



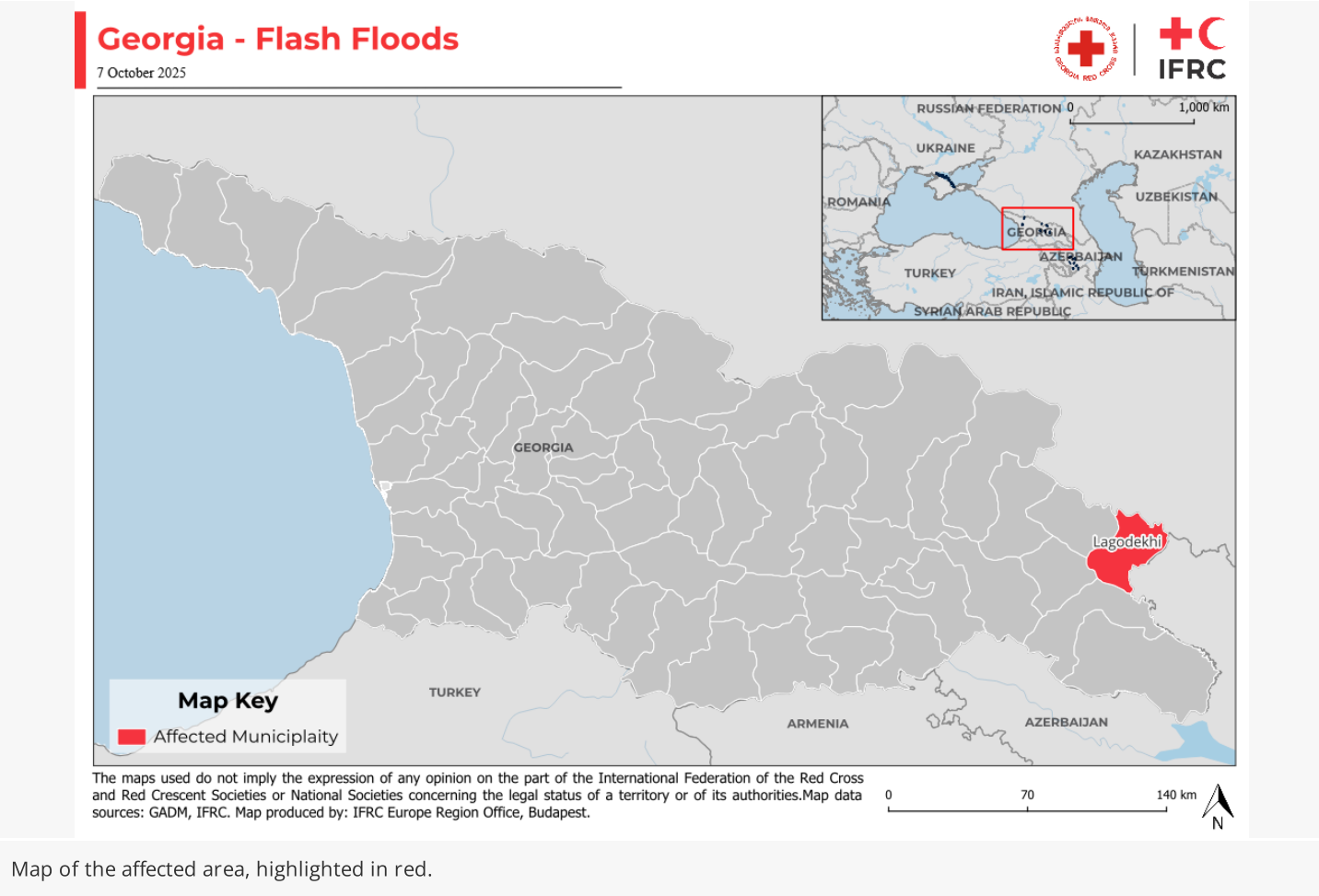
Damaged riverbank. Photo: Georgia Red Cross Society (GRCS)

Appeal: MDRGE020	Hazard: Pluvial/Flash Flood	Country: Georgia	Type of DREF: Response
Crisis Category: Yellow	Event Onset: Sudden	DREF Allocation: CHF 224,005	
Glide Number: FL-2025-000185-GEO	People Affected: 20,000 people	People Targeted: 3,500 people	
Operation Start Date: 08-10-2025	Operation Timeframe: 5 months	Operation End Date: 31-03-2026	DREF Published: 11-10-2025
Targeted Regions: Kakheti			

Description of the Event

Date of event

01-10-2025



Map of the affected area, highlighted in red.

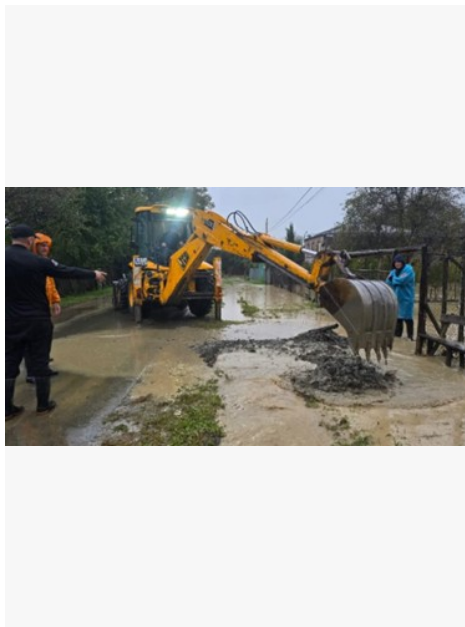
What happened, where and when?

