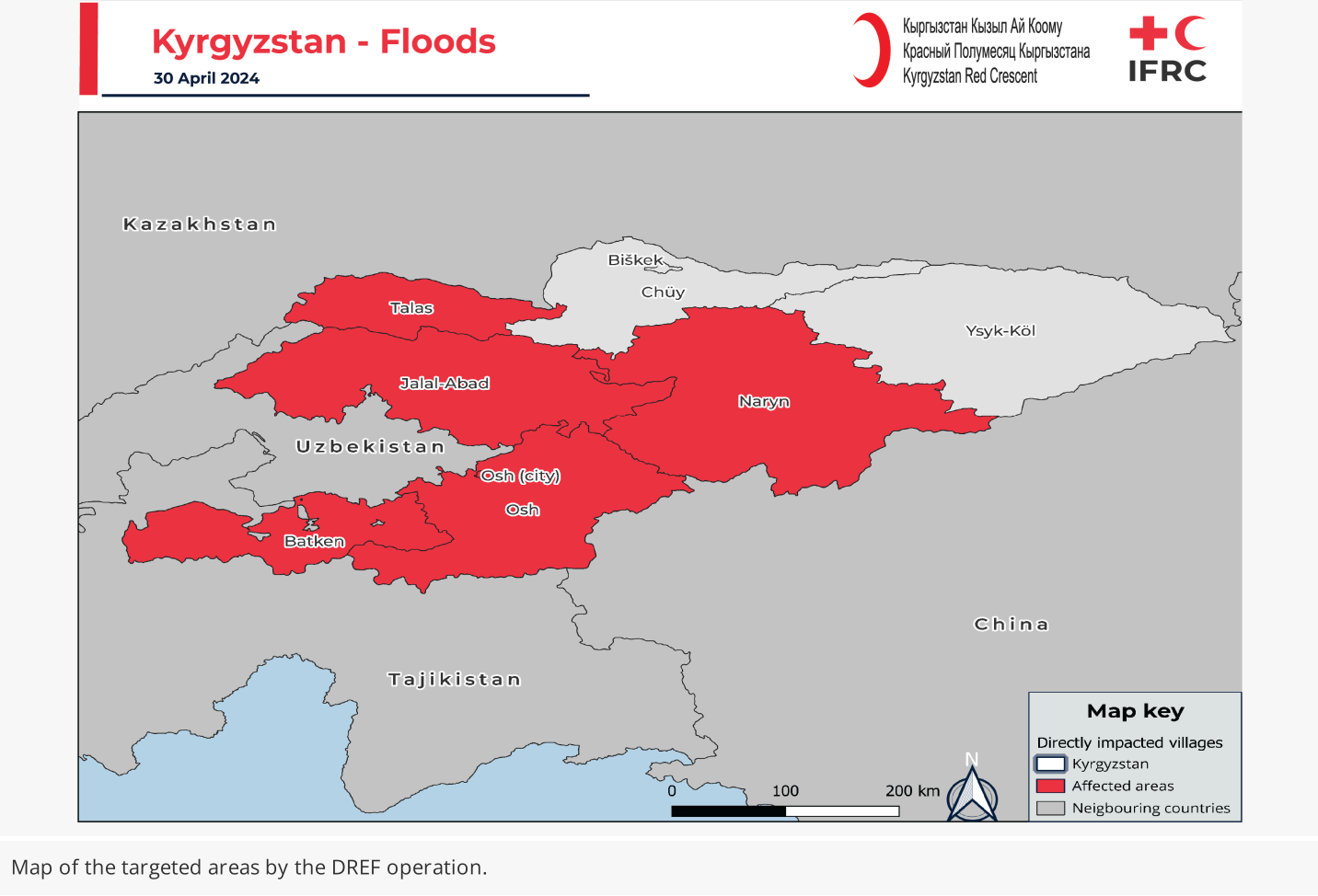


April floods caused extensive damage. Photo: Red Crescent Society of Kyrgyzstan.

Appeal: MDRKG019	Total DREF Allocation: CHF 488,376	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2024-000053-KGZ	People Affected: 146,251 people	People Targeted: 5,100 people	People Assisted: 5,100 people
Event Onset: Sudden	Operation Start Date: 04-05-2024	Operational End Date: 31-10-2024	Total Operating Timeframe: 5 months
Targeted Regions: Batken, Jalal-Abad, Naryn, Osh, Talas, Osh City			

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

21-04-2024

What happened, where and when?

Due to heavy rains from 21 to 22 April and from 12 to 24 June 2024, mudflows occurred in Osh, Jalal-Abad, Batken, Talas, and Naryn oblasts. On average, more than 50% of the monthly rainfall norm fell in a single day. As many villages are located near mountainous areas, the mudflows caused extensive damage. The disaster destroyed and blocked major roads leading to and from villages, damaging residential and non-residential buildings, and causing power outages. Additionally, the floods disrupted drinking water supply in urban areas, damaging water distribution networks.

