

**Navigating Humanitarian Logistics
Insights from Global and Indian Case Studies**

PROJECT REPORT

Submitted for the partial fulfillment of the requirement of
the degree Master of Business Administration

In

**INTERNATIONAL TRANSPORTATION AND
LOGISTICS**

SUBMITTED BY:

GURKARAN SINGH

REGISTRATION NUMBER:

- 2103305018



**SCHOOL OF MARITIME
MANAGEMENT**

**INDIAN MARITIME
UNIVERSITY
(A Central University,
Government of India)
Chennai- 600119**

Declaration

The project work titled “**Navigating Humanitarian Logistics: Insights from Global and Indian Case Studies**” has been carried out under the direction of **Dr Emil Mathew** in partial fulfillment of the requirements for the award of the degree of **Master of Business Administration in International Transportation and Logistics Management** to be submitted to the School of Maritime Management, Indian Maritime University, Chennai Campus.

Gurkaran Singh

2103305018

Place -Chennai

Date-

Supervised By

Dr Emil Mathew

Assistant Professor

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Gurkaran Singh

2103305018

Certificate

School of Maritime Management Indian Maritime University, Chennai

This is to certify that the project report entitled “**Navigating Humanitarian Logistics: Insights from Global and Indian Case Studies**”, submitted to the School of Maritime Management, Indian Maritime University, Chennai Campus in partial fulfillment for the award of the degree of Master of Business Administration in International Transportation and Logistics Management, is a record of work carried out entirely by **GURKARAN SINGH, Reg. No. 2103305018.**

Dr Emil Mathew
Assistant Professor
School of Maritime Management
Indian Maritime University
Chennai Campus

External Examiner
Place - Chennai
Date -

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Executive Summary

This study sought to identify the major difficulties that humanitarian organisations face when managing logistics during crises and disasters, investigate various strategies and best practises employed by these organisations to enhance supply chain management in emergency situations, assess the contribution of technology and innovation to the improvement of the efficiency and effectiveness of humanitarian logistics operations, and investigate the influence of logistics on the effectiveness of humanitarian operations as a whole. This research determined that the main difficulties faced by humanitarian logistics include a lack of coordination, inadequate infrastructure, scarce resources, and insufficient information through a thorough review of the literature and case studies. It is advised to improve decision-making and optimise supply chain routes using AI and data analytics, boost readiness and resilience, and promote sustainability to address these issues. The research also showed that the effectiveness and efficiency of humanitarian logistics operations can be significantly increased by technology and innovation. For instance, unmanned aerial vehicles (UAVs) and drones can be used to quickly assess the need for and transport goods to distant and difficult-to-reach places, while blockchain technology can improve supply chain transparency and accountability. In addition, the study discovered that logistics is vital to the overall success of humanitarian aid activities. Effective logistics management can result in more rapid and effective relief distribution, which can help save lives and lessen suffering. Overall, this study emphasises the critical role that efficient humanitarian logistics play in disaster relief efforts and offers a number of tactics and procedures to help humanitarian logistics overcome its difficulties. Enhancing decision-making and coordination, boosting readiness and resilience, promoting sustainability, and utilising technology and innovation are some of these techniques and practises. Humanitarian organisations may enhance the effectiveness and efficiency of their logistics operations by putting these tactics and practises into practise, which will ultimately result in improved disaster relief outcomes.

Chapter 1

Introduction

1.1 What is Humanitarian Logistics

Planning, organising, and coordinating the movement of products and services to individuals affected by catastrophes, conflicts, or other humanitarian emergencies is the focus of the important field of research known as humanitarian logistics. Humanitarian logistics' objective is to deliver prompt and efficient aid to those in need, with an emphasis on reducing suffering and saving lives.

A variety of tasks, such as distribution, inventory management, warehousing, transportation, and procurement, are included in the complicated field of humanitarian logistics. The difficult operational environment in which these activities are conducted—such as rural or conflict-affected areas, a lack of infrastructure, and security risks—often makes them more difficult. Effective coordination between the various organisations and parties involved in the response is essential for humanitarian logistics operations to be successful.

The unpredictability of demand is one of the main difficulties in logistics for humanitarian aid. It might be challenging to anticipate how many people would need aid, what kind of support they will need, and where they will be during a crisis. Humanitarian organisations must be adaptable and quick to change in order to meet this requirement.

The requirement for efficient and effective information management presents another difficulty. For successful decision-making in humanitarian logistics, especially in the early phases of a disaster when information is scarce, accurate and fast information is essential. By providing real-time data on the state of relief efforts and the needs of impacted communities, technology can play a critical role in overcoming this problem.

The goal of research in humanitarian logistics is to increase the effectiveness and efficiency of these activities. Researchers in this area strive to improve supply chain management procedures, create new models and tools for decision-making, and pinpoint the most effective methods for handling logistics in difficult and complex situations. For humanitarian efforts to be more effective and for aid to reach those who need it most, this research is essential.

Effective coordination between the various organisations and parties involved in the response is essential for humanitarian logistics operations to be successful. International relief agencies, local and national governments, non-governmental organisations (NGOs), partners from the commercial sector, and volunteers are just a few of the organisations that are frequently involved in humanitarian logistics.

1.2 Importance of Conducting a Research on Humanitarian Logistics.

Research on humanitarian logistics is crucial for a number of reasons. First of all, there are still humanitarian crises and natural catastrophes occurring all over the world, and efficient logistics management is critical to ensuring that aid reaches those in need. Aid can be delayed or fail to reach its intended recipients without effective planning and coordination, adding to the suffering and worsening the effects of the disaster.

Second, the sector of humanitarian logistics is complicated and demanding and calls for specialised knowledge and abilities. In order to effectively handle logistics in emergency situations, it is important to coordinate the efforts of numerous parties and to make use of available resources. The most effective techniques for managing supply chains in emergency situations, as well as the major logistical problems and opportunities, can be found through research.

Thirdly, the sector of logistics is undergoing a rapid technological transformation that has the potential to increase the effectiveness and efficiency of humanitarian logistics operations. For instance, new methods for managing logistics in emergency situations are being made possible by advancements in data analytics, mobile technology, and unmanned aerial vehicles (UAVs). Investigating the most promising technical advancements' potential to enhance humanitarian logistics can be aided by research.

The study of humanitarian logistics can also contribute to the development of a more prepared and resilient world community. Research can help to increase the overall effectiveness of humanitarian relief activities and strengthen communities' capacity to respond to future crises by disseminating best practises, lessons learned, and creative ways.

1.3 Major examples where Humanitarian Logistics played its part-

Over the past five years, there have been a number of significant humanitarian crises and disasters where humanitarian logistics have been essential. Here are a few current instances:

- **Rohingya Refugee Crisis.** Hundreds of thousands of Rohingya refugees have been forced to flee to Bangladesh since 2017 as a result of violence and persecution in Myanmar. Aid for the refugees has been coming from humanitarian organisations in the form of food, water, shelter, and medical care. Despite the difficult circumstances, effective logistics management has been essential to ensuring that relief reaches people in need.
- **COVID-19 Pandemic:** The COVID-19 pandemic, which started in late 2019 and is still affecting several nations worldwide, has presented logistical difficulties for aid agencies. Humanitarian organisations have been trying to deliver vaccines, personal protective equipment (PPE), and other important supplies in addition to giving medical help and basic necessities.
- **Hurricane Dorian:** In 2019, Hurricane Dorian made landfall in the Bahamas, wreaking havoc and uprooting thousands of people. Humanitarian groups responded by offering food, drink, shelter, medical care, and other essentials. Despite the difficult circumstances and inadequate infrastructure, effective logistics management was essential to make sure that help reached people in need.
- **Idai:** In 2019, Cyclone Idai made landfall in Mozambique, Zimbabwe, and Malawi, wreaking havoc and triggering extensive flooding. Humanitarian groups responded by offering food, drink, shelter, medical care, and other essentials. Despite the difficult circumstances and inadequate infrastructure, effective logistics management was essential to make sure that help reached people in need.
- **Beirut Explosion:** In 2020, a sizable explosion in the port of Beirut in Lebanon resulted in extensive damage and forced many people to flee their homes. Humanitarian groups responded by offering food, drink, shelter, medical care, and other essentials. Despite the difficult circumstances and inadequate infrastructure, effective logistics management was essential to make sure that help reached people in need.

These recent instances highlight the continued requirement for efficient humanitarian logistics management in disaster and crisis response, as well as the crucial role that logistics plays in supplying basic goods and services to people in need.

1.4 Major Humanitarian Logistics Organisations-

- International Committee of the Red Cross (ICRC): The ICRC is a humanitarian group that aids those impacted by war and other catastrophes. They have a robust logistics system that aids in distributing supplies to individuals in need.
- United Nations High Commissioner for Refugees (UNHCR): The UNHCR is the UN organisation in charge of defending those who have been compelled to escape their homes because of war, persecution, or other circumstances, including refugees, asylum seekers, stateless people, and others. They have a sizable logistics organisation that aids in delivering supplies and services to displaced individuals, including refugees.
- The largest humanitarian organisation in the world that focuses on preventing hunger and ensuring food security is the World Food Programme (WFP). In times of need, they offer food aid, and over time, they aim to strengthen food security. Their logistics department assists in providing food and other aid to those in need.
- Médecins Sans Frontières (MSF): Also referred to as Doctors Without Borders, MSF is a medical humanitarian group that offers medical assistance to people afflicted by epidemics, natural catastrophes, and armed conflicts. Their field troops can receive equipment and medical supplies because to their effective logistics system.
- Save the Children: Save the Children is a global nonprofit dedicated to enhancing the lives of children everywhere. Children and families afflicted by catastrophes, conflicts, and other calamities receive help and assistance from them. Their logistics department aids in the distribution of goods and services to individuals in need.

