

PD AED 607

PLEDGE-BASED REPORT



International Federation of Red Cross and Red Crescent Societies
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

IRAN: BAM EARTHQUAKE FINAL REPORT ON THE IRANIAN RCS DISASTER PREPAREDNESS STOCK REPLENISHMENT PROJECT

14 April 2005

The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 181 countries.

In Brief

Appeal No. 25/03; Appeal coverage: 90 % (see below for live update).
http://www.ifrc.org/cgi/pdf_appeals.pl?03/1-2-3%20-%20ap2503.pdf

Appeal history:
Preliminary Appeal launched on 26 December 2003 for CHF 15,409,300 (USD 13,052,425 or EUR 10,120,525) to assist 200,000 beneficiaries for 6 months.

http://www.ifrc.org/cgi/pdf_appeals.pl?03/2503.pdf

Revised Appeal launched on 8 January 2004 for CHF 51,913,000 (USD 43,956,465 or EUR 34,090,625) to assist 210,000 beneficiaries for 6-8 months.

http://www.ifrc.org/cgi/pdf_appeals.pl?03/2503revised.pdf

Plan of Action for March-August 2004 issued on 23 March 2004 (Update No.10)
http://www.ifrc.org/cgi/pdf_appeals.pl?03/250310.pdf

Long-term Revised Plan of Action issued on 29 September 2004 (Update No.17)
http://www.ifrc.org/cgi/pdf_appeals.pl?03/250317.pdf

For further information specifically related to this operation please contact:

- Seyed Hadi Samaei, Director General of International Affairs Department, Iranian Red Crescent Society, Tehran; email: undep@rcs.ir; mobile: 98-912-384-7050; tel: 98-21-8662618/8662619; fax: 98-21-8662652
- Mohammed Mukhier, Head of Delegation, Tehran; email: ifrcir05@ifrc.org; mobile: 98-912-3144250; tel: 98-21-8890567/8911271; fax: 98-21-8895346
- Evgeni Parfenov, Regional Desk Officer, Geneva; email: evgeni.parfenov@ifrc.org; tel: 41-22-7304325; fax: 41-22-7330395

All International Federation Assistance Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable.

In line with the Minimum Reporting Standards, the first operations update on this appeal will be issued within 30 days of the launch and the second will be issued over the course of the operation; a final narrative and financial report will be issued no later than 90 days after the end of the operation.

This operation seeks to administer to the immediate requirements of the victims of this disaster. Subsequent operations to promote sustainable development or longer-term capacity building will require additional support and these programmes are outlined on the Federation website. For support to or for further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>

Summary

On the morning of 26 December 2003 at 05:28 (local time) a major earthquake measuring 6.5¹ on the Richter scale struck the city of Bam, Kerman Province, in south-eastern Iran. Within 12 seconds, Bam was devastated. Its physical infrastructure was turned to dust, its historic citadel crumbled and the lives of its people were shattered. No one remained untouched by the disaster - the worst earthquake to hit the country in more than a decade. All that was left of this historic city were piles of rubble. The final official figures estimate that over 26,000² people were killed, approximately 30,000 injured (of which some 10,000 were evacuated from the area), and 75,600 were left homeless - this during the coldest time of the year. In addition, some 1,850 children were registered as unaccompanied and homeless.

In Bam, more than 85 percent of the buildings were destroyed. According to the Ministry of Education in Kerman Province, all 131 schools in Bam and the surrounding villages were destroyed or damaged (to the extent of being unusable) with 18,000 to 20,000 students remaining in need of school facilities. The Ministry of Health (MoH) said all 95 health complexes, 14 rural health centres, and 10 urban health centres were ruined, as well as general governmental hospitals (with a total bed capacity of 240). These general hospitals were providing health and curative services to an estimated population of 240,000 from the city and its surroundings.

An extremely quick and efficient response of the Iranian Red Crescent, especially in terms of distribution of shelter and other relief supplies to the earthquake survivors, was predetermined by its national mandate and availability of substantial disaster preparedness stocks throughout the country. These stocks were mobilised and released for the delivery to the earthquake affected area in a matter of hours and days.

The International Federation of Red Cross and Red Crescent Societies (International Federation) was informed soon after the earthquake that all immediate shelter needs could be effectively covered by the Iranian Red Crescent Society through the mobilisation and use of its own internal resources. However, this meant that the Iranian RCS disaster preparedness stock would have been depleted by 50% and it would have taken the National Society several years to replenish the depleted stocks.

Consultations with several donors, including German, the Netherlands, Swedish Red Cross Societies, US Government (USAID) and the UK based company Vodaphone, resulted in the allocation of CHF 3,650,000 to procure relief items to replace ones distributed from Iranian RCS stocks within the first two weeks after the earthquake. The major part of the available cash was allocated to procure canvas to be used by the Iranian RCS in its tent production factory.

1. At the end of March, Iran's official statistics centre announced the final and definite death toll as 26,271. The discrepancy with initial official estimates of up to 43,000 killed is claimed to be primarily due to the double-counting of bodies during the initial chaos caused by the disaster.

Emergency Phase

The immediate response by the Iranian RCS and the International Red Cross/Crescent Movement (RC/RC) to this devastating earthquake was quick and effective. As the mandated national lead agency in emergency response, the Iranian RCS, supported by the International Federation, was at the forefront of large-scale relief operation for the earthquake-affected people of Bam. Within half an hour of the earthquake, the Iranian Red Crescent Society (IRCS) began to mobilise its emergency response teams and within two hours, the first IRCS search and rescue teams reached Bam. The IRCS provided a vital initial response by mobilizing and deploying more than 8,500 relief workers (including medical staff) and volunteers within the first hours and days after the disaster.

The IRCS response involved search and rescue, temporary shelter and distribution of food and non-food items, the provision of emergency water supply and medical services such as medical evacuations, psychological first aid, coordination with the national and local authorities and the Red Cross and Red Crescent Movement components.

Hours after the earthquake, the Iranian RCS opened its Disaster Preparedness (DP) warehouses throughout Iran and started distribution of emergency stocks of tents, blankets, warm clothes, cooking sets and jerry cans.

● However, given the scale of the disaster, the Government of the Islamic Republic of Iran and the IRCS formally requested international assistance. The International Federation responded by launching a Preliminary Appeal (Appeal no. 25/03) on 26 December 2003 for CHF 15,409,300 to provide immediate relief and basic assistance to 200,000 beneficiaries.

Within 48 hours, a Federation Field Assessment and Coordination Team (FACT) arrived in country and undertook the detailed assessment of the outstanding emergency requirements and the deployment of Federation Emergency Response Units (ERUs): field hospital, basic health clinics, water and sanitation units, logistics and relief teams that supported the Iranian RCS search and rescue operations.

On 8 January 2004, a Revised Appeal for CHF 51,913,000 was launched in Bam by the International Federation to provide food, shelter, water and medical services to 210,000 people - as agreed with the IRCS and harmonized with the United Nations (UN).

During the first month after the earthquake the International Federation/Iranian RCS assisted 52,148 families with food and non-food items. IRCS began formal registration of affected and needy families in early January 2004. The overall number of beneficiaries gradually reduced following the departure of relatives and people indirectly affected by the earthquake to other areas. In April, some 25,000 families were re-registered for further assistance.

● By April 2004 the Iranian Government, through the Bam Task Force, declared that the emergency and relief phase was over and the authorities began medium and longer-term rehabilitation programmes. The transfer of the tented population to semi-permanent prefabricated "container" housing was undertaken - with Federation and Participating National Societies (PNS) involved in the provision of water and sanitation (wat/san) facilities for selected camps.

More detailed information on the activities of the Iranian RCS and the International Federation during the emergency phase of the post-earthquake relief operation can be found in the Operations Update no. 19, a copy of which is attached to the present pledge-based report on the Iranian RCS stock replenishment.

Scope of International Response

The Bam operation was the largest international operation ever mounted by the IRCS with the support of the Federation, Participating National Societies and other donors. It was supported by over 50 donor national Red Cross and Red Crescent societies and governments, as well as by numerous private organisations and companies.

The Federation's role was that of coordination and support - in terms of international fund-raising, as well as for RC/RC activities in Bam. During the first four months of the operation, the Federation and IRCS worked in parallel - although the two parties made an intensive effort to communicate and coordinate their activities.

In the course of running the operation, the IRCS experienced in practice the International Federation emergency response mechanisms such as FACT and ERUs as well as their field activities. On-the-job training in ERU during the operation has enhanced the knowledge of staff in these technical areas. Future ERU training will help the IRCS develop its own ERU capacity and use it in disaster response, both in Iran and abroad. While working with delegates from the Federation and Participating National Societies, the IRCS has been able to build on its capacity in disaster management, health, construction, communication, logistics and, more importantly, organizational development. Via future cooperation, conditions have been created for further development.

The total response to the International Federation Emergency Appeal amounted to approximately CHF 45 million by the end of April 2004, including cash, kind and services.

Stock Replenishment Project

Use of the Iranian RCS Disaster Preparedness Stocks in the Aftermath of the Earthquake

The IRCS response to the earthquake was immediate. A relief team from the neighboring city of Kerman arrived in Bam by 7:45am. At the same time, all 28 IRCS provincial branches were requested to send assistance. By the end of the first week and over a period of two days, the IRCS had registered 213,775 people in 52,560 families. After 15 days, a further registration exercise reduced the figure to 39,065 families comprising 171,700 people. A third registration in March resulted in a final distribution figure of 155,000 beneficiaries.

Substantial quantities of relief items were distributed by the Iranian RCS from its own disaster preparedness stocks, with International Federation logistical assistance (relief and logistics ERUs). Bam was divided into 14 sectors, with relief distribution in each sector being coordinated by one of the IRCS provincial branches. The national society distributed to the beneficiaries its pre-positioned food and non-food items including rice, cooking oil, tents, blankets, kitchen sets, jerry cans, etc. The table attached as an Annex 1 provides an overview of the quantities, types and value of the relief supplied distributed by the Iranian RCS during the emergency phase. *The total value of goods distributed from the Iranian RCS own disaster preparedness stocks is estimated at CHF 110 million.*

In addition to the distribution of non-food items, the IRCS provided its standard emergency package from the beginning of the operation through to the end of February. Simultaneously 17 IRCS mobile bakeries ensured the distribution of bread three times a day.

It is generally recognized that the basic relief needs of the affected population were met in a timely and effective manner, despite some initial and probably unavoidable hiccups during the first days of chaos.

The distribution of relief goods was terminated at the end of April and replaced with a cash voucher distribution system in May and June.

Distribution of substantial quantities of relief items depleted over 50% of the Iranian RCS Disaster Preparedness stock for emergencies, limiting the capacity of the national society for effective response to future disasters.

Iranian RCS Disaster Preparedness Stock Replenishment as Part of the Emergency Appeal

The impressive response of the Iranian Red Crescent, specifically in terms of the distribution of shelter and other relief supplies, was predetermined by its national mandate and availability of substantial disaster preparedness stocks throughout the country. These stocks were released for delivery to the earthquake affected area in a matter of hours and days.

The International Federation was informed that all immediate shelter needs could be effectively covered by the Iranian Red Crescent Society through the mobilisation of its own internal resources. However, this would have meant that the Iranian RCS disaster preparedness stock would have been depleted by 50% and it would have taken several years to replenish.

The International Federation discussed this with the Iranian RCS it was decided to appeal to the donor community to assist in replenishment of the stocks of tents, blankets and other essential supplies, instead of continuous (external) delivery of these items to the operational area.

This solution proved to be appropriate because of the following considerations:

- all essential needs in temporary shelter were covered through the use of the Iranian RCS internal disaster preparedness stocks;
- purchasing, delivery and distribution of additional tents, blankets and other supplies would not have been an efficient use of resources, since the majority of victims started to move to more solid temporary shelter provided by the Iranian authorities. Therefore, replacement of tents was not planned;
- purchasing, delivery and distribution of tents in such quantities would have required several months.

Several donors, namely the German Red Cross, the Netherlands RC, Swedish RC and Government as well as USAID, positively reacted to the Iranian RCS and the International Federation appeal to allocate part of their resources for the replenishment of the depleted stock of tents and other relief supplies.

Implementation

The Federation and the IRCS held a series of discussions on replenishment of Disaster Preparedness (DP) stocks during the preparation for a revised emergency appeal in January 2004. Based on the national society priorities and the availability of earmarked funds, the Federation prepared a list of items to be procured. The final agreed list included the four most needed items of the national society, such as canvas, plastic sheeting, kerosene lanterns, and hydraulic relief & rescue sets.

Based on this list, the Logistics Department of the Secretariat in Geneva purchased the items in accordance with standard Federation's procedures. Hydraulic relief and rescue sets, plastic sheeting and kerosene lanterns arrived in Iran at the end of 2004-beginning of 2005. Delivery of canvas was completed in February-March 2005.