On 27 - 30 September 2025, heavy and persistent rains struck the Kakheti region, severely impacting Lagodekhi Municipality in eastern Georgia over the following few days. Apart from the persistent rainfall damaging the roofs of the houses and washing out the roads, the rainfall caused an increase in water levels in the rivers, some of which overflowed. Villages such as Kabali, Ninighori, Giorgeti, Tsodniskari, Vakhushkvilebi, Afeni, Verkhvismindori, Uzuntala, and Ganjala experienced widespread flooding due to the overflow of rivers, including Kabali, Areshi, Ninoskhevi, and Shromis Khevi. Floodwaters covered the ground floors of houses, courtyards, and garden plots. Agricultural fields, vineyards and vegetable crops suffered significant damage. Portions of the Lagodekhi-Kabali-Gurjaani road were submerged, restricting vehicle movement. Local authorities and rescue services are currently assessing the damage. The GRCS started its intervention on 28 September, immediately mobilizing staff and volunteers to conduct rapid needs assessments and provide initial support to the most affected households. However it should be highlighted, that the national authorities officially requested the GRCS to respond to the emerging needs on 1 October 2025.

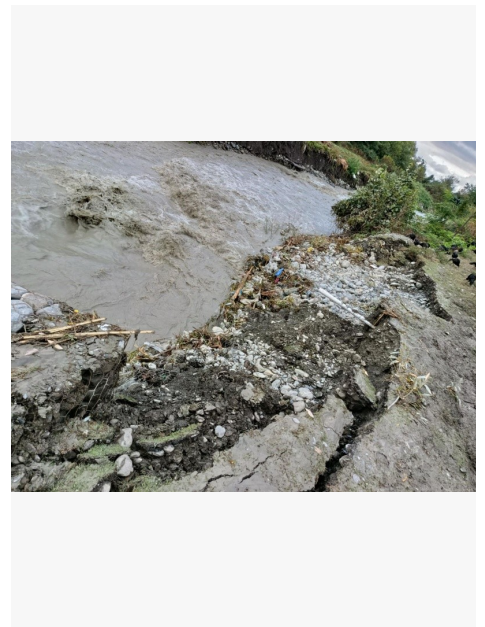




GRCS team in field



Authorities cleaning the road



Damaged riverside

Scope and Scale

The disaster affected at least 13 villages and communities within Lagodekhi municipality, with a combined population of approximately 18,077 people – almost half of the total municipal population. Current estimates indicate that around 1,000 households have been severely affected. The Municipal Disaster Commission continues to verify the final number of affected households and assess the extent of the damages.

The GRCS immediately deployed its staff and volunteers to the most affected areas to conduct rapid needs assessments as soon as the disaster unfolded. Flooding in Lagodekhi is not unusual, with previous events in 2008 and 2015 causing damage to agricultural lands and rural infrastructure. However, unlike those events, this year's flooding was triggered by massive river overflow rather than heavy precipitation alone. The excess water reached several previously unaffected villages, extending beyond the usual high-risk zones and affecting new settlements. This trend highlights the growing exposure of communities to recurrent flooding, likely linked to changing climatic conditions that increase the frequency and intensity of precipitation.

While floods in Georgia often affect multiple municipalities, such a large number of households being impacted within a single municipality is rare. The disaster caused extensive destruction to agricultural lands, irrigation systems, and household food stocks. Entire crop fields, representing the main source of income for many families were washed away. This has not only eliminated the affected households' immediate food reserves but also destroyed their livelihood base, leaving them without income and means to sustain themselves in the coming months. Many families have also lost the preserved goods and supplies they had prepared for the winter season, further exacerbating their vulnerability.

Given the significant material losses sustained by flood-affected households and their preexisting vulnerabilities, such as the fact that approximately 27 percent of the population relies on retirement pensions or other forms of social assistance, the upcoming winter season is expected to further intensify the disaster's impact. With already limited household financial resources diverted toward recovery, many affected families may be forced to reduce spending on increased winter utility costs or delay stocking up on essential items such as food and hygiene products. Outside the scope of the current DREF operation, the GRCS has secured a clothing donation from a retail partner, which will partially support winter preparedness for some households. However, without the current response operation, a wide range of urgent needs related to livelihoods and basic necessities would remain unmet.

Considering the magnitude of the losses and the limited response capacity of the municipality, local authorities officially requested the support of the Georgia Red Cross Society. The GRCS promptly activated its Resource Mobilization team to coordinate local assistance. While clothing has been mobilized, other critical needs remain unmet.

Given the National Society's limited resources and the absence of pre-positioned stocks, there is an urgent need for the NS to activate Movement wide tools to ensure timely and targeted humanitarian assistance that restores the livelihoods and basic coping capacities of the most affected families.