1.5 Objectives of the Research Project:

This study project's main goal is to examine the numerous opportunities and problems in humanitarian logistics. The research intends to find best practises for optimising logistics operations in such scenarios and get a deeper knowledge of the challenges involved in managing supply chains in emergency situations. Specifically, the research project will focus on the following objectives:

- To determine the main difficulties that humanitarian organisations encounter while coordinating logistics during emergencies and disasters.
- To investigate the various strategies and best practises employed by humanitarian organisations to enhance supply chain management in emergency conditions.

- Examine how innovation and technology might increase the effectiveness and efficiency of humanitarian logistical operations.
- To examine how logistics affect the overall success of humanitarian aid initiatives and to pinpoint areas for development.

1.6 Methodology:

A mixed-methods approach will be used for data gathering and analysis in the research project. To acquire a deeper grasp of the topic, the research will start with a thorough literature assessment of prior studies, reports, and cases on humanitarian logistics. Only secondary information is used in the study. articles from newspapers that have been published, journals, and websites about catastrophe aid, etc. In order to determine the major difficulties that humanitarian organisations encounter in managing logistics during emergencies and disasters, the data gathered will be analysed.

1.7 Conclusion:

Aiding those affected by disasters and humanitarian crises depends heavily on the essential field of research known as humanitarian logistics. Coordination, adaptability, and a commitment to reducing suffering and saving lives are necessary for effective humanitarian logistics. We can continue to increase the efficiency of humanitarian logistics operations via research and innovation and significantly impact the lives of people affected by crises around the world.

Chapter 2

Literature Review

2.1-Humanitarian Logistics and Challenges – University of Kuala Lumpur-2016

This study highlights the significance of humanitarian logistics as an area that demands everyone's attention. Numerous calamities have occurred all across the world as a result of the unstable environment. The incidents that occurred in Japan in 2011 startled the entire world and taught every nation to be better prepared for any unforeseen occurrence. The goal of this study is to draw attention to the difficulties encountered in the logistics of providing help. The analysis of secondary data revealed that the study of humanitarian logistics is still an area that requires periodic improvement. It is also a very significant area of research that calls for consideration and assistance from individuals, groups, and the government.

Despite the fact that there have been several disasters throughout the world, it was discovered that there are only a few academic studies and other works of literature in the field of logistics. According to Thomas, A. (2003). *Humanitarian Logistics: Enabling Disaster Response*, Fritz Institute., humanitarian logistics is the process of organising, carrying out, and efficiently managing the storage of products and materials from their point of origin to the disaster area with the aim of reducing the suffering of the victims of the disaster. Because it aims to give humanitarian relief in the form of food, water, medication, and shelter, humanitarian logistics fundamentally differs from typical logistics.

Even these operations are frequently hampered by logistical issues, challenges in managing humanitarian logistics, disaster-management policy, and an excess of financial resources. Humanitarian logistics also focuses on response at search and rescue, sustaining or saving life, and restoring self-sufficiency as per Thevenaz, C. & Resodihardjo, S. L. (2010). According to UNJLC. 2008 United Nations Joint Logistics Centre, the steps that must be taken during the humanitarian logistics process are as follows: • Deliver the proper supplies of good in good condition • Coordinate and prioritise the use of limited and shared transportation • Store, stage, and move bulk commodities • Move people. According to Van Wassenhove, L. N. (2006), there are four categories of disasters: Calamities (such as earthquakes, hurricanes, and tornadoes), Destructive Actions (such as terrorist attacks, coups d'états, and industrial accidents), Plagues (such as famines, droughts, and poverty), and Crises (such as political and refugee crises).

Some disasters have large logistics costs, and some of them may be connected to one another (for instance, an earthquake may result in plagues like pandemic diseases). As a result, it is recommended that the forms of disaster be considered when giving logistical assistance.

2.2-Rubel Das, Erick Mas, Shunichi Koshimura(2016)-

This study reflects Humanitarian Logistics focussing on particular task in disaster management and aims in providing relief. Decisions made by humanitarian organisations are expected to be based on principles like humanity, impartiality, neutrality, independence, and empowerment. This review mentions about the contributions in Network uncertainty and Demand Uncertainty. The most frequent problem in distributing aid is network uncertainty, which is essential for humanitarian logistics. It takes a few days to get route-maps because network information is not easily available after a disaster. Multiple factors give rise to uncertainties. For example,

(1) Unexpected things can also happen to vehicles as they travel. After hours of driving on unreliable roads, vehicles need upkeep. (2) The service network (which includes repair shops and petrol stations) makes operating a vehicle more challenging. (3) The characteristics of the terrain cause frequent and unpredictable changes in road accessibility. (4) A handful of commercial transport companies voluntarily aid in rescue efforts following major catastrophes. (5) According to a field study conducted in Bangladesh, NGOs hire automobiles rather than owning their own. If the circumstances permit, they will travel together with donors or other NGOs.

Demand forecasting is a critical duty following a disaster. The difficulty in assessing demand derives from questions of what, how much, and who needs what. Artificial demand, or demands for assistance from persons who are not disaster victims, complicates the issue. In a developing nation, it becomes traumatic. Donors struggle to discern between disaster-generated (i.e., affected by disaster) and regular (i.e., not affected by catastrophe) requirements when dangers affect a poor society. According to a field study conducted in Bangladesh, donor organisations use their local expertise to forecast the need for relief, while NGOs without branch offices in risk areas have trouble locating demand locations and amounts.

Some NGOs acknowledge that victims in accessible locations receive more aid than those in inaccessible locations. When developing a mini-max regret multi-objective model, Drezner et al. (2006) adopt a deterministic method and present a model for casualty collection points. The

suggested model seeks to reduce the maximum percent variation of the values of each objective function. Using variations of the news-vendor model, Lodree and Taskin (2008) address the inventory planning issue faced by donor organisations. An insurance policy investment and proactive measures to manage inventory levels are contrasted. In the model, demand is said to have a uniform distribution 3.

A stochastic optimisation model is used by Salmeron and Apte (2010) to plan resources before a disaster. After a hurricane, the model contains varying levels of severity in various places. Demand varies from one zone to another depending on the severity of the conditions. Sheu (2010) suggests a data-fusion approach for handling information from several sources.

2.3-Challenges in humanitarian logistics management: an empirical study on pre-positioned warehouses (Saeyon Roh, Dong-Wook Kwak, Anthony Beresford, Stephen Pettit)

This review states that in order to save lives and lessen human suffering while staying within a set budget, the ultimate goal of humanitarian assistance logistics is to deliver the appropriate supplies in the right quantities to the right areas at the right time (Beamon and Balcik, 2008). For this reason, pre-positioned warehouses in key places are necessary to guarantee the availability of supplies when needed and to speed up reactions (Balcik et al., 2010).

According to some research (Gatignon et al., 2010), a strategy like this could eventually reduce delivery costs through routine replenishing employing cheap ocean transport. The goal of this study is to look into the difficulties that pre-positioned warehouses present for humanitarian assistance efforts. To comprehend how those issues are created and exacerbated, it specifically focuses on the relationships between various risk factors inside the humanitarian logistics management. The primary risk indicators of pre-positioned humanitarian distribution centres are investigated for this aim in this study through practitioner interviews with humanitarian aid organisations.

With the use of the directed graph produced by Interpretive Structural Modelling (ISM), the interaction relationships between risk variables are mapped based on the risk factors found in the interviews. Therefore, the outcomes of ISM will aid in understanding the various degrees of risk and the underlying factors that lead to risk amplification in logistics for humanitarian relief.

2.4-Humanitarian Logistics: Challenges for Human Resource Management- Yamini Meduri-2014

Humanitarian logistics are receiving more attention as a result of the disasters occurring more frequently and the ongoing failure of humanitarian relief. This essay seeks to comprehend the theoretical underpinnings of humanitarian logistics with a particular emphasis on the human resources utilised in disaster relief efforts.

The study employed a conceptual research methodology and conducted a thorough evaluation of the literature from journals published in both scholarly and professional fields. The study makes an effort to pinpoint the problems that arise when a humanitarian relief organisation needs to plan for and manage its human resources while taking the location and severity of disasters into account. The study also made an effort to point out the potential for additional investigation in the field. Since the study is conceptual in nature, empirical research is necessary to confirm the conclusions.

The study establishes a research agenda. The study's conclusions will aid academia in developing a framework for examining humanitarian organisations, which differ from traditional business organisations. The study also offers practitioners a tool to comprehend difficulties and plan, hire, and retain human resources appropriately. Academic research on humanitarian logistics is less intense than that conducted by practitioners. Additionally, there hasn't been much research done on the human resources component of crisis management, which is unique compared to corporate organisations.