List of Federation procured items for replenishment of IRCS DP stocks

ITEM	UNIT	QUANTITY	Value, CHF	REMARKS
Plastic Sheeting	Roll	2,250 (width 8m, length 30m)	298,600.00	Arrived in Iran in 2004
Hydraulic Relief & Rescue set	Set	5	316,675.00	Arrived in Iran in 2005
Kerosene lanterns	Piece	50,000	120,000.00	Arrived at the end of January 2005
Canvas (Fabric for making tents by IRCS)	Roll	7,027 units (two types) - 474,900 lm of fabric- width 160cm, length 150 m - 374,490 lm of fabric width 200 cm, length 90m	2,365,623.00	Arrived in Iran in February 2005

Procurement of canvas was funded by the German RC (EUR 100,000), the Netherlands RC (EUR 1,000,000), Swedish RC/Lions Club (CHF 82,080) and USAID (USD 600,000).

Particular Notes on Procurement of Tent Material

There has been a series of delays and problems during the procurement of the tent material. This commodity was chosen to be bought outside Iran and shipped in bulk for replacement tents to then be produced in the IRCS's own tent making facility. However, initial questions of quality and size needed to be finalised before the tender could be issued.

Once this process was finally completed, an order for the necessary quantities – dependent upon the total budget – was placed with a company in Pakistan. This company (the largest such manufacturer in the world and one with whom the Federation and UN has had long-standing and successful trades with over many years) was – less than

two days after the order was placed – put under investigation by the Pakistani authorities and it became uncertain whether delivery of this order would be completed. As the order had not been formally acknowledged, the Federation wrote to the company to cancel it. USAID, which was kept fully informed during this process of the steps taken, agreed to a no-cost extension of the initial grant.

The order was then given to another reputable company who had been involved in the initial tender process, and delivery was scheduled for the end of December 2004. At this time, some questions were raised about the water proofing qualities of the material. Further testing and analysis was done to ensure the required specifications were met. This process delayed the first shipment of material.

Shipment of the material was organised immediately thereafter. The first seven containers (7 x 40' containers; 1,667 rolls of tent fabric, width 200 cm (150,030 linear meters, 1,167 rolls of tent fabric, width 160 cm (175,050 lm)) were due to arrive in Bandar Abbas (Iran) on 29 January 2005. The second shipment of the balance of the order was to follow two weeks later.

Assessment and Lessons Learned

The relief phase of the International Federation/Iranian RCS humanitarian assistance programme to the victims of the Bam earthquake was generally completed in April-May 2004. Provision of the temporary shelter (tents) to the earthquake survivors was generally completed in the course of January 2004. The replacement of tents was not required since almost all population of Bam was relocated as of April 2004 to the temporary houses and containers, provided by the authorities.

This phase of the operation was evaluated by a team of independent consultants in May 2004. In general, the evaluation showed that the emergency response was timely and effective in meeting the immediate needs of victims and that there was adequate cooperation and coordination between all parties concerned.

The majority of emergency shelter needs was covered through the use of locally (through the whole of Iran) available disaster preparedness stocks. Similar relief supplies, donated internationally, arrived, with few exceptions (when they were delivered by air), after the emergency needs were already covered.

Therefore, the substantial quantities of relief supplies, mainly shelter materials, which arrived in Iran by road or air, were later directed to the Iranian RCS disaster preparedness warehouses. The donors were informed about this decision and responded positively.

In the course of this large-scale emergency operation several important lessons have been learnt:

- The joint launch of the UN Flash Appeal and the Federation Revised Appeal helped draw the immediate attention of the public to the operation as well as initial fund-raising.
- Availability of adequate disaster preparedness stocks inside the country enabled the Iranian RCS and local authorities to meet the most acute emergency shelter requirements without depending on external aid.
- The flexibility of the donor community enabled the International Federation to make an outstanding contribution to the replenishment of the depleted disaster preparedness stocks and the relatively quick recovery of the Iranian RCS disaster response capacity. The latter aspect is of extreme importance for Iran, which continues to be one of the most disaster-prone countries in the world. In this connection it is worth mentioning that the country suffered from three major earthquakes between January 2004 and February 2005.

For further information please contact:

- *Seyed Hadi Samaei, Director General of International Affairs Department, Iranian Red Crescent Society, Tehran; email: intdep@rcs.ir; mobile: 98. 912 384 7050; tel: 98-21-8662618/8662619; fax: 98-21-8662652*
- *Mohammed Mukhier, Head of Delegation, Tehran; email: ifrcir05@ifrc.org; mobile: 98-912-3144250; tel: 98-21-8890567/8911271; fax: 98-21-8895346*
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ANNEX 1.

Table 1. Distribution of Relief Items by IRCS from own Disaster Preparedness Stocks

(26 December 2003 – 15 May 2004)

1	Relief (large) tent	Piece	108,850	130,620,000,000
2	Blanket	Piece	436,672	371,171,200,000
3	Different clothes	Piece	589,322	41,252,540
4	Canned food	Can	7,986,000	23,958,000,000
5	Bread	Box	1,172,427	3,517,281
6	Hygiene kit (10 items)	Set	156,826	11,761,950,000
7	Kerosene heater	Piece	113,833	10,244,970,000
8	Kitchen set	Set	51,751	9,832,690,000
9	Body bag	Piece	2,200	154,000,000
10	Sugar	Kg	551,000	2,755,000,000
11	Mobile tank	Piece	65	1,625,000,000
12	Mineral water	Bottle	10,884,727	21,769,454,000
13	Nylon (plastic sheet)	Piece	266,111	3,725,554,000
14	Rice	Kg	3,928,000	19,640,000,000
15	Lantern (kerosene)	Piece	100,844	3,026,520,000
16	Shoes	Pair	226,636	15,864,520,000
17	Carpet (Moquette, 3x2 m)	Piece	144,752	12,303,920,000
18	Cover	Piece	5,929	177,870,000
19	Relief cloth	Piece	5,270	579,700,000
20	Bean	Kg	571,989	5,147,901,000
21	Bandage	Piece	16,344	490,320,000
22	First aid material	Piece	150	4,500,000
23	Stretcher	Piece	625	125,000,000
24	Jerry can	Can	30,070	360,840,000
25	Detergent	Package	1,102,000	3,306,000,000
26	Soap	Bar	1,102,000	2,204,000,000
27	Biscuit	Package	5,393,614	21,574,456,000
28	Powder milk	Can	147,119	4,413,570,000
29	Baby food	Package	8,541	512,004,600
30	Onion	Kg	625,000	937,500,000
31	Generator	Piece	26	182,000,000
32	Cooking oil	Kg	330,600	3,967,200,000
33	Kettle	Piece	10,880	76,160,000
34	Tea	Kg	141,495	2,122,425,000
35	Food items kit (9 items)	Kit	165,460	39,710,400,000
36	Halva (sweet)	Package	186,692	373,384,000
37	Cheese	Kg	86,412	1,728,240,000
38	Fruits	Kg	524,627	2,623,135,000
39	Plastic dishes	Piece	23,359	116,795,000
40	Matches	Box	126,259	126,259,000
41	Small gas stove (picnic)	Piece	29,471	2,947,100,000

42	Gas stoves with accessories	Set	7,753	542,710,000
43	Gas cylinders (11 kg)	Bottle	22,015	2,861,950,000
44	Cool boxes	Piece	16,588	912,340,000
45	Black scarves (Chador)	Piece	42,611	4,261,100,000
46	Sanitary napkins	Box	270,560	811,680,000
47	Dates	Box	86,868	608,076,000
48	Canned fruits	Can	121,671	608,355,000
49	Tomato paste	Can	342,811	1,714,055,000
50	Jam	Bottle	44,562	267,372,000
51	Juice	Can	672,155	1,680,387,000
52	Egg	Box	39,583	4,749,960,000
53	Lemon juice	Bottle	84,007	420,035,000
54	Kerosene	Litre	140,377	28,075,400
55	Potato	Kg	1,272,203	1,908,304,500
	Total			753,678,707,321
				CHF 109,066,838

OPERATIONS UPDATE



International Federation of Red Cross and Red Crescent Societies
Fédération Internationale des Sociétés de la Croix Rouge et du Croissant Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

IRAN: BAM EARTHQUAKE FINAL REPORT ON THE RELIEF PHASE

8 December 2004

The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 181 countries.

In Brief

Appeal No. 25/03; Operations Update no. 19 (Final Report on the Relief Phase); Period covered: 26 December 2003 to 31 August 2004; Appeal coverage: 82.7 % (Please click here to go directly to the Contributions List).

Appeal history:

- Preliminary Appeal launched on 26 December 2003 for CHF 15,409,300 (USD 13,052,425 or EUR 10,120,525) to assist 200,000 beneficiaries for 6 months.
- Revised Appeal launched on 8 January 2004 for CHF 51,913,000 (USD 43,956,465 or EUR 34,090,625) to assist 210,000 beneficiaries for 6-8 months.
- Plan of Action for the period of March-August 2004 issued on 23 March 2004 (Please click here to go directly to the Operations Update no. 10).
- Long-term Revised Plan of Action issued on 29 September 2004 (Please click here to go directly to the Operations Update no. 17). Remaining Appeal funds are being reallocated with donor approval to reconstruction and rehabilitation for the period of September 2004-December 2005.
- Disaster Relief Emergency Funds (DREF) allocated: N/A

Related Emergency or Annual Appeals: Please click here to view all the reports related to the Bam Earthquake

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For further information specifically related to this operation please contact:

- Mehrdad Eshraghi, Acting Director General of International Affairs Department, Iranian Red Crescent Society, Tehran; email: info@ircs.ir; mobile: 98.912.384.7050; phone: 98.21.8849.077/8808.155; fax: 98.21.884.9079
- Mohammed Mukheir, Head of Delegation, Tehran; email: ifrc.005@ifrc.org; mobile: 98.912.314.4250; phone: 98.21.8890.567/8911.271; fax: 98.21.889.5346
- Evgeni Parfenov, Regional Desk Officer, Geneva; email: evgeni.parfenov@ifrc.org; phone: +41.22.730.4325; fax: +41.22.733.0393

Summary

On the morning of 26 December 2003 at 05:28 (local time) a major earthquake measuring 6.5¹ on the Richter scale struck the city of Bam, Kerman Province in south-eastern Iran. A mere twelve seconds later, Bam ceased to exist. Its physical infrastructure was turned to dust, its historic citadel crumbled and the lives of its people were shattered. No one remained untouched by this disaster - the worst earthquake to hit the country in more than a decade. All that was left of this historic city and its ancient citadel were piles of rubble. The final official figures estimate that over 26,000² people were killed, approximately 30,000 injured (of which some 10,000 were evacuated out of the area), and 75,600 were left homeless - this during the coldest time of the year. In addition, some 1,850 children were registered as unaccompanied and homeless.

The sights, even 8 months after the earthquake, bear silent testimony to this devastation. In Bam itself, more than 85 percent of the buildings were completely destroyed. According to the Ministry of Education in Kerman Province, all 131 schools in Bam and the surrounding villages were destroyed or damaged (to the extent of being unusable) with 18,000 to 20,000 students remaining in need of school facilities and teachers. The local administration and communication infrastructure of the city was also destroyed and the electricity, water supply, and most public health services were completely disrupted. According to the Ministry of Health (MoH), all 95 health houses, 14 rural health centres, and 10 urban health centres were ruined, as well as general governmental hospitals (with a total bed capacity of 240). These general hospitals were providing health and curative services to an estimated population of 240,000 from the city itself and its surroundings.

The story did not end there. Not only were individual lives lost and buildings destroyed, but a whole community was brought to its knees. According to various governmental sources, 50 percent of the health providers in the district had died; half of the members of the local water authority had perished; a third of all teachers were no more; and the Iranian Red Crescent Society's (IRCS) Bam Branch volunteers, officers and staff were severely depleted.

1) The immediate response: Rescue and emergency relief

(26 December 2003 to 8 January 2004)

The immediate response by the Red Cross and Red Crescent Movement (RC/RC) to this devastating earthquake was swift and effective. Within half an hour of the earthquake, the Iranian Red Crescent Society (IRCS) began to mobilise its emergency response teams and within two hours, the first IRCS search and rescue teams had reached Bam. As the nation-wide emergency rescue and relief organization, IRCS provided a vital initial response by mobilizing and deploying more than 8,500 relief workers (including medical staff) and volunteers within the first hours and days after the disaster. The IRCS response involved search and rescue, temporary shelter and distribution of food and non-food items, the provision of emergency water supply and medical services such as medical evacuations, psychological first aid, and coordination with the national and local authorities and the Red Cross and Red Crescent Movement components. The IRCS opened its Disaster Preparedness (DP) warehouses and distributed its available emergency stocks such as tents, blankets, warm clothes, cooking sets and jerry cans, as well as incoming donations.

Given the scale and scope of the disaster, the Government of the Islamic Republic of Iran and the IRCS formally requested international assistance, and the International Federation of Red Cross and Red Crescent Societies (the Federation) responded by launching a Preliminary Appeal (Appeal no. 25/03) on 26 December 2003 for CHF 15,409,300 to provide immediate relief and basic assistance to the intended 200,000 beneficiaries.

¹ The recorded magnitude of the earthquake varied between 6.3–6.7 on the Richter scale as registered by the seismological observatories in France and in the United States, and 6.7 registered by the Institute in Teheran. The closest recording was at the Seismological Observatory in Kerman Province, with a measurement of 6.5. According to seismologists, this earthquake was one of the shallowest recorded, with a focal depth of only 10-12 kilometres and the epicentre directly underneath Bam city. Bam is located on a main earthquake fault line and Iran is ranked as the fourth most disaster prone country in the world.