Traditionally, rainfall for April in the affected regions averaged between 46 and 83 mm for the month, and for June, rainfall ranged from 46 mm to 83 mm. However, due to climate change, rainfall in this part of the country has increased in recent years. The table below summarizes the monthly average rainfall and precipitation during the specified periods:

Region	Average precipitation for April	Precipitation for 21-22 April	Average precipitation for June	Precipitation for 17-24 June
Batken	83 mm	64 mm	83 mm	40 mm
Osh	46 mm	34 mm	46 mm	28 mm
Jalal-Abad	72 mm	41 mm	72 mm	40 mm
Talas	56 mm	25 mm	56 mm	38 mm
Naryn	35 mm	17 mm		

In 2024, a total of 331 cases of debris flows were registered in Kyrgyzstan, affecting 5,354 houses.

As a result of the mudflows, emergency situations were declared in all affected districts and villages, enabling rapid mobilization of



resources and coordination of response efforts. However, several locations experienced a second wave of mudflows, further destabilizing the affected population. This recurrence disrupted recovery efforts and prolonged the restoration process, exacerbating the psychological and economic strain on the impacted communities.

To address the escalating needs, a DREF update was requested, resulting in:

- 1. A second allocation and changes to the budget to accommodate the growing scale of the disaster response.
- 2. A timeframe extension to ensure the work could be conducted more effectively.
- 3. Changes in the targeting of the population, ensuring that the most severely affected households, including those impacted by the repeated mudflows, received necessary support.



RCSK employees distribute humanitarian aid. Photo credit: RCSK.



Mudflows severely damaged and destroyed houses. Photo: RCSK.

Scope and Scale

Residents of 24 local governments were affected by mudflows. Among those affected were villagers, including women, elderly people and children. Tragically, 22 people died. The damage from mudflows exceeded KGS 1,200,000,000 (over CHF 12,000,000). Some families were evacuated for short periods of time after the mudflows, while other also lost livestock and crops due to landslides. As people in rural areas rely mainly on agriculture and farming, the loss of fodder and livestock was a heavy burden for them. Given the location of villages in rural areas of the country, these households are particularly vulnerable to the impact of mudflows as they have limited sources of income, savings and limited access to immediate assistance.

Additionally, it must be noted that in Kyrgyzstan in 2024, 13,358 cases of measles and rubella were registered. Due to the mudflows there was a risk that routine vaccination could be missed by some families as mostly parents take their children for vaccination. Given the mudflows, the attention of many families were directed to the reconstruction of their houses.

Source Information

Source Name	Source Link
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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	Under the European Commission's Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO) Pilot Programmatic Partnerships Project, Multi-Purpose Cash Assistance (MPCA) was distributed to 1,497 families affected by the mudflow. The criteria for selection of people to be supported and the amount distributed were identical to those in the frame of the DREF. Hygiene kits, kitchen sets, shovels, and motor pumps were also distributed with the support of the Turkish Red Crescent.

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 through its Country Cluster Delegation (CCD) in Central Asia and is part of the in-country Movement coordination team. The IFRC supported RCSK's work on the application and implementation of the DREF.
Participating National Societies	The Italian Red Cross, the Swiss Red Cross, the German Red Cross, and the Turkish Red Crescent are present in the country. Coordination is ongoing on a regular basis and partners receive all relevant information in a timely manner. The Swiss Red Cross has provided support to the RCSK with the amount of KGS 100,000 (CHF 1,020) to cover fuel expenses for response. The Turkish Red Crescent provided assistance in the form of essential relief items for the affected population.

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) is present in the country.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The Ministry of Emergency Situations (MoES) has declared an emergency situation in the affected areas. The Emergencies Ministry mobilised rescuers and equipment. Assistance was provided to clear roads and houses after mudslides. Also after the mudslides, the Kyrgyz state provided assistance to the most affected families in the form of financial aid to rebuild the houses.
UN or other actors	The RCSK distributed hygiene kits that were handed over by the United Nations International Children's Emergency Fund (UNICEF) in the frame of the United States Agency for International Development (USAID) supported project.
Are there major coordination mechanism in place?	

The country has a Disaster Response Coordination Unit (DRCU), led by the national government and supported by the United Nations. International agencies and the RCSK are members of the Coordination Unit. The DRCU is structured around five key sectors: food security and logistics, shelter and essential household items, water, hygiene and sanitation, protection, and health.