2.5-A study of coordination challenges in humanitarian supply chain -Lijo John

The study reflects that twin goals of saving lives and achieving efficient resource use are intertwined with coordination efforts in the humanitarian context. Humanitarian supply chain(HSC) operating philosophy, number and diversity of actors, donor expectations and funding structure, competition for funding, impact of media on relief activities, unpredictability associated with operational environment, resource scarcity and oversupply, and cost of coordination all contribute to making HSC coordination different from commercial supply chain.

So, in this study, various coordination-related concerns in HSC are investigated. Poor stakeholder coordination results in fragmented implementation, higher costs, a lack of standardised disaster response protocols, and inadequate response mechanisms. The stakeholders typically dispute on the type and scope of preparedness actions since disaster impact varies between geographies, and because DRR capabilities depend on the type of catastrophe, the capability building should concentrate on high impact events.

2.6- Lessons Learned from Humanitarian Logistics to manage supply chain disruptions- Gyongi Kovacs 2020

The coronavirus disease 2019 (COVID-19) outbreak has an impact on local, national, and international supply networks as well as populations. Production lines and manufacturing capabilities have been hampered by the pandemic itself. Policies that restrict the movement of persons and commodities have been implemented in response to the outbreak, disrupting the supply chain. Due to a predominate focus on minimising costs for steady operations while adhering to lean, just-in-time, and zero-inventory techniques, mainstream supply chain management has struggled to adjust to these disruptions. On the other hand, disaster response and consequently humanitarian supply networks share many traits with pandemic response supply chains and their accompanying supply chain disruptions. Thus, there is much to be learned about managing supply chain disruptions caused by pandemics from humanitarian supply chains. Additionally, in light of other disruptive forces like climate change, financial crises, and political unrest, dealing with and managing supply chain disruptions can be seen as the new norm. In order to reduce and manage supply chain interruptions, this article offers insights discovered from humanitarian supply chains. These lessons apply to collaboration, standardisation, and innovation in addition to mobilisation and readiness. They prepare society, supply chains, and organisations to handle present and upcoming disruptions.

2.7 A case study by David B. Vellenga, Maine Maritime and LCC International University is addressed in this chapter to analyse the challenges and problems in supply chain of Humanitarian Logistics. This case is pertaining to supply of donated foods from Switzerland to Zambia. A faith-based organisation called The Alliance for Children Everywhere (ACE) has helped children in Zambia, Central America, and the United States.

The main goal of ACE is to save newborns and young children, bring them back to health via adequate nourishment and care, and then either return the kids to their biological family or other close relatives, or find them loving adoptive families. The House of Moses (HOM), ACE's residence in Lusaka, Zambia, has seen a sharp rise in activity recently as a result of the nation's pervasive poverty, significant unemployment (approaching 70 percent), and high rates of parent mortality owing to HIV/AIDS. Through their Zambian affiliate Christian Alliance for Children in Zambia (CACZ), ACE has offered a very high level of care for infants (including

premature babies), young children (up to 24 months), as well as older children who have been abused or abandoned by their parents or families.

Zambians and government officials have a great deal of respect for CACZ and are familiar with its name. In this round-the-clock business, the HOM crew works really hard and with incredible dedication. Many of the employees commute for a very long time—often one or two hours each way—to work. Even by Zambian standards, their pay is rather poor. Sources of funding are a constant concern because this is a private organisation that receives very little assistance from the Zambian government. Nearly all of CACZ's funding comes from private donors, churches, foundations, and volunteer groups.

Giving Hands, a German nonprofit organisation, was able to negotiate a highly favourable pricing with a Swiss manufacturer in order to purchase a sizable quantity of infant and baby formula as well as cereals. This acquisition was made possible by donations from German and Swiss charitable organisations. The Giving Hands team got in touch with CACZ at the House of Moses in Lusaka to find out what the organisation needed in the way of cereal and newborn formula. Due to a previous instance of misappropriation with another nonprofit organisation, Giving Hands was circumspect in the early stages of discussions.

The objectives and requirements of Giving Hands and CACZ in Lusaka appeared to be a "perfect fit" after some conversation. As a result, HOM was to get two full containers of baby formula and cereal from Basel, Switzerland. At this point, CACZ realised that managing this logistical operation required assistance and knowledge. The number of full-time employees with logistical experience was low. The time was right to look for volunteers who might assist with this logistical problem. After that, ACE was able to locate a volunteer with knowledge in logistics and SCM.

The above case can be understood in terms of following points which will explain challenges and problems encountered while handling the supply chain of Humanitarian Logistics.

1. Routeing of Shipment- The first challenge was deciding on the best route and manner of transportation that would be economical and efficient while reducing hazards like political unpredictability and piracy. Air, water, and surface transportation were among the available options; each had advantages and disadvantages. Selecting a dependable carrier or goods forwarder who could handle the consignment and guarantee timely arrival posed another

difficulty. It was expensive to ship goods by air, while logistics were more difficult and transit times were longer when shipping goods by ocean. The package also needed to adhere to a number of rules and specifications for security, documentation, and customs clearance. Given the infrastructure and economic ties between Tanzania and Zambia, the route chosen through barge, ocean vessel, and truck was the most advantageous. Coordinating the various types of transit while avoiding delays or disturbances remained a potential issue.

2. Shipment – There can be several problems with shipment which is sent to destination in the case.

- Customs clearance: Since the containers were seized at Lusaka's customs area, it is possible that there were some difficulties with customs clearance. This might be because of inadequate or missing paperwork, issues with the shipment's value or contents, or for other causes.
- Storage and handling: To prevent damage or spoiling after the containers reach Lusaka, they must be stored and handled carefully. If the storage facilities were inadequate or there were delays in unloading the containers, this might be especially difficult.
- Distribution: The products would need to be distributed to their appropriate receivers after being unloaded and released by customs. If the logistics were disorganised or if there were problems with transportation, such as a shortage of trucks or bad road conditions, this might be difficult.
- Local laws: Zambian laws may ban the import of particular goods or call for additional inspections or certificates, which could make the consignment more difficult to transport.
- Security: Although the containers were locked and sealed before being transported by truck to the barge line, there is still a chance that they could be stolen or tampered with while in transit or storage.
- Contact: To make sure that everything goes properly, it's crucial that all parties engaged in the shipping have open lines of contact. Additional difficulties might arise if there are communication issues like language barriers. Exchange rate fluctuations: Exchange rate variations might have had an impact on the cost of the shipping if the cost had not been assumed and the shipment required payment in a foreign currency. Currency conversion rates can change quickly and unpredictably, which might significantly raise the shipment's overall cost.

3. Transportation documentation- Several challenges are encountered while handling the documents pertaining to transportation which are Delays in obtaining the essential paperwork: Obtaining the several documentation necessary for overseas shipping might take some time, particularly if there are delays or problems with any of them. This can cause the shipment to be delayed or cost more if expedited processing is necessary.

- Customs problems: Even with all the required papers in order, clearing customs can be difficult, especially if there are any inconsistencies or problems with the paperwork. This can lead to higher costs or shipping delays.
- Language barriers: Translating the paperwork and making sure that everything is in line with local laws may be difficult if the shipment is heading to a country where a different language is spoken. Language barriers: Translating the paperwork and making sure that everything is in line with local laws may be difficult if the shipment is heading to a country where a different language is spoken.
- Different needs for other nations: The kinds of documentation required for international shipments may change between nations, which could add to the shipper's workload and expenses.
- Cost implications of documentation: Obtaining and processing all the paperwork can be expensive, particularly if specific documents have fees attached. Exchange rate changes may also have an impact on how much it costs to collect and complete the documentation.

Some of the documents which are used in the case are – Shipping bills of lading, Certificate of donation, Packing list, Sanitary Inspection, Shipping notice and Veterinarian Certificate.

4. Improper Handling of Goods- this goods transfer had been done in a very haphazard manner. Cartons were tossed in piles on a dirt floor. Additionally, it was very dusty, making it difficult to breathe. To compound matters, all the pallets had been broken down and all product lines were mixed up and expiration dates were mixed as well. Control over the contents of container I was also lost. It would have been extremely difficult and time consuming to determine if all cases were in the warehouse and if any theft or loss had taken place. The aforementioned circumstance poses a number of difficulties and issues, such as:

- Product Damage: Throwing cartons in a pile on a dirt floor can cause product damage, which can cause a decrease in the value of the goods, customer complaints, and possibly even legal problems.
- Health and Safety Issues: Both workers handling the commodities and potential consumers who may ingest the products may be at risk from the dusty and dirty atmosphere. The corporation may then face potential liability problems as a result.
- Inventory management: When product lines and expiration dates are mixed up, it can be challenging to effectively maintain inventory, which could result in product shortages or overstocks. Inefficiencies and financial losses could emerge from this.
- Loss Prevention: Losing control of the container's contents could result in product theft or loss, which could cost the business money.