² At the end of March, Iran's official statistics centre announced the final and definite death toll as 26,271. The discrepancy with initial official estimates of up to 43,000 killed is claimed to be primarily due to the double-counting of bodies during the initial chaos caused by the disaster.

Within 72 hours, a Federation Field Assessment and Coordination Team (FACT) had arrived in country and undertook to coordinate the deployment of Federation Emergency Response Units (ERUs) - providing field hospitals, basic health clinics, water and sanitation, logistics and relief that supported the IRCS search and rescue teams. The International Committee of the Red Cross (ICRC) worked in close coordination with IRCS to enhance local tracing capabilities.

This was a race against time. The focus was on unearthing possible survivors as well as providing basic food and shelter to the estimated 80,000 left homeless - who were suffering from shock, compounded by the effects of the freezing winter weather. The IRCS worked very closely with the government, facilitating emergency response by different parties concerned. The government's exceptional "open sky policy" helped international agencies airlift emergency aid items without delay.

2) Providing the basics: On-going relief

(8 January to end April 2004)

On 8 January, a Revised Appeal for CHF 51,913,000 was launched in Bam by the Federation's President, to provide food, shelter, water and medical services to 210,000 people - as agreed with the IRCS and harmonized with the United Nations (UN). This was the first time that a coordinated Appeal had been launched by the Federation, in association with the UN.

The Federation/IRCS assisted 52,148 families with food and non-food items in the initial relief phase. IRCS began more formal registration of families in early January 2004. The overall number was reduced following the departure of relatives from other cities and people indirectly affected by the earthquake from the surroundings. In April, some 25,000 families were re-registered for further assistance.

By the end of March, the people in Bam, estimated at around 155,000, had been housed in reasonable temporary shelter and had received food and non-food assistance from RC/RC - including monthly food rations, bottled water, tents, blankets, stoves, hygiene kits, clothes and kitchen sets. The Movement had altogether treated more than 111,000 patients through various emergency health facilities and services. For the tens of thousands traumatized and in need of long-term psychosocial support, the IRCS, supported by the Movement, contributed a psychosocial support programme (PSP) shortly after the earthquake.

A joint IRCS/Federation adjusted Plan of Action was issued at the end of March to include the provision of food and non food items, including 40,000 propane stoves, 37,000 cold boxes and six months supply of hygiene kits, to over 155,000 beneficiaries. At the same time, the Red Cross and Red Crescent Societies committed to continue to provide health services until a more permanent health infrastructure could be put back in place, to install water and sanitation facilities in selected areas, to develop a road map for the recovery phase, and where feasible, to begin with the implementation of programmes.

By April, the initial recovery of livelihoods was well underway. Shops were reopening and the local food supply was slowly beginning to improve. The Government, through the Bam Task Force, declared that the emergency and relief phase was over and the authorities began medium and longer-term rehabilitation programmes. The transfer of the tented population to semi-permanent prefabricated "container" housing was undertaken - with Federation and bi-lateral Participating National Societies (PNSs) involved in the provision of water and sanitation (wat/san) facilities for selected camps.

3) Bam is still alive: Rehabilitation

(end April to end June 2004)

Linking relief with rehabilitation and reconstruction was planned from the very beginning of the operation. The assessment of the rehabilitation and reconstruction needs was done in January by the Federation/IRCS Recovery Advisory Team and its preliminary results were presented to donors in Bam on 20 January. As of the end of April, attention began to focus primarily on rehabilitation and reconstruction requirements. At the same time, the Iranian authorities began working on a Master Plan for the reconstruction of Bam. In addition and linked to this, the Government of Kerman Province had identified the key health, social, religious and educational facilities requiring

reconstruction. Based on this information, and in close cooperation with the authorities, the IRCS and the Federation identified a preliminary list of priority projects for Red Cross and Red Crescent participation. This information formed the basis of the Federation presentation to donors on 20 April 2004 and the follow-up communication of 28 May 2004.

Early in April, the IRCS worked out a phase-in plan for ERU hand-over and it was agreed upon by all parties concerned. The hand-over of relief items and all wa/san ERUs, as well as the ERU field Hospital to the IRCS was completed by the end of May. Field operations were wound down and vehicles repatriated. Overall delegate numbers were progressively reduced, with the Federation's Bam Office administration being taken over by trained local staff. Efforts were also made to integrate IRCS Bam Branch into day-to-day relations with local authorities, with IRCS as the implementing agency in all on-going projects and the Federation in an advisory and supporting capacity.

4) The future in hand: Long-term recovery and reconstruction

(end June 2004 – ongoing)

Eight months after the earthquake, the most striking aspect upon seeing Bam was the lack of major construction work. Individual efforts abounded and the city was bustling with small groups, many of them still clearing away rubble or beginning small-scale building. However, a sense of coordinated reconstruction activity was lacking, as people awaited the release of the government's Master Plan for the reconstruction of Bam in order to receive the necessary building permits.

This hampered initial reconstruction efforts and constrained progress on RC/RC reconstruction projects. Nevertheless, from mid-July, with the arrival in-country of a Federation Construction Delegate, and the clear allocation of counterparts from IRCS Construction Department, detailed project plans and budgets were prepared for all priority construction projects. Furthermore, commitments for land allocation were obtained from the relevant authorities and it became possible to firm-up donor support.

Rapid progress also ensued on the transfer of the IRCS referral hospital (previously the ERU Field Hospital) from its existing tented facilities into temporary containerised facilities, better able to withstand the rigours of the climate.

It is also worth noting that the consolidation of the two bilateral PSP programmes, under the umbrella of IRCS, lead to a longer-term and more integrated strategy of psycho-social activities within the National Society (NS).

The overall appeal Plan of Action was revised (For details, please refer to the Operations Update no. 17 at http://www.ifrc.org/cgi/pdf_appeals.pl?03/250317.pdf) to reflect the on-going nature of the rehabilitation phase, with particular focus on reconstruction, disaster management and the replenishment of IRCS DP stocks. A comprehensive Disaster Management (DM) plan was elaborated, to enhance IRCS's already sophisticated capacities in this area – most particularly for ERU wa/san and field hospital deployments in the future, as well as in the establishment of a Federation Strategic Relief Centre under the aegis of IRCS, to serve neighbouring countries. This revised programme is set to run from September 2004 to the end of 2005.

At the end of August, appeal coverage was 66.2% for a total of CHF 34,349 593 – of which 52% represented cash donations and 48% was for services and goods in kind. A total of 45 RC National Societies responded to the appeal, in addition to 15 governments (including ECHO), 25 foundations and individual donors.

5) Looking back at Bam

Each emergency operation has its unique characteristics, and Bam was no exception. Foremost amongst these was the experience and capacity of the National Society, which was well accustomed to managing large-scale disasters – and in fact, continued to do so in other parts of the country, even while it dealt with the situation in Bam. At the same time, because of this self-sufficiency, the IRCS structure was not ideally suited to coping with international input. The international response was swift and generous. During the initial emergency phases of the operation, the

various components of the Movement pulled together and worked effectively to meet the immediate needs of the victims.

Overall coordination and team-work in the field were effective and focused. Not since the Bhuj earthquake of 1991 had so many ERUs (11 of them) come together at any one time to work hand-in-hand for the overall benefit of the victims. The ERU Field Hospital and Basic Health Centres (BHCs) proved a crucial resource in providing efficient medical facility in the area – and continue to do so, now under the aegis of IRCS, long after the actual emergency is over and until such time as basic health services are reconstructed and up and running again - likely well into 2005. The water and sanitation ERUs slotted in nicely to complement the medical needs and have proved a crucial addition to capacity building, in an area in which IRCS had been lacking. The hand-over of ERU equipment is being enhanced by a programme of longer-term training, which should well-prepare IRCS to respond to wat/san and ERU Field Hospital requirements in future large scale disasters.

Another important element of the Bam Operation was its human face. Psycho-social programming was introduced early on in the response to the disaster and continued to play an important part throughout. This was the first time in the history of the IRCS that PSP was implemented as part of a large-scale disaster response and looks set to lead towards a longer-term PSP strategy within the society.

Finally, there was Iran itself - a country that has not been open for the international community for a number of years, at a time of change and turmoil in the region. This was not an easy situation in which to introduce a relatively large number of foreigners in a short period of time, and into a unique cultural context. This led to some logistical challenges, however, the IRCS, the Federation and PNSs grappled with understanding each others constraints and approaches.

Coordination

The IRCS immediately undertook its role as the leading national agency for the coordination and implementation of relief in disasters, as mandated by the government. In addition to leading relief inputs from RC/RC, it also coordinated those of international agencies and Non-Governmental Organisations (NGOs). Throughout the operation, the IRCS was the implementing body for RC/RC partners – although this may have been disregarded in certain exceptional cases, where bilateral PNSs approached government ministries directly, without IRCS involvement.

The Federation's role was that of coordination and support – in terms of international fund-raising in line with the appeal, as well as for RC/RC activities in Bam. During the first four months of the operation, the Federation and IRCS worked in parallel – although the two parties made an intense effort to communicate and coordinate their activities. Communication and working relationships between senior levels of IRCS and the Federation were reported to be excellent. From the end of April, greater effort was expended into ensuring that IRCS took a lead role in all activities and most particularly with the Bam authorities, who had a tendency to approach the Federation directly.

PNS bilateral activity increased noticeably from March onwards, with the winding down and hand-over of ERUs, which had been well integrated into the overall RC/RC operations. This resulted in some frustration and missed opportunities, as bilateral priorities and demands stretched the IRCS's capacity and resources and were, in many cases, against its multilateral will.

The Federation coordinated bilateral activity to the best of its ability – although this again was constrained by varying degrees of cooperation on the part of PNSs. In light of the emergency and the need for a rapid response, the Federation's Iran Delegation erred on the side of generosity during the first months of the operation, offering a full range of services to PNSs (e.g. welcome services and logistics, administration, finance and general management support), without making any distinctions between multilateral or bilateral status. This was later normalized through a series of Service Agreements, which were negotiated in May/June 2004.

The Federation also took the initiative for coordination and information-sharing with Bam-based international organizations and NGOs, as accurate information was often hard to come by and at times contradictory. The Head

of Operations/Team Leader in Bam maintained on-going relationships with local authorities and UN agencies throughout the operation. In the early weeks of the emergency, cooperation between the Federation and the UN was reported on both sides to have been very good and built on past cooperation. This allowed for the first ever joint launch of the Federation and UN emergency appeals in Bam on 8 January 2004.

There was a degree of overlap and confusion of mandates between government ministries and local authorities, which provided a degree of challenge for the Federation and IRCS. NGOs arriving in Bam found it difficult to know who was in charge. The command structure within the authorities was far from clear, even though the Bam Task Force (BTF) had been established very early on.

Overall, coordination during the relief phase of the emergency operation - even if imperfect in certain respects - was effective in meeting the immediate needs of the earthquake victims. Cracks began to appear only later on, when the situation in Bam had stabilized and longer-term planning became necessary.

There were a number of challenges in coordination, primarily linked to the following factors:

- Nature of the disaster
- Cultural and political environment
- Scope of international response
- RC/RC expectations and response

• **Nature of the disaster**

The Bam earthquake was a sudden on-set disaster with a particularly high number of casualties and extensive destruction, which occurred in a largely urban area. This meant that local resources – both human and physical – were generally unavailable or, at best, highly curtailed. Despite this, there is wide-spread recognition that IRCS responded rapidly and effectively. IRCS was responsible for overall coordination of relief distribution – which it implemented widely and equitably – primarily through the immediate availability of its own disaster preparedness stocks and via a detailed registration of beneficiaries, subsequently revised to reflect shifts in population. Some problems were however encountered in unregulated distribution during the chaos of the first days, as well as in coordinating smaller-scale distribution by individual NGOs, which benefited certain sectors of the city to the detriment of others and raised overall beneficiary expectations, which could then not be met.

Such a large-scale disaster in an urban environment was something new for IRCS and the experience will prove useful for the NS in honing its disaster response mechanisms and adjusting its modus operandi for the future, in particular its Tehran contingency plan. Furthermore, it has now been recognized that reconstruction of a devastated urban environment is a long-term and complex process, which does not fit neatly into the more immediate demands of the victims, nor the short time-frame of donors. This posed problems of coordination, as IRCS was being prodded into planning for rehabilitation and reconstruction well before the local authorities were in a position to acknowledge, let alone approve, requests for land allocation and building permission. As a result, IRCS and the Federation found themselves 'sitting between two chairs' in trying to fulfill requests for project plans and detailed budgets, when the official capacity to do so did not exist.

• **Cultural and political environment**

The day of the earthquake, as soon as the extent of the devastation started to become evident, the High Level Task Force set up by the Government in response to the earthquake took the decision to request international assistance. In consideration of the need for the quickest of responses, the government agreed to waive visas for international relief workers, to ease customs procedures for relief goods and to adopt an 'open sky' policy for emergency flights. Given that these decisions were taken in the framework of the Task Force, in which all relevant government actors were represented (including IRCS), focal contact points could and were appointed in the key bodies (e.g. Customs) for the actual implementation of these measures.

