

TUZLA-PODRINJE CANTON - BOSNIA and HERZEGOVINA

**HOME CARE PROGRAM  
FOR  
ELDERLY DISABLED AND ISOLATED PEOPLE**

**FINAL REPORT**

**September 1st to November 30th, 1997**

**Courbevoie, February 3rd, 1998**

## TABLE OF CONTENTS

EXECUTIVE SUMMARY	2
1 PROJECT BACKGROUND	3
2 SCHEDULE	3
3 LOGISTICAL MEANS	4
4 RED CROSS PARTNERSHIP	4
5 PURCHASES	6
6 DELIVERIES	8
7 MONITORING	9
8 CONCLUSION	12
9 FINANCIAL REPORT	13
Annex 1 Program and Delivery Schedules	
Annex 2 Number of Homecare Beneficiaries per Municipality	
Annex 3 Quantity Control and Monitoring Documents	
Annex 4 Satisfaction and needs assessment questionnaire	

## EXECUTIVE SUMMARY

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Country Bosnia-Herzegovina

Disaster War

Area of Activity Tuzla-Podrinje Canton

Period of Activity 3 months, from September 1st, 1997 to November 30th, 1997

Beneficiaries 1,000 needy elderly, disabled and isolated people

Total Direct Dollar Expenses \$ 153,851

### Goal

To reduce suffering and mortality risks among elderly, disabled and isolated people

### Objective

To reduce winter and sanitation related risks by providing, with the support of the Red Cross volunteers, coal, bedding and basic hygiene items

### Nature and Quantity of Aid

- ◇ 2,000 tons of coal
- ◇ 1,000 sets of bedding containing one blanket, two sheets, one mattress cover
- ◇ 2,000 hygienic parcels each containing 6 kg of washing powder, 1 kg of all-purpose soap, 1 lit of shampoo, 1 lit of dishwashing liquid

### Results

- ◇ 1,000 extremely vulnerable beneficiaries received 2 tons of coal each, estimated by them to cover on average four months' needs,
- ◇ 1,000 beneficiaries received bedding items,
- ◇ 1,000 beneficiaries received two hygienic parcels, covering approximately two and a half months' needs

## **1. PROJECT BACKGROUND**

Despite encouraging signs of a return to a relatively normal life in much of former Yugoslavia, the economic situation in each of the republics remains terrible. Local authorities lack the resources to provide the population with adequate help, so that the most vulnerable remain dependent on the support of humanitarian organizations. Households requiring Home Care services can be considered as the most vulnerable of all categories.

From January through June 1997, with the support of the Cantonal Red Cross and its 583 activists, Premiere Urgence implemented in the Canton of Tuzla an operation involving the distribution of winter clothes, coal and hygiene parcels for the 8,000 beneficiaries of the Home Care program. The project was funded by USAID / OFDA.

During the months of March and April 1997, Premiere Urgence conducted two successive surveys which enabled us to identify a specific group of particularly vulnerable beneficiaries, approximately 1,500 persons in physical and social isolation, with insufficient income and very poor health and living conditions. Our surveys confirmed the need for a distribution program of coal, bedding and hygiene items.

## **2 SCHEDULE**

### **September setup of the project**

- Recruitment of local staff
- Aid purchases tenders, negotiations and signature of contracts with suppliers
- Partnership contract with Red Cross
- Identification of beneficiaries and processing of lists

### **October/November distribution and monitoring**

- Coal distribution and monitoring from September 29th to November 21st
- Distribution and monitoring of bedding and hygiene parcels from October 13th to October 31st
- Satisfaction assessment October 20th to November 16th

(See program and delivery schedules in annex 1)

## **3 LOGISTICAL MEANS**

### **3 1 Staff**

#### Expatriate staff

- one coordinator

#### Local staff

- one assistant-interpreter
- four field officers

### **3 2 Vehicles**

Each field officer had his/her own rented car. Forms were filled out by each in order to indicate the mileage and gas consumption for the program.

### **3 3 Infrastructures**

The office and house rental in Tuzla were shared between PU's different projects.

The Red Cross warehouses used in each municipality were checked out before the deliveries took place, in order to make sure that they were large enough and secure.

## **4. RED CROSS PARTNERSHIP**

### **4 1 The partnership contract with the Cantonal Red Cross**

The establishment of good working relations were essential for carrying out this project since the aid is brought to the beneficiaries' homes by the 387 Red Cross activists of the 14 municipalities covered.

A similar contract to that of our previous « Home Care for the Elderly » project (grant AOT-97-G-00050-00) was signed with the Cantonal Red Cross to formalize our partnership (see annex 5).

#### The Cantonal Red Cross agreed to

- 1 Provide to PU the lists of beneficiaries, including their names, date of birth, needs, and name of the activist looking after them,
- 2 Stock the aid given by PU in the Red Cross warehouses,
- 3 Distribute the aid to the homecare beneficiaries,
- 4 Provide to PU weekly stock reports and activists' delivery forms,
- 5 Provide support to PU for monitoring and visits of beneficiaries.