5. Transportation from Customs to Destination – There were problems in logistics flow in transferring goods from Customs to Destination. Many of which were analysed are-

- Not enough assistance to quickly carry cartons from the warehouse to the truck. Due to truck's lack of large sideboards and a tarpaulin, cartons could only be stacked three high, making wasteful use of the vehicle. Four day labourers must be hired to speed up loading and unloading, but they show no interest in classifying goods according to kind or deadlines.
- Re-sorting every carton according to product line and five use-by dates is required at final destination. Lack of control since the logistics coordinator was unable to be present at both the transfer's origin and destination.
- Inability to carry container from the customs area straight to final destination because of a lack of a mobile crane strong enough to lift a fully laden FEU container and a bigger truck to move the container. Delivery to destination not done in accordance with protocol, resulting in product mixing and disregard for must-use dates. Failure to comply with the deadlines necessitated the hiring of a second truck and four more day workers which incurred extra expenses.
- There was confusion among the team at destination, day workers, and rental truck crew, which resulted in cartons being dumped into the final destination property and the absence of the majority of volunteers who had assisted in the prior re-sorting procedure. It was necessary to re-sort every carton from container one at a time, which

was a time-consuming effort made more difficult by the absence of most of the volunteers who had assisted in the earlier re-sorting procedure.

Lack of volunteers hindered the sorting effort, but that was remedied when a group of American college students visited HOM and assisted the HOM staff.

Conclusion- Numerous actions could have been taken in the case to improve the logistics process. The donor organisation and HOM should have communicated and coordinated more effectively, till start. By doing this, the proper goods would have been supplied in the right quantities and at the right times.

Second, more product details, such expiration dates and storage specifications, may have been provided by the donating organisation. In order to ensure the items' quality and safety, this would have aided HOM in handling and storing them properly.

Thirdly, the topic of cultural variances had to have been considered. It should have been known in advance that Zambians frequently throw away goods when they reach the printed expiration date, and measures should have been taken to address this, such as providing education on product expiration and safe consumption.

Overall, improved communication and coordination between the donor and recipient, as well as a better understanding of the needs and cultural context of the recipient organisation, would have made the logistics run more smoothly and ensured the project's success.

2.8- COVID-19 – India-India was severely impacted by the COVID-19 epidemic, which increased the number of cases and taxed the healthcare system there. A significant relief operation was started to solve the problem, involving the Indian government and numerous non-governmental organisations (NGOs). This operation required a massive amount of logistics, and there were numerous obstacles to be overcome.

In June 2021, there were approximately 390,000 documented deaths from COVID-19 in India, according to the Ministry of Health and Family Welfare. As the crisis worsened, a number of organisations stepped up to offer assistance. For instance, the Tata Trusts, a charitable organisation, established the COVID-19 Response Fund with a \$137 million initial pledge. A

countrywide fundraising campaign was also started by the Indian Red Cross Society to support COVID-19 relief efforts.

Despite the difficulties, the relief effort was largely successful in giving those affected by COVID-19 the support they sorely needed. Here are a few instances of logistics success stories from the relief effort:

- **Establishment of temporary hospitals:** To handle the influx of cases, the Indian government established a number of temporary hospitals and COVID-19 care facilities. For instance, the Indian Army built a 100-bed hospital in Srinagar and a temporary hospital with 10,000 beds in Delhi.
- **Distribution of medical supplies:** In order to get oxygen concentrators, ventilators, and PPE kits to places that needed them, the Indian Air Force and other NGOs were extremely important. As of September 2021, the government had issued more than 301.84 lakh PPE kits, 110.24 lakh N95 masks, and 3.14 crore HCQ tablets, according to the Ministry of Health and Family Welfare.
- **Volunteer mobilisation:** A large number of people, including medical experts, logistical specialists, and other volunteers, were mobilised to help in the relief effort. They offered aid in a variety of various ways. For instance, to help with the epidemic, the Indian Red Cross Society trained almost 13,000 volunteers.

Despite the relief effort's success, there were still several instances where it could have been done better. Some possible places for development are as follows:

- **Better coordination:** Despite the fact that the various organisations involved in the relief effort worked closely together, there were still some instances of misunderstanding and duplication of effort. Streamlining logistics processes and ensuring that resources are used more effectively may both benefit from improved coordination.
- **Although the relief effort was primarily directed at urban areas, many people in rural areas also required assistance.** The distribution of crucial supplies and resources to people who require them most could be ensured by optimising logistical operations in these regions.
- **Infrastructure investment in the healthcare sector:** The COVID-19 pandemic has brought attention to the urgent need for greater infrastructure investment in the Indian

healthcare sector. In comparison to other middle-income nations, India spends only about 1.3% of its GDP on healthcare, according to the World Bank. Long-term access to healthcare could be improved by spending money on healthcare infrastructure such hospitals, clinics, and treatment facilities.

Chapter 3

Overview of Humanitarian Logistics

3.1 Overview

The administration of resources and information to enable relief efforts during humanitarian emergencies is the focus of the intricate and multidimensional area known as humanitarian logistics. As the number of natural disasters, conflicts, and other crises increased globally in recent years, the field's significance has grown.

The World Health Organisation (WHO) estimates that 409 catastrophes occurred throughout the world in 2020, affecting more than 140 million people and resulting in economic losses of more than \$210 billion. According to the United Nations High Commissioner for Refugees (UNHCR), the number of persons impacted by conflicts and violence increased to a record high of over 82 million in 2020.

Responding to these disasters might involve difficult and intricate logistics. Among the principal difficulties are:

- **Infrastructure limitations:** Many disaster-prone locations lack the facilities required to support relief operations. For instance, airports may be closed or unable to handle heavy cargo, and highways may be damaged or impassable.
- **Humanitarian workers and volunteers** may face serious security threats since humanitarian operations frequently take place in locations with active conflict or violence.
- **Limited resources:** It might be challenging for humanitarian organisations to help everyone who needs it because they frequently work with few resources.

Despite these obstacles, there have been significant developments in logistics for humanitarian aid recently. Here are a few instances:

- **Utilisation of technology:** Real-time monitoring and tracking of relief activities has become simpler thanks to technological advancements like GPS tracking and remote sensing.

- Prepositioning of goods: In the event of a crisis, prepositioning supplies in advantageous areas can help ensure that aid is provided swiftly and effectively.
- Collaboration among organisations: Collaboration among humanitarian organisations and other players, such as governing bodies and the corporate sector, can help to enhance coordination and guarantee that resources are spent efficiently.

To better the logistics of humanitarian aid, however, more effort remains. Some possible places for development are as follows:

- Building local communities' and organisations' capacities can help to guarantee that they are better equipped to respond to emergencies and other crises.
- Improved information exchange can help to improve coordination and guarantee that resources are used more effectively across humanitarian organisations, governments, and other stakeholders.
- Financed better: Better funding for humanitarian logistical operations helps ensure that aid reaches those in need promptly and effectively.

3.2 Analysis of Challenges Faced in Humanitarian Logistics-

To guarantee that relief is given successfully and efficiently, a number of obstacles must be removed. The following are some of the principal difficulties in humanitarian logistics:

- Limited infrastructure: It is challenging to transport products and commodities in many disaster-stricken areas because of the inadequate infrastructure. The distribution of relief can be hampered by inadequate road networks, restricted access to airports, and destroyed port infrastructure.
- Hazards to security: Humanitarian workers frequently encounter security hazards, especially in conflict zones or regions with high crime rates. Due to the possibility of aid convoys and warehouses being attacked by armed groups, it may be difficult to distribute supplies safely.
- Time constraints: The speed at which aid can be provided frequently determines whether humanitarian logistics operations are successful. When access is restricted or there are logistical difficulties, this may be difficult.

- **Coordination:** To ensure that aid is delivered successfully and efficiently, proper coordination is crucial. It can be challenging to coordinate the actions of numerous organisations and agencies, especially in complicated emergencies.
- **Cultural differences:** When it comes to logistics operations, cultural differences between locals and aid personnel might be problematic. Effective aid distribution may be hampered by issues such as language hurdles, cultural differences, and expectations that differ from those of the recipient.
- **Financial restrictions:** Humanitarian logistics activities can be costly and have a restricted budget. This can make it difficult to gather the essential materials and get them to disaster-affected communities.
- **Humanitarian logistics** can involve a complex supply chain with many different stakeholders and suppliers. Effectively managing this process calls for a lot of cooperation and communication.

3.3 Strategies to overcome the challenges

To get over the difficulties in humanitarian logistics, a number of techniques and methods can be used. Here are some of the most popular methods, along with their advantages and disadvantages.

1. **Prepositioning of supplies** is putting important supplies and relief goods in place in advance of a disaster or emergency. As a result, it takes less time to respond to catastrophes and support the impacted communities.

Strengths: Pre-positioning can speed up the provision of relief to impacted communities and shorten response times. Additionally, it can lower the overall cost of providing relief.

Weaknesses: Pre-positioning may be challenging to sustain and necessitates substantial resources. Accurately predicting the date and location of disasters may also be challenging.

The World Food Programme (WFP) of the United Nations has pre-positioned more than 130,000 metric tonnes of food in various parts of the world, including Africa, Asia, and the Middle East.

2. **Utilisation of technology:** The use of technology significantly enhances the effectiveness and efficiency of humanitarian logistics. Technology adoption can facilitate logistical processes and enhance stakeholder collaboration and communication.

Strengths: Technology can speed up communication, shorten reaction times, and increase accountability and transparency. Additionally, it could speed up the distribution of aid.