Although the government did not request activation of the DRCU mechanism for this operation, the Ministry of Emergency Situations (MoES), within the framework of the Civil Defense system, held regular coordination meetings to address the needs of the impacted villages. These meetings facilitated collaboration among local authorities, humanitarian actors, and community representatives, ensuring a well-organized response. Specific actions included:

Prioritization of Needs: The MoES worked with local administrations and partners, including RCSK, to identify and prioritize the most urgent needs in affected areas.

Resource Allocation: Coordination efforts helped streamline the allocation of resources, including the mobilization of local government supplies and the deployment of RCSK volunteers to critical areas.

Community Engagement: Efforts were made to involve local communities in decision-making processes, ensuring that the response addressed the specific needs of those most affected.

This coordination framework allowed for a cohesive response despite the non-activation of the DRCU, demonstrating the effectiveness of local mechanisms and partnerships in managing disaster relief efforts.

Needs (Gaps) Identified



Multi purpose cash grants

Initially, there was a risk that the DREF operation would not be able to provide assistance to all affected families due to limited resources. However, through the integration of support from other RCSK projects, a significant portion of the affected population was reached. This collaborative effort ensured that more households received the necessary assistance, reducing gaps and maximizing the impact of the response.



Health

Lack of awareness among the affected population about the importance of sanitation and hygiene, as well as insufficient capacity of local health facilities to conduct mass resource mobilisation in the event of a disaster, are among the main health challenges in the country.



Water, Sanitation And Hygiene

The mudslides caused significant disruption to water supply systems, creating critical gaps in water, sanitation and hygiene services.

Access to safe drinking water: The disaster temporarily disrupted access to clean water in many communities, increasing the risk of waterborne diseases. Households may have been using contaminated sources, indicating an urgent need for water treatment solutions.

Hygiene awareness: Lack of access to clean water exacerbated existing gaps in hygiene practices. There was a risk that some community members were unaware of proper sanitation and hygiene practices needed to prevent disease transmission during emergencies.

Sanitation and residual water: Debris flows left many houses filled with residual water, creating health hazards such as stagnant water and increased exposure to vector-borne diseases. Due to limited resources and labour, not all houses could be cleared, leaving some of the population vulnerable.



Protection, Gender And Inclusion

RCSK paid particular attention to the needs of people with disabilities (PWDs) as well as other groups in vulnerable situations such as older people, children, ethnic communities and migrants. This included ensuring access to shelters, food and health care tailored to their needs. RCSK's information campaigns also provided information on disaster prevention activities, including early warning of potential hazards and crisis behaviour, taking into account language differences in ethnic minority communities.



Risk Reduction, Climate Adaptation And Recovery

Due to abundant floods, the re-flooding has partially damaged some channels.



Community Engagement And Accountability

Access to information about available services and assistance remained a significant gap in the first post-emergency period in villages where RCSK had not previously worked. Community members noted a lack of clear communication channels and opportunities for feedback on assistance. This gap highlights the importance of establishing robust communication and accountability mechanisms to ensure that the response responds to the diverse needs of the affected population.

Operational Strategy

Overall objective of the operation

The overall objective of the DREF operation was to address people's unmet basic needs. Initially it was planned to provide multi-purpose cash assistance (MPCA) to 840 families. However, following repeated mudslides, and consequently updating the DREF application, the number of people to be assisted increased to 1,020 families. RCSK also conducted distribution of hygiene kits in the amount of 700 kits, one kit per family, as after the mudflows challenges related to hygiene could become one of the priorities due to lack of clean water. In parallel to all activities, RCSK conducted information campaigns on hygiene and public health.

Operation strategy rationale

Based on its supportive role, the RCSK provided immediate assistance to the most affected families in the form of essential household items, cash assistance, information campaigns, and, in some cases, mudflow clean-up. While state structures provided assistance in the form of clearing houses and villages from debris flows, repairing houses, and organising temporary accommodation for people who had fled their homes.

Targeting Strategy

Who was targeted by this operation?

After the April floods, 840 families (4,200 people) were identified as the most affected by the floods. After the June floods, the overall target increased to 5,100 people (1,020 families). Those affected included internally displaced persons (IDPs), older people, people living with disabilities, children and women, families with three or more children, and single-headed household. The list of families was compiled jointly by the Ministry of Emergency Situations together with local authorities. After receiving the list of affected people, RCSK conducted verification to validate the data and information.

Explain the selection criteria for the targeted population

The selection criteria for the targeted population is explained below:

- Internally Displaced People: Three areas have experienced internal displacement due to natural disasters. Targeting IDPs ensures that those who have been forced to flee their homes receive necessary assistance, including cash assistance and psychological first aid support.