## PU agreed to

- 1 Coordinate the distribution of coal, bedding and hygiene kits,
- 2 Prepare the distribution schedules and inform the local Red Cross branches in advance of the deliveries,
- 3 Cover distribution costs (gas, administrative costs)

## **4 2 Lists of beneficiaries**

The 1,000 beneficiaries of this program were identified during our May-June Household Vulnerability Survey

The local Red Crosses updated and modified the lists according to

- changes in the beneficiary population (deaths, change of circumstances)
- other recent or current aid programs to avoid overlapping

Beneficiaries were the Red Cross's homecare beneficiaries ill or handicapped people unable to leave their homes and requiring social aid. In addition, they met the following criteria of aggravated vulnerability

- a) - households of one or two elderly people above the age of 70 with an income of less than 70 DEM/month  
or  
- people less than 70 years old with an income less than 30 DEM/month
- b) - isolated

In order not to have any overlapping with IFRC's distribution of wood brickets or Care's distribution of hygiene products and wood, the municipalities provided us with separate lists for each type of product

See annex 2 number of beneficiaries per municipality

## **4 3 Relations with the Red Cross**

Relations were very good with the local branches of the Red Cross. The activists were already used to our way of working and to our quantity-control documents

## **5 PURCHASES**

### **5 1 Coal**

2,000 tons of coal were purchased directly from the mine. Indeed, local regulations stipulate that above a certain quantity, coal cannot be purchased from a private supplier. We checked out private suppliers, but all of them buy directly from the mine, and they could not deliver before January.

The transport was done by a local haulier, Autosobraccj.

### **5 2 Bedding**

We received offers from 12 different suppliers for

1,000 blankets,

2,000 sheets,

1,000 mattress covers,

We chose to place the order with TUZKO which

- was among the most reasonably priced
- had the best blankets and mattress covers (in fact, we were impressed with the quality of the blankets)
- ensured reasonable delivery delays
- included delivery to the Red Cross warehouses
- was one of the only two companies manufacturing the items themselves

Each set of two sheets, one blanket and one mattress cover were wrapped in an individual bag, with Premiere Urgence and USAID logos.

### **5 3 Hygienic parcels**

Four companies answered our tenders for

2,000 parcels each containing

6 kg of washing powder

1 kg of soap

1 lit of shampoo

1 lit of dishwashing liquid

We selected Astro, which

- aligned themselves to the cheapest price offered
- had the shortest delivery delays
- include delivery to the Red Cross warehouses
- manufacture the products themselves
- gave us satisfaction on the previous program

The cardboard boxes were printed with the USAID and Premiere Urgence logos



## 6. Deliveries

See schedule in annex 1

### 6.1 Coal

The coal was delivered directly to the beneficiaries' homes by the transporter, Autosabraca]

Deliveries were made every day of the week, including Sundays, in the presence of a Red-Cross activist

We had to face some delays from our supplies. Due to the heavy rainfalls, the mine's galleries were flooded and the water needed to be pumped out before resuming extraction. Despite this fact, we only lost one week compared to our original schedule and all the coal was delivered before the cold of winter set in.

### 6.2 Bedding and hygiene

In each municipality, the bedding and hygiene items were delivered on the same day, between the 13th and 16th of October, in the presence of our field officers. A PU-Red Cross waybill was systematically signed by our field officers and the Red Cross warehouse manager.

The Red Cross activists then delivered the items to the beneficiaries within the following two weeks, by October 31st.



## **7 MONITORING**

### **7 1 Quantity control procedures**

Strict procedures were established in order to check the flow and quantity of goods from the supplier all the way down to the beneficiary level

- The supplier's waybills were countersigned by the local Red Cross and/or PU warehouse managers. Quantity of delivered goods had to match quantity of ordered goods
- When goods exited the warehouses, warehouse managers and Red Cross activists had to sign an exit form stating the number of parcels and the corresponding names of beneficiaries
- Each beneficiary signed the form when receiving his/her parcel
- When PU staff collected beneficiary receipts, names of beneficiaries given by the Red Cross activists were matched against PU's lists

### **7 2 Random visits to beneficiaries' homes**

Throughout the program, our field officers visited 612 beneficiaries chosen randomly on the lists, at their homes, to make sure that they had received the proper quantities of items, and to carry out a satisfaction survey

In Lukavac, we found out that two Red Cross activists had each taken a share of coal, one by taking the share of a deceased beneficiary, the other by registering on the list a person with central heating. We made sure that the coal was given back by the activists to very vulnerable homecare beneficiaries. This type of problem has fortunately been very rare in our past experience, the activists usually being honest.

### **7 3 Satisfaction and needs survey**

A satisfaction and needs assessment was carried out by our field officers who questioned 612 beneficiaries selected randomly from the distribution lists

#### **7 3 1 Humanitarian aid received**

86.3% of the sample received aid other than ours in September and October 1997

62.6% of this aid came from the American Red Cross and USAID, and this was mainly food

### 7.3.2 Aid received from Première Urgence

Articles	Frequency	%
No response	3	
Coal	231	37,7
Bedding	317	51,8
Hygiene	287	46,9
<b>Total interviewed</b>	<b>612*</b>	

\*There were three different lists, with certain beneficiaries on one list only and others on several

#### a Coal

Out of the 231 coal beneficiaries interviewed, 94.8% are satisfied with the quality of the coal

On average, they expect the coal to last for four months

#### b Bedding

317 beneficiaries	GOOD QUALITY		AVERAGE QUALITY		BAD QUALITY	
	Freq	%	Freq	%	Freq	%
Blanket	268	84,5 %	35	11 %	4	1,3 %
Sheets	281	88,6 %	24	7,6 %		
Mattress cover	239	75,4 %	64	20,2 %	4	1,3 %

