

Process of Service Delivery at Afghanistan National Disaster Management Authority - ANDMA

The Afghanistan National Disaster Management Authority serves as the responsible institution for managing disasters, coordinating humanitarian aid and overseeing mine clearance operations in Afghanistan. The authority operates in several key areas, including disaster preparedness, risk reduction, emergency response, recovery and reconstruction and the clearance of areas contaminated with mines and unexploded ordnance. The operational stages of each section are detailed below:

- **Implementation Process for Preventive Projects:**

Individuals living or working in areas prone to natural disasters must follow these steps to implement preventive projects and reduce risks:

1. Submission of a request form by individuals at risk or through their local representative to the esteemed ANDMA in the capital, or to the district or provincial governor in the provinces.
2. Issuance of an order by ANDMA authority in the capital or the provincial governor to the relevant provincial ANDMA office to address the request.
3. Following the order, a technical team conducts a survey and assessment of the identified areas for project implementation.
4. After the survey, design and cost estimation, preventive projects are implemented in the identified areas.

- **Process for Surveying, Assessing Vulnerable Areas and Implementing Preventive Projects in High-Risk Zones (Initiated by ANDMA):**

1. Planning the survey of vulnerable areas and deploying a technical team to the targeted provinces to identify and confirm high-risk zones.
2. Analyzing data collected from vulnerable and disaster-prone areas and prioritizing them for the implementation of preventive projects.
3. Preparing a report on vulnerable areas and submitting it to the esteemed ANDMA leadership for further action.
4. Designing preventive projects for the pre-identified areas.
5. Conducting design and cost estimation for disaster-prone areas by the technical and engineering team.
6. Developing the project, setting implementation objectives and forming a technical committee to prioritize project execution in high-risk areas.
7. Preparing a concept note and technical project documents and submitting them to the Ministry of Finance for budget approval.
8. Forwarding technical project documents to the procurement department for processing and signing a contract with the winning company.
9. Deploying a technical team to the project site for demarcation and handing over the site to the contracted company.
10. Launching the project in the designated high-risk areas.

11. Monitoring by technical teams at three stages of the project (start, midpoint and completion).
12. Handing over the completed project to the local community for utilization and maintenance.

- **Process for Securing and Distributing Humanitarian Aid for Disaster-Affected Individuals:**

1. Conducting a needs assessment survey to identify requirements for assisting disaster-affected individuals across the country.
2. Arranging meetings with ambassadors of donor countries, representatives of international organizations and donors to persuade them to provide aid packages.
3. Preparing and submitting proposals to donor countries, organizations and international agencies through the Ministry of Foreign Affairs.
4. Receiving confirmation from the Ministry of Foreign Affairs regarding approval and provision of unconditional aid from donors.
5. Processing administrative documents within ANDMA.
6. Preparing customs exemption forms through the ASICUDA system at the Ministry of Finance and relevant departments.
7. Receiving humanitarian aid at ports and airports.

8. Arranging the transfer of received aid items from the procurement department to the central ANDMA office and provincial offices.
9. Ensuring the delivery of aid to provinces and the central office.
10. Recording and documenting received aid by the Financial and Administrative Directorate.
11. Distributing the received aid based on survey documents and the decisions of ANDMA leadership.

- **Process for Responding to Public Requests for Clearing Areas Contaminated with Mines and Unexploded Ordnance:**

1. **Submission of Requests:** The public submits requests through the emergency contact number 0708606060 or via local authorities in an official manner.
2. **Deployment of Survey Team:** A survey and response team is dispatched to the targeted area.
3. **Prioritization and Planning:** Based on the survey, the system automatically prioritizes areas and high-priority cases are included in the clearance plan.
4. **Handover of Cleared Land:** After clearance, the land is handed over to the community with confirmation from the local leader (Malak) and district governor and relevant documents are recorded in the database.
5. **Impact Assessment:** Six months after clearance, an impact assessment is conducted, and if funding is available, the results are entered into the database.

6. **Awareness Campaigns:** Awareness teams are deployed based on the level of risk and incidents in high-risk areas and refugee camps. These teams collect data on victims of explosive ordnance, raise public awareness, and reduce civilian casualties through meetings, installation of informational billboards and media messages.