- Older people and people with disabilities: Groups in vulnerable situations, such as older people, people living with disabilities, and people with chronic conditions may have limited mobility and resources to access essential services. Providing support to them via cash assistance ensures that their unique needs, such as access to healthcare, mobility aids, and caregiver support, are addressed.

- Children and women, multi-children, single-headed households: As women and children often face specific vulnerabilities and needs, including increased requirements for education and healthcare, supporting them via response activities ensure their protection and empowerment.

In addition, affected families who lost livestock or crops to flooding were assessed by the Ministry of Emergency Situations to determine the extent of damage. Subsequently, some families received DREF cash assistance after undergoing additional RCSK verification, as affected households exhaust their savings for rehabilitation works during an emergency.

Total Assisted Population

Assisted Women	-	Rural	100%
Assisted Girls (under 18)	-	Urban	0%
Assisted Men	-	People with disabilities (estimated)	-
Assisted Boys (under 18)	-		
Total Assisted Population	5,100		
Total Targeted Population	5,100		

Risk and Security Considerations (including "management")

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

Risk	Mitigation action
Based on past experiences, there are no significant risks to note regarding the safety of recipients after receiving cash assistance. However, it will be important to conduct information sessions on basic safety protocols for managing money. While no incidents of theft or loss have been reported, including this aspect in risk prevention measures is prudent.	Information sessions before encashment are conducted.
The risk of extortion of recipients linked to the assistance provided.	As part of the work to protect the most vulnerable people assisted under the DREF operation, volunteers were present at the distribution points to provide the necessary information. During the early stages of working with those assisted, volunteers warned about possible risks to avoid extortion and corruption in advance. DREF staff remained available to respond to specific questions as required.
Inadequate enforcement of sanitation and hygiene standards can increase the risk of infectious, zoonotic, as well as vaccine-preventable disease outbreaks which might affect and worsen public health.	RCSK worked with local authorities to conduct public health, vaccination and hygiene awareness campaigns. Also, after the disconnection of clean and potable water sources, the Ministry of Emergency Situations tried to restore access to clean water where possible. In some cases, clean water was delivered to affected



According to weather forecasts, there were chances of further rainfall, which could have caused additional damage to infrastructure or affected more people. It is important to note that volunteers and staff conducting fieldwork could also be at risk if the sudden rains triggered landslides or flooding during their work.	villages until the problem was resolved. This ultimately minimised the risks of disease outbreaks. Through close coordination with the hydrometeorological services and the Ministry of Emergency Situations, the RCSK monitored weather changes in advance and adjusted its activities accordingly. While no formal Disaster Risk Reduction (DRR) activities were included, this collaboration ensured that RCSK had timely information to adapt its response strategies to the evolving situation. The exchange of information between partners proved crucial in improving preparedness and enabling rapid adjustments. The heavy rains in June and July caused additional flooding, which led to further damage in some areas and necessitated a temporary suspension of DREF activities. The core RCSK teams in the regional branches were fully engaged in immediate emergency response efforts to assist the affected population. To address these disruptions, RCSK mobilized teams from other regional branches to support the affected areas. This allowed RCSK to resume core DREF activities, such as cash assistance distribution, hygiene promotion, and psychosocial support, as soon as the situation stabilized. Adjustments made during the operation included prioritizing emergency relief over planned activities, reallocating resources to meet the needs of newly affected individuals, and revising the timeline for activities to account for delays. These measures helped ensure that despite the challenges posed by repeated flooding, the operation remained focused on addressing the most urgent needs while continuing to deliver planned support as conditions allowed. This experience highlights the importance of incorporating contingency plans and scalable strategies into future operations to manage recurring hazards more effectively and minimize disruptions to critical activities.
Please indicate any security and safety concerns for this operation: The security of RCSK staff and volunteers was of high importance. The RCSK team in the field monitored security updates before visiting communities.	
Has the child safeguarding risk analysis assessment been completed?	No

Implementation



Shelter Housing And Settlements

Budget: CHF 5,283
Targeted Persons: 160
Assisted Persons: 276
Targeted Male: -
Targeted Female: -



Indicators

Title	Target	Actual
Number of mattresses replenished	123	120
Number of blankets replenished	160	156

Narrative description of achievements

A total of 120 mattresses and 156 blankets were purchased to assist families affected by the disaster. This assistance was distributed among 276 families, with each family receiving a combination of mattresses and blankets based on their needs.

The discrepancy between the number of targeted and assisted persons arose due to variations in the actual needs identified during distribution. For instance, some families required fewer items than initially estimated, while others required more. This adjustment ensured the resources were distributed equitably and met the specific needs of the affected households.

Lessons Learnt

- During the LLW it was recommended to increase the number of yurts (Portable Housing) for use during emergency responses.

Challenges

- Delays in the procurement process was one of the main challenges that was identified.