On the whole, the beneficiaries are pleased with the quality of the products

#### c Hygiene

287 beneficiaries	GOOD QUALITY		AVERAGE QUALITY		BAD QUALITY	
	Freq	%	Freq	%	Freq	%
Washing powder	237	82,6 %	21	7,3 %	16	5,6 %
Soap	227	79,1 %	41	14,3 %	6	2,1 %
Shampoo	236	82,2 %	35	12,2 %	2	0,7 %
Detergent	231	80,5 %	27	9,4 %	15	5,2 %

The hygienic items are expected to last an average of 2.31 months

### **7 3 3 Future needs**

Beneficiaries were asked what their greatest needs were after having received our items in the following areas hygiene, bedding, medical items, other

#### **Hygiene**

The most requested product is laundry soap 50% of beneficiaries

47% want body soap, 36% detergent, 31% shampoo

#### **Bedding**

Among those interviewed, our beneficiaries ask for

- Sheets 30%
- Blankets 29%
- Mattresses 15%

#### **Medication**

Those interviewed request medical aid The needs most frequently cited are painkillers, medication for heart diseases, asthma and tension

#### **Other**

- Food 76%
- Wood 30 %
- Coal 21%

Other items mentioned are clothes, shoes, materials for fixing their houses

### **7 3 4 Conclusion of the survey**

The beneficiaries are on the whole grateful and satisfied with the quality of the aid they received

According to our field officers, 32% are absolutely incapable of leaving their home

The need the most cited is food Despite humanitarian aid, their lack of any resources does not allow them to have enough food

## 8 CONCLUSION

This program reached an extremely vulnerable group of the population The comments of our field officers who worked on both of our 1997 Home Care programs confirmed the aggravated vulnerability of our beneficiaries. Throughout the monitoring process, they visited beneficiaries in desperate situations: people in the terminal phases of cancer, ill, elderly people lying in their excrements, living in badly damaged houses.

A vulnerability survey conducted by ECHO over the whole of Bosnia in October confirmed our observations, which are that the really vulnerable are isolated, home-ridden elderly people.

### The items distributed corresponded to priority needs

- Coal: It was of excellent quality and the delivery by Autosobraca very efficient.
- Hygienic items: These items are very expensive for our beneficiaries'. Astro, the local manufacturer and supplier provided good quality products.
- Bedding: Many bedridden beneficiaries had no sheets and insufficient blankets. Some who did not have blankets were using UNHCR plastic sheeting to keep warm. Many of them are also incontinent. The blankets and mattress covers were thicker and of better quality than usual Bosnian standards and the supplier was very efficient.

### Current needs

- Food: According to our satisfaction survey, the American Red Cross and WFP cover the needs of 82 % of our beneficiaries. But this aid is only basic food, our beneficiaries get no complementary food such as fruit and vegetables, animal proteins, etc.
- Hygiene and coal: Very few NGOs cover hygienic and heating needs. IFRC covers the town of Orasje, and Care covers Tuzla, but other municipalities of the canton do not benefit from any regular program.

An unavowed need by our beneficiaries but clearly visible to our field officers is diapers for incontinence.

- Bedding: Mattresses are needed, as well as sheets, which rapidly get worn out due to incontinence.

## 9. FINANCIAL REPORT

See following page

Total direct expenses amount to 153,851 US\$

The exchange rates used are

- 1 US\$ = 5 7885 FRF, which is the rate at which the advance from USAID arrived on our bank account
- 1 DEM = 3,3485 FRF, the rate of our expenses in DEM as appears in our accounts

There are considerable cost savings on the aid budget 127,470 US\$ were spent on aid purchases instead of the 151,280 US\$ planned

### Line by line explanations

- Expatriate staff salaries The monthly salary over three months was the equivalent of 865 US\$ instead of the 1,000 US\$ in the budget
- National staff salaries Whereas the assistant-interpreter started on September 1st, the field officers started working at the end of September which explains the saving on this line
- Lodging and office The costs were split between the various running programs
- Supplies The aid purchases were paid for in US\$ The coal line includes the cost of delivery directly to the beneficiaries' homes Since the bedding and hygienic parcels were delivered to the Red Cross warehouses, neither the truck rental nor the warehouse space were needed
- Fuel/maintenance Red Cross The agreement reached in the contract with the Red Cross was a total of 10,000 DEM to cover their distribution costs for the duration of the program
- Vehicle costs rental, fuel and maintenance of five cars
- Desk Officer/Director of Programs We prefer to include these costs in the overhead rate This matter will be settled once the negotiation of the indirect cost rate has taken place
- Overhead Costs the rate indicated here is the one proposed in our indirect cost rate proposal This rate is not allowable until we have had the required audit which, according to our latest information, should be done by the RIG in Budapest

