

www.ifrc.org
Saving lives,
changing minds.

Operation Update Report Malaysia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF n° MDRMY004	GLIDE n° FL-2019-000162-MYS
Operation update n° 1: 23 January 2020	Timeframe covered by this update: 7 December 2019 to 20 December 2019
Operation start date: 7 December 2019	Operation timeframe: 3 months End date: 7 March 2020
Funding requirements (CHF): 133,844	
N° of people being assisted: 5,000 (1,000 households)	
Red Cross Red Crescent Movement partners currently actively involved in the operation: Malaysian Red Crescent Society (MRCS) has over 6,000 volunteers and staffs, and 16 branches all over the country. The National Society is well known and respected in the country and works closely with the Government.	
Other partner organizations actively involved in the operation: Government of Malaysia (GoM), MERCY Malaysia, National Disaster Management Administration (NADMA), Malaysian Fire and Rescue Department, National Security Council (NSC) and the Social Welfare Department of Kelantan and Terengganu (JKM), Malaysian Civil Defence Force (JPAM)	

This DREF – MDRMY004 operation update covers the period of 2 weeks since the start of the operation on 7 December 2019.

A. SITUATION ANALYSIS

Description of the disaster

Heavy rains continued in Malaysia since the rains began to make its mark in the northern states of the western peninsular Malaysia from the end of November 2019. At the end of November 2019, water level rose in some rivers in Kelantan and Terengganu. On 29 November 2019, Sungai Golok at Jenob Tanah Merah and Sungai Lebir in Tualang Kuala Krai breached its warning level respectively¹. As for Terengganu states, the levels of three rivers in Setiu and one in Besut namely Sungai Nerus in Kampung Langkap, Sungai Setiu in Kampung Besut, Sungai Chalok in Chalok Bridge and Sungai Besut in Kampung La had breached the danger point².

The flood caused massive chaos and disturbance in East Coast of Peninsular Malaysia. More than 15,000 people have been evacuated into designated relief centers in Kelantan and Terengganu on 3 December 2019.

The Pasir Mas district in Kelantan is the worst affected district with almost 2,000 families evacuated to evacuation centers. The district remains to be accessible only to watercrafts. The Malaysian National Security Council (NSC), the National Agency for Disaster Administration (NADMA) and the District Offices in the respective affected areas were coordinating the evacuation activities with the support of the Malaysian Fire and Rescue Department and Malaysian Civil Defence Force or 'Jabatan Pertahanan Awam Malaysia' (JPAM).

The water level receded and most of the evacuation centers were closed on 5 December 2019³. The team closely monitoring the situation due to meteorological department of Malaysia predicted second wave on 25 – 26 December 2019.

¹ <https://www.nst.com.my/news/nation/2019/11/543270/kelantan-floods-tanah-merah-inundated-sg-golok-warning-level>

² <https://www.thestar.com.my/news/nation/2019/11/29/four-rivers-in-terengganu-breach-danger-level>

³ <https://www.malaymail.com/news/malaysia/2019/12/07/flood-situation-in-terengganu-improves-but-second-wave-expected/1816949>

Summary of current response

The Malaysian Red Crescent Society (MRCS) along with IFRC Asia Pacific Regional Office (APRO) are closely monitoring the situation and coordinating closely with the Government of Malaysia (GoM) at national and district levels. MRCS volunteers in branches throughout the affected areas have been active since December 2019 in anticipation of the seasonal rains and potential flooding. For instance, the Kelantan branch of MRCS activated its preparedness plan which it had developed following a disaster management training facilitated by the IFRC in May 2016 with funding support from the Office of United States Foreign Disaster Assistance (OFDA). In addition to the training, the branch had also been equipped with a rescue boat. When early warning advisories were received from the Malaysian Meteorological Department, Red Crescent volunteers were placed on standby for response and following the initial flooding in Kelantan, the MRCS branch deployed its boat to support search and rescue efforts alongside the government's Special Malaysia Disaster Assistance and Rescue Team (SMART).