Source Name

Source Link

1. lpn.ge	https://www.interpressnews.ge/ka/article/850069-lagodexis-municipalitetsi-stikiis-shedegebis-salikvidacio-samushaoebi-grzeldeba-mozraoba-kvlav-shezugdulia-lagodexi-kabali-gurjaanis-damakavshirebel-magistralze
2. National Broadcaster	https://1tv.ge/video/gadaughebeli-wvimebi-lagodekshi/
3. National Broadcaster	https://www.youtube.com/watch?v=56x1nSMN74Q

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population group?	Yes
Did the National Society respond?	Yes
Did the National Society request funding form DREF for that event(s)	Yes
If yes, please specify which operation	MDRGE017

If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:

In previous emergencies, floods had already affected parts of the same municipality. However, the current disaster has gone beyond those boundaries, reaching both the communities that were impacted before and several new villages that had not previously experienced such events. The flooding has spread outside the usual high-risk zones, affecting new settlements and significantly widening the overall area of impact. As the disaster now covers new locations and increases the number of areas exposed to recurrent flooding, it highlights the growing vulnerability of communities within the municipality and the urgent need for strengthened risk reduction and preparedness measures.

Lessons learned:

Learnings from Floods 2023 Operation (MDRG017)

- Both GRCS and affected communities have recognized the effectiveness and efficiency of the CVA modality. Building on this, GRCS is strengthening its in-house CVA capacity through the ongoing CVA Preparedness process to ensure faster and more coordinated responses in future emergencies. Key learnings from the 2023 Floods DREF (MDRGE017) and the Heavy Snowfall DREF Operation (February 2025-MDRGE019), where CVA was the main response modality—have shaped the current intervention. These operations highlighted the importance of rapid assessments, transparent communication with communities, and efficient voucher distribution. Drawing on these experiences, GRCS has improved its assessment tools and registration systems, enabling more timely and effective support to affected households in Lagodekhi.
- Coordination with local authorities and local-level NS capacity: The workshop also noted the necessity of continuous coordination with municipalities and the establishment of the GRCS branches in locations without branches.
- Infrastructure and database development: The lack of updated vulnerable lists posed a challenge/delay in developing the beneficiary lists. It was noted that GRCS local branches need to take action to develop their own database for vulnerable community members, which can ease the process of beneficiary selection in times of crisis. Actions are needed to invest in infrastructure and volunteer capacity to achieve this goal.
- Advocacy for Legal Flexibility: The approval process from the National Bank of Georgia for implementing this e-voucher modality posed
 - a delay. It was also noted that taxation regulation in the country hinders the implementation of the direct cash assistance modalities
 - considering future crises/disasters. Actions are recommended to advocate the CVA at national and regional levels, urging the government to provide legal flexibility for cash and voucher assistance during emergencies.
- Technical staff capacity: IFRC technically supported the conduct of the focus group discussions. It was noted that this missing capacity should be met by extending this support with the participation of the GRCS staff in relevant technical training.
- In terms of the PDM conducted, a greater focus was placed on monitoring the effectiveness of the CVA component, leading to the less capacity to focus on M&E activities for other components such as PSS. In the future, a dedicated approach to measure PSS activities, with an emphasis on qualitative measures, will be applied.
- The engagement of volunteers from the affected regions in the training and implementation phases reinforces the importance of



involving communities in their recovery process. This approach fosters a sense of ownership and ensures that interventions are tailored to the actual needs of the target population. During the previous DREF (MDRGE019) Operation, GRCS conducted a Child Safeguarding Risk Analysis (CSRA), which identified an overall moderate risk category. The assessment provided valuable insights into child safeguarding and PGI mainstreaming in emergency operations. Building on this experience, GRCS is integrating PGI considerations systematically across its preparedness and response mechanisms. In the current flood operation, PGI will be mainstreamed through: (1) ensuring inclusive beneficiary selection; (2) providing tailored communication; and (3) enforcing volunteer and staff awareness of safeguarding standards through briefings and operational checklists.

Did you complete the Child Safeguarding Risk Analysis in previous operations, what was risk level?	Yes
What was the risk level for Child Safeguarding Risk Analysis?:	Moderate

Current National Society Actions

Start date of National Society actions

28-09-2025

Coordination	GRCS is actively working with local authorities, conducting thorough market assessments, organizing logistics, and recruiting volunteers for the upcoming response.
Assessment	GRCS mobilized volunteers and trained personnel from its Kakheti regional branch, including 30 staff and volunteers from Lagodekhi, 10 volunteers from Kvareli, and 10 volunteers from Gurjaani, immediately after the disaster struck. Volunteers are actively gathering information, identifying at-risk households, and coordinating with local structures to ensure a timely and targeted response once resources are secured. Prior, deployment, all volunteers received technical training on digital data collection using Microsoft Forms, with data securely stored on the GRCS Microsoft account. They also underwent orientation on Community Engagement and Accountability (CEA) principles, emphasizing informed consent, respectful communication, and confidentiality. Based on initial reports from municipal authorities indicating that approximately 1,000 households were affected, a sample size of 300 respondents was determined to ensure adequate representation to cover up to 25 percent of the impacted population. A total of 266 respondents were ultimately interviewed using a snowball sampling approach. Trained volunteers identified initial participants within affected communities, who then referred to others in similar circumstances. This method enabled broad geographic and demographic coverage across Lagodekhi Municipality. The assessment revealed that most homes were flooded primarily on the first floors, allowing families to remain in their residences. Consequently, immediate needs reported by respondents focused on food and health assistance rather than shelter or structural repairs. A strong preference for Cash and Voucher Assistance (CVA) emerged, likely reflecting preexisting socioeconomic vulnerabilities and limited financial resilience. Although income loss was not directly measured during this phase, it will be further explored through Post-Distribution Monitoring (PDM) and Focus Group Discussions (FGDs).
Resource Mobilization	GRCS has also leveraged its existing partnership with the clothing retail company LC Waikiki to mobilize in-kind clothing support for flood-affected households. LC Waikiki has committed to donate garments to be distributed as part of the humanitarian assistance addressing immediate needs for clothing among impacted families.