Such easing of procedures was broadly perceived as a very positive experience and it has been recommended that these measures become part of the country's emergency management procedures.

However, here again, once the initial acute emergency had been dealt with, the government reverted to their normal visa issuance procedures. The Federation negotiated and made a clear agreement with the IRCS that the Federation will have maximum 10 delegate positions in Iran, in line with Bam's operational needs and in order to

meet IRCS capacity building requirements – an agreement with which the delegation complied swiftly (delegate numbers were reduced from a high of 135 in February to seven Federation delegates by early July). To a certain extent, this reflected the diminishing needs of the operation. Furthermore, the tight control by the Iranian authorities over the issuing of visas, and in some cases their refusal of visas to Federation delegates and consultants, caused unnecessary delays in the implementation of the programme, and in particular forced the postponement of the launch of an effective reconstruction programme from mid-May until mid-August.

● **• Scope of international response**

The international response to the Bam earthquake was quick and generous. In addition to responding to the disaster on the ground, IRCS was faced with the task of coordinating a large number of international teams (there were 87 international teams and a total of 1,854 expatriates in Bam at the peak of the operation) and relief consignments (some 170 international flights, in addition to consignments arriving at the port at Bandar Abbas). This swamped the IRCS management systems and led to the disappearance or delay in the distribution of certain relief items, to the understandable dismay of the donors.

The coordination mechanisms in place in Bam, whether operated by the UN, the NGO community itself, or governmental bodies such as the Bam Task Force (BTF), were initially perceived as weak and chaotic. There was no regular mechanism for information-sharing, and interventions by such agencies as the BTF tended to be disruptive and demanding rather than constructive and supportive. This was compounded by a failure on the part of the authorities to understand the role and status of the Federation. While IRCS had overall responsibility for relief distribution, the Federation took the lead in coordinating and information sharing with UN bodies and NGOs.

● **• RC/RC expectations and response**

During the early stages of the response, the International Affairs Department (IAD) of the IRCS – through which all contacts between the Federation and the National Society had to be channelled – had been constantly present in Bam, so that the Federation Head of Field Operations and delegates had at least a nominal counterpart readily at hand. However, from early May, the IAD withdrew its consistent presence from Bam, although it indicated that it would make its personnel available there on specific occasions if the Federation requested it. In practice, this did not work as well as hoped; the Federation (thanks to its prominent, high-visibility role during the relief phase) was constantly being contacted by organizations such as the local authorities, sectoral departments, and the Bam Task Force (BTF) for discussions on operational issues, with an IRCS staff member not always readily available to take part in these interactions. The Bam branch of the IRCS had (at least until late May) constantly rotating leadership, and few of them were familiar with Federation programmes and priorities. The IRCS was unfamiliar with Federation emergency deployments and ERUs in particular, while Federation and PNS delegates were not well-informed about the capacity and mode of operation of IRCS. ERUs, for example, were deployed without appropriate IRCS counterparts. The situation was rectified in early July, when the IRCS re-allocated staff from IAD to the Bam programmes, supported by counterparts from the Construction Department.

In spite of these problems, it must be admitted that good counterpart relationships were eventually developed with certain key components of IRCS, in addition to IAD – in particular, the IRCS team who took over the management of the field hospital from the Federation/FinnCross/NorCross team in late April and early May, the IRCS construction department once key personnel had been allocated to the Bam reconstruction projects in late July, and the personnel in charge of the Relief and Rescue Organisation's PSP programme.

A difficulty of the operation was the proliferation of PNSs present in Bam, implementing bilateral programmes. Some worked in quite close collaboration with the Federation; others ran bilateral programmes over which the Federation had some degree of oversight but very little control, sometimes leading to situations where the Federation was taken to task by the authorities for failures in bilateral programmes; and still others operated with only a minimum of contact with the Federation, and seemingly felt no obligation to share with the Federation any information about their programmes. One of the main problems of coordination from an RC/RC perspective was the attitude of some bilateral PNSs, who expected services from the Federation, while ignoring the most basic requirements of overall coordination, and who seemed to put more emphasis on rapid implementation of their own projects rather than on the preference of the IRCS for a multilateral approach.

Objectives, activities and results

Emergency relief (food and non-food items)

Objective: Basic food and non-food item needs of 155,000 most vulnerable beneficiaries are met, enabling them to start rebuilding their future.

- **Completion of relief distribution to 155,000 most vulnerable beneficiaries and move to cash distribution.**
- **Continuous support on relief, logistics and procurement provided to IRCS.**

Activities

The IRCS response to the earthquake was immediate. A relief team from the neighboring city of Kerman arrived in Bam by 7:45am. At the same time, all 28 IRCS provincial branches were requested to send assistance. By the end of the first week and over a period of two days, the IRCS had registered 213,775 people in 52,560 families. After 15 days, a further registration exercise reduced the figure to 39,065 families comprising 171,700 people. A third registration in March resulted in a final distribution figure of 155,000 beneficiaries.

In parallel, the Federation rapidly deployed a FACT team, which arrived in-country 72 hours after the earthquake. Once established, the FACT leader called for the deployment of the American Red Cross Relief ERU and a psychosocial assessment team. Other ERUs had already been deployed. NSs coordinated their ERU deployments via the Federation Secretariat and had to make compromises, including joint deployments, in order to achieve a coordinated approach. The one exception was the Japanese ERU, which deployed under a bilateral arrangement with IRCS. The first ERUs arrived in Bam before or at the same time as the FACT team, with an average of 3-4 days deployment time. Overall, the ERU response times were good and their performance professional – with ERU members showing commitment and determination. Their contribution was appreciated by the NS.

In total 12 NSs participated in the deployment of 11 ERUs – and in general, this is considered to have been a success. ERU teams covering the same sectors showed commitment in working together as one team. Joint deployments were as follows:

- Norwegian/Finnish ERU field hospital
- Swedish/German water and sanitation ERU
- British/Danish logistics ERU

Other ERUs deployed were:

- German Basic Health Care Unit (2)
- Japanese Basic Health Care Unit (2)
- French Red Cross wat/san ERU
- Austrian Red Cross specialized water ERU
- Spanish Red Cross mobile specialized wat/san ERU
- American Red Cross Relief ERU

Very substantial quantities of relief items were received and distributed by IRCS, with logistical assistance from the relief and logistics ERUs. The city was divided into 6, then 14, sectors, with relief distribution in each sector being coordinated by one IRCS provincial branch. The IRCS provided more than 2,000 collection points across the country for public donations. The national society distributed to the beneficiaries its pre-positioned food and non-food items including rice, cooking oil, tents, blankets, kitchen sets, jerry cans, etc. The table below provides an overview of the IRCS distribution:

Table 1. Distribution of Relief Items by IRCs from own Disaster Preparedness Stocks**(26 December 2003 – 15 May 2004)**

1	Relief (large) tent	Piece	108,850	130,620,000,000
2	Blanket	Piece	436,672	371,171,200,000
3	Different clothes	Piece	589,322	41,252,540
4	Canned food	Can	7,986,000	23,958,000,000
5	Bread	Box	1,172,427	3,517,281
6	Hygiene kit (10 items)	Set	156,826	11,761,950,000
7	Kerosene heater	Piece	113,833	10,244,970,000
8	Kitchen set	Set	51,751	9,832,690,000
9	Body bag	Piece	2,200	154,000,000
10	Sugar	Kg	551,000	2,755,000,000
11	Mobile tank	Piece	65	1,625,000,000
12	Mineral water	Bottle	10,884,727	21,769,454,000
13	Nylon (plastic sheet)	Piece	266,111	3,725,554,000
14	Rice	Kg	3,928,000	19,640,000,000
15	Lantern (kerosene)	Piece	100,844	3,026,520,000
16	Shoes	Pair	226,636	15,864,520,000
17	Carpet (Moquette, size: 3m*2m)	Piece	144,752	12,303,920,000
18	Cover	Piece	5,929	177,870,000
19	Relief cloth	Piece	5,270	579,700,000
20	Bean	Kg	571,989	5,147,901,000
21	Bandage	Piece	16,344	490,320,000
22	First aid material	Piece	150	4,500,000
23	Stretcher	Piece	625	125,000,000
24	Jerry can	Can	30,070	360,840,000
25	Detergent	Package	1,102,000	3,306,000,000
26	Soap	Bar	1,102,000	2,204,000,000
27	Biscuit	Package	5,393,614	21,574,456,000
28	Powder milk	Can	147,119	4,413,570,000
29	Baby food	Package	8,541	512,004,600
30	Onion	Kg	625,000	937,500,000
31	Generator	Piece	26	182,000,000
32	Cooking oil	Kg	330,600	3,967,200,000
33	Kettle	Piece	10,880	76,160,000
34	Tea	Kg	141,495	2,122,425,000
35	Food items kit (9 items)	Kit	165,460	39,710,400,000
36	Halva (sweet)	Package	186,692	373,384,000
37	Cheese	Kg	86,412	1,728,240,000
38	Fruits	Kg	524,627	2,623,135,000
39	Plastic dishes	Piece	23,359	116,795,000
40	Matches	Box	126,259	126,259,000
41	Small gas stove (picnic)	Piece	29,471	2,947,100,000
42	Gas stoves with accessories	Set	7,753	542,710,000
43	Gas cylinders (11 kg)	Bottle	22,015	2,861,950,000
44	Cool boxes	Piece	16,588	912,340,000
45	Black scarves (Chador)	Piece	42,611	4,261,100,000
46	Sanitary napkins	Box	270,560	811,680,000
47	Dates	Box	86,868	608,076,000

48	Canned fruits	Can	121,671	608,355,000
49	Tomato paste	Can	342,811	1,714,055,000
50	Jam	Bottle	44,562	267,372,000
51	Juice	Can	672,155	1,680,387,000
52	Egg	Box	39,583	4,749,960,000
53	Lemon juice	Bottle	84,007	420,035,000
54	Kerosene	Litre	140,377	28,075,400
55	Potato	Kg	1,272,203	1,908,304,500
	Total			753,678,707,321
				CHF 109,066,838

The International Federation also mobilized sizeable international assistance to provide relief items. The major items provided were 115,150 blankets, 5,355 family tents and 100 large tents, 24,940 cool boxes, 17,250 gas stoves and accessories, 7,180 heaters, 59,750 hygiene kits, 63,565 Jerry cans, and 33,920 kitchen sets. Since a big portion of these goods were donated in kind and arrived with certain delay, they were used for the replenishment of the depleted stocks.

In addition, the National Society distributed the following items valued at CHF 1,824,371 which had been received from the World Food Programme (WFP):

No	Description of items	Quantity
1	Vegetable oil	295,549 litre
2	Rice	422,000 kg
3	Sugar	230,500 kg
4	High energy biscuits	30,050 boxes
5	Pulses	30 MT
6	Salt	45 MT

In addition to the distribution of non-food items, the IRCS provided its standard emergency packages³ from the beginning of the operation through the end of February. In addition, 17 IRCS mobile bakeries allowed for the distribution of bread three times a day. The Sphere minimum standard of 2,100kcal/person/day was exceeded.

The distribution of relief goods was terminated at the end of April and replaced with a cash voucher distribution system in May and June. A total of IRR 34,140,900,000 (CHF 4,548,750) was distributed in this period. This helped to spur the local economy, which noticeably came back to life. Market stalls sprang up around the major roundabouts and a wide variety of goods became readily available.

Results

There is a consensus that all those who needed relief goods received them. This represents a considerable achievement. However, there was a lack of consistent distribution data from IRCS, which made it difficult to report exact, detailed figures. The figures supplied may represent the quantities of goods sent to Bam, rather than quantities distributed. It is however generally recognized that the basic relief needs of the affected population were met swiftly and effectively, despite some initial and probably unavoidable hiccups during the first days of chaos.

One important question raised during the relief phase of the operation concerned the focus of distribution. The Iranian approach to charity dictates that IRCS should be generous, non-discriminatory and act on the side of excessive distribution. Furthermore, the IRCS makes its distribution on a house-to-house basis, as it is considered undignified to ask people to stand in line at distribution points. This approach does not marry with that of international agencies' western approach, which normally operate in a resource-constrained environment where careful targeting is essential. Although blanket coverage was achieved, concerns were raised that this did not

³ One emergency package contains 3 kg of rice, 1 kg of sugar, 600gr of edible oil, 200 gr of tea, 1 kg of pulses, 7 tins of tinned fish, 7 tins of tinned food, 2 boxes of washing powder, and 2 bars of soap.

guarantee fair distribution – particularly to the most vulnerable and less active. Nevertheless, according to IRCS, once the registration process was in place, it was possible to target the more vulnerable (children, the elderly, female-headed households and the handicapped) through the distribution plan.

If anything, relief distribution was generous, rather than lacking. Furthermore, it was felt in retrospect that the relief distribution had somewhat impeded the natural resumption of the local economy and could have been terminated one month earlier, to be replaced with the cash voucher system.

On the logistics front, it had been decided to deploy the logistics ERU with minimal kit as it was envisaged (incorrectly) that the team would be based in Kerman. Additionally, it was believed that the IRCS would be able to meet any Federation vehicle requirements. In the event, obtaining sufficient and appropriate IRCS trucks and light vehicles was an on-going difficulty - resulting in some unnecessary cargo damage.