Financial report

US\$	Initial Budget	Expenditures	Balance
<b>A PERSONNEL</b>	<b>7 560</b>	<b>6 501</b>	<b>1 059</b>
1 Expatriate Staff Salaries	3 000	2 562	438
2 National Staff Salaries	4 560	3 939	621
<b>B FRINGE BENEFITS</b>	<b>3 495</b>	<b>2 041</b>	<b>1 454</b>
1 Per diem	1 560	1 570	10
2 Insurance	435	453	18
3 Lodging	1 500	18	1 482
<b>C TRAVEL EXPENSES</b>	<b>720</b>	<b>461</b>	<b>259</b>
International Travel	720	461	259
<b>E SUPPLIES</b>	<b>151 280</b>	<b>127 470</b>	<b>23 810</b>
1 Hygienic items	14 980	12 709	2 271
2 Bedding	46 300	31 428	14 872
3 Coal	90 000	83 333	6 667
<b>H OTHER</b>			
<b>1 Warehouse</b>	<b>400</b>	<b>0</b>	<b>400</b>
Warehouse rental	350	0	350
Fuel for the forklift	50	0	50
<b>2 Vehicles</b>	<b>24 010</b>	<b>13 979</b>	<b>10 031</b>
Fuel/maintenance Red Cross	10 800	5 800	5 000
Fuel/maintenance PU	6 750	3 471	3 279
Insurance for Vehicles	210		210
Car Rental	5 250	4 708	542
Truck Rental	1 000		1 000
<b>3 Office and Administration</b>	<b>6 750</b>	<b>3 399</b>	<b>3 351</b>
Office Rental	1 500	860	640
Office Supplies	300	794	494
Communication Costs	900	1 467	567
Bank Charges	1 500	278	1 222
Desk Officer/Director of Programs	2 550		2 550
<b>TOTAL DIRECT COSTS</b>	<b>194 215</b>	<b>153 851</b>	<b>40 364</b>
<b>Overhead costs (5.6%)</b>		<b>8 616</b>	
<b>TOTAL PROGRAM COSTS</b>		<b>162 466</b>	

**ANNEX 1**

**PROGRAM AND DELIVERY SCHEDULES**

SCHEDULE  
 HOMECARE WINTERIZATION - TUZLA CANTON

SEPTMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DISTRIBUTION COAL	→																														
MONITORING	→																														
OCTOBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DISTRIBUTION COAL	→																														
DELIVERY BEDDING+ HYG													→																		
DISTRIB HYG+BEDDING													→																		
MONITORING	→																														
NOVEMBER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
DISTRIBUTION COAL																→															
MONITORING																						→									
SATISFACTION ENQUIRY																						→									

16

SEPTEMBER			OCTOBER			NOVEMBER		
Date	Municipality		Date	Municipality		Date	Municipality	
P 1			S 1	BRCKO BIH		S 1	LUKAVAC	
U 2			C 2	KLADANJ		N 2	LUKAVAC	
S 3			P 3	KLADANJ		P 3	LUKAVAC	
C 4			S 4	KLADANJ		U 4	LUKAVAC	
P 5			N 5	TEOCAK		S 5	TUZLA	
S 6			P 6	D-ISTOK+TEO		C 6	TUZLA	
N 7			U 7	D-ISTOK+TEO		P 7	TUZLA	
P 8			S 8	D-ISTOK+TEO			TUZLA	
U 9			C 9	BANOVICI			TUZLA	
S 10			P 10	BANOVICI		P 10		
C 11			S 11	CELIC		U 11		
P 12			N 12	CELIC		S 12		
S 13			P 13	GRACANICA		C 13		
N 14			U 14	GRACANICA		P 14		
P 15			S 15	GRACANICA		S 15		
U 16			C 16	SAPNA		N 16		
S 17			P 17	SAPNA		P 17		
C 18			S 18	SAPNA		U 18		
P 19			N 19	GRADACAC		S 19		
S 20			P 20	GRADACAC		C 20		
N 21			U 21	GRADACAC		P 21		
P 22			S 22	GRADACAC				
U 23			C 23	ZIVINICE				
S 24			P 24	ZIVINICE		P 24		
C 25			S 25	ZIVINICE		U 25		
P 26			N 26	ZIVINICE		S 26		
S 27			P 27	KALESIJA		C 27		
N 28			U 28	KALESIJA		P 28		
P 29	BRCKO BIH		S 29	KALESIJA		S 29		
U 30	BRCKO BIH		C 30	SEBRENİK		N 30		
			P 31	SREBRENİK				

**MONDAY 13TH OCTOBER**

TIME	MUNICIPALITY	QUANTITY	WAREHOUSE'S ADRESS
9H00	SEBRENİK	60	UL VOJVODJANSKIH BRIGADA br 3
10H00	CELIC	50	SKLADISTE CELIC
11H00	GRADACAC	90	UI HASANA KIKICA BB CRVENI KRIZ GRADACAC
12H00	BRCKO BIH	60	GORNJI RAHIC farma VI TRUMIC SEAD kod veter stanice
<b>TOTAL</b>		<b>260</b>	

**TUESDAY 14TH OCTOBER**

TIME	MUNICIPALITY	QUANTITY	WAREHOUSE'S ADRESS
9H00	LUKAVAC	80	UI MACAN MARIJE Skladis Stamparije kod fabrike sode
10H00	GRACANICA	90	UI VLADE KERMANA br 6 CENTAR
11H00	DOBOJ -EAST	50	VELIKA BRIJESNICA (na ulazu u V B sa desne strane)
<b>TOTAL</b>		<b>220</b>	