- **Process for Handling Incidents Involving Mines and Unexploded Ordnance:**

1. **Initial Notification:** The public or local authorities report the incident through the emergency number (0708606060) or officially to the Directorate of Mine Action Coordination.

2. **Deployment of Emergency Response Team:** An emergency response team from relevant organizations is sent to the incident site.

3. **Investigation and Reporting:** The team secures the area, investigates the number of casualties, the presence of unexploded ordnance, or mine-contaminated areas, and submits a report to the Directorate of Mine Action Coordination.

4. **Community Awareness Sessions:** The dispatched team conducts awareness sessions for the local community on the dangers of explosive materials.

5. **Data Recording:** Casualty statistics are recorded and if contaminated areas are identified, they are entered into the system.

6. **Sharing Information:** Casualty data is shared with the International Committee of the Red Cross and other aid organizations to facilitate assistance to victims.

- **Process for Assisting Victims of Mines and Unexploded Ordnance with Disabilities or Other Injuries:**

1. **Referral to Assistance Centers:** Victims with disabilities or those in need of assistance are referred to victim support centers or identified by survey and mine clearance teams in contaminated areas.

2. **Registration and Assessment:** The victim is registered, the degree of disability is assessed and their treatment or rehabilitation needs are determined.

3. **Empowerment and Support:** Victims receive vocational and economic training, access to victim assistance services, and awareness about their rights.

4. **Medical and Psychological Support:** Individuals with disabilities receive healthcare and psychological counseling. If artificial limbs (e.g., prosthetic hands or legs) are needed, these are provided and fitted. After fitting, the individual is monitored at the center for a few days to ensure the functionality and compatibility of the prosthetics. Following a comprehensive health and psychological evaluation, the individual is discharged.

5. **Travel Support:** Due to limited operations in some provinces caused by reduced funding, if a disabled person travels from a remote area, their travel expenses may be covered by the organization.

6. **Equal Treatment:** No distinction is made in the provision of services between victims of recent incidents and those from past incidents.

- **Emergency Response Process for Incident-Affected Areas:**

1. **Incident Notification:** Information about the incident is received via phone calls from the local community or authorities for response coordination.
2. **Deployment of Search and Rescue Teams:** Search and rescue teams are organized and dispatched to the incident site.
3. **Evacuation and Transfer:** Teams are tasked with transferring injured and affected individuals from the incident site.
4. **Rapid Assessment:** A quick and urgent assessment is conducted immediately after the incident.
5. **Damage Evaluation:** The extent of damages caused by the incident is assessed.
6. **Air Transport Coordination:** Air transport is arranged to rescue survivors and deliver urgent and emergency supplies to the site.
7. **Information Sharing:** Incident-related data and statistics are shared with relevant ministries and institutions.
8. **Coordination of Aid:** Emergency aid and response efforts are coordinated during the incident.
9. **Mobilization of Humanitarian Resources:** Initial humanitarian aid resources are mobilized.
10. **Coordination with Stakeholders:** Coordination is established with internal sectors, relevant government institutions and international aid organizations to address and respond to the incident.
11. **Victim Registration and Reporting:** Victims are registered and timely and accurate reports on the incident and response efforts are prepared.

12. **Field Monitoring:** On-site monitoring is conducted to ensure the proper implementation of rescue and aid activities.

13. **Security Measures:** Security measures are implemented to protect emergency response teams from internal vulnerabilities.

14. **Financial Assistance Proposals:** Proposals for cash assistance to affected individuals are drafted and implemented in accordance with directives from the competent authorities of the Islamic Emirate of Afghanistan.

15. **Budget Accountability:** Emergency budget expenditures are accounted for.

• **Process for Individuals Affected by Incidents to Receive Assistance:**

1. **Submission of Petition:** The affected individual prepares a formal petition.

2. **Submission to Authorities:** The petition is submitted to the relevant authority.

3. **Approval from Authorities:** Approval is obtained from the National Disaster Management Authority in the capital or from the provincial governor in the provinces.

4. **Assessment or Direct Aid:** Based on the authority's decision, either a survey of the affected individual is conducted, or aid is distributed directly.

5. **Distribution of Assistance:** Assistance is provided to the affected individual.