Livelihoods And Basic Needs

Budget: CHF 18,697

Targeted Persons: 400

Assisted Persons: 853

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of kitchen sets replenished	400	282

Narrative description of achievements

RCSK distributed 853 kitchen sets during the entire response. Subsequently, 282 kits were purchased through DREF to replenish stockpiles, while 571 kitchen sets were distributed from RCSK stocks.

Lessons Learnt

- During the LLW it was recommended that a large amount of emergency stock be held in RCSK warehouses for quick and effective response.

Challenges

- There were differences between market prices and the actual prices. This was due to a more than expected increase in the market price of the items that needed to be purchased.





Multi Purpose Cash

Budget: CHF 278,308

Targeted Persons: 5,100

Assisted Persons: 5,100

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of families supported with multi-purpose cash grants	1,020	1,020

Narrative description of achievements

The primary activity under the DREF operation was the provision of multi-purpose cash grants, as this modality effectively addresses the diverse needs of affected households.

Drawing on previous experience, RCSK has found that multi-purpose cash assistance is the most efficient form of support. Following disasters, markets and shops tend to recover swiftly, and prices for essential goods generally remain stable.

Initially, the DREF operation aimed to support 850 families. After a revision, an additional 170 families were included, bringing the total number of assisted households to 1,020.

Cash distributions were carried out in two phases: the first in June 2024 and the final phase in August 2024. RCSK was exempted from paying the 10% income tax, as all beneficiary lists had been validated and certified by the Ministry of Social Protection.

Cash assistance was disbursed through partner banks. Beneficiaries received funds upon presenting their passports, which streamlined the distribution process and allowed recipients to collect the assistance in other regions if needed. The growing use of electronic passports in Kyrgyzstan further facilitated this process.

Post-distribution monitoring results indicated that 99% of recipients were satisfied with the assistance received. The flexibility of the cash grants enabled affected households to allocate resources according to their individual priorities. For example, 42% of families purchased construction materials or used the funds to repair their homes, while 27% used the cash to buy food, having redirected their usual food budgets toward other urgent needs arising from the crisis.

The CEA/PGI components were integrated throughout the entire operation, including all stages of data collection and monitoring to assess key performance indicators. During the distribution phases, feedback boxes and informational banners were placed in bank offices. Additionally, volunteers and staff conducted exit surveys and were present on-site to ensure a welcoming and secure environment for recipients.

Lessons Learnt

- During the Lessons Learned Workshop (LLW) it was noted that RCSK needs to be updated and Standard Operation Procedures (SOPs) tested for more efficient and faster delivery of care.

Challenges

The main challenge was the repeated mudflows that occurred periodically throughout the summer season. These subsequent debris flows caused additional damage and significantly slowed down the DREF process, as RCSK teams had to prioritize emergency response efforts over planned activities. This has also affected the verification process for CVA. The National Society, with IFRC, has decided to proceed with payment for people who have already gone through all relevant procedures to receive cash assistance.

Many planned activities, including the distribution of cash assistance, information sessions, and other community engagement efforts, were postponed as both community members and RCSK personnel were fully occupied with emergency response tasks. The need to address immediate life-saving priorities delayed the implementation of these activities, as resources and personnel were diverted to meet



urgent needs caused by the repeated mudflows.

This experience highlights the complexity of responding to recurring disasters and underscores the importance of factoring such risks into the planning of future operations. It also reflects the need for scalable response strategies that can balance immediate emergency needs with longer-term recovery and community support activities.



Budget: CHF 16,762

Targeted Persons: 6,000

Assisted Persons: 6,520

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of PSS sessions conducted for affected population	34	34
Number of PSS briefings conducted for NDRT members	70	70
Number of Health promotion activities (information sessions, trainings) conducted	53	53
Number of First Aid master classes conducted for affected communities	53	53

Narrative description of achievements

Due to the exposure of the affected population to stressful and traumatic experiences, the National Society, as part of an integrated and comprehensive response, addressed both physical and psychological needs. In coordination with local authorities and the Republican Vaccination Centre, RCSK conducted information campaigns on disease prevention in the affected areas. These campaigns included sessions encouraging parents to vaccinate their children, particularly against measles and rubella, as well as reminders for parents of children under six years of age to adhere to the immunization schedule. These efforts were crucial to mitigating the risk of vaccine-preventable outbreaks, as routine vaccinations may have been delayed due to the mudflows. In addition to these campaigns, community members received education on hygiene practices to prevent waterborne and communicable diseases.

To enhance community safety during clean-up operations, RCSK first aid instructors conducted basic First Aid sessions for community members, equipping them with essential skills to respond to injuries. These sessions were complemented by the distribution of first aid kits to local authorities, ensuring that resources were available for immediate response during recovery efforts.

