

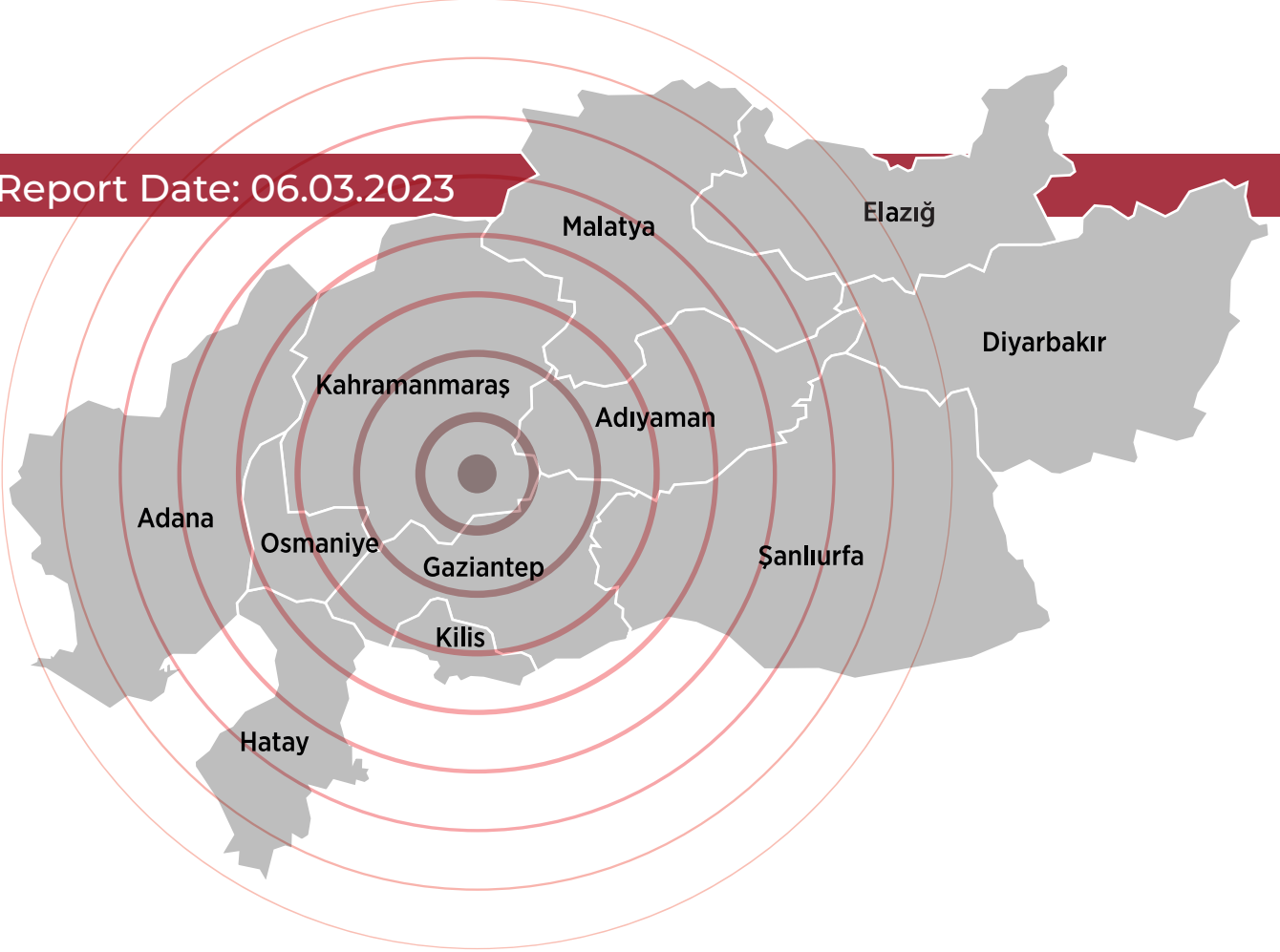


on February 6, 2023

Kahramanmaraş Earthquake / Türkiye

# SITUATION REPORT OF KIZILAYKART Coordinatorship

Report Date: 06.03.2023



Two major earthquakes with magnitudes of 7.7 and 7.6 occurred in the Pazarcık and Elbistan districts of Kahramanmaraş province in Türkiye on February 6, 2023. The earthquakes were felt in neighboring countries, including Syria, Cyprus, Greece, Jordan, Lebanon, Iraq, Georgia, and Armenia. The earthquakes caused significant destruction in 11 provinces in Türkiye, and around 3 million people lost their homes and jobs.