During the first weeks, due to the high volume of traffic and the incompatibility of IRCS tracking systems with international standards, it turned out to be impossible to follow procedures and count items to accepted standards. The intensity of the aircraft flow and the need to clear the dispersal was too high, and IRCS capacities were overwhelmed. This led to initial delays in receipt of consignments and misdirection to IRCS warehousing facilities, some of which were still being followed-up five months after the earthquake. All goods were eventually tracked and either distributed or integrated into IRCS DP stocks, following successful forensics investigations. With the first consignments of relief items being received in the RC/RC compound on 2 January, the Federation was able to initiate its standard logistics systems and procedures. A warehouse manager joined the logistics ERU team to ensure proper handling of all goods and stock movement reports were issued regularly as from 5 January.

Health, Water and Sanitation

Overall Objective: The population in Bam has adequate access to health care, water and sanitation services before the restoration of permanent health, water and sanitation infrastructure and facilities.

2.1 Objectives (Health):

- **People in Bam receive sufficient health services, including psychological support.**
- **Gaps in the health system between the emergency and the long-term solutions are bridged through the field hospital and Basic Health Centre (BHC) ERUs.**
- **The suffering and risks for development of severe trauma of 20,000 quake survivors are reduced**

(ECHO funded: Danish RC/Icelandic RC and Italian RC)

Activities

RC/RC response was rapid and comprehensive – and overall constitutes one of the main success stories of the Bam operation. As early as 29 December, IRCS had deployed 6 mobile hospitals, supported by 32 doctors, 182 nurses and 40 ambulances – and had treated and/or hospitalized 1,200 injured. This medical assistance was rapidly supplemented with the arrival of the 220 bed ERU Field Hospital (Finnish/Norwegian Red Cross), which opened on 2 January 2004. It provided a vital source of medical care throughout the emergency and well after. The field hospital was accompanied by an Austrian Red Cross specialized water ERU to provide filtered water for hospital and other medical use.

Altogether, by the end of January 2004, the RC/RC was running the following health services:

- ERU Field Hospital (Finnish/Norwegian), subsequently handed over and known as IRCS referral hospital;
- Four basic health centres (German and Japanese Red Cross)
- Twelve health posts (IRCS)
- Four mobile clinics (IRCS)
- One medical centre (IRCS relief centre)
- Six ambulances (ERU Field Hospital)
- Relief helicopters on standby for evacuations
- Provision of water to the hospital, basic health centres and the Khomeini Hospital

- o Sanitation to the hospital, basic health centres and in selected camps
- o Community outreach services.

The field hospital, the only jointly operated IRCS/PNS ERU, was perhaps the most important symbol of the Federation/IRCS contribution to meeting the humanitarian needs of Bam's population. During the early days, Iranian and expatriate medical teams collaborated closely and managed to establish high quality and reliable healthcare services, in the ERU hospital as well as in the ERU Basic Health Care Units. This was an achievement which gained RC/RC solid credibility among the local population and gave them a sigh of hope. However, once the hand-over process began, in March, the hospital's future was at times in serious doubt due to management problems and friction between the IRCS and the Ministry of Health. By the end of May, thanks to the hard work by all concerned, these problems had been solved and the construction of a 60 bed containerized facility to sustain the hospital until early 2005 was completed by the end of August 2004. For the total number of patients treated in the ERU Field Hospital, please refer to the table below.

Table 2. ERU Field Hospital Admissions – 2004

Total per month	OPD < 5y	OPD total	In-patients 7.a.m.	Adm	Disch	Opr. Incl c/s	C/S	Birth incl. c/s	X-ray	Lab	Death	Trans from wards	Trans from OPD	Trans total
Jan	958	12476	834	358	327	122	12	69	851	1176	7			20
Feb	1791	19174	846	472	388	149	22	189	1803	2806	15	0	0	127
Mar	1445	13683	673	401	372	133	18	135	1729	2661	15	53	149	202
April	1351	16209	768	405	364	99	20	146	2122	3987	8	35	201	236
May	2357	25534	853	473	426	145	23	160	3008	4926	11	23	164	187
June	2789	29300	878	404	405	134	21	152	2687	5634	16	21	190	211
July	2753	31070	1030	501	481	80	34	160	2936	6329	10	27	173	200
Aug	2209	27763	870	450	347	79	36	111	2991	4876	12	25	138	163
Grand Total	15653	175209	6752	3554	3110	941	186	1122	18127	3239	94	184	1015	1346

Abbreviations: OPD: Out patients department / Adm: Admissions / Disch: Discharged / Opr incl c/s: Operations including caesarians / C/S: caesarians/Trans: Transfers

The Basic Health Care ERUs provided generally a good quality of service, though they were generally under-utilised. The Basic Health Care Units' (BHCU) records show that the disease profile was non-emergency. On average, the BCHUs were treating 150 patients per day during the first three months. The running of the clinics was progressively taken over by IRCS and hand-over were completed by mid-April.

Psychological support was also a key component of overall health care provision to the survivors of the Bam earthquake. The Ministry of Health and United Nations Children's Fund (UNICEF) estimated that some 25,000 people were in need of psychological support to overcome the trauma caused by the earthquake. This is still evident, from anecdotal evidence as well as medical statistics. Many people remain frightened to live indoors – a fear that is exacerbated by the frequent aftershocks still being experienced in Bam. Furthermore, nocturnal incontinence and mental disorders have seen a marked increase and there has been some rise in domestic violence. There have been many suicide attempts over the past months and it has been observed that survivors have become risk takers – for example, driving in Bam has become even more reckless than before the earthquake.

The day after the earthquake, a team of 85 IRCS staff and volunteers trained in PSP arrived in Bam. They initiated tent-to-tent visits, providing psychological counselling, information and referral in tandem with the distribution of relief items. Special activities and playing spaces were set up for children, including the distribution of specialized play kits. Victims of the earthquake were also encouraged to volunteer. Three psychosocial support teams were

established with a total of 160 members, providing support primarily to groups of women and children (following agreement with the Welfare Organisation, which would concentrate on the elderly and disabled). IRCS teams were later complemented by a Danish/Icelandic psychosocial support team, which carried out an assessment in January 2004 together with the Regional PSP Delegate, with a view to: (1) initiating, designing and setting-up community-oriented PSP aiming at providing support to the population during both the emergency and a rehabilitation phase; (2) outlining a feasible long-term PSP, which would target psychosocial needs, including a capacity building component through appropriate training and integration of 1,000 IRCS staff and volunteers.

Over 28,000 beneficiaries have and continue to benefit from the PSP programme. Furthermore, there has constantly been between 20 and 25 volunteers involved in the program – mainly young psychologists and social workers, with a total number of volunteer beneficiaries of 397.

In addition, from late June, Italian Red Cross instigated a separate PSP programme, to establish a psycho-social assistance centre in Bam – initially based in containerised facilities on the grounds of the IRCS referral hospital, and subsequently to be replaced by a semi-permanent building. In collaboration with IRCS, a number of professional staff members have been integrated into the programme, to offer counselling, based on referrals.

Over the past 6 months, IRCS has covered a vast group of survivors through its psychosocial activities as listed below:

- 414 women underwent group counselling, with approximately 8 women in each group
- 1023 children participated in play group activities, with approximately 20 children in each group
- 3850 tent-to-tent visits were carried out in sectors 7 and 10 in Bam city
- Individual counselling was offered to 871 women and men
- 50 children participated in the photo workshop 'With different eyes'
- Focus groups were conducted among 50 volunteers to monitor the situation and to assess the opinions and experiences of the survivors

In early August, with the assistance of the Federation's Regional PSP Delegate, agreement was reached to consolidate the two bilateral PSP programmes under the overall direction of IRCS and in order to ensure complementarities of service being offered.

Results

The ERU Field Hospital – and its subsequent incarnation as the IRCS referral hospital – has been and remains a symbol and a focal point for the people of Bam, without which their primary health care needs would not have been adequately met. Thanks to the joint relief and health efforts, the essential and primary health care needs of the people of Bam were fulfilled without interruption. Disease outbreaks have been efficiently prevented. Early warnings of the risk of diarrhoeal and other infections during the hot summer months were never materialised.

At the caring end of the spectrum, collaboration between the expatriate and local medical teams was exemplary and a demonstration of 'humanitarianism' in action. On the managerial front, there were some hard negotiations during the hand-over phase between the bilateral PNSs, the Federation, IRCS and the Iranian Ministry of Health, which were ultimately resolved to the satisfaction of all. The major difficulties revolved around the non-availability of specialised doctors (particularly orthopaedists) and contractual agreements with local hospital staff. Active involvement of the expatriate medical teams in daily healthcare and treatment duties was an important factor in ensuring a smooth functional consistency for the hospital and BHCUs in the first three months. For this reason, immediately after the first phase of the handover and the reduction of expatriate medical personnel, the hospital's staffing handicap gained prominence.

Long time and stubborn efforts were needed to achieve a substantial change and improvement of the stalemate. The change of the Hospital Manager and the comprehensive recruitment of a complete team of medical and non medical specialists finally lead to tangible results and order was established. Most importantly, irregularities in the daily operational routine of the hospital and basic health centres were treated and patients were ensured with optimal medical care and treatment at all times without interruptions and shortcomings.

A further challenge for the field hospital became its life-span – which is on-going, and projected to be required until mid-2005 – well beyond the normal time-frame of an ERU. This required flexibility on the part of all RC/RC partners and their donors, in order to ensure that primary health care was maintained as long as necessary, without substituting for Ministry of Health and privately operated local health care. The transition of the tented facilities into semi-permanent containerised ones – more suited to the climate and in view of the longer time-frame – was unnecessarily delayed by visa restrictions and resulted in on-going use of the tented facilities well into the intensive heat of summer.

After the initial emergency, the hospital settled into the more normal operations of a primary referral hospital, with in-patient demand running at a relatively steady 840 patients per day. An increase in out-patient activity was however noted after 6 months and is thought to be due – at least partially – to the Federation policy of providing free medication, which many people understandably decided to take advantage of.

Another positive outcome in the longer term will be IRCS's increased capacity in deploying field hospital ERUs – thanks to the hand-over of the tented facilities, the containerised facilities and related equipment, as well as to knowledge acquired during the operation which will be complemented by further training being planned in the operation of hospital ERUs.

The IRCS Basic Health Centres continued to play a crucial role in addressing the primary health care needs of the Bam population after their hand-over from the German and Japanese ERUs. Following a notable reduction in their daily caseload in May/June – due primarily to an increased migration activity among the population relocating to the newly built prefabricated houses – two of the BHCs were successfully relocated in order to render basic health care services to larger population groups. This revision and relocation is on-going until the resumption of normal medical service by the authorities.

Table 3. Cumulative Statistics of Activities at the Red Cross & Red Crescent Health Facilities in Bam

	IRCS Referral Hospital	IRCS BHCs, No 4 (Basic Health Centres)	JRC BHCUs, No 1 (Basic Health Care Units)	GRC BHCUs, No 2	SA RC Hospital	Total
Period	01.01-31.07.04	28.03-31.07.04	01.01-27.03.04	01.01-27.03.04	01.01-12.01.04	
Out-patients	146,724 13,769 <5y	17,251 2,055 <5y	8,790 8.4% <5y	7,279 6.8% <5y	1,849	181,893
In-patients	3521 (revised)					
Services	Surgeries 815 Caesarean sections 165 Deliveries 988 LabTests 27,357 X-Ray 15,252 Discharges 2,696 Transfers 1,346 Deaths 81	Basic healthcare and treatment in general medicine and mother & child care.	Basic healthcare and treatment in general medicine, mother & child care and psychosocial support.	Basic healthcare and treatment in general medicine, mother & child care. Home visits.	Surgeries 437 Lab-tests 105 X-rays 150 Cases Airtifted 400 Transfers 20 Vaccinations 270	
Comments	Ongoing Handed over by FRC & NRC	Ongoing Handed over by JRC & GRC	Handed over to IRCS, 24.03.04	Handed over to IRCS, 16.04.04	Closed 12.01.04	
Abbreviations	FRC/Finnish RC, NRC/Norwegian RC, JRC/Japanese RC, GRC/German RC, SA RC/ Saudi Arabian RC, IRCS/Iranian RC					

The experience from Bam suggests that psychosocial programming can be beneficial from very early on after a disaster. IRCS quickly established a programme of one-on-one tent-to-tent visits and relied on an extensive network of volunteers. This was complemented by bi-lateral PNS programmes⁴, focusing on establishing group-based activities leading to referrals for more in depth individual counselling. The Federation was closely involved throughout and overall collaboration between the partners – IRCS, PNS and Federation – was productive, leading to successful projects such as the photo workshops and subsequent publication of the book ‘With Different Eyes’. The Bam Operation has provided IRCS with greater experience in mass disaster PSP response, with the National Society keen to use the momentum to build on its capacity into a broader PSP strategy for the organisation. For the Federation, it is essential that best practices and lessons learned be assessed and integrated to guide future PSP disaster response activities.

2.2 Objective (Water and sanitation): Outbreak of water-borne epidemics is prevented in Bam and its surroundings through the installation of adequate and safe water supply and sanitation facilities.