To address the mental health and psychosocial needs of the affected population, RCSK organized group sessions with psychologists for affected families. These sessions, structured to ensure inclusivity and effectiveness, divided participants into gender and age-specific groups, creating a safe environment for individuals to express their feelings and process their experiences. Psychological First Aid (PFA) techniques were incorporated into these sessions to help participants cope with stress and build resilience.

Given the challenging conditions faced by staff and volunteers, RCSK placed significant emphasis on their well-being as part of the response. Psychosocial briefings for staff and volunteers were conducted to prepare them for the emotional demands of emergency response work. Additionally, PSS focal points and psychologists provided specialized training on burnout prevention, stress management, and emotional resilience. These initiatives ensured that first responders could maintain their mental health while performing critical duties in the disaster zone.

Calculation of assisted families included people or numbers of family members who received support in the form of essential household items or information sessions.

Lessons Learnt

- Better coordination with state agencies to provide higher quality assistance.

Challenges

- Due to the fact that most residents were busy tidying up their farms after the mudflows, it was difficult to gather people for information sessions in some of the affected villages. As a consequence, RCSK combined events for the convenience of the population.



Water, Sanitation And Hygiene

Budget: CHF 41,584

Targeted Persons: 6,000

Assisted Persons: 6,023

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of hygiene promotion activities (information sessions, trainings) conducted	42	42
Number of hygiene kits purchased and replenished	1,130	1,104
Percentage of participants who were satisfied with the quality of the training/information session	90	93

Narrative description of achievements

Information sessions were held during visits to the affected communities, complemented by the installation of information boards in key locations to reach a wider audience. These sessions included hygiene promotion activities aimed at preventing the spread of diseases and improving overall public health. The topics covered in the hygiene promotion included proper handwashing techniques, safe food handling, water purification methods, and the importance of personal hygiene during and after emergencies. Particular attention was given to vulnerable groups, including families with young children, pregnant women, and the elderly, who are often at greater risk of health complications.

A hygiene video was also produced, reinforcing these key messages, and later broadcasted on local TV channels to further disseminate the information. Feedback collected from participants during these sessions indicated a high level of satisfaction with the quality of the information provided. Participant satisfaction was measured using a feedback collection method, where attendees rated the sessions based on clarity, relevance, and usefulness of the information shared.

Additionally, the Local Disaster Management Committee (LDMC) assisted in clearing residual water from the houses affected by the mudflows. This activity not only contributed to improving living conditions for the affected families but also enhanced the community's trust in disaster response efforts.

The hygiene promotion efforts underlined the importance of preventing secondary health risks following the disaster and helped empower community members with practical knowledge to protect themselves and their families. By targeting specific at-risk groups and employing accessible communication methods, the campaign effectively reached a broad audience, ensuring maximum impact.

Lessons Learnt

- Measures for clearing houses of water following mudflows demonstrated their effectiveness, highlighting that LDMCs can take on this responsibility in the future. Increasing the number of volunteers and LDMCs in the WASH area is recommended, as trained LDMCs ensured timely and effective assistance.



One of the key lessons learned from this activity was the importance of swift and coordinated action in addressing post-disaster challenges. Engaging local committees in these efforts proved to be effective in addressing immediate needs and ensuring timely support for affected households.

Challenges

- Shortage of volunteers in the WASH sector to ensure quick assistance.



Protection, Gender And Inclusion

Budget: CHF 0

Targeted Persons: 146,251

Assisted Persons: 108,109

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Percentage of job satisfaction among employees and volunteers of the Red Crescent Society of Kyrgyzstan	90	99
Percentage of recipients who felt safe during the distribution of aid	95	99
Percentage of recipients who believe that all conditions were in place under the Protection, Gender and Inclusion component	90	94

Narrative description of achievements

To ensure equal assistance, the Protection, Gender, and Inclusion (PGI) component was integrated into all assistance activities, including distributions. A total of 276 families were assisted, and the number of persons reached was calculated by multiplying the number of families by the average household size as determined during initial assessments. The number of people assisted was slightly lower than initially planned due to the mobility of the affected population, as some households moved out of the area during the implementation period or chose not to participate in the distribution activities. Additionally, in some cases, families required fewer resources than initially estimated, allowing the redistribution of assistance to meet the needs of others.

The effectiveness of the PGI component and recipients' perceptions of the interventions were evaluated using feedback collection methods. After each activity or distribution, participants were surveyed to gather their opinions on the fairness, accessibility, and inclusiveness of the assistance. Post-distribution monitoring (PDM), feedback forms, exit surveys, and quality assessments were key tools used for this purpose. These activities revealed that 94% of recipients were satisfied with the PGI component of the interventions, exceeding the target of 90%. This high satisfaction rate reflected the effort to tailor assistance to the needs of diverse groups and ensure inclusivity.