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	The Italian Red Cross and Swiss Red Cross maintain an active presence in the country. While they are not directly involved in this specific response operation, coordination with both National Societies is ensured in accordance with the Fundamental Principles of the International RCRC Movement.

ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) is not involved in the response. It is noteworthy that ICRC has been present in Georgia, including Abkhazia and South Ossetia since 1992.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The ongoing heavy rain in the affected regions has prompted local authorities to prioritize the cleaning of the area and the pumping of water from the house basements. The local authorities' focus is on addressing the immediate need to repair infrastructure, remove water, and mitigate further damage caused by the flooding. Lagodekhi municipality officially addressed the Georgia Red Cross Society on 1 October 2025, requesting GRCS support in alleviating longer-term needs within the population triggered by the disaster.
UN or other actors	By the time of the current operational strategy design, neither national nor international actors have taken action.

Are there major coordination mechanism in place?

The Municipal Disaster Commission, which includes representatives from the GRCS Lagodekhi Branch as members, is working on identifying the most vulnerable households affected by the disaster. This includes determining the overall amount of affected, as well as accounting for the damage in individual households, identifying the ones in the most vulnerable situations with limited coping capacities.

Needs (Gaps) Identified



Livelihoods And Basic Needs

Livelihoods in Lagodekhi impacted areas are mainly dependent on agriculture and seasonal work, which are highly sensitive to market fluctuations and weather conditions. A notable share of residents rely on low- or unstable-income sources, with 7 percent depending entirely on social benefits as their main means of subsistence. Older people, who make up 20 percent of the population, are particularly vulnerable, as many depend solely on modest retirement pensions that are often insufficient to meet basic needs. These factors worsen



the households coping mechanisms.

Out of the 266 people that GRCS interviewed during the needs assessment, 83 percent stated that food and health-related, including MHPSS-related assistance, are the most urgent needs they face.



Multi purpose cash grants

Early results of GRCS needs assessment indicate to diverse needs that have emerged following the disaster, including limited access to clean water and sanitation, destroyed food storage and household items, and various damage to the buildings. GRCS considers cash assistance as the most efficient means of meeting the immediate needs of households impacted by the floods in the 13 villages of Lagodekhi Municipality as it allows the freedom of choice to cover the costs of their most prioritized needs, such as WASH, livelihood recovery, shelter repair, and health services. Supporting the most vulnerable populations will be the main priority, especially families with children, older people living alone, and households reliant on agriculture, which has been badly impacted by the flooding.

A clear selection process, in coordination with local authorities, will ensure that assistance reaches those most in need. Rapid needs assessments conducted by GRCS Lagodekhi Branch and volunteers from neighboring municipalities will help identify priority recipients. Communication strategies will be implemented to inform eligible households about the assistance, its intended use, and conditions of support.

Once assessment results are finalized, GRCS, in coordination with IFRC and local authorities, will carry out cash and voucher assistance (CVA) to ensure timely and efficient delivery. Post-distribution monitoring and feedback mechanisms will be used to track the impact of the cash grants, address any challenges, and maintain accountability.



Health

The floods have created urgent health needs, particularly in mental health and psychosocial support (MHPSS). Older people, children, and people with disabilities are experiencing heightened distress due to the disaster's impact, loss of livelihoods, and ongoing uncertainty. GRCS-trained volunteers are providing basic MHPSS services, but the scale of need exceeds current capacity, and professional mental health support remains limited in rural areas.

To ensure comprehensive care and strengthen community resilience, MHPSS must be integrated into the overall response.



Protection, Gender And Inclusion

During the response operation, the Protection, Gender, and Inclusion approach is critical to ensure that the needs of all affected population, especially vulnerable groups, are met in a way that ensures dignity, access, participation, and safety. The Protection, Gender, and Inclusion needs within the operation need to focus on safeguarding vulnerable populations, ensuring their access to assistance, and providing support to mitigate the risks they face, particularly in relation to gender-based violence, exploitation, and exclusion.

Limited language proficiency among Azerbaijani-speaking residents, who comprise 23 percent of total population in Lagodekhi Municipality and majority of population in some affected villages (99 percent Azerbaijani speakers in Kabali village), might pose a significant barrier to equitable access to humanitarian assistance and participation in decision-making. Limited knowledge of Georgian might limit their ability to provide informed consent, access services effectively, or voice their needs and concerns during assessments and monitoring.

Additionally, the high proportion of older people (20 percent) and individuals reliant on social benefits (7 percent) underscores the need for inclusive approaches that address economic vulnerability, mobility constraints, and information accessibility.

Due to damaged roads and interrupted services, women, children, the elderly, and people with disabilities are more vulnerable to exclusion, exploitation, and gender-based violence.

By informing communities about available aid and how to access it, GRCS makes sure that aid reaches all groups fairly and provides specialized support for those who are most in need. The IFRC minimum standards for PGI in emergencies, which promote dignity, participation, safety, and access, serve as the basis for all actions, and the collected data with broken down by age and sex.



Community Engagement And Accountability

GRCS will place Community Engagement and Accountability (CEA) as a crucial component of the response.

