

July 2024



Herat Earthquake Operation  
Afghanistan 2024



MALE

# COMMUNITY LISTENING

Community Engagement and Accountability  
Protection, Gender, and Inclusion

SHELTER ASSISTANCE

# HERAT EARTHQUAKES

## Background

On 7 October 2023, a series of earthquakes struck Herat province, affecting multiple districts including Gulran. The strongest tremor measured a magnitude of 6.3, followed by numerous aftershocks. The earthquakes caused extensive damage, resulting in over 2,000 fatalities, 9,000 injuries, and the destruction of approximately 21,500 houses. Many residents are now living in temporary shelters or open spaces due to fear of aftershocks and the lack of habitable homes. The Afghan Red Crescent Society (ARCS) conducted monitoring after 8 months of disaster. The monitoring was specific on the Shelter assistance and to have an open dialogue with beneficiaries.

## Methodology

The findings were collected through Focus Group Discussions (FGDs) during humanitarian assistance distribution. The FGD included 12 men of different age groups. Key questions focused on :

- Information needs, trusted channels for communication, and community participation,
- Access and social inclusion,
- Non-discrimination and staff or volunteer's behaviour.

## Disclaimer

This report is not representative and should be triangulated with other sources. However, this community feedback gives us valuable insights into the views of people affected by the earthquakes and to Shelter assistance.

# KEY FINDINGS

## Information Needs

- The community primarily receives information through community leaders, religious scholars, and representatives.
- Community has not adequate information about ARCS itself. Some of them think it is government organization, some just know that ARCS support to build shelter only.

## Needs of Assistance

- There is a need for more comprehensive shelter packages, including additional rooms and sanitary facilities.
- There is still many of vulnerable families have not received the shelter assistance that they need. (Due to the large number of affected families, ARCS/IFRC was able to provide shelter assistance to only 300 families.)

# KEY FINDINGS

## Access and Social Inclusion

- The community in the affected area are mostly speaking Dari (Persian).
- Men have better access to information than women, who rely on male relatives. Meanwhile, most women in affected area are illiterate and occupied in household duties.
- The community's younger males are more likely to be educated with many of them working abroad, particularly in Iran, to support their families.
- There is no significant presence of internally displaced persons (IDPs) in the community, and ARCS services are accessible to all family members equally.
- Most families have television and radio, but few listen to the radio, and there is no telecommunication or internet coverage.

## Community Participation and Feedback

- Trust issues to ARCS were highlighted, as community do not know how to properly raise concerns or provide feedback to ARCS. Community are afraid that the complaints are being shared to other people in the community.
- Community are grateful for the cash assistance provided by ARCS for constructing new shelters.

# RECOMMENDATIONS

## Non-Discrimination and Staff Behavior

- ARCS staff and volunteers are perceived as respectful and considerate, ensuring the community's needs are met without any expectation of personal gain.
- No reports of staff or volunteers soliciting or hinting at the need for any form of exchange were made.

## Concerns and Recommendations

- The community raised concerns about the wall thickness of the shelters being inadequate for seasonal weather conditions.
- There is a need to address the use of wood planks in ceilings due to termite issues.
- Requests for improved water access were made, highlighting the struggle for clean water both for drinking and construction purposes.
- The community requested ARCS to advocate for their water needs at provincial and national levels.
- Suggestions for improvement on feedback and establish Hotline and to have dedicated female staff to handle complaints from female communities.



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