Training and information sharing on disaster prevention measures were also conducted, including early warning mechanisms and behavioral guidance during crises. These activities were adapted to the linguistic, cultural, and contextual needs of the affected population, with materials provided in multiple languages. Special attention was given to ethnic groups to ensure safe access to assistance and enhance their confidence in the response efforts. Protection concerns, including physical security, accessibility, and the protection of personal data, were systematically addressed throughout the implementation of activities.

PGI principles were upheld across all RCSK activities during the execution of the DREF operation. Gender, age, and linguistic uniqueness were carefully considered to ensure inclusivity. Regional training focal points actively participated in DREF activities to reinforce and maintain PGI principles, ensuring that assistance reached all groups effectively and equitably.



Lessons Learnt

- During LLW, the importance of entraining the number of PGI volunteers was emphasised.

Challenges

- Due to the constant support from IFRC and experienced staff in the RCSK, there were no significant PGI challenges.



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 22,855

Targeted Persons: 146,251

Assisted Persons: 108,109

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
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Narrative description of achievements

During the events, RCSK staff and volunteers actively informed the public about climate change and its connection to past emergencies, raising awareness about the broader environmental challenges contributing to disasters. To evaluate the effectiveness of these efforts, feedback was collected from participants through surveys conducted after the events. Attendees were asked to rate the clarity, relevance, and impact of the information shared, which indicated a high level of satisfaction with the sessions.

In an effort to minimize environmental impact, RCSK took several measures to integrate eco-friendly practices into its operations. To reduce exhaust gas emissions, the events were strategically combined, significantly decreasing the use of transport. Additionally, the humanitarian aid distributed by RCSK was packaged in recycled and easily degradable boxes, reflecting a commitment to environmental sustainability and reducing waste.

The number of participants reached during these activities was slightly lower than anticipated due to logistical challenges, including the difficulty of accessing remote areas and some community members being unavailable during the scheduled events. Despite these limitations, the combined approach ensured that resources were utilized efficiently, and the environmental impact of the response was minimized. This approach not only addressed immediate needs but also reinforced the importance of sustainable practices in disaster response.

People reached

The figures for the total number of persons reached in this sector are providing those who have been indirectly reached via risk reduction, climate adaptation and recovery activities during the DREF operation.

Lessons Learnt

- Capacity development in Risk Reduction, Climate Change Adaptation and Recovery as part of a national society's response to each disaster.

Challenges

- There were no significant challenges for Risk Reduction, Climate Adaptation and Recovery during the response.



Community Engagement And Accountability

Budget: CHF 11,166



Targeted Persons: 146,251

Assisted Persons: 108,109

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of focus group discussions (men and woman)	26	48

Narrative description of achievements

Under the Community Engagement and Accountability (CEA) component, the following activities were carried out:

Feedback Collection:

Activating various channels to collect feedback such as feedback boxes, helpline, PDM survey, focus groups, and others.

Organising a feedback system to collect opinions, suggestions, and complaints from communities about the services and activities provided.

Focus Groups and Discussions:

RCSK first conducted focus groups and discussions in the affected villages to inform the community about the planned assistance. During these sessions, RCSK explained the types of support being considered and allowed community members to voice their opinions or suggest changes to the proposed methods or selection criteria for assistance.

The community was encouraged to provide input, ensuring that those who disagreed with the methods or criteria had the opportunity to propose modifications. This participatory approach helped to enhance transparency and trust.

RCSK emphasized that the selection criteria for beneficiaries were based on its mandate to support the most vulnerable populations, ensuring that assistance reached those in greatest need.

Open dialogues were organized to discuss key issues and collaboratively develop solutions with community members and stakeholders.

Verification of People Who Have Been Assisted:

Conducting a screening of beneficiaries of assistance or services to ensure that they are appropriate and meet the selection criteria.

Assessing the actual needs and living conditions of people assisted to ensure applicability. The feedback collected was communicated to relevant staff in a timely manner, and interventions were adjusted as necessary.

CEA was integrated across all response measures. In each region where RCSK responded, CEA focal points were assigned to ensure the seamless integration of CEA activities into the overall response. These focal points played a critical role in promoting community participation, addressing feedback, and ensuring accountability.

During the verification process, RCSK conducted community outreach. Awareness-raising took place individually with each person. These efforts included explaining RCSK's activities, detailing how assistance would be provided, and clarifying the criteria for selecting beneficiaries. This helped ensure transparency and build trust within the community. Subsequently, people contacted RCSK on various issues.

RCSK held focus group discussions (FGDs). The groups were formed based on gender and age to ensure that people shared their views in 48 sessions. During the FGDs, people shared their views on RCSK's response activities, which were fed back into future work.