Activities

In the immediate aftermath of the earthquake, four wat/san ERUs were deployed, as follows:

Deploying Red Cross Society	Type of ERU/Mission	Serving
Austrian	Specialized water	Federation field hospital and Federation compound
French	Mass water	Displaced people
Spanish	Mobile specialized water (5 mobile treatment units)	Water and sanitation to BHC clinics and the Imam Khomeini Bam city hospital
Swedish/German	Mass water and sanitation	Water for displaced people Sanitation for displaced people Sanitation for Federation compound

These ERUs were deployed in parallel with the Federation FACT team and not as a result of FACT assessment. According to the Operations Review carried out in March, the water and sanitation work carried out by the different ERUs appears to have been of a high standard. International water and sanitation quality standards and Sphere standards were met or exceeded. The appointment of a Federation Water/Sanitation Coordinator in early January contributed to the good working environment.

In the immediate aftermath of the earthquake, IRCS distributed bottled water and at no point was there any risk to life due to lack of water. The water supply in Bam was restored within a few hours of the earthquake with sufficient capacity to cater for urgent needs. The IRCS, the Government and private contractors operated large fleets of water tankers until the end of February. Within two months of the earthquake, the Water Organization in Bam had connected 66km of new distribution pipes, installed 3000 taps and 1000 storage tanks. At the same time, the Federation ERUs had installed 25 tanks or bladders and 25 water points. Although water for the city supply is drawn from deep boreholes and is of high quality, it was not declared safe to drink by the Ministry of Health (MOH) even though it is chlorinated twice before being distributed. The RC/RC wat/san ERUs produced an average of 80,000 litres a day, serving approximately 2,000 people daily.

The hand-over of wat/san ERUs proceeded largely on schedule and all wat/san ERUs had been officially handed over to IRCS by May 2004. Hand-over arrangements were not always straightforward, primarily due to staffing difficulties for some of the ERUs – as this was not a traditional area of expertise for the NS. As a matter of fact, wat/san is not part of the Relief and Rescue Organization of the IRCS nor its mandate. For much of the operation, there was no technical focal point within IRCS for wat/san issue. The dedication of some of the local staff was however exemplary – maintaining facilities and working under difficult conditions above and beyond the call of

⁴ Bilateral ECHO-funded PSP programmes were set up by Danish/Icelandic and Italian Red Cross. The two programmes were consolidated in July 2004.

duty, due to a lack of readily available replacements. Three senior IRCS technicians were trained at the end March/ early April in basic specialized wa/san ERU.

In March, the Federation was approached by local authorities to assist with installing water reticulation systems in selected prefabricated camps. As a result, commitments were entered into for water supply reticulation to 20,000 people in these camps. Technical surveys, design of camp water supply and water connections with the main water supply were carried out successfully and completed by early July by the Federation in Golestan Camp and on a bilateral basis in Sina Camp. Additional bilateral plans for the construction of 1500 hygiene units for 7500 beneficiaries in Rashestan Camp were also undertaken, but remain uncompleted and indeed uncertain at the end of August. A number of problems arose which prevented the bilaterals from successfully completing this project.

In general, a shortage of volunteers and local labour hampered wa/san activities (ERUs and camp installations). This forced ERU team members to undertake tasks they would normally have given to volunteers and local labour, such as digging pit latrines. On the other hand, Federation local staff working closely with the wa/san Coordinator took a keen interest in the work and developed an ad hoc expertise in wa/san matters. Unfortunately, it does not appear as if the local branch wishes to take advantage of this acquired expertise in future training activities.

Despite fears of water shortage and possible contamination over the hot summer months, this never materialised. There have been absolutely no indications of an abnormal rise in water-borne diseases at any time.

Results

The water and sanitation work carried out by the ERUs and wa/san installations in camps was of a high standard. Overall, the water situation in Bam can be said to have been well handled – as there was no shortage of water, nor any outbreak of water-borne disease.

In the Operations Review and in later assessments, there was nevertheless a general consensus that there was an unnecessarily large deployment of water and sanitation ERUs – particularly given the capacity of the Iranian authorities in water and sanitation. While mass water did make a contribution to the camps, water treatment was largely unnecessary. Water quality was verifiably good from the outset and the ERUs water treatment was not cost effective. It may have been better to provide technical expertise, rather than relatively expensive equipment and personnel. Indeed, it has been argued that the current ERU wa/san concept may be better suited to situations where little or no local technical or material resource exists – which is not the case with Iran.

Nevertheless, from an IRCS perspective, very tangible benefits from wa/san ERU deployment have ensued – most particularly with the hand-over of specialised equipment to enhance the NS's wa/san capacity in future disasters. This is not an area in which IRCS has extensive material or expertise and – assuming that the planned training under the on-going DM programme proceeds – this will certainly contribute to building IRCS capacity.

Although overall coordination of wa/san deployment was considered to be effective, this may have been due more to the experience and skills of the Federation wa/san Coordinator and the wa/san ERU teams, than to the overall structure. Indeed, collaboration was based on good-will and good sense (always useful attributes). Problems and disagreements did occur – but were solved. With so many different teams operating in one area, this could have led to difficulties in overall coordination as there was no clear mechanism to resolve this – the Federation Coordinator only having the power of persuasion at his disposal, rather than any clearly defined authority.

One of the most problematic areas of the whole operation became the installation of wa/san facilities for the prefabricated housing camps on a bilateral basis – especially as this inevitably involved the Federation and IRCS and had implications in terms of management and image. The reasons for the failure to execute the installations in Rashestan camp are complex and will no doubt constitute the basis for in-depth analysis by the affected PNSs, which is beyond the scope of this report. Suffice it to say that Federation and IRCS time, effort and reputations were affected by commitments and operations in which they had little direct control. These are issues which need to be addressed more clearly by the Movement as a whole, if the rising trend in bilateralism is to be managed intelligently and to the benefit of all.

3) Rehabilitation and Reconstruction

Objective: In close cooperation with the IRCS and the Iranian authorities, to define the scope of activities which will contribute to the rehabilitation and reconstruction of the health and social infrastructure in Bam.

Activities

As of the end of April, attention began to focus primarily on rehabilitation and reconstruction requirements. Indeed, as early as January 2004, the Federation/IRCS Recovery Advisory Team undertook an initial assessment of rehabilitation and reconstruction needs. At the same time, the Iranian authorities began working on a Master Plan for the reconstruction of Bam – a draft of which has been made available to the IRCS - and which is still awaiting final approval. In addition and linked to this, the Government of Kerman Province identified the key health, social, religious and educational facilities requiring reconstruction. Based on this information, and in close cooperation with the authorities, the IRCS and the Federation identified a preliminary list of priority projects for RC/RC participation. This information formed the basis of a Federation presentation to donors on 20 April 2004 and a follow-up communication of 28 May 2004. The list was further refined during June and July, based on an assessment of current needs, other Non-Governmental Organizations (NGO) and government commitments, and the potential for value-added contribution on the part of RC/RC. More precise costing and project planning was prepared by the Federation Delegation and made available to donors in early August.

At the present time, the IRCS and the Federation are working together to confirm donor interest in the proposed multilateral reconstruction programme, with actual construction activities set to begin in October-November and run until the end of 2005.

As per the IRCS/Federation joint concept developed in March/April 2004, all RC/RC efforts will focus on institutional reconstruction and will not involve any household rebuilding. Once completed, all constructed building will be handed over to the relevant governmental authorities. Priority reconstruction projects in education and social welfare include:

- Construction of 5 primary, 3 secondary and 2 high schools for a total beneficiary population of 3,535 pupils.
- Construction of an Urban Health Centre serving a beneficiary population of 10,000 people.
- Construction of the IRCS Road Rescue Centre

Furthermore, the Federation has completed the installation of the temporary containerised facilities, to replace the tented facilities of the IRCS referral hospital (previously the ERU Field Hospital). A Memorandum of Understanding (MoU) between the Federation and the IRCS was signed on 20 June and contracts between Geneva Secretariat and the building contractor were signed on 21 June. The new facilities were installed and operational by the end of August 2004. Additional construction projects are being undertaken on a bilateral basis.

Finally, reconstruction of key IRCS Bam-based facilities is also underway, with Federation as well as bilateral support. IRCS had a number of buildings in and around Bam which were either destroyed or damaged in the earthquake. Some of these buildings can be repaired, although most require reconstruction. These were focal points for overall IRCS Bam Branch operations, youth activities as well as relief and rescue efforts in and around the city. Priority projects include the construction of roadside relief and rescue centres (6), relief bases (2) and the Bam Branch Office and Warehouse.

Results

Reconstruction projects are in the early planning stages and form an important component of the Federation's Revised Plan of Action (Operations Update 17). The full impact and lessons learned can therefore not be assessed until these projects have been completed. This will be covered in subsequent reporting.

It is however worth noting a few challenges that have arisen during the project planning stage. One of these concerned the proliferation of bilateral projects in reconstruction, despite IRCS's clear preference for undertaking these on a multilateral basis. This put serious strains on limited IRCS resources and likely resulted in certain frustrations and delays on all sides. Having said this, much of the impatience was donor-driven and did not reflect the actual pace of planning and progress in Bam. The situation was also hampered by the lack of specifically-

assigned counterparts with the necessary expertise – and was not resolved until late July, when IRCS allocated a team from the Construction and IAD Departments to follow-up directly on construction projects.

More generally, it is important that donors, PNSs and the Federation fully grasp the scale of reconstruction of the socio-economic infrastructure required and the extent to which this presents a major challenge for all concerned. The task is an enormous one and will continue to be so for the years to come. It cannot be rushed, even though the needs of the local population would dictate so. There is nevertheless scope for on-going and well-coordinated Red Cross and Red Crescent involvement in the rehabilitation and reconstruction of Bam, so that life can move on from the heaps of rubble and back to a more structured and settled normality.

4) Disaster Preparedness and Capacity Building

Objective: The IRCS capacity in disaster management has been strengthened at the national, regional, and community levels.

Activities

The IRCS has some 7,000 staff distributed across its 28 provincial and 320 local branches and in its Tehran headquarters. It has 2 million volunteers (aged 29 and over) who contribute to the organisation with their time and expertise. In addition, there are 1.3 million youth members, mainly students. The IRCS is mandated by the government to maintain a capacity to respond to disasters affecting 1% of the population (i.e. 700,000 people) for a period of one month. As a result, it holds substantial DP stocks pre-positioned in warehouses throughout the country and at the Relief and Rescue Organisation headquarters in Tehran. This enabled the organisation to respond directly and rapidly to the beneficiary needs in Bam.

The Bam operation utilised well over 50% of IRCS relief stocks and a DP stock replenishment plan is underway. On-going replenishment needs have been outlined in the Revised Plan of Action of September 2004 and will be pursued into 2005 (Please see Operations Update 17).

The Bam operation has shown the capacity of the IRCS to carry out a timely and large-scale relief and rescue operation and has also highlighted the need to further increase its DM capacity in order to be better prepared for future disasters. The Federation and the IRCS made a number of reviews of the Bam earthquake operation, including an Operations Review of the RC/RC Movement response to the earthquake in Bam in May 2004. These review reports identified the areas on which the DM capacity building of the IRCS should be focused.

In July 2004, the Federation recruited a Disaster Preparedness and Disaster Response Coordinator based in Tehran in order to address the DM capacity building needs of the IRCS and develop a way in which the resources and expertise of the IRCS are better used in future relief operations in the region. The coordinator worked out a DM Plan of Action in close consultation with the Relief and Rescue Organization of the IRCS. This plan, which has been detailed in the Revised Plan of Action (Operations Update 17) and is set to run from September 2004 to the end of 2005, pursues the following specific objectives:

- The IRCS capacity in disaster management has been strengthened at all levels.
- Community-level disaster preparedness (CBDP) has been improved to reduce the impact of disasters.
- The Federation Regional Strategic Relief Centre (FRSRC) has become operational to provide needy services to national societies in the region.

Preparations are now underway to organize different types of training workshops, standardize training curriculum and make the FRSRC operational.

5) Communications- Advocacy and Public Information

Objective: The ongoing and long-term needs of the quake-affected population in Bam are advocated through enhanced media coverage and profile of the Red Cross/Red Crescent intervention.

Activities

The IRCS was extremely visible in the international media. IRCS 'gilets' were clearly visible and the Head of the IAD conducted a large number of interviews. The Federation and individual NSs dispatched a total of 16 media delegates to Bam during the early days of the emergency, who together were able to communicate in 12 languages. A Media/Information Delegate was included in FACT. An Information Delegate arrived in mid-January for a six-month assignment.

The IRCS also sent 3 cameramen and 3 journalists to Bam. The cameramen filmed the destruction from helicopters and the IRCS used these and other images to create a 13-minute CD-ROM covering IRCS and International Federation response.

The RC/RC conducted more than 1,000 interviews in total between Geneva and Bam. Following the initial emergency, the focus shifted from hard facts to human interest stories. A total of 15 stories were posted on the Federation web-site. In addition, two special Magazines on Bam were produced – the first at the end of February for media and donor information, and to coincide with the Federation MENA regional conference; and the second at the end of August, to recap the overall Bam operation and maintain donor interest in on-going reconstruction and rehabilitation, as well as to provide a tool for IRCS volunteers.