The CEA needs GRCS focuses on include:

- Accessible and inclusive information for everyone, including the ones requiring bilingual messaging and feedback provision options or in-person outreach by the GRCS branch and volunteers.
- Two-way communication and feedback mechanisms equitably available for everyone including the Azerbaijani-speaking communities, comprising 23 percent of total population in Lagodekhi municipality.
- Community participation in decision-making by being consulted at each stage of the operation, including needs assessment during the design phase, feedback collection and community meetings during the implementation. To enhance the response and guarantee that interventions are inclusive, considerate, and helpful to those who need them the most, post-distribution monitoring and feedback systems are in place, and workshops with beneficiaries to discuss lessons learned will be held.
- Trust and transparency in beneficiary selection criteria, assistance modality and timing, and the ways to record the feedback or complaints.

Any identified gaps/limitations in the assessment

The affected areas are comprised of communities that require multilingual communication. Around 23 percent of the total population in Lagodekhi Municipality, and the majority of residents in several affected villages, are Azerbaijani-speaking. For example, approximately 99 percent of residents in Kabali village speak Azerbaijani, with only a small minority speaking Russian. Tailored communication is therefore essential to ensure affected populations receive timely information, can access assistance, and meaningfully participate in decision-making processes.

In addition, the rapid needs assessment and on-site assessments have taken longer to complete due to language barriers and restricted mobility caused by damaged infrastructure. The needs assessment is being finalized at the time of the current operation design and will inform implementation. The report will be updated to present findings in a more detailed and structured format, highlighting specific quantitative results such as the percentage of respondents preferring CVA and those requesting food and health support.

The updated version will also emphasize that elderly individuals are perceived as the most vulnerable group in the affected communities, ensuring that PGI activities are aligned with these findings and that assistance is delivered with particular attention to their needs.

[Assessment Report](#)

Operational Strategy

Overall objective of the operation

The overall objective of the operation is to provide rapid emergency assistance to the flood-affected population in Lagodekhi municipality to address their urgent needs, primarily basic needs and livelihoods, through a timely cash and voucher assistance intervention modality. The operation aims to cover approximately 1,000 affected households (3,500 people) in total. All targeted households will receive assistance. GRCS has determined the amount to be assisted based on the initial figures provided by the local authorities (number of households [HH] affected) and rapid needs assessments conducted in the affected areas. The intervention will prioritize the most vulnerable households, including those displaced, with damaged homes, or facing barriers to accessing essential services. The operation will be implemented over a period of five months.

Operation strategy rationale

The strategy proposed by the GRCS is to provide humanitarian assistance to the most vulnerable households affected by the disaster in an efficient, appropriate and dignified manner. The strategy focuses on i) provision of CVA to support people with the purchase of essential items and cover their immediate needs in a dignified manner, and ii) addressing psychosocial needs amplified by the distress of the disaster. The following key points outline the strategy:

Finalization of assessments, plan and design: Completing a needs assessment report and working with local authorities and the affected population to determine the specific damages and assistance required.

Finalization of lists of targeted people and determining the assistance amount to ensure focused, transparent and effective relief efforts in coordination with local authorities. The list of beneficiaries will be provided by the local authorities, in coordination with GRCS branch staff, drawing on the results of the initial needs assessments. Each household will receive GEL 400 (approximately CHF 120), a transfer value calculated in line with the national subsistence minimum to ensure that the assistance adequately covers essential needs. The support will be delivered through unconditional but restricted value vouchers, allowing households to purchase items from designated vendors.

Eligible and non-eligible households will be informed about the assistance, selection criteria, and distribution procedures through various communication channels, in advance. Following the distribution, regular feedback will be collected from recipients, and PDM and evaluation will be conducted to measure effectiveness, satisfaction, and accountability. Throughout the operation, GRCS will apply a



cross-cutting approach integrating MHPSS, CEA, and PGI to ensure that the response remains inclusive, dignified, and responsive to the specific needs of all affected groups.

A Rapid Assessment for Markets (RAM), ongoing: Local vendors and small businesses in Lagodekhi municipality have experienced significant disruption due to the recent flooding. While most markets remain functional, they are urgently restocking the essential goods. Road infrastructure has been damaged, and although clearing operations are underway, transportation remains costly and logistically challenging for both suppliers and residents. Prior to the distributions, GRCS will ensure assessing the functionality and availability of commodities in the market. GRCS team that will conduct the market assessment has well-proven experience during past operations in assessing the the functionality of local markets, including price stability, availability of essential goods, and accessibility for the affected population. At the moment, GRCS has identified six markets and three pharmacies in the affected area where vouchers can be redeemed. These vendors have been selected based on their accessibility, capacity, and ability to meet the identified needs of the affected population.

GRCS maintains a standing agreement with the local Financial Service Provider (FSP), TBC Bank, which successfully supported service delivery during the last two DREF operations - Floods Response in 2023 and the Snowstorm response in 2025. The collaboration has proven a reliable performance, particularly in terms of timeliness and flexibility of assistance, confirmed by the recipient feedback as well. During the Snowstorm 2025 operation, 100 percent of the interviewed recipients confirmed their satisfaction with the assistance modality. Based on these positive outcomes, GRCS intends to continue utilizing TBC Bank's services for future cash-based interventions.