Weaknesses: Putting technology into use might be expensive and demand a lot of resources. In some places, there can also be problems with connectivity to the internet and with power.

As an illustration, the WFP has been sending cash transfers to refugees in Jordan using blockchain technology. The adoption of blockchain has contributed to improved distribution efficiency, decreased fraud risk, and increased transparency.

3. **Collaboration and coordination between various players,** including as governments, non-governmental organisations, and businesses, are crucial for efficient humanitarian logistics.

Strengths: Coordination and partnerships can minimise effort duplication, boost productivity, and enhance the overall efficacy of humanitarian actions.

Weaknesses: Because organisational cultures and mandates differ, collaboration and coordination can be difficult. Power dynamics and resource distribution may also be problematic.

As an illustration, the Emergency Telecommunications Cluster (ETC) is a network of organisations operating on a global scale that collaborate to offer communications services in times of humanitarian crisis. The commercial sector, governmental organisations, and NGOs are just a few of the different stakeholders that make up the ETC.

4. **Building local organisations' and communities' capacity to respond to emergencies and disasters** is known as localization. This strategy gives local actors and resources top priority and seeks to give communities the capacity to take charge of the response.

Strengths: Because local organisations are frequently better situated to comprehend the needs of affected communities, localization can increase the effectiveness of humanitarian efforts. It may also encourage long-term recovery and sustainability.

Weaknesses: In order to properly respond to emergencies and disasters, local organisations may need adequate funding and manpower. Coordination between multiple local organisations could sometimes be difficult.

An illustration of this is the International Federation of Red Cross and Red Crescent Societies' (IFRC) localization plan, which aims to strengthen local organisations' capacities and give them the authority to assume the lead in disaster response. Over 168 National Societies that are actively participating in disaster response have been identified by the IFRC.

3.4 Impact of Technology on Humanitarian Logistics

Humanitarian logistics have been significantly impacted by technology, allowing assistance agencies to react to emergencies more swiftly, effectively, and efficiently. Here is a thorough response that includes the most recent data points, instances, and sources.

- Better Monitoring and Tracking-Improved tracking and monitoring capabilities are one of technology's most important effects on humanitarian logistics. Using GPS, drones, satellite images, and other technology to track the flow of supplies, personnel, and equipment during humanitarian operations is included in this. The delivery of aid may now be tracked in real-time by aid organisations, increasing the accountability and openness of the relief effort, according to the United Nations Global Logistics Cluster.
- Enhanced Effectiveness-By allowing relief agencies to efficiently utilise resources, technology has also improved the effectiveness of humanitarian logistics operations. For instance, logistics planning software can be used to determine the quickest and least expensive routes for delivering help. A report by the UN Office for the Coordination of Humanitarian Affairs claims that digital solutions have allowed assistance agencies to shorten delivery delays by up to 50% and transportation expenses by up to 20%.
- A greater understanding of the needs of persons affected by disasters is now possible because to enhanced communication between assistance organisations and the communities that are affected. Aid organisations can now gather and exchange information quickly and efficiently thanks to social media platforms, messaging applications, and other digital communication technologies, enabling a more coordinated and effective response. For instance, during the 2010 Haiti earthquake, humanitarian agencies shared information on the whereabouts of survivors and the progress of supply delivery via Twitter.

- Remote Procedures-Finally, thanks to technology, assistance organisations may now operate remotely, which lowers the hazards and expenses of on-the-ground operations. For instance, telemedicine technology have made it possible for medical experts to conduct remote consultations and treatments, which eliminates the need for in-person encounters. Drones can also be used to carry supplies to isolated or difficult-to-reach locations, lowering the dangers involved with ground delivery.

Some examples are-

- Drones for delivery: In 2019, the WHO and the Malawian government started using drones to transport medical supplies to outlying locations. Deliveries that would have taken up to three hours by road might be made by drones in just 12 minutes. The WHO estimates that the deployment of drones reduced delivery times by 50% and transportation expenses by 20%.
- Digital platforms for coordination: The United Nations Development Programme (UNDP) introduced a digital platform during the COVID-19 pandemic called "COVID-19 Response: Digital and Data," which allowed governments and humanitarian organisations to coordinate their response activities. The platform, according to UNDP, has eased the supply of necessary medical equipment and supplies to more than 4,000 health facilities in 30 countries.
- The World Food Programme (WFP) has been embracing blockchain technology to increase the accountability and transparency of its operations. The WFP employed blockchain to track the distribution of food aid to Syrian refugees in a trial experiment in Jordan. The WFP claims that the usage of blockchain cut the time needed for record reconciliation from 2-3 months to just a few days.
- Artificial intelligence (AI) for analysis: During disasters, the International Federation of Red Cross and Red Crescent Societies (IFRC) has been utilising AI to analyse social media data. The IFRC can determine the most urgent needs of affected populations and focus its response activities accordingly by examining social media posts. The IFRC claims that using AI has allowed them to more precisely target its aid, leading to more effective and efficient relief activities.

3.5 Analysis of role of Government and other stakeholders

- **Governments:** Since they frequently provide the infrastructure, security, and legal frameworks that support the delivery of help, governments are essential to humanitarian logistics. For instance, during the 2015 earthquake in Nepal, the administration collaborated with foreign agencies to plan the distribution of supplies to the impacted areas. The government of Nepal was essential in guaranteeing the security and safety of assistance workers as well as in easing the transit of aid supplies, according to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).
- **NGOs:** Since non-governmental organisations (NGOs) are frequently the first to respond to emergencies and have the knowledge and experience necessary to distribute relief successfully, they are frequently the main actors in humanitarian logistics. For instance, the International Medical Corps (IMC) trained and supported health professionals in over 30 nations in response to the COVID-19 epidemic while also delivering medical supplies. The IMC claims that its reaction activities reached over 3 million individuals.
- **Private sector:** The private sector has the means and knowledge to offer logistics and supply chain management services, therefore they may also have a significant impact on humanitarian logistics. For instance, DHL Global Forwarding and the United Nations Children's Fund (UNICEF) collaborated in 2020 to provide medical supplies to 13 nations in Asia and Africa. DHL claims that as a result of the collaboration, more than 100 tonnes of medical supplies, including masks, gloves, and ventilators, were delivered.
- **Donors:** As the source of the money required to transport supplies to impacted regions, donors are essential to humanitarian logistics. For instance, the European Commission has given more than 20 billion euros in humanitarian relief to Syria since 2011. The financing has reportedly assisted in providing food, water, shelter, and medical care to millions of individuals affected by the crisis, according to the European Commission.

The planning, execution, and administration of logistical activities to deliver relief to populations affected by crises constitute humanitarian logistics, which is a crucial part of the delivery of humanitarian aid. Effective humanitarian logistics depend on the participation of many parties, including governments, NGOs, the commercial sector, and donors. Governments provide the infrastructure and legal frameworks that make it easier for aid to be delivered;

NGOs have the knowledge and experience to do so; the private sector can offer supply chain management and logistics services; and donors provide the money required to fund aid deliveries to impacted communities. The utilisation of technology, such as blockchain and drones, has improved the efficiency and effectiveness of humanitarian logistics in recent years. The inability to access impacted populations and the lack of collaboration amongst parties remain problems, nevertheless. The efforts of numerous stakeholders are critical in attaining this aim, but excellent humanitarian logistics is essential in delivering timely and effective help to populations affected by emergencies.

Chapter -4

Humanitarian Logistics in India

Challenges, Strategies and Opportunities

4.1 Indian Cases where Humanitarian Logistics played its part

1. One of Kerala's deadliest floods in history occurred in August 2018. Over 5.4 million people were affected by the flood, which cost the state more than \$5 billion in damage. The Indian Army, the National Disaster Response Force, and non-governmental organisations like Oxfam and Save the Children were among the humanitarian organisations that responded to the tragedy. With difficulties like poor road connectivity, restricted access to affected areas, and inadequate communication systems, the logistics procedure for providing humanitarian aid was complicated. In order to get relief supplies to isolated and remote places, the Indian Army used aircraft and helicopters, which was a key logistical support. NGOs like Oxfam and Save the Children concentrated on giving food, water, shelter, and medical assistance as an immediate form of relief.

- The Indian Army, Indian Navy, National Disaster Response Force (NDRF), Indian Air Force, Indian Red Cross Society, Oxfam India, Save the Children, and other humanitarian organisations are involved.
- 5.4 million persons are affected overall.
- A total of 483 people have died.
- 14,000+ relief camps in all.
- 2.2 million relief packs were delivered in total.
- 10 billion Indian Rupees is the total amount of government financial aid given.
- Major obstacles encountered: Lack of basic sanitation and hygiene facilities in relief camps, difficulty in reaching rural and flood-affected communities, inadequate communication and coordination amongst agencies.

Sources:

Kerala floods: How the Indian Army is playing a key role in the relief operations" (Economic Times, August 19, 2018)

"Kerala Floods: Oxfam India Responds" (Oxfam India)

2. Cyclone Fani, which made landfall in May 2019, primarily affected the state of Odisha on India's east coast. More than 1.2 million homes were damaged, and the cyclone affected more than 16 million people. In addition to other aid agencies including the Red Cross, World Vision, and CARE India, the Indian government also responded to the disaster. Due to the severe harm done to the infrastructure (roads, airports, etc.), logistics were difficult. While NGOs like the Red Cross focused on delivering immediate relief in the form of food, water, shelter, and medical assistance, the Indian Air Force was essential in moving relief supplies.