**WESNESDAY 15TH OCTOBER**

TIME	MUNICIPALITY	QUANTITY	WAREHOUSE'S ADRESS
9H00	KLADANJ	60	UI MARSALA TITA BB (KINO SALA) CENTAR KLADANJ
10H00	BANOVICI	60	UI ZAIMA SUBASICA br 2 GRAD III
11H00	ZVINICE	80	UI TUZLANSKOG ODREDA blok br 2
12H00	KALESIIJA	60	KALESIIJA CENTAR
<b>TOTAL</b>		<b>260</b>	

**THURSDAY 16TH OCTOBER**

TIME	MUNICIPALITY	QUANTITY	WAREHOUSE'S ADRESS
9H00	TEOČAK	50	
10H00	SAPNA	60	SAPNA
12H00	TUZLA	150	
<b>TOTAL</b>		<b>260</b>	

**MONDAY 13TH OCTOBER**

TIME	MUNICIPALITY	QUANTITY
9H00	SEBRENİK	120
10H00	CELIC	100
11H00	GRADACAC	180
12H00	BRCKO BIH	120
<b>TOTAL</b>		<b>520</b>

**TUESDAY 14TH OCTOBER**

TIME	MUNICIPALITY	QUANTITY
9H00	LUKAVAC	160
10H00	GRACANICA	180
11H00	DOBOJ -EAST	100
<b>TOTAL</b>		<b>440</b>

**WESNESDAY 15TH OCTOBER**

TIME	MUNICIPALITY	QUANTITY
9H00	KLADANJ	120
10H00	BANOVICI	120
11H00	ZIVINICE	160
12H00	KALESİJA	120
<b>TOTAL</b>		<b>520</b>

**THURSDAY 16TH OCTOBER**

TIME	MUNICIPALITY	QUANTITY
9H00	TEOCAK	100
10H00	SAPNA	120
12H00	TUZLA	300
<b>TOTAL</b>		<b>520</b>

**ANNEX 2**

**NUMBER OF BENEFICIARIES PER MUNICIPALITY**

### NUMBER OF BENEFICIARIES PER MUNICIPALITY

MUNICIPALITY	# BENEF (1)
ZIVINICE	80
BANOVICI	60
BRCKO FED	60
CELIC	50
DOBOJ-ISTOK	50
GRACANICA	90
GRADACAC	90
KALESIJA	60
KLADANJ	60
SREBRENİK	60
TEOCAK	50
TUZLA	150
ZVORNIK	60
LUKAVAC	80
TOTAL	1000

(1) Number of beneficiaries for each type of items

## **ANNEX 3**

### **QUANTITY CONTROL AND MONITORING DOCUMENTS**

- List of Beneficiaries
- Première Urgence - Red Cross Waybill
- Activist Waybill
- Field Officer's Daily Monitoring Summary
- Monitoring Results (Coal, Bedding, Hygiene)

Product	COAL
Municipality	ZVORNIK (SAPNA)