Distribution of value voucher assistance to help cover livelihoods and basic needs of the affected population, will take place from the middle of November. The assistance will be provided through vouchers, which beneficiaries will redeem at local markets and pharmacies that are available and accessible in the affected areas. While cash withdrawal is not applicable in this operation, beneficiaries will be able to check their remaining balance via ATMs located in the municipality. The presence of these service points ensures that the voucher modality is feasible and appropriate for meeting the identified needs.

To ensure safe and inclusive access to assistance, GRCS will work closely with local authorities to organize the setup of distribution points. Volunteers will assist with organization and crowd management, while beneficiaries will receive clear information about the process. Feedback and complaints mechanisms will also be available at all distribution sites to ensure accountability and transparency.

Provision of MHPSS offering psychosocial support through community meetings and targeted messages to provide emotional support to affected people, allowing them to express their concerns, and strengthen their coping mechanisms

Monitoring and evaluation: Monitoring by IFRC and GRCS will help assess satisfaction levels and evaluate the quality of support provided.

Post-distribution monitoring survey will be conducted to gather feedback and improve future operations. A Lessons learned workshop to evaluate the operation's effectiveness and efficiency will inform future operations.

CEA and PGI considerations will be integrated throughout the whole operation to ensure the dignity, protection, and meaningful inclusion of all affected individuals. This will include providing accessible information in appropriate languages, ensuring safe and inclusive feedback mechanisms, and addressing the specific needs of older people, people with disabilities, and minority groups.

Targeting Strategy

Who will be targeted through this operation?

The operation will target approximately 1,000 households (3,500) whose homes and living conditions have been directly impacted by the disaster. All affected households will receive assistance through the distribution of cash and voucher assistance to address their immediate needs, including food, hygiene items, and other essential goods. The targeting will prioritize the most vulnerable groups, including families with damaged housing, loss of income, elderly members, persons with disabilities, and those living in hard-to-reach areas. In order to ensure direct contact with impacted households, beneficiary verification will be carried out by GRCS's helpline and Lagodekhi branch employees. Before aid is given, eligibility will be confirmed through a 100% coverage verification process.

Explain the selection criteria for the targeted population

The geographic impact, disaster severity, loss of vital supplies, and vulnerability of particular sectors are the factors used to determine the selection criteria for the targeted population impacted by the flooding in Lagodekhi municipality.

Families who lost vital household goods, food supplies, or agricultural assets and those whose houses were severely damaged will receive extra consideration. Families that depend heavily on agriculture will be given preference because the flooding has seriously threatened their livelihoods by interfering with farming operations, damaging crops and vineyards, and destroying storage facilities.

Socioeconomic vulnerability will also be taken into account during the selection process. This includes households with older members,



people with disabilities, single-headed families, and those with limited access to social support or income. The identification and inclusion of the most impacted and vulnerable households in the aid will be ensured through coordination with local authorities and community representatives.

Total Targeted Population

Women	2,100	Rural	-
Girls (under 18)	-	Urban	-
Men	1,400	People with disabilities (estimated)	-
Boys (under 18)	-		
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
One of the potential risks in the ops is delays in delivering CVA due to the time required for set up mechanism for direct payment to bank accounts of targeted people. Any delays in finalizing agreements or setting up the distribution system could postpone cash transfers to affected households, impacting their ability to purchase essential goods such as food, livelihoods and basic needs.	To reduce this risk, GRCS is working proactively with IFRC to assess potential FSPs in advance, ensuring a swift selection process. Coordination with local financial institutions and mobile banking services is already underway to explore the most efficient and accessible cash distribution options. The active coordination and communication is on-going with the relevant actors to avoid delays connected to the legal barriers. In case of unexpected delays, GRCS will maintain flexibility by considering alternative disbursement mechanisms, including prepaid cards, mobile money, or direct cash distributions where feasible.
Complaints towards GRCS is publicized in the media	GRCS will activate its standard feedback and complaints mechanisms to ensure accountability and transparency throughout the operation. These systems aim to mitigate the risk of public complaints and ensure timely response to community concerns. Mechanisms will include: (1) Helpline for affected communities; (2) Digital feedback collection tools to capture input remotely; (3) Community meetings for two-way dialogue and information sharing; (4) Designated CEA focal points to ensure



	timely response to concerns (5) Monitoring of social media and local media channels to address any emerging concerns.
Community needs exceed the capacity of GRCS available funding.	Design and implement a communication plan to manage the expectations of the local population.
Increased precipitation and fluctuating temperatures during the autumn season may trigger additional flooding and landslides in already affected areas, posing safety risks to communities and response teams and potentially disrupting ongoing operations.	Especially during the autumn season, when heavy rain and changing temperatures are common, the risk of floods and landslides increases. It's important to monitor weather forecasts throughout the operation. Cooperation with hydrological services will help receive timely and accurate information. Sharing this information with the local population—together with local authorities and emergency services—will help keep everyone informed and ready to respond if conditions change. Activating volunteers to support information sharing and raise community awareness can further strengthen preparedness. Changes in rainfall and temperature can also affect the stability of slopes and soil, increasing the risk of landslides. Understanding these risks is essential for improving safety and planning.
Has the child safeguarding risk analysis assessment been completed?	Yes

Planned Intervention



Multi Purpose Cash

Budget: CHF 141,861

Targeted Persons: 3,500

Indicators

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

Priority Actions

GRCS, in coordination with local authorities and other relevant stakeholders, will conduct a response analysis session to identify the priority needs across the 13 affected villages. Based on these findings, local vendors will be selected and contracted to provide the goods and services required for the CVA intervention.