RCSK conducted a CEA assessment to understand the needs and communication preferences of the affected population, developed standard operating procedures (SOPs) for feedback, and utilised existing and new channels to collect questions, suggestions, praise, and complaints from community members. As part of the response, community meetings were held to promote a participatory approach, involving community members in leading the response. These meetings also provided an opportunity for open and transparent



communication, promoting collaboration, accountability, and building trust.

Standard Operating Procedures (SOPs):

During emergencies, RCSK develops new SOPs tailored to the specific nature of the crisis. These SOPs address unique challenges and ensure that the response is adapted to the circumstances on the ground. Feedback from the community and lessons learned during the operation are incorporated into these SOPs to improve efficiency and effectiveness in real time.

RCSK ensured that suggestion boxes were installed in the bank, communicated helpline numbers, provided volunteers with frequently asked questions at help desks, and organised queues so that people who were not supported through outreach activities did not have to queue.

People reached

The figures for the total number of persons reached in CEA are providing those who have been directly reached via CEA activities during the DREF operation. The number of people assisted was slightly lower than initially planned due to the mobility of the affected population, as some households moved out of the area during the implementation period or chose not to participate in the distribution activities.

Lessons Learnt

- During LLW, the importance of entraining the number of CEA volunteers was emphasised.

Challenges

- Due to the constant support from IFRC and experienced staff in the RCSK, there were no significant CEA challenges.



Coordination And Partnerships

Budget: CHF 13,045

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
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Narrative description of achievements

This component included monitoring and technical support provided by IFRC, including Information Management and Planning, Monitoring, Evaluation, and Reporting support.



Secretariat Services

Budget: CHF 2,174

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
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Narrative description of achievements

IFRC financial charges and foreign exchange (FX) losses.



National Society Strengthening

Budget: CHF 78,500

Targeted Persons: 330

Assisted Persons: 330

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of staff and volunteers involved in the response	330	330
Number of lessons learned workshops conducted	1	1

Narrative description of achievements

A total of 300 volunteers (54 volunteers in Talas, 73 in Batken, 94 in Osh, 63 in Jalalabad and 16 in Bishkek) were involved in DREF assistance activities. Also 30 staff members were involved in DREF. Food and beverage costs during the work were covered by DREF funds.

Lessons Learnt

- Shortage of staff at the RCSK, specifically a Procurement Officer, caused delays in the procurement procedure. In application processes of future DREF applications it is important to ensure that there is a designated staff member in charge of procurement as part of planned operations.

Challenges

- Shortage of procurement officer, resulted in delays in the procurement procedure.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRKG019 - Kyrgyzstan - Floods

Operating Timeframe: 04 May 2024 to 31 Oct 2024

Selected Parameters			
Reporting Timeframe	2024/5-2025/1	Operation	MDRKG019
Budget Timeframe	2024/5-10	Budget	APPROVED

Prepared on 02/Oct/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	488,376
DREF Response Pillar	488,376
Expenditure	-474,283
Closing Balance	14,093

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	4,961	5,295	-334
PO02 - Livelihoods	17,556	19,081	-1,525
PO03 - Multi-purpose Cash	261,322	278,280	-16,958
PO04 - Health	15,739	14,875	865
PO05 - Water, Sanitation & Hygiene	39,046	41,168	-2,121
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	51,267	20,936	30,331
PO10 - Community Engagement and Accountability	10,485	10,696	-211
PO11 - Environmental Sustainability			0
Planned Operations Total	400,376	390,330	10,046
EA01 - Coordination and Partnerships	12,249	226	12,022
EA02 - Secretariat Services	2,041	1	2,041
EA03 - National Society Strengthening	73,709	83,726	-10,016
Enabling Approaches Total	87,999	83,952	4,047
Grand Total	488,376	474,283	14,093

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

Please explain variances (if any)

Changes have been made to the DREF budget under AP124 (NSD) due to the extension of staff contracts following the update of the DREF, which was necessitated by the expanding and protracted mudflow incidents.

Adjustments were also made under AP110 (WASH), AP108 (Health Services), and AP005 (Shelter Assistance to Households), as the actual cost of procuring NFIs exceeded the initially planned budget, requiring additional financial resources.

The saving of CHF 14,096 originated from the LLW budget line, where CCD expected to cover IFRC ROE staff costs. The CCD ended up



covering only IFRC country staff costs.

The total budget for the DREF operation was CHF 488,376, of which CHF 474,283 was spent. The remaining balance of CHF 14,093 is returned to the DREF account as per standard IFRC regulations.

For details, please refer to the final financial report annexed to this document as well as the narrative explanation on the achievements, lessons learned, and challenges throughout the operation.



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