Further profile-raising activities were carried out on a regular basis. The most innovative of these was the production of a special commemorative book 'With different Eyes', produced with children involved in the Bam PSP programme and with the assistance of IRCS professionals from the Public Relations Department. It is hoped that this will generate some on-going interest in Bam, well after the earthquake – in particular through the production of a traveling photo exhibition to accompany the book.

Results

There was extensive media interest in the Bam earthquake, which was handled professionally by both Federation and IRCS spokespeople. However, Federation involvement with international media, following the initial emergency, was limited due to Iranian rules on foreign media exposure. Spokesperson capability within IRCS was perhaps unnecessarily limited by relying solely on the Head of the IAD.

The RC/RC benefited from a high profile at the beginning of the operation and has continued to keep the issue 'alive'. Visibility and profile of RC/RC has been raised through on-going fund-raising and advocacy support to the affected population. IRCS's work has been covered effectively, resulting in greater international recognition.

National Society Capacity Building

The Bam operation was the largest international operation ever mounted by the IRCS with the support of the Federation, PNSs and other donors. Many humanitarian actors were involved in the operation and all sorts of relief and rescue means were used. As admitted by the IRCS, it was a good occasion to test its level of disaster preparedness and disaster response and identify the areas of future improvement.

In the course of running the operation, the IRCS experienced in practice the Federation emergency response mechanisms such as FACT and ERUs as well as their field activities. On-the-job training in ERU during the operation has enhanced the knowledge of staff in this area and future ERU training will help the IRCS develop its ERU capacity and use it in dealing with disasters that may occur in and out of the country. While working with delegates from the Federation and PNSs, the IRCS has been able to build on its capacity in the fields of DM, health, construction, communication, logistics and, more importantly, organizational development and create conditions for its further development by determining the areas of future cooperation.

The implementation of the Revised Plan of Action for September 2004-December 2005 and the future cooperation agreed upon between the IRCS and the Federation will contribute to assist the IRCS in developing its capacity in some weaker areas identified during the Bam earthquake operation.

Assessment and Lessons Learned

The implementation of the Bam earthquake operation has progressed on the basis of regular and systematic monitoring, evaluation and revision of plans.

The implementation of projects in various sectors was monitored by IRCS staff, Federation delegates, and field progress reports. Monitoring results were used in improving the quality of implementation and reporting the progress. A total of 17 Operations Updates were issued in the period covered by this Final Report.

The operation was also evaluated on several occasions, particularly by a review team of independent and RC/RC consultants in May 2004. In general, the evaluation results show that the emergency response following the earthquake was swift and effective in meeting the immediate needs of victims and that there have been relatively good cooperation and coordination between all parties concerned. The team also made a number of recommendations to improve the Federation operations in Iran and other countries in the future. These recommendations proved useful in revising the Plan of Action for September 2004-December 2005. More reviews and evaluations have been scheduled at different phases of the operation, e.g. a final evaluation of the Bam emergency operation in late 2004 or early 2005, as well as a review of the DM programme at the end of 2005.

In the course of carrying out the large-scale emergency operation from December 2003 to August 2004, the Federation, IRCS and PNSs have also learned a number of lessons, which can be summarized as follows:

- The joint launch of the UN Flash Appeal and the Federation Revised Appeal was conducive to drawing the immediate attention of the public to the operation and helpful in the initial fund-raising.
- The strong disaster response capacity and volunteer network of the IRCS paid off in mounting the swift and effective emergency operation immediately following the earthquake.
- The success of the operation was guaranteed by the exceptional energy, time and efforts put by the IRCS volunteers, staff and leadership on this operation, as well as the Federation delegates.
- High level of coverage by local and international media is important for fund raising, more specifically the continuous production of stories, press releases and audio-visual materials by Federation delegates helped a lot in keeping a high profile of the operation and considerable fund-raising.
- A key to successful operations is to move to integrated rather than parallel operations, with the IRCS and Federation personnel working together at all levels in Tehran and Bam.
- The harmonization of operating procedures and systems of the IRCS with the Federation standards is necessary for effective procurement, reception, warehousing and distribution of relief items, especially the integration of international inputs with nationally sourced supplies.
- Combining the training in advanced disaster response tools like FACT, ERU and RDRT (Regional Disaster Response Teams), with the development of community-based disaster preparedness tools is essential for the IRCS to become a well-prepared national society.
- The IRCS needs to review and improve its current structure and system, especially with regard to decision making in emergencies, counterparts appointment and reporting, in order to guarantee success in future international operations.
- Better coordination of ERUs deployment by the Federation is crucial for having the right ERUs in right places based on assessment of needs in the field.
- Following Federation standards and ensuring NS involvement are crucial in undertaking major wat/san projects in-country on a bilateral basis.
- Psychosocial assessment and activities need to be considered as a routine part of Federation emergency response for mass casualty disasters. The Bam operation is the first time in the history of RC/RC where PSP has been involved and deployed to a large scale disaster. It is therefore essential that basic lessons are learned and best practices are collected and analysed, hopefully soon before memories fades too much.
- Good working relationship between the Federation Delegation in-country and the Operating National Society (ONS) is a big asset for effective implementation of the programme.

- There needs to be better coordination between the ONS, Federation and PNSs before PNSs decide on new bilateral projects, so as to prevent them from stretching the ONS capacity and resources and affecting the on-going multilateral projects.
- The Principles and Rules for Red Cross and Red Crescent Disaster Relief have to be respected by all parties that take part in an international operation, especially the part of respecting NS priorities (e.g. IRCS clear interest of working multilaterally) and allowing the NS to take lead in planning and implementation.

Please click here to return to the title page and contact information

Iran - Earthquake

APPEAL No. 25/2003

PLEDGES RECEIVED

07/03/2005

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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CASH						TOTAL COVERAGE
REQUESTED IN APPEAL CHF ←						

AMERICAN - GOVT/USAID 800,000 USD 30.12.03 779,100

AMERICAN - RC 200,000 USD 06.01.04 240,800

AMERICAN - RC 8,933 USD 13.06.04 11,378

AMERICAN - PRIVATE DONORS 81,808 01.03.04 01,03.04

AMERICAN - PRIVATE DONOR 10,000 USD 19.01.04 12,480

AMERICAN - PRIVATE DONOR 12,250 USD 18.01.04 16,300

AMERICAN MUSLIM ASSOCIATION 4,500 USD 04.03.04 5,088

ANDORRA - RC 18,084 EUR 08.08.04 27,030

APPEAL SUPPORT 488,280 08.01.04 488,280

AUSTRALIAN - GOVT 500,000 AUD 07.01.04 488,280

AUSTRALIAN - RC 480,000 AUD 28.03.04 436,160

AUSTRALIAN - RC 86,000 AUD 03.08.04 74,077

BARBADOS - RC 24,100 28.04.04 24,100

BELGIUM - PRIVATE DONOR 3,000 USD 12.01.04 3,747

BELGIUM - GOVT 7,972 EUR 16.01.04 12,457

BELGIUM - GOVT 5,314 EUR 08.01.04 8,303

BELGIUM - RC 44,725 EUR 28.08.04 68,386

BRITISH - GOVT/DFID 147,068 GBP 30.12.03 327,721

BRITISH - FOUNDATION 1,700 USD 08.01.04 2,123

BRITISH - RC 7,291 USD 13.01.04 8,106

BRITISH - RC 2,286 GBP 03.02.04 5,181

BRITISH - RC 1,950 23.01.04 1,950

BRITISH - RC 217 GBP 04.02.04 488

BRITISH - PRIVATE DONOR 150,000 USD 08.01.04 187,330

BRITISH - PRIVATE DONORS 12,087 08.03.04 12,087

BRITISH - PRIVATE DONOR 50,000 EUR 04.03.04 78,775

CANADIAN - RC 100,000 CAD 27.12.03 98,500

CANADIAN - GOVT 742,500 CAD 28.12.03 738,787

CANADIAN - GOVT/CIDA-HWR 9,750 CAD 27.12.03 9,701

CANADIAN - RC 500,000 CAD 02.01.04 478,750

CANADIAN - RC 1,410,733 CAD 28.01.05 1,328,088

CHILEAN - RC 1,000 USD 03.03.04 1,267

CONCERN WORLDWIDE 50,000 USD 19.01.04 62,450

CROATIAN - RC 250,000 20.01.04 250,000

CYPRUS - RC 34,306 09.01.04 34,306

DANISH - RC 28,12.03 28,12.03 28,757

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Iran - Earthquake

ANNEX 1

APPEAL No. 25/2003

PLEDGES RECEIVED

07/03/2005

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
DANISH - GOVT		2,019	EUR	3,155	08.01.04	PROGRAMME SUPPORT
DANISH - GOVT				599,075	30.01.04	EMERGENCY RELIEF, PSP, DISASTER PREPAREDNESS
DANISH - RC				371,600	08.03.04	EMERGENCY RELIEF, PSP, DISASTER PREPAREDNESS
ECHO (01001)		622,129	EUR	963,367	28.12.03	
FINNISH - RC		100,000	EUR	154,860	02.01.04	
FRENCH - PRIVATE DONOR		40	EUR	62	12.01.04	
GERMAN - RC		250,000	EUR	399,875	15.04.04	RE-STOCKING, PURCHASE OF HYGIENE KITS, ADVISORY REHABILITATION REPORT
GERMAN - PRIVATE DONORS				25,756	25.02.04	
GERMAN - PRIVATE DONOR		50,000	EUR	78,775	01.03.04	
GERMAN - RC		100,000	EUR	152,900	30.07.04	PREFABRICATED FIELD HOSPITAL IN BAM
GERMAN - RC		750,000	EUR	1,164,375	15.10.04	CONSTRUCTION OF SCHOOL
HELLENIC - RC		20,000	EUR	30,970	29.12.03	TO PURCHASE 5'000 BLANKETS
CHINA - HONG KONG GOVT		2,032,085	HKD	326,150	21.01.04	PROCUREMENT OF 1517 FAMILY TENTS
CHINA - HONG KONG RC		3,321,900	HKD	537,496	23.08.04	ROAD RESCUE BASE
HUNGARIAN - RC				11,900	08.01.04	
ICELANDIC - RC		2,000,000	ISK	35,200	28.12.03	
ICELANDIC - GOVT/RC		422,500	ISK	7,521	28.12.03	PROGRAMME SUPPORT
INDIA - PRIVATE DONOR		5,000	INR	137	08.02.04	
IRISH - GOVT		500,000	EUR	790,000	07.01.04	
IRISH - RC		4,844	EUR	7,532	08.01.04	PROGRAMME SUPPORT
IRISH - RC		181,850	EUR	298,505	04.02.04	TO PURCHASE BLANKETS & TARPAULINS
IRISH - RC		632,464	EUR	981,931	04.10.04	SCHOOLS RECONSTRUCTION IN BAM
ITALIAN - PRIVATE DONOR				600	12.01.04	
JAPANESE - RC		249,543	USD	324,031	27.12.03	
JAPANESE - RC		43,574,886	JPY	533,354	28.04.04	
KOREAN - RC				50,000	29.12.03	
LIBYAN - RC				25,000	27.12.03	
LIECHTENSTEIN - PRIVATE DONOR		250,000	USD	312,200	15.01.04	
LITHUANIAN - PRIVATE DONOR				624	30.12.04	
CHINA - MACAU RC				10,000	08.02.04	
MALAYSIAN - RC		10,000	USD	12,985	30.12.03	BILATERAL
MALAYSIAN - RC				62,500	02.02.05	SCHOOLS RECONSTRUCTION
MONACO - RC		52,972	EUR	82,239	29.12.03	
MONACO - RC		5,000	EUR	7,645	28.08.04	RECONSTRUCTION PROGRAMME
MOROCCO - RC				28,332	02.02.04	
NETHERLANDS - RC		12,372	EUR	19,300	28.12.03	PROGRAMME SUPPORT
NETHERLANDS - GOVT		185,399	EUR	292,086	04.03.04	TENTS, MEDICINE, OPERATIONAL SUPPORT, PROGRAMME SUPPORT
NETHERLANDS - RC		1,000,000	EUR	1,599,500	25.03.04	RESTOCK RELIEF SUPPLIES OF IRCS
NETHERLANDS - RC		1,000,000	EUR	1,516,500	17.12.04	SCHOOL RECONSTRUCTION PROGRAMME