Nb of beneficiaries	60
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#	Prezime	Ime	God rodjena	Drugi proizvodi	Adresa Komsnika	Mjesna zajednica	Ime Aktiviste
1	MUHAMEDBEGOVIC	NAZA	1906		BALJKOVICA	BALJKOVICA	M BEGOVIC RAMIZ
2	MUHAMEDBEGOVIC	MUHAREM	1930		BALJKOVICA	BALJKOVICA	M BEGOVIC RAMIZ
3	MEHIC	HANA	1969		DONJI ZASEOK	DONJI ZASEOK	SALKIC NEDZAD
4	OMEROVIC	EDHEM	1936		DONJI ZASEOK	DONJI ZASEOK	SALKIC NEDZAD
5	MEMIC	MEJRA	1932		GA	GA	OSMANOVIC IDRIZ
6	SEFEROVIC	ABID	1929		GA	GA	OSMANOVIC IDRIZ
7	ALIC	VEJSIL	1927		GODUS	GODUS	OMEROVIC ABAZ
8	MEHMEDOVIC	DZEVAD	1977		GODUS	GODUS	OMEROVIC ABAZ
9	OMEROVIC	SINAN	1922		GODUS	GODUS	OMEROVIC ABAZ
10	OMEROVIC	RASA	1932		GODUS	GODUS	OMEROVIC ABAZ
11	OMEROVIC	FATIMA	1923		GODUS	GODUS	OMEROVIC ABAZ
12	DURAKOVIC	MIRSAD	1962		KOBILICI	KOBILICI	SMAJLOVIC HUSEIN
13	HRUSTIC	HATA	1930		KOBILICI	KOBILICI	SMAJLOVIC HUSEIN
14	MEMIC	MEHO	1923		KOBILICI	KOBILICI	SMAJLOVIC HUSEIN
15	BESIC	SABAN	1942		KOVACEVICI	KOVACEVICI	KAHRIMANOVI DZEVAD
16	KAHRIMANOVIC	MUZIJET	1967		KOVACEVICI	KOVACEVICI	KAHRIMANOVI DZEVAD
17	KAHRIMANOVIC	HAMDIA	1920		KOVACEVICI	KOVACEVICI	KAHRIMANOVI DZEVAD
18	SULJIC	ZINETA	1940		KOVACEVICI	KOVACEVICI	KAHRIMANOVI DZEVAD
19	DELIC	HANIJA	1922		KRALJEVICI	KRALJEVICI	TABAKOVIC AVDIJA
20	GUSIM	MUSTAFA	1931		KRALJEVICI	KRALJEVICI	TABAKOVIC AVDIJA
21	HASANOVIC	HUSEIN	1920		KRALJEVICI	KRALJEVICI	TABAKOVIC AVDIJA
22	HUREMOVIC	NAZIFA	1930		KRALJEVICI	KRALJEVICI	TABAKOVIC AVDIJA
23	SINANOVIC	MEHO	1949		KRALJEVICI	KRALJEVICI	TABAKOVIC AVDIJA
24	TABAKOVIC	EDHEM	1930		KRALJEVICI	KRALJEVICI	TABAKOVIC AVDIJA
25	AHMETOVIC	MINA	1931		MEDJEDJA	MEDJEDJA	DEDIC AVDO
26	HAMIDOVIC	HAVA	1933		MEDJEDJA	MEDJEDJA	MUHAREMOVIC SALKO
27	JASAREVIC	NAZIFA	1930		MEDJEDJA	MEDJEDJA	DEDIC AVDO
28	MUJDIC	HATIJA	1917		MEDJEDJA	MEDJEDJA	MUHAREMOVIC SALKO
29	OMEROVIC	ZUHIDIN	1985		MEDJEDJA	MEDJEDJA	DEDIC AVDO
30	RAHMANOVIC	AISA	1926		MEDJEDJA	MEDJEDJA	MUHAREMOVIC SALKO
31	HUSEINOVIC	RAHIMA	1924		NEZUK	NEZUK	MEHMEDOVIC AHMET
32	MUJGINOVIC	SEMSA	1922		NEZUK	NEZUK	MEHMEDOVIC AHMET
33	OSMANOVIC	AJSA	1932		NEZUK	NEZUK	MEHMEDOVIC AHMET
34	SALIHOVIC	RAHIMA	1926		NEZUK	NEZUK	MEHMEDOVIC AHMET
35	HALILOVIC	MEJRA	1926		SAPNA	SAPNA	IBRAHIMOVIC HUSO
36	HALILOVIC	ESAD	1971		SAPNA	SAPNA	IBRAHIMOVIC HUSO
37	HASANOVIC	HANIFA	1958		SAPNA	SAPNA	OMEROVIC FADIL
38	HUREMOVIC	AHMET	1928		SAPNA	SAPNA	OMEROVIC FADIL
39	HUREMOVIC	MUJO	1945		SAPNA	SAPNA	OMEROVIC FADIL
40	HUREMOVIC	ASIM	1962		SAPNA	SAPNA	IBRAHIMOVIC HUSO
41	KAHRIMANOVIC	HATA	1919		SAPNA	SAPNA	OMEROVIC FADIL
42	MEMIC	FERHAT	1940		SAPNA	SAPNA	IBRAHIMOVIC HUSO
43	OMEROVIC	ZIJAD	1973		SAPNA	SAPNA	OMEROVIC FADIL
44	RASIDOVIC	IBRAHIM	1922		SAPNA	SAPNA	IBRAHIMOVIC HUSO
45	HASANOVIC	FATIJA	1913		VITINICA	VITINICA	MEHMEDOVIC IZET
46	HUSIC	FATIJA	1917		VITINICA	VITINICA	MEHMEDOVIC IZET
47	JUKIC	HANKA	1926		VITINICA	VITINICA	MEHMEDOVIC IZET

BASE	TUZLA
PROGRAMME	HOME CARE

**OD PRODAVACA  
FROM SUPPLIER**

IME VOZACA NAME OF DRIVER TUZKO		DATUM DATE	
IME VOZACA NAME OF DRIVER ASTRO			

UTOVAR LOADED	HYGIENA HYGIENE	POSTELJIINA BEDDING
BROJ PAKETA NB OF PARCEL		

POTPIS SIGNATURE	MAGACIONER P U WAREHOUSE MANAGER P U	VOZAC DRIVER ASTRO	VOZAC DRIVER TUZKO

**UTOVAR ZA CRVENI KRIZ  
INPUT RED CROSS**

	IME I ADRESA SKLADISTA CRVENOG KRIZA NAME AND ADRESS OF RED CROSS WAREHOUSE	BROJ ISTOVARENIH PAKETA PARCEL UNLOADED		
		HYGIENA HYGIENE	POSTELJIINA BEDDING	POTPIS C K SIGNATURE RC
1				
2				
3				
4				
5				
6				
<b>UKUPNO TOTAL</b>				

**VRACENO  
RETURN**

VRACENO RETURN	HYGIENA HYGIENE	POSTELJIINA BEDDING
BR UNISTENIH PAKETA NB OF DAMAGED PARCELS		
BR NEOSTECENIH PAKETA NB OF GOOD PARCELS		
<b>UKUPNO TOTAL</b>		

POTPIS SIGNATURE	
MAGACIONER P U WAREHOUSE MANAGER P U	
VOZAC DRIVER TUZKO	
VOZAC DRIVER ASTRO	

KOMENTAR VOZACA

QUANTITY CONTROLE

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24

**PREMIERE  
URGENCE**AIDE HUMANITAIRE  
INTERNATIONALEDOKUMENT ZA DISTRIBUCIJU BR  
**WAYBILL ACTIVIST N°**

RANCI G

BASE	TUZLA
PROGRAMME	HOME CARE

IZDATO IZ SKLADISTA  
SORTIE ENTREPOT

KALESIJA

IME AKTIVISTE NAME OF ACTIVIST	PJANIC FERID	DATUM DATE	16 10 1997
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UTOVAR LOADED	HYGIENA HYGIENE	POSTELJINA BEDDING
NB OF PARCEL BROJ PAKETA	16	3