The list of beneficiaries will be provided by the local authorities, in coordination with GRCS branch staff, drawing on the results of the initial needs assessments. Each household will receive GEL 400 GEL (approximately CHF 120), a transfer value calculated in line with the national subsistence minimum to ensure that the assistance adequately covers essential needs. The support will be delivered through unconditional but restricted value vouchers, allowing households to purchase items from designated vendors.

GRCS has identified six markets and three pharmacies in the affected area where vouchers can be redeemed. These vendors have been selected based on their accessibility, capacity, and ability to meet the identified needs of the affected population. To ensure safe and inclusive access to assistance, GRCS is working closely with local authorities to organize the setup of distribution points. Volunteers will assist with the organization and crowd management, while beneficiaries will receive clear information about the process. Feedback and complaints mechanisms will also be available at all distribution sites to ensure accountability and transparency.



Eligible and non-eligible households will be informed about the assistance, selection criteria, and distribution procedures through various communication channels, in advance. Following the distribution, regular feedback will be collected from recipients, and PDM and evaluation will be conducted to measure effectiveness, satisfaction, and accountability. Throughout the operation, GRCS will apply a cross-cutting approach integrating MHPSS, CEA, and PGI to ensure that the response remains inclusive, dignified, and responsive to the specific needs of all affected groups.



Health

Budget: CHF 7,349

Targeted Persons: 1,000

Indicators

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

Priority Actions

- MHPSS activities will focus on providing immediate emotional and practical support to the affected population.
- GRCS will deliver PFA through door-to-door visits and on-site engagement with individuals and families impacted by the floods. Volunteers and trained staff will offer basic emotional support, guidance, and practical information to help community members cope with stress and uncertainty.
- PFA trainings will target GRCS staff and volunteers actively engaged in the emergency response to strengthen their knowledge and skills in providing immediate psychosocial support to affected individuals and communities. These trainings will ensure responders are equipped to offer Psychological First Aid during door-to-door visits and other outreach activities.
- The stress management training will be provided to frontline responders, including both staff and volunteers, to enhance their coping mechanisms, promote self-care, and build resilience while working under stressful conditions during and after the emergency. This will help ensure the continuity and quality of support provided to the affected population.
- To strengthen community resilience and promote mental well-being, GRCS will organize psychosocial awareness sessions for affected community members.
- Informational and educational materials on coping with trauma, stress, and emotional recovery will be prepared and distributed during door-to-door visits, community gatherings, and through local branches to maximize outreach and accessibility.
- The GRCS helpline will be promoted through targeted communication activities, including the distribution of flyers, posters, and social media posts, ensuring affected populations are aware of available psychosocial support.
- Volunteers will also be provided with brief PFA leaflets to reinforce their capacity to provide quality support in the field and during follow-up visits.



Protection, Gender And Inclusion

Budget: CHF 0

Targeted Persons: 3,500

Indicators

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

Priority Actions

- Provide training on PGI minimum standards to the volunteers involved in the operation.
- Integrate PGI analysis into both the cash and MHPSS components to identify specific needs, vulnerabilities, and barriers related to gender, age, disability, and language before implementation.
- Ensure inclusive access to information by translating all guidance on cash distribution and MHPSS services into Azerbaijani and providing verbal explanations for people with low literacy or visual impairments.
- Design the cash assistance modality with community input, especially from minority-language groups.
- Ensure dignified arrangement of cash distribution by preventing overcrowding, particularly for older people or those with mobility difficulties.
- Promote the availability of feedback and complaint mechanism via helpline accessible in both Georgian and Azerbaijani, including remote and face-to-face options, to ensure all groups can safely express concerns or request help.
- Orientation session on IFRC Safeguarding Policies for all participating staff and volunteers (cross-planned in National Society Strengthening).



Community Engagement And Accountability

Budget: CHF 1,970

Targeted Persons: 1,200

Indicators

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

Priority Actions

- Conduct community meetings in affected villages to inform people about available assistance, targeting, selection criteria and feedback provision.
- Set up a specific theme under GRCS central feedback mechanism to gather feedback through hotline and social media channels from affected people.
- Continuously share clear information about eligibility criteria, distribution plans, and how assistance will be delivered.
- Collect feedback from the community through Exit Surveys, PDM, and community consultations, and incorporate it into future response planning as a lesson learned
- Engage community members in lessons learned sessions to improve accountability and response effectiveness.
- Deployment of PSS and CEA-trained volunteers in the affected communities.
- Development and implementation of a local communication plan for coordination and two-way information sharing.
- Conducting monitoring, post-distribution follow-up, and reporting to ensure effective and accountable response.



Secretariat Services

Budget: CHF 12,375

Targeted Persons: 15

Indicators

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



Priority Actions

IFRC will provide tailored operational and sectoral support and guidance to GRCS team of 15 staff and volunteers on the design, implementation, and monitoring of the operation, including an orientation session on the DREF monitoring framework and results-based management principles for the operation core team and volunteers through these profiles:

- The Program Coordinator to ensure the effective and timely implementation of the DREF operation by guiding the GRCS team from assessment to completion (30 - 40 per cent allocation, operation-wide).
- The PMER officer supports establishing effective monitoring systems, ensuring timely and accurate reporting, and using collected data to inform learning (30-40 per cent allocation, operation-wide).