Iran - Earthquake

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DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
NEW ZEALAND - RC		50,000	NZD	41,500	02.01.04	
NEW ZEALAND - GOVT		200,000	NZD	162,900	18.01.04	
NEW ZEALAND - RC		42,000	NZD	35,364	29.01.04	
NEW ZEALAND - RC/OXFAM NZ		12,000	NZD	10,398	22.03.04	PROVISION OF SAFE WATER & SANITATION
NEW ZEALAND - RC		113,400	NZD	90,096	30.06.04	
NORWEGIAN - GOVT/RC				53,250	07.01.04	PURCHASE DEMA CAMP MODULE
NORWEGIAN - GOVT/RC		139,848	NOK	26,114	25.01.05	CONTAINER HOSPITAL, RUNNING COSTS
NORWEGIAN - RC		1,550,000	NOK	290,625	06.02.05	RUNNING COSTS HOSPITAL CONTAINER, URBAN HEALTH CENTRE
NORWEGIAN - RC		2,187,575	NOK	407,963	28.02.05	SCHOOL RECONSTRUCTION
OPEC FUND FOR INTERN. DEVELOPMENT		750,000	USD	973,875	29.12.03	
PHILIP MORRIS INTERN.				100,000	15.01.04	WATER & SANITATION
POLISH - RC				69,948	15.04.04	
POLISH - RC				97,724	19.08.04	
PRIVATE DONORS				429,171	14.10.04	
QATAR - RC				335	01.07.04	
QATAR - RC		55,000	USD	62,260	07.02.05	URBAN HEALTH CENTRE
SAN MARINO - RC		14,997	EUR	23,628	08.04.04	
SAUDI ARABIA - PRIVATE DONOR		1,000	USD	1,298	30.12.03	
SINGAPORE - RC				30,000	29.12.03	TO PURCHASE 100 TENTS
SLOVAK - RC		286,971	SKK	11,020	29.12.03	
SLOVENIAN - RC				18,584	22.03.04	ORPHANS PSYCHOSOCIAL ASSISTANCE
SPANISH - GOVT		16,333	EUR	25,520	14.01.04	PROGRAMME SUPPORT
SPANISH - GOVT		8,277	EUR	12,933	14.01.04	PROGRAMME SUPPORT
SPANISH - GOVT		10,451	EUR	16,329	14.01.04	PROGRAMME SUPPORT
SPANISH - RC		6,898	EUR	10,778	14.01.04	PROGRAMME SUPPORT
SWEDISH - GOVT		1,000,000	SEK	172,000	29.12.03	
SWEDISH - GOVT		2,000,000	SEK	344,000	29.12.03	
SWEDISH - RC		480,000	SEK	85,080	04.03.04	PURCHASE OF TENTS
SWEDISH - GOVT		5,000,000	SEK	846,000	19.05.04	STOCKS REPLENISHMENT
SWEDISH - RC		5,000,000	SEK	837,500	04.06.04	RECONSTRUCTION PROGRAMME
SWEDISH - RC		200,000	SEK	34,200	27.01.05	SCHOOLS RECONSTRUCTION
SWISS - RC				13,167	30.12.03	PROGRAMME SUPPORT
SWISS - RC				10,065	19.02.04	WATER PROJECT
SWISS - RC				567	19.02.04	DELEGATE P.S.
SWISS - PRIVATE DONOR				774	29.12.03	
SWISS - PRIVATE DONORS				21,048	08.01.04	
TAIWAN - RCO		198,800	USD	251,780	18.03.04	
VIET NAM - PRIVATE DONOR		8,863,163	VND	891	29.01.04	
VODAFONE		100,000	GBP	229,050	10.03.04	STOCK REPLENISHMENT
WHO STAFF				5,000	08.01.04	

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Iran - Earthquake

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PLEDGES RECEIVED

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ANNEX 1

SUB/TOTAL RECEIVED IN CASH 24,703,084 CHF 46.4%

KIND AND SERVICES (INCLUDING PERSONNEL)

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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AMERICAN - RC		62,000	USD	77,436	06/01/04	BLATERAL - RELIEF
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AUSTRIAN - RC		813,858	EUR	1,403,686	31/01/04	BLATERAL - SEARCH & RESCUE TEAM, ERU SPECIALISED WATER & DEPLOYMENT OF A SAR
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BELGIUM - GOVT		131,460	EUR	205,391	15/01/04	11000 KITCHEN SETS, TRANSPORT
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BELGIUM - GOVT		87,709	EUR	137,046	09/01/04	
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BRITISH - RC		157,162	USD	359,390	23/01/04	382 TENTS, 22900 BLANKETS, TRANSPORT
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BRITISH - RC		52,503	GBP	120,048	03/02/04	248 TENTS, 2010 BLANKETS, 300 TARPULINGS, 2000 WATER CONTAINERS, 600 KITCHEN SETS, TRANSPORT
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BRITISH - RC		30,000			23/01/04	2 TOYOTA HANDBOOK, TRANSPORT
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BRITISH - RC		3,344	GBP	7,646	04/02/04	50 PACK BABY COTS
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BRITISH - RC		58,808	GBP	130,118	08/05/04	BLATERAL - ERU MEMBERS, LOGISTICS
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BULGARIAN - RC/IMCROSS		79,717	USD	98,987	16/01/04	BLATERAL - 12000 BLANKETS, 250 DOUBLE FLY TENTS
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CANADIAN - GOVT/CIDA-IMARC		150,000	CAD	149,250	28/12/03	RELIEF MATERIAL
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CANADIAN RC		400,000	CAD	375,200	24/10/04	RELIEF ACTIVITIES, WATER & SANITATION
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DANISH - GOVT/RC		65,000			02/01/04	BLATERAL - LOGISTICS ERU
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DANISH - RC		13,200			14/01/04	ADMINISTRATIVE DELEGATE
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DANISH - GOVT		34,065	EUR	56,388	08/01/04	10020 BLANKETS, TRANSPORT
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ECHO/FINISH - RC/GOVT		1,500,000	EUR	2,340,000	02/01/04	BLATERAL - FIELD HOSPITAL
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EGYPTIAN - RC		60,000			28/12/03	BLATERAL - 100 TENTS, 4000 BLANKETS, TRANSPORT & INSURANCE
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GERMAN - GOVT/RC/ECCHO		577,000	EUR	663,486	30/12/03	BLATERAL - WATER TTT & SUPPLY LINE, BASIC HEALTH CARE & PERSONNEL
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GERMAN - RC		3,851,173	EUR	5,978,946	21/10/04	BLATERAL - REHABILITATION & CONSTRUCTION OF 6 PROJECTS: CULTURAL CENTRE BAMB, RCOS WAREHOUSE, MEDICAL CENTRE, RCOS HEAD OFFICE, RCOS ORTHOPAEDIC CENTRE
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HUNGARIAN - RC		6,082,500	HUF	36,961	30/12/03	BLATERAL - 25 PCS MILITARY TENTS, 4000 BLANKETS
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ICELANDIC - GOVT/RC		7,050,000	ISK	125,490	28/12/03	5600 BLANKETS
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INDIAN - RC		150,000			05/01/04	BLATERAL - 5000 BLANKETS, 5000 COOKING UTENSILS
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Iran - Earthquake

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PLEDGES RECEIVED

07/03/2005

ANNEX 1

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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IRISH - RC		77,834	EUR	122,628	08.01.04	80200 BLANKETS, TRANSPORT INS.
ITALIAN - RC				4,400	30.12.03	BLATERAL - RELIEF DELEGATE
JAPANESE - RC		63,000,000	JPY	748,440	07.01.04	BLATERAL - BASIC HEALTH CARE
KOREAN - RC				108,285	12.01.04	2300 BLANKETS, 2400 KITCHEN SETS
KUWAIT - RC		57,828	KWD	241,828	02.03.04	BLATERAL - FOOD, 13644 BLANKETS, 1360 HEATERS, 13 BOXES KITCHEN SETS, 380 TOWELS.
MALAYSIAN - RC				5,000	29.12.03	BLATERAL - 1000 BLANKETS
NETHERLANDS - RC		180,332	EUR	296,918	28.12.03	
NORWEGIAN - GOVTRC		11,083,557	NOK	2,040,758	05.01.04	BLATERAL - ERU REFERRAL HOSPITAL
PAKISTAN - RC		20,000	USD	25,970	29.12.03	BLATERAL - 1000 BLANKETS, 100 TENTS, 500 KITCHEN SETS, 500 KEROSENE STOVES
SAUDI ARABIAN - RC		2,154,246	USD	2,728,363	23.02.04	BLATERAL - 4000 PARCELS FOOD, 2600 TENTS, 11300 BLANKETS, TRANSPORTING, TRANSPORT INJURED, HOSPITAL EQUIPMENT
SERBIA & MONTENEGRO - RC				13,747	21.01.04	BLATERAL - 70 BALES BLANKETS
SPANISH - GOVT		333,271	EUR	520,735	14.01.04	1500 JERRYCANS, 795 KITCHEN SETS, 130 TENTS, 200 BLANKETS, 5 RUBBERWALL, 1 TRAILER, TRANSPORT
SPANISH - GOVT		208,341	EUR	327,066	14.01.04	2280 JERRYCANS, 888 KITCHEN SETS, 126 FAMILY TENTS, 1900 BLANKETS, 5 RUBBERWALL, TRANSPORT
SPANISH - GOVT		242,777	EUR	379,339	14.01.04	9 RUBBERWALL, 888 KITCHEN SETS, 125 FAMILY TENTS, 1600 BLANKETS, TRANSPORT
SPANISH - RC		108,120	EUR	165,813	14.01.04	412 FAMILY TENTS
SPANISH - RC		303,973	EUR	615,563	08.01.04	BLATERAL - TELECOMMUNICATIONS, WATER DISTRIB. & TRUCKING
SWEDISH - GOVTRC		2,448,154	SEK	410,088	01.02.04	BLATERAL - ERU WATER TTT & DISTRIBUTION, MASS SANITATION
SWISS - RC				289,400	30.12.03	8000 BLANKETS, 1000 TARPOLYING, 1000 KITCHEN SETS, TRANSPORT
SWISS - RC				8,500	19.02.04	DELEGATE
SWISS - RC				24,800	19.02.04	DELEGATE
TAIWAN - RC	USD	80,738		101,808	16.01.04	BLATERAL - 8000 BLANKETS, TRANSPORT
TUNSIAN - RC				125,000	01.02.04	BLATERAL - 3000 BLANKETS, 50 TENTS, 7 TONS FOOD

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Iran - Earthquake

ANNEX 1

APPEAL No. 25/2003

PLEDGES RECEIVED

07/03/2005

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
TURKISH - RC		58863070007000	TRL	508,987	27.12.03	BILATERAL: 400 TENTS, 7500 BLANKETS, 3000 BODY BAGS, 3000 KITCHEN SETS, 110 HEALTH EQUIPMENTS, 14 GENERATORS
TURKISH - RC		225,645	USD	281,531	04.01.04	BILATERAL: 10'000 BLANKETS, 10 TENT FOR MEDICAL PURPOSES, 1'000 GASOLINE HEATERS, 3'000 SLEEPING BAGS
UNITED ARAB EMIRATES - RC		37,219	USD	48,330	31.12.03	BILATERAL: 224 TENTS, 708 BLANKETS
UNITED ARAB EMIRATES - RC		281,310	AED	101,975	28.12.03	BILATERAL: 200 TENTS, 2022 BLANKETS, 50 FIRST AID KITS
UNITED ARAB EMIRATES - RC		65,880	AED	22,343	21.01.04	BILATERAL: 63'380 BLANKETS, 2500 SLEEPING BAGS
SUB/TOTAL RECEIVED IN KIND/SERVICES				23,088,915	CHF	43.3%

ADDITIONAL TO APPEAL BUDGET

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
EGYPTIAN - RC				150,000	29.12.03	BILATERAL: 150'000 UNITS OF IV SOLUTIONS,
HUNGARIAN - RC		8,840,824	HUF	53,827	31.12.03	BILATERAL: MEDICAL SUPPLIES
HUNGARIAN - RC		11,888,181	HUF	71,852	22.01.04	BILATERAL: MEDICAL SUPPLIES
KOREAN - RC				196,204	12.01.04	BILATERAL: 8 TRUCKS, 4 AMBULANCES, 5000 STATIONARY SETS
KUWAIT - RC		42,828	KD	178,177	02.03.04	BILATERAL: WATER, CLOTHING, MATTRESSES, CANS, RAW MATERIAL, CARPETS
LUXEMBOURG - RC						BILATERAL: RESCUE TEAM
MALAYSIAN - RC					29.12.03	BILATERAL: 30 GALES CLOTHINGS
SAUDI ARABIA - RC		2,024,980	USD	2,584,812	23.02.04	BILATERAL: CARPETS, MEDICINES & MEDICAL EQUIPMENT
SERBIA & MONTENEGRO - RC				58,512	21.01.04	BILATERAL: MATTRESSES, CLOTHES, BABY FOOD
SINGAPORE - RC					02.01.04	25'000 MEALS-READY-TO-EAT
TAIWAN - RCO		227,321	USD	288,083	18.01.04	BILATERAL: CLOTHES, TRANSPORT

Iran - Earthquake

ANNEX 1

APPEAL No. 25/2003

PLEDGES RECEIVED

07/03/2006

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
UNITED ARAB EMIRATES - RC		63,325	USD	82,227	31.12.03	BILATERAL: FOOD, 20 FIRST AID KITS, 200 DISPOSABLE MEDICAL ITEMS
UNITED ARAB EMIRATES - RC		84,191	AED	30,519	28.12.03	BILATERAL: 250 FOOD KITS, BED LINEN, PILLOWS, BODY BAGS, MEDICAL SUPPLIES
UNITED ARAB EMIRATES - RC		1,851,925	AED	620,950	21.01.04	BILATERAL: CLOTHES, SHOES, FOOD & MEDICINES
SUB/TOTAL RECEIVED				4,295,163	CHF	