POTPIS SIGNATURE	MAGACIONER WAREHOUSE MANAGER	AKTIVISTA ACTIVIST

DISTRIBUCIJA  
DISTRIBUTION

	IME I PREZIME KORISNIKA NAME OF BENEFICIARY	BROJ ISTOVARENIH PAKETA PARCEL UNLOADED		POTPIS SIGNATURE
		HYGIENA BROJ PAKETA HYGIENE NB OF PARCEL	POSTELJINA BROJ PAKETA BEDDING NB OF PARCEL	
1	PJANIC' DZEMILA	2 PAKETA	—	16-10-1997
2	MAKIC' BEHARA	2 PAKETA	—	MAKIC' ENVERA
3	DALJAC' FAZILA	2 PAKETA	1 PAKET	Došne Fazila
4	HASANOVIC' FATIMA	2 PAKETA	—	Asim Hasanovic
5	BEŠLIC' HAVA	—	1 PAKET	SEHIC' LILIA
6	MUJČEVIĆ' RAHIMA	—	1 PAKET	16-10-1997 R. H. H. H.
7	ZAHIROVIC' DZENUMA	2 PAKETA	—	Zahirovic' Dzenuma
8	MUJNIC' HASIB	2 PAKETA	—	Mujnic' Hasib
9	BUKVAR' SALKAN	2 PAKETA	—	Bukvar' Salkan
10	BASIGOVAC' ALIJJA	2 PAKETA	—	Basigovac' Alijja
	<b>UKUPNO</b> TOTAL			

RETURN  
VRACENO

VRACENO RETURN	HYGIENA HYGIENE	POSTELJINA BEDDING
TOTAL UKUPNO		

POTPIS SIGNATURE	
MAGACIONER WAREHOUSE MANAGER	
AKTIVISTA ACTIVIST	Pjanic Ferid

KOMENTAR AKTIVISTE



# DISTRIBUTION RECAP

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Field Officer's name

David

BASE	TUZLA
PROGRAMME	HOME CARE 9714

Date

17 11 1992

## HYGIENA

Distribution area

Brčko B4

P U's partner

Local Red Cross

	Name of Beneficiaries	Quantity of parcel delivered	Signature	TOTAL
1	OSMANBAŠIĆ SAHKA	2	Osmanbašić	2
2	OSMANBAŠIĆ DIJEM	2	Osmanbašić	4
3	SULEJMANOVIĆ OSMAN	2	OSMAN	6
4	ĐEDAKOVIĆ FATKA	2	Đ Fatka	8
5	HAŠIĆ TERIMA	2	H. TERIMA	10
6	KAVAZOVIĆ HANIFA	2	KAVAZOVIĆ	12
7	EMINA ITAMOVIĆ	2	Emina	14
8	SALTOVIĆ SEMSA	2	Semsa S.	16
9	HARUJIĆ HUSEJIN	2	HUSEJIN	18
10	HURATOVIĆ HAFIJA	2	HAFIJA H.	20
11	KARIBAŠIĆ FATKA	2	K FATKA	22
12	SPREČAKOVIĆ ESMA	2	S Esma	24
13	ČOLIĆ AJNA	2	Č AJNA	26
14	OMEZOVIĆ FATIJA	2	O. Fatija	28
15	GAUŠIĆ MEVLUDA	2	Gaušić	30
16	AĐIKIĆ MEVLUDA	2	A MEVLUDA	32

David  
David

David

David

David

Distribution's incidents  
no incidents

Comments  
no comment

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Municipality	DATE	# of benef on list	# of benef monitored	% of benef monitored	Tons of coal delivered	% Tons of coal delivered	# of check on waybills
BRCKO BIH	29-30/09/97+01/10/97	60	32	53	120	100%	60
KLADANJ	2-3-4/10/1997	60	45	75	120	100%	60
TEOCAK	5-6-7-8/10/1997	50	37	74	100	100%	50
DOBOJ -ISTOK	6-7-8/10/1997	50	36	72	100	100%	50
BANOVICI	9-10/10/1997	60	53	88	120	100%	60
CELIC	11-12-13/10/1997	50	41	82	100	100%	50
GRACANICA	16-17-18/10/97	90	56	62	180	100%	90
SAPNA	20/21/22/10/97	60	40	67	120	100%	60
GRADACAC	23/24/25/10/1997	90	49	54	180	100%	90
ZIVINICE	25/26/27/10/1997	80	41	51	160	100%	80
KALESIIJA	28-29-30-31/10/97	60	30	50	120	100%	60
SREBRENIK	01-02-03/11/97	60	26	43	120	100%	60
LUKAVAC	04-05-06-07/11/97	80	48	60	160	100%	80
TUZLA	10-16/11/1997	150	61	41	300	100%	150
<b>TOTAUX</b>		<b>1 000</b>	<b>595</b>	<b>59,5%</b>	<b>2 000</b>	<b>100%</b>	<b>1 000</b>