National Society Strengthening

Budget: CHF 60,449

Targeted Persons: 75

Indicators

Title	Target
Number of GRCS volunteers involved in the response	100
Number of GRCS staff involved in the response	20

Priority Actions

Key Activities:

- Mobilization of GRCS Lagodekhi Branch staff and volunteers to conduct rapid needs and damage assessments, supported by personnel from neighboring Kakheti branches.
- Use of pre-positioned stocks, including PPE and GRCS visibility materials (non-replenishable through the DREF budget).
- Reimbursement of volunteers' food and transportation expenses during fieldwork.
- Organization of a lessons learned session with staff and volunteers to capture experiences and improve future operations.
- Delivery of orientation sessions on IFRC safeguarding policies for all participating staff and volunteers.
- Delivery of orientation on monitoring and results-based management core principles for DREF operation staff and volunteers.

Human Resources and Roles:

- Head of Disaster Management Department (20%) – overall coordination, supervision, and strategic oversight of the operation.
- Disaster Management Officer (20%) – supports operational planning, implementation, and reporting.
- CVA Focal Point (20%) – leads design and implementation of the Cash and Voucher Assistance component, vendor coordination, beneficiary validation, and volunteer mobilization.
- Finance Officer (20%) – ensures financial tracking, compliance, and reporting according to DREF requirements.
- Logistics Officer (20%) – oversees procurement, vendor engagement, and logistics for distribution.
- CEA Officer (20%, 4 months) – manages community engagement, feedback and complaints mechanisms, and communication with affected populations.
- IM/IT Officer (20%) – supports data collection, management, and digital tools for timely and accurate information flow.
- DM Officer in Lagodekhi (30%) – coordinates field-level activities, manages volunteer deployment, and leads local implementation.
- MHPSS Officer (20%, 3 months) - leads delivery of MHPSS services to affected communities.

The MHPSS Officer will support the operation for three months, the CEA Officer for four months, and the other profiles will be involved throughout the whole operational timeframe of five months



About Support Services

How many staff and volunteers will be involved in this operation. Briefly describe their role.

In total, 15 staff members and 50 volunteers will be involved in the operation. They will carry out the initial assessment. During the implementation of the CVA, they will conduct surveys, work at the distribution sites, and participate in post-distribution monitoring (PDM)

Does your volunteer team reflect the gender, age, and cultural diversity of the people you're helping? What gaps exist in your volunteer team's gender, age, or cultural diversity, and how are you addressing them to ensure inclusive and appropriate support?

Kabali village of Lagodekhi Municipality is predominantly populated by the Azerbaijani community. It is therefore very important that the volunteer team reflects the gender, age, and cultural diversity of the people they are supporting. Currently, there are some gaps in terms of cultural and gender representation within the volunteer team. To address this, GRCS Lagodekhi Branch plans to engage additional volunteers from the Azerbaijani community, with particular attention to ensuring balanced participation of women and youth. This approach will help ensure that the assistance provided is inclusive, culturally appropriate, and effectively meets the needs of the affected population

If there is procurement, will it be done by National Society or IFRC?

The procurement process will be managed by the Georgia Red Cross Society (GRCS), following the procurement standards and procedures of both GRCS and the IFRC.

How will this operation be monitored?

IFRC will provide technical expertise in designing the monitoring and evaluation framework of the operation, developing data collection tools and methodologies and ensure quality. The GRCS will take ownership of maintaining the framework and will lead on data collection, consolidation, and institutional learning. GRCS will utilize its existing monitoring tools, including post-distribution monitoring (PDM). In addition, local branch representatives will be primarily responsible for documenting evidence and monitoring data. GRCS HQ will continuously oversee the process to ensure smooth implementation.

Please briefly explain the National Societies communication strategy for this operation

GRCS will use its regular communication tools throughout the implementation of the activities. Reporting will be conducted according to standard GRCS procedures to ensure timely updates and accountability to all stakeholders.

Development and implementation of a local communication plan for coordination and information sharing to the affected communities. Key communication themes will include:

- (1) materials to raise awareness about available services and MHPSS aimed at promoting emotional well-being, as well as
- (2) CVA guidance materials that explain eligibility criteria, feedback and complaint mechanisms, and instructions for voucher use.

GRCS will utilize social media, printed materials and face-to-face information distribution as its main channels, tested effective during past operations.



Budget Overview



DREF OPERATION

MDRGE020 - Georgia Red Cross Society Pluvial/Flash Floods in Eastern Georgia

Operating Budget

Planned Operations	151,180
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	141,861
Health	7,349
Water, Sanitation & Hygiene	0
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	1,970
Environmental Sustainability	0
Enabling Approaches	72,825
Coordination and Partnerships	0
Secretariat Services	12,375
National Society Strengthening	60,449
TOTAL BUDGET	224,005

all amounts in Swiss Francs (CHF)



Contact Information

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

National Society contact: Kakha Mamuladze, Deputy Secretary General, dm@redcross.ge, +995577230026

IFRC Appeal Manager: Sonja Veronica BJORKLUND, Head of Country Cluster Delegation for South Caucasus, sonja.bjorklund@ifrc.org

IFRC Project Manager:

Ekaterine Kristesashvili, Programme Coordinator, Country Cluster Delegation for South Caucasus, ekaterine.kristesashvili@ifrc.org

IFRC focal point for the emergency:

Sarah Omrane, Developing Operations Coordinator, IFRC Regional Office for Europe, sarah.omrane@ifrc.org

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

[Click here for the reference](#)