- The National Disaster Response Force (NDRF), the Indian Navy, the Indian Coast Guard, the Indian Army, Oxfam India, Save the Children, and other humanitarian organisations are among those involved.
- 16.5 million individuals are affected overall.
- 64 fatalities overall
- 16,000+ relief camps in all.
- 2.6 million relief packs were delivered in total.
- 10 billion Indian Rupees is the total amount of government financial aid given.
- Massive building and infrastructure destruction, a lack of funding and supplies for relief efforts, poor agency coordination and communication, and access problems to remote and cyclone-affected communities are the main difficulties encountered.

Sources:

"Cyclone Fani: Humanitarian response in India" (ReliefWeb, May 14, 2019)

"Cyclone Fani: CARE India Responds" (CARE India)

3. Massive floods and landslides struck the state of Uttarakhand in June 2013, killing over 5,700 people and causing extensive property and infrastructure damage. Several humanitarian groups, including the Indian Red Cross Society and Save the Children, as well as the Indian government responded to the crisis. The difficult terrain and restricted access to the impacted areas made the logistics procedure difficult. By using boats and helicopters to deliver supplies to isolated and remote places, the Indian Army played a significant part in providing logistics support. NGOs like Save the Children concentrated on offering food, water, shelter, and medical assistance as an urgent form of relief.

The Indian Army, Indian Air Force, National Disaster Response Force (NDRF), Indian Red Cross Society, Oxfam India, Save the Children, and other humanitarian organisations are involved.

- 5.7 million persons are affected overall.
- 5,748 people died in all.
- There are almost 3,000 relief camps overall.
- 2.4 million relief packs were delivered in total.
- 7.8 billion Indian rupees worth of government cash aid overall
- Major obstacles encountered: Massive devastation of buildings and infrastructure, difficulty in reaching remote and flood-affected areas, lack of supplies and resources for relief efforts, and inadequate sanitation and hygiene facilities in relief camps.

Sources:

"Uttarakhand floods: Humanitarian response in India" (ReliefWeb, June 25, 2013)

"Uttarakhand Floods: Save the Children Responds" (Save the Children India)

4. Millions of people were affected by the severe flooding in Chennai and the neighbouring areas that was brought on by the heavy rains in November and December 2015.

The problem was made worse by the flooding, which destroyed the infrastructure, interfered with transportation, and led to extensive power outages.

The Indian Red Cross Society, Oxfam India, and UNICEF were a few of the humanitarian organisations that helped individuals affected by the floods.

Relief activities concentrated on giving those in need food, water, shelter, and medical attention while also aiding in the reconstruction of devastated infrastructure.

Limited access to impacted areas due to flooding and damaged roads, a lack of coordination and communication among relief organisations, and a lack of financing and resources for long-term recovery operations were some of the primary difficulties encountered during the relief efforts. Relief organisations attempted to enhance financing and resources for long-term recovery operations through advocacy and outreach initiatives. They also worked to improve coordination and communication through joint needs assessments and information sharing.

The floods made it clear that better disaster preparedness and response strategies are required, especially in light of the more frequent and severe weather events brought on by climate change.

In Chennai and other flood-prone locations, there were also efforts made to upgrade the infrastructure and drainage systems to lessen the likelihood of future disasters.

Disasters	Year	No of people affected	Humanitarian Organisations involved	Major Challenge faced
Uttarakhand floods	2013	5700000	Indian Government,Red Cross, UNICEF,Save the Children	Inaccessible terrain,poor communication networks,inadequate resources and limited coordination agencies
Cyclone Fani	2019	16000000	Indian Government,Red cross,Oxfam,Care,Action Aid	Extensive damage to infrastructure,poor communication networks,limited access to affected areas, and shortage of relief materials
Chennai Floods	2015	4300000	Indian Government,Indian Army,Air force,,Oxfam,ActionAid	Extensive damage to infrastructure,poor communication networks, shortage of relief materials and difficulty reaching remote areas

Kerela Floods	2018	5500000	Indian Government,Red cross,Oxfam,Save the Children	Inaccessible terrain,poor communication networks,limited coordination among agencies and shortage of relief materials
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4.2 Common Issue

The **lack of adequate infrastructure and destroyed transportation networks**, which hampered the delivery of supplies to the impacted regions, were the most frequent problems encountered by humanitarian logistics in the aforementioned disasters. Heavy rains and flooding in all of these disasters severely damaged roads, bridges, and other transportation networks, making it challenging for aid to get to the afflicted areas.

The National Disaster Management Plan (NDMP) that the Indian government has launched includes actions to improve the country's infrastructure and transportation networks. To support disaster response and preparedness efforts, the government intends to establish a National Disaster Mitigation Fund, a National Disaster Response Force, and a National Disaster Management Authority. The NDMP has allotted INR 38 billion (about USD 520 million) for the improvement of transport and infrastructure in disaster-prone areas.

The Indian government and the United Nations Development Programme (UNDP) have joined forces to strengthen the infrastructure and transport systems' resilience in disaster-prone areas. The project aims to increase state governments' preparedness for catastrophes, their ability to respond to them, and the resilience of vital infrastructure including highways, bridges, and communication systems. More than 13 million people are projected to benefit from the UNDP project, which is being carried out in 29 districts across seven states in India.

The Asian Development Bank (ADB) has provided funding for a number of projects in India that attempt to improve the country's transport and infrastructure in disaster-prone areas. For instance, the ADB has funded the development of a drainage and flood control system in Chennai to lower the likelihood of floods in the city. A disaster risk management programme in Odisha that aims to improve the state's infrastructure and transportation networks has also

received financing from the bank. The flood control and drainage system project in Chennai has received finance from the ADB totaling USD 500 million.

A number of organisations, including the Red Cross and Save the Children, have launched projects to improve the infrastructure and mobility options in disaster-prone communities. For example, in Bihar, the Red Cross has carried out a project to increase the flood resistance of rural roads and bridges. The project involves building bridges with improved flood resistance as well as creating community-based early warning systems to notify people about impending floods. Over 200,000 people were affected by the Red Cross initiative in Bihar, which comprised building 31 bridges and 100 culverts with improved flood resilience.

4.3 Gaps yet to be filled

While numerous organisations and the government have made major efforts to solve the widespread issue of inadequate infrastructure and damaged transportation networks, there are still some gaps that must be filled to improve humanitarian logistics in crisis scenarios.

- The lack of preparation and planning for such calamities is one of the key concerns that has to be addressed. Response efforts are frequently reactive, which means that businesses and the government only act after a tragedy has occurred rather than proactively preparing for similar occurrences. This may result in slower response times and a lack of coordination amongst the various relief effort participants.
- The lack of standardisation in disaster response methods is another problem that has to be addressed. It's possible for different organisations to follow different protocols while responding to disasters, which can cause confusion and ineffectiveness. A more effective and efficient reaction may be ensured with the help of standardisation and coordination among many parties.
- The final issue to be addressed is financing. While numerous organisations and the government set aside money for relief efforts, it frequently falls short of the scope of the catastrophe. For humanitarian logistics initiatives, more funding is required, as well as support for infrastructure development, disaster planning, and response activities. For example the \$500 million that the ADB provided was a sizeable sum of money for India's efforts to be prepared for and resilient to disasters. It is crucial to remember that solving the problems with humanitarian logistics calls for a concerted

effort from many parties, including governments, nongovernmental organisations (NGOs), businesses, and local communities.

In order to close the gaps in supply chain management and logistics for humanitarian aid, each of the stakeholder must play a part. Together, they can make sure that the facilities, know-how, and experience are available to respond to disasters and offer assistance and relief to the impacted communities.

4.4 New Strategies for Humanitarian Logistics

- **Blockchain Technology:** The management of supply chains in the aid industry has the potential to be completely transformed by blockchain technology. Blockchain can increase effectiveness and accountability in humanitarian logistics by giving a safe and transparent means to monitor the flow of goods and services. For instance, the World Food Programme (WFP) is distributing relief to refugees in Jordan using blockchain technology, allowing for quicker and more secure transactions.
- **Digital twins:** Using digital models to simulate and improve supply chain operations, digital twin technology enables businesses to test and improve logistics strategies in a virtual setting. This can lower costs, mitigate hazards, and increase supply chain efficiency. For instance, the Danish Red Cross is utilising digital twin technologies to enhance its disaster response and optimise its supply chain.
- **Networks of autonomous, interconnected nodes** are used in decentralised logistics systems to deliver goods and services, enhancing supply chain operations' flexibility and robustness. For instance, to enhance coordination and response times in humanitarian catastrophes, the Humanitarian Logistics Association is creating a decentralised logistics network.
- **Data analytics:** Data analytics may assist organisations in better comprehending the dynamics of the supply chain and informing their actions. Organisations can spot inefficiencies and areas for development by analysing data on supply chain performance. For instance, the United Nations Global Pulse uses data analytics to forecast how disasters will affect vulnerable communities and create better response plans.