BEST AVAILABLE COPY

Municipality	DATE	# of benef on list	# of benef monitored	% of benef monitored	# bag of bedding delivered	% bag of bedding delivered	# of check on waybills
BRCKO BIH	13-31/10/1997	60	25	42	60	100%	60
KLADANJ	15-31/10/1997	60	39	65	60	100%	60
TEOCAK	16-31/10/1997	50	28	56	50	100%	50
DOBOJ -ISTOK	14-31/10/1997	50	25	50	50	100%	50
BANOVICI	15-31/10/1997	60	30	50	60	100%	60
CELIC	13-31/10/1997	50	27	54	50	100%	50
GRACANICA	14-31/10/1997	90	39	43	90	100%	90
SAPNA	16-31/10/1997	60	32	53	60	100%	60
GRADACAC	13-31/10/1997	90	49	54	90	100%	86
ZIVINICE	15-31/10/1997	80	42	53	80	100%	80
KALESIIJA	15-31/10/1997	60	32	53	60	100%	60
SREBRENİK	13-31/10/1997	60	30	50	60	100%	60
LUKAVAC	14-31/10/1997	80	41	51	80	100%	80
TUZLA	16-31/10/1997	150	57	38	150	100%	150
<b>TOTAUX</b>		<b>1 000</b>	<b>496</b>	<b>50%</b>	<b>1 000</b>	<b>100%</b>	<b>996</b>

Municipality	DATE	# of benef on list	# of benef monitored	% of benef monitored	# Parcel of hygiene delivered	% Parcel of hygiene delivered	# of check on waybills
BRCKO BIH	13-31/10/1997	60	36	60	120	100%	60
KLADANJ	15-31/10/1997	60	28	47	120	100%	60
TEOCAK	16-31/10/1997	50	27	54	100	100%	50
DOBOJ -ISTOK	14-31/10/1997	50	27	54	100	100%	50
BANOVICI	15-31/10/1997	60	30	50	120	100%	60
CELIC	13-31/10/1997	50	27	54	100	100%	50
GRACANICA	14-31/10/1997	90	38	42	180	100%	90
SAPNA	16-31/10/1997	60	32	53	120	100%	60
GRADACAC	13-31/10/1997	90	46	51	180	100%	81
ZIVINICE	15-31/10/1997	80	40	50	160	100%	80
KALESIJA	15-31/10/1997	60	30	50	120	100%	60
SREBRENİK	13-31/10/1997	60	38	63	120	100%	60
LUKAVAC	14-31/10/1997	80	39	49	160	100%	80
TUZLA	16-31/10/1997	150	57	38	300	100%	150
<b>TOTAUX</b>		<b>1 000</b>	<b>495</b>	<b>49,5%</b>	<b>2 000</b>	<b>100%</b>	<b>991</b>

**ANNEX 4**

**SATISFACTION AND NEEDS  
ASSESSMENT QUESTIONNAIRE**

# SATISFACTION AND NEEDS ENQUIRY

## I HUMANITARIAN AID RECEIVED

I 1 Have you received any humanitarian aid since September 97 ?  a) Yes  b) No

I 2 If yes from who and what ? \_\_\_\_\_

I 3 On which P U list are you ?  a) Coal  b) Bedding  c) Hygiene

I 4 Which P U products did you receive?  a) Coal  b) Bedding  c) Hygiene

I 5 Did you share your hygiene with somebody?  a) Family  b) Neighbours  c) Other people

## II-SATISFACTION EVALUATION

II 1 Among the items that you received, classify them by order of preference

<input type="checkbox"/> Coal	<input type="checkbox"/> Bedding	<input type="checkbox"/> Hygiene
	Blankets	Whashing powder
	Sheets	Soap
	Mattress cover	Shampoo
		Detergent

II 2 What do you think about the quality oh those items ?

Coal <input type="checkbox"/> Good <input type="checkbox"/> Mid <input type="checkbox"/> Bad	Blanket <input type="checkbox"/> Good <input type="checkbox"/> Mid <input type="checkbox"/> Bad	Washing powder <input type="checkbox"/> Good <input type="checkbox"/> Mid <input type="checkbox"/> Bad
	sheet <input type="checkbox"/> Good <input type="checkbox"/> Mid <input type="checkbox"/> Bad	Soap <input type="checkbox"/> Good <input type="checkbox"/> Mid <input type="checkbox"/> Bad
	Mattress cove <input type="checkbox"/> Good <input type="checkbox"/> Mid <input type="checkbox"/> Bad	Shampoo <input type="checkbox"/> Good <input type="checkbox"/> Mid <input type="checkbox"/> Bad
		Detergent <input type="checkbox"/> Good <input type="checkbox"/> Mid <input type="checkbox"/> Bad

II 3 How long will these products last (in months)? Hygiene  Coal

## III-EVALUATION OF FUTURE NEEDS

III-1 What are the items that you really need after distribution ?

Please give them in order, starting with the needest

Hygiene	Bedding	Medical products	Other
1 _____	1 _____	1 _____	1 _____
2 _____	2 _____	2 _____	2 _____
3 _____	3 _____	3 _____	3 _____
4 _____	4 _____	4 _____	4 _____
5 _____	5 _____	5 _____	5 _____

## IV FIELD OFFICER S COMMENTS

According to you this person is  able to go out by his/her own means  unable to go out by his/her own means