## AFFECTED POPULATION (AS OF 1<sup>ST</sup> MARCH):



Total Estimated:

**13,5 Million Individuals**



Casualties

**45.089**

## Actions Taken by Türk Kızılay:

Water & Sanitation, Search & Rescue, Shelter, Food aid, In-Kind Assistance, PSS

Total number of Kızılaykart recipients in the region:

**1.008.164 (37% of all caseload)**



## UPDATES ON KIZILAYKART ACTIVITIES

- **The Activities of Service Centers (SCs):** Since February 6, 2023, Service Centers located in Gaziantep, Hatay, Şanlıurfa, and Adana were unable to operate due to damages sustained by the SC buildings and the condition of affected staff. However, Service Centers located in other cities across the country continue their activities without any disruptions. Following the necessary evaluations of the damages caused by the earthquake, Gaziantep Şahinbey, Şanlıurfa Haliliye, and Adana Seyhan Service Centers resumed their operations on 27 February. Similarly, the Reyhanlı Service Center also resumed its activities on 1 March. Şanlıurfa Haliliye and Gaziantep Şahinbey Service Centers are functioning as mobile FSP branches to support card distribution processes alongside regular activities, and recipients who receive their cards from these SCs have been informed via SMSes.
- **Operational Activities:** Regular programme activities such as sensitization, advocacy and referrals are interrupted in the region as the local authorities and local staff are focusing on recovery. Some of the field teams are intensively engaged in aid activities including basic need distributions such as food, clothes and blankets. On the other hand, operational support to FSP branches are ongoing to ease the card distribution process where necessary in the affected areas. Also, a form has been generated to be used during the field visits which will provide a mapping of functional local authorities, including the up-to-date services they provide to earthquake affected population. Since Community Centers in Gaziantep, Adıyaman and Hatay are inactive due to damages and unable to provide services, both SEE and Protection referrals have been affected in these provinces despite the assistance from CCs in the nearby provinces. Besides, data collection processes of PDMs in the field were interrupted due to the devastation of HHs and evacuations. As the latest updates, the survey conducted by M&E team, so called as Market-Monitoring Survey, was shared with the field teams, and thereby they are able to enter the market conditions in it. Yet, all identified needs related to the earthquake are being referred through external referral mechanism. Additionally, an ad-hoc referral mechanism for basic needs has been coordinated with Türk Kızılay teams on the ground who are distributing aid in the area. This referral mechanism is aimed to refer requests for assistance to earthquake survivors with high-risk through Kızılay 168 Call Centre in an effort to reduce security concerns.





- **Cash Transfer Activities:** Cash transfers have been completed without interruption for all the programmes and projects. Additional operational support to ease the card distribution/renewal process is closely coordinated with FSP. Though some of the FSP's branches and ATM's have been affected severely, they recovered quickly following the earthquakes. According to the most recent information, 75% of the Halkbank branches in affected 11 provinces are functioning. Regular coordination with FSP is carried out at the central level to follow up conditions of branches and ATMs. Mobile branches and ATMs have been located in place of fully damaged branches in order to enable access to services. E-voucher distribution has started in order to provide assistance to affected people. In order to mitigate the hardship experienced by our beneficiaries due to the disaster caused by the earthquake all sweepback procedures for all programs conducted under the KIZILAYKART Platform have been postponed for a period of 6 months (February 2023 to July 2023) in all of our provinces as of 10th February.
- **Alternative Cash System Studies:** Thanks to the existing cash system developed within Türk Kızılay, the team is dedicated to exploring methodologies to deliver cash assistance to people affected by the earthquake in the region. Türk Kızılay is closely coordinating the system upgrades and modifications with IT Directorate alongside regular coordination with the FSP to explore possible payment solutions. In order to be able to obtain and detect individuals/households effected by the earthquake, central level discussions are carried out with relevant governmental bodies to ensure coordination as well as complementarity between the existing and developing cash systems.
- **M&E activities at the Central Level:** The team has prepared for rapid assessment and potential market monitoring activities to understand how the sectors were affected by the earthquakes through a comparative Pre & Post Disaster study. While the information and data from the latest PDM results are taken as baseline for Pre-Disaster, for the Post-Disaster it is planned to follow the movement in the earthquake-affected areas in the future. In addition, the M&E team has completed several studies. Within the scope of the MEB study, Market Monitoring Survey is prepared and shared with teams on the field, and the team has also worked on a new calculation for the minimum expenditure basket amount focusing on the affected region. The Situation Overview study, looking at the possible effects of the earthquake using previous PDM and IVS studies have enabled Türk Kızılay make predictions about the upcoming period. Lastly, the team has also prepared the M&E Activity Dashboard. This dashboard will guideline the vision of the team towards disaster, disaggregating data points as post and pre-disaster. All the studies will be included within operational aspect. Studies will circulate their "conclusions" in order to create meaningful evaluation notes, thus, impact on evidence-based management is expected through dashboard. The Market Assessment for the Affected Area and Livelihoods of the Impacted Regions studies are still ongoing. Within the scope of the Market Assessment study, a report will be prepared that evaluates the markets, banks, ATMs, and logistics infrastructure conditions in the regions according to the feedback gathered from the field in the earthquake zone. As part of the Livelihoods of the Impacted Regions study, the team is planning to conduct a research on the negatively impacted livelihoods and its recovery. Moreover, Türk Kızılay are collaborating with the other INGO's and NGOS under the coordination of UNDAC to discuss next plans regarding the Multi Clusteral Intial Rapid Assessment. Led by OCHA, several prominent sector actors are involved in this study under a joint strategic plan and aimed at understanding the impact of the disaster, including scale and severity, priority needs, risks/vulnerabilities. The workshop now focuses on joint analysis and reporting by triangulating the primary data collected at the community level and secondary data review with the participation of humanitarian actors. Livelihood study has conducted with Türk Kızılay and IFRC to understand whats the impact on livelihoods.



- **Community Engagement and Accountability (CEA) Activities:** Four channels are being used to inform earthquake-affected people about the current situation through Community Engagement and Accountability (CEA) activities. These channels include SMS messages, Facebook posts on the KIZILAYKART account, and the Kızılay 168 Call Centre and information provision through Service Centers. SMSes have been sent to more than 405,000 KIZILAYKART target beneficiaries to provide updated information related to the earthquake. The KIZILAYKART Facebook account shares social media posts to inform people of updates related to announcements by relevant authorities, such as travel permits, referrals and more. Additionally, posts are regularly published on the current locations of catering, soup, and mobile kitchens of Türk Kızılay in the affected region, as well as hygiene issues caused by water and network problems. Questions received through Facebook and website were responded to, and necessary referrals were made to relevant units. As of February 20, routine KIZILAYKART related information provision posts have been started to be published on Facebook along with the earthquake related informative posts. Kızılay 168 Call Centre has a team dedicated to supporting referral operations alongside the operators, categorizing and referring calls to the relevant field units.
- **Kızılay 168 Call Centre:** Kızılay 168 Call Centre was unable to provide services to those affected by the earthquake in Gaziantep due to infrastructural damage. To address this issue, a core team of the call center operators began working at the Central Office in Ankara on February 8, providing services 24 hours a day in 5 languages including Turkish, English, Arabic, Farsi and Pashto and prioritizing urgent earthquake-related calls to support Türk Kızılay Head Quarter Call Center, and the calls have been recorded and shared with AFAD and relevant authorities, with referrals made to the appropriate field units. Service hours were adjusted to receive calls between 08:00-22:00 from February 13th due to a decrease in earthquake-related calls. Additionally, routine KIZILAYKART-related calls are now being received by the call center as of February 13th as well as the calls related the earthquake. As of February 17th, call center started to operate in Gaziantep office in the routine working hours (08:00 - 18:00 on the weekdays and 09:00 - 13:00 on Saturdays) to receive routine KIZILAYKART calls, and earthquake related calls from the target group of KIZILAYKART. As a result of the shift towards programme-related calls as of 17th February, the calls are mostly focusing around IDs, card distribution as well as programmatic updates.
- **Communication Activities:** The Communication team has been very closely following up the social media posts shared by the Türk Kızılay corporate communication department, mainly aiming to inform the affected population.
- **Events and Trainings:** No updates thus far.