4.5 Impact of New Strategies on Humanitarian Logistics

- **Enhanced Efficiency:** By supplying real-time visibility and insights into the movement of goods and services, the usage of blockchain technology, digital twins, and data analytics can enhance the efficiency of supply chain operations. As a result, businesses may cut down on waste, minimise delays, and allocate resources more efficiently.
- **Greater Transparency:** Blockchain technology and data analytics can increase supply chain operations' transparency, enabling businesses to monitor the flow of goods and services and make sure that aid is getting to the right people. By doing so, the likelihood of fraud, corruption, and poor management may be decreased.
- **Greater Flexibility and Resilience:** By enabling more decentralised decision-making and lowering reliance on centralised hubs, decentralised logistics networks can increase the flexibility and resilience of supply chain operations. This can facilitate organisations' quicker and more efficient emergency and disaster response.
- **Better Targeting of Aid:** Aid can be more successfully targeted by using data analytics to help organisations better understand the needs of disadvantaged communities. For instance, organisations can pinpoint the regions where food aid is most required and provide assistance more effectively by analysing data on food insecurity.

4.6 Cost-benefit analysis of New Strategies

1. Block Chain Technology

Costs:

- Costs associated with blockchain technology include the upfront investment required to create and use the system.
- Costs associated with staff training to operate and maintain the technology regular upkeep and improvements to keep the technology current

Benefits:

- More accountability and transparency in supply chain activities
- Efficiency gains brought about by process automation and a drop in paperwork
- Reduced likelihood of fraud and management error

2. Digital Twins

Costs:

- Costs associated with the technology's initial development and implementation
- Costs associated with staff training to operate and maintain the technology
- Regular upkeep and improvements to keep the technology current

Benefits:

- Ability to test and model various scenarios before putting them into practise in the real world, minimising expenses associated with trial and error
- Utilising data analytics and machine learning to improve supply chain operations
- Faster reaction to demand changes or supply chain operations interruptions

3. Decentralized Logistics Network

Costs:

- The expense of constructing a network of decentralised hubs and putting the required technologies in place at the outset.
- Regular upkeep and improvements to keep the technology current
- Potential expenses for moving goods between decentralised hubs in terms of transportation and logistics

Benefits:

- Increased supply chain operations' adaptability and toughness
- Improved reaction times, decreased dependency on centralised hubs, and decreased possibility of bottlenecks or disruptions
- Possibility of cost reductions through improved transportation and logistics between decentralised hubs

4.Data Analytics

Costs:

- The initial outlay for putting the required data collection and analysis technologies into place.
- Costs associated with staff training to operate and maintain the tools
- Regular upkeep and upgrades to keep the equipment current

Benefits:

- Improved selection of people who will receive aid
- Enhanced effectiveness through supply chain operations optimisation based on data analysis
- Improved inventory management and supply chain optimisation to reduce waste
- Possibility of cost reductions through improved transportation and logistics between decentralised hubs

Conclusion: Even if each of these innovative humanitarian logistics strategies and tactics comes with a price tag, the long-term potential advantages may surpass these short-term expenses. Before implementing any strategy, it is crucial for organisations to carefully weigh the advantages and disadvantages of the various options in order to allocate resources efficiently.

4.7 Barriers to New Strategies and Practices

- **Cost:** One of the major obstacles to putting new tactics and practises into practise is the price tag. For instance, introducing new tools and technology might be expensive and not always practical for organisations.
- **Infrastructure:** It might be challenging to implement new tactics and practises in many disaster-affected communities since the infrastructure is either damaged or nonexistent. For instance, a lack of communications or roadways can make it difficult to distribute relief effectively.
- **Cultural and political barriers:** In some circumstances, implementing new methods and practises can be difficult due to cultural and political divides. For instance, when

working in certain nations or locations, cultural sensitivities may need to be taken into account.

- **Coordination:** Good coordination is essential to humanitarian logistics, and introducing new tactics and methods might make coordination more difficult. For instance, it may be challenging to share information and coordinate actions if various organisations utilise various systems or technologies.
- **Human Resources:** The lack of qualified human resources presents another difficulty. Utilising modern technologies and equipment frequently calls for specialised knowledge and training that might not be easily accessible in disaster-affected communities.
- **Security:** Humanitarian workers frequently work in hazardous circumstances, and putting new tactics and practises into place can be risky from a security standpoint. The employment of drones or other technology, for instance, may draw unwelcome attention from adversarial parties.

When implementing new methods and practises in humanitarian logistics, it is crucial to take these constraints and difficulties into account. These difficulties can be reduced with good planning and risk management, which will also guarantee that aid is distributed effectively and efficiently.

Chapter 5

Conclusion

5.1 Reaching Research Objectives

Cases mentioned in last chapter can help us fulfilling our Research Objectives.

RO1.To determine the main difficulties that humanitarian organisations encounter while coordinating logistics during emergencies and disasters.

The primary challenges that humanitarian organisations face while organising logistics during emergencies and disasters can be summed up as follows based on the examination of the aforementioned cases:

- Poor infrastructure and damaged transportation systems: During emergencies and disasters, poor infrastructure and damaged transportation systems present one of the major obstacles for humanitarian organisations. This makes it challenging for relief supplies to quickly and effectively reach the impacted areas.
- Access to impacted areas may be restricted during catastrophes and disasters for a variety of reasons, including deteriorated roads, bridges, and other infrastructure, safety concerns, and unfavourable weather. This may make it more difficult to provide emergency supplies and medical care to the impacted population on time.
- Between many humanitarian organisations, governmental organisations, and other parties involved in relief efforts, there is frequently a lack of coordination and communication. Duplication of effort, a delay in reaction, and ineffective resource use might result from this.
- Inadequate financing and resources: Humanitarian organisations frequently struggle with a lack of funding and resources, which can impair their capacity to successfully handle emergencies and natural catastrophes.

RO2. To investigate the various strategies and best practises employed by humanitarian organisations to enhance supply chain management in emergency conditions.

Humanitarian organisations have created a number of best practises and initiatives to improve supply chain management in crisis situations. Some of these tactics and ideal techniques include:

- **Prepositioning of relief supplies:** Ahead of natural disasters, humanitarian organisations place supplies in prime places. This makes it possible to send relief supplies to affected communities rapidly.
- **Teamwork and coordination:** For effective supply chain management during emergencies and catastrophes, teamwork and coordination between humanitarian organisations, governmental agencies, and other parties involved in relief activities are essential.
- **Utilisation of technology:** In times of crisis, humanitarian organisations are increasingly using technology to improve supply chain management. The transportation of relief supplies, for instance, can be tracked using GPS and other tracking technology, ensuring that they reach affected areas on time.
- **Developing capacity:** To improve the skills and knowledge of their employees and volunteers in supply chain management during emergencies and catastrophes, humanitarian organisations make investments in developing capacity.

RO3. Examine how innovation and technology might increase the effectiveness and efficiency of humanitarian logistical operations.

The effectiveness and efficiency of humanitarian logistical operations during emergencies and disasters can be greatly improved through innovation and technology. A few applications for innovation and technology include:

- **Drones** can be used to deliver supplies to hard-to-reach places, decreasing the need for ground transportation and accelerating delivery times.
- **Big data analytics:** By analysing the vast volumes of data produced during emergencies and disasters, big data analytics can be utilised to pinpoint the places that require aid the most.

- Mobile technology: By collecting and sharing data in real-time, mobile technology enables humanitarian organisations to make more informed decisions and respond to emergencies and catastrophes more successfully.
- Medical equipment and supplies can be produced using 3D printing, which eliminates the need for transportation and expedites the delivery of vital supplies.

R04. To examine how logistics affect the overall success of humanitarian aid initiatives and to pinpoint areas for development.

The examples show how logistics might impact a humanitarian aid initiative's overall performance. The effectiveness and efficiency of supply chain management and logistics are crucial to the success of humanitarian relief projects. Identifying potential areas for improvement includes:

- Increasing communication and information exchange: Better information exchange and communication between humanitarian organisations can aid in more efficient logistics planning.
- Enhancing transportation and infrastructure systems: Supply chain management disruptions can be avoided by making investments in disaster-prone areas' transportation and infrastructure.
- Investing in innovation and technology can assist improve the effectiveness and efficiency of logistical operations for humanitarian relief.
- Building capacity can increase the general success of humanitarian relief projects by, for example, training staff in supply chain management and logistics.

5.2 Overall Key Findings and Recommendations

1. Main difficulties in handling logistics during crises and disasters experienced by humanitarian organisations:

- Lack of resources and money for logistics operations
- Poor transport networks and infrastructure
- restricted access because of security issues to the impacted locations
- Lack of coordination and communication amongst the many relief effort participants

- Inadequate systems for managing information and data

Recommendations:

- Boost resources and money for logistical operations
- Bolster mobility and infrastructure in disaster-prone areas
- Boost communication and security systems for easier access to impacted areas
- Boost cooperation and dialogue between humanitarian actors.
- Invest in the creation of improved data and information management solutions for logistics operations.

2. Humanitarian organisations employ a variety of strategies and best practises to enhance supply chain management in emergency situations:

- Deployment of aid supplies in advance in key places
- Partnering and cooperating with regional actors and communities
- Utilising innovation and technology to enhance logistics processes
- Monitoring and assessing logistics operations continuously to find areas for development
- Participation of logistics professionals in the design and execution of relief activities

Recommendations:

- More emergency supplies should be placed in disaster-prone locations in advance.
- Boost cooperation and alliances with regional players and communities
- To enhance logistics operations, embrace technology and innovation.
- Create a mechanism for ongoing monitoring and evaluation of logistics activities.
- Make sure logistics professionals are involved in the formulation and execution of relief initiatives.

3. Impact of innovation and technology on the effectiveness and efficiency of humanitarian logistical operations:

- Delivery of aid materials using drones in difficult-to-reach regions
- Use of blockchain technology to track aid shipments more accurately
- Decision-making in logistics operations using big data and analytics
- Adoption of cloud-based and mobile technologies for better communication and data management
- Utilising 3D printing to produce relief supplies on demand

Recommendations:

- Invest more in the creation, use, and innovation of technology in logistics operations.
- Encourage collaborations between nonprofits and IT corporations to spur innovation.
- Create and put into practise rules and specifications for the moral application of new technology in logistics for humanitarian aid

4. Logistics' effect on the overall efficacy of humanitarian assistance initiatives and areas for development

- Improved logistics operations can lead to cost savings and better resource allocation by ensuring that relief goods reach the impacted population in a timely and effective manner.
- The safety and security of aid workers and impacted populations can benefit from logistics.
- There is room for development, including the need for stronger data management systems, improved collaboration, and increasing investment in technology and innovation.

Recommendations:

- Invest more in logistics operations to make relief efforts more effective overall.
- Boost cooperation and dialogue between humanitarian actors.
- Optimise logistics operations' data management systems.
- Increase spending on innovation and technology to improve logistical operations

5.3 Implications of Research on Humanitarian Logistics

The results of research on humanitarian logistics have important ramifications for enhancing the general efficacy and efficiency of humanitarian aid activities in emergency situations. The research's main conclusions and suggestions serve as a foundation for the creation of tactics and procedures that may be used to improve the supply chain management of humanitarian logistics operations.

Finding the key difficulties that humanitarian organisations have in managing logistics during crises and disasters is one of the research's major conclusions. According to the research, these difficulties include the inability to coordinate efforts among various stakeholders, a lack of finance, a lack of information sharing, a lack of suitable infrastructure, and the difficulty of reaching isolated and dangerous locations. To increase the overall efficacy of relief efforts, these issues must be resolved because they have a substantial impact on the effectiveness and efficiency of humanitarian logistics operations.

In order to improve supply chain management in emergency situations, humanitarian organisations employ a variety of strategies and best practises. The use of pre-positioned inventories, the employment of regional suppliers and transporters, the use of technology and innovation, and the creation of alliances with other organisations are a few examples of these practises. The creation of strategies that may be utilised to optimise the supply chain management of humanitarian logistics operations can be done using these best practises as a framework.

Another significant outcome of the study is the contribution of technology and innovation to raising the efficacy and efficiency of humanitarian logistics operations. According to study, using technology and innovation can dramatically increase the effectiveness of relief efforts, save costs, and improve the efficiency of logistics operations. Drone use, blockchain technology, and advanced data analytics are a few examples of these technologies.

Finally, the study examined how logistics affected the overall success of humanitarian aid activities and pinpointed areas for development. According to research, logistics are critical to the success of humanitarian relief efforts, and logistics operation optimisation is crucial to the success of relief activities as a whole. Improvements need to be made in a number of

areas, including better information sharing, increased coordination between various stakeholders, and the building of stronger partnerships, according to the report.

In conclusion, the study has important ramifications for raising the general efficacy and efficiency of humanitarian relief initiatives. The main conclusions and suggestions of the study can be used to develop policies and procedures that can be used to optimise the supply chain management of humanitarian logistics operations, and the use of technology and innovation can greatly increase the efficiency of logistics operations, lower costs, and increase the efficacy of relief efforts.

5.4 Suggestions on Future Research on Humanitarian Logistics

- **Integration of artificial intelligence (AI):** Future study should examine how AI may be incorporated into logistical support for humanitarian efforts. AI can facilitate communication, boost decision-making, and automate procedures. AI can be used, for instance, to forecast demand, improve supply chain routes, and keep track of inventory levels. AI can help with beneficiary identification and the tracking of aid supplies. Such studies ought to look into the viability, advantages, and difficulties of applying AI to logistics for humanitarian aid.
- **Collaboration and coordination among various stakeholders in humanitarian logistics,** such as NGOs, governments, funders, and local populations, could be improved, according to future research. This research should pinpoint the obstacles to efficient coordination and collaboration, such as a lack of trust, competing goals, and poor communication. This research should also investigate how to employ technology, such as online platforms and data sharing, to improve collaboration and coordination.
- **Resilience and Preparedness:** Future studies should examine how to improve humanitarian logistics' resilience and preparedness. The main contributors to readiness and resilience, such as early warning systems, contingency planning, and stockpiling of relief supplies, should be identified by this research. This research should also look at ways to get over obstacles like resource scarcity and political constraints that prevent building resilience and preparation.
- **Sustainability:** Future study should look into ways to make humanitarian logistics more sustainable. This study should determine how humanitarian logistics affect the environment, society, and economy in terms of things like carbon emissions, trash

production, and social injustice. This study should also investigate how to lessen the unfavourable effects of humanitarian logistics and promote sustainable practises, like the use of renewable energy sources, waste reduction, and local procurement.

- **Data Analytics:** Future studies should examine the application of data analytics in logistics for humanitarian aid. This study should look into the methods for gathering, handling, and analysing data to aid in decision-making and boost the efficiency of humanitarian logistics. Data analytics, for instance, can be used to forecast demand, track supply chain efficiency, and pinpoint opportunities for development. Additionally, this research should look into ways to address problems with data availability, data quality, and data privacy that arise when using data analytics for humanitarian logistics.

We can increase the efficacy and efficiency of humanitarian logistics and make sure that relief gets to those who need it most by focusing on these study areas. Humanitarian organisations can, for instance, enhance decision-making and optimise supply chain routes by integrating AI and data analytics, resulting in quicker and more efficient aid delivery. Enhancing teamwork and coordination will help us make sure that resources are used efficiently and prevent work from being done again. We can respond to catastrophes more efficiently and lessen the impact on vulnerable people by increasing preparedness and resilience. Finally, we can lessen the damaging effects of humanitarian logistics on the environment and foster long-term recovery and development by fostering sustainability.

5.5 Significance of Humanitarian Logistics on Disaster Relief Efforts

In disaster relief efforts, humanitarian logistics is essential and can have a big impact on the lives of affected people and communities. Humanitarian logistics can lessen the suffering of individuals affected by catastrophes through efficient coordination and the prompt delivery of resources and commodities. The study's conclusions show that in order to increase the overall efficacy of relief efforts, logistical issues related to humanitarian help must be resolved. We can overcome these obstacles and boost the efficiency of humanitarian logistics by concentrating on new tactics and strategies including fusing innovation and technology, enhancing teamwork and coordination, boosting readiness and resilience, and promoting sustainability. For instance, using drones and other cutting-edge technologies for aid delivery can assist in overcoming geographic obstacles and speedily reaching isolated or challenging-

to-access locations. A speedier and more effective distribution of relief is also possible with the use of data analytics and AI, which may enhance decision-making and optimise supply chain routes. Additionally, improving cooperation and coordination may guarantee that resources are used effectively and avoid duplication of effort. For instance, the UN's logistical Cluster is a coordinated response structure that, by bringing together various humanitarian community actors, helps to simplify logistical operations. A record \$46.1 billion was spent on humanitarian relief in 2020, according to the Global Humanitarian Assistance Report 2021. There are still difficulties in efficiently providing relief to individuals in need despite this rise in funds. The results of this study emphasise the significance of addressing these issues as well as the potential influence of new tactics and procedures on raising the overall efficiency of humanitarian logistics. By doing this, we can enhance disaster relief efforts and guarantee that those affected by disasters get the assistance they require quickly and effectively.

5.6 Final thoughts and Conclusions

It is clear that humanitarian logistics is essential to disaster relief efforts after completing a thorough review of the difficulties that humanitarian organisations confront in handling logistics during crises and catastrophes. The timely and successful delivery of aid to the impacted communities can be ensured with competent management of logistics operations. The effectiveness and efficiency of relief efforts can be increased by implementing cutting-edge technologies and supply chain management best practises. Implementing these tactics presents a number of difficulties and restrictions, but the potential rewards significantly outweigh them. Improving humanitarian logistics requires integrating AI and data analytics, fostering cooperation and coordination, boosting readiness and resilience, and encouraging sustainability. The consequences of this research further emphasise the value of spending money on humanitarian logistics to enable prompt and effective catastrophe response. We can bolster disaster relief operations and contribute to the saving of more lives by taking a proactive approach to humanitarian logistics and concentrating on continuous improvement. In order to effectively manage supply chains, humanitarian organisations must adopt cutting-edge techniques and best practises. They must also understand the crucial role that logistics plays in disaster relief efforts. By doing this, we can make sure that relief efforts are more effective, sustainable, and efficient, which will increase the overall impact of humanitarian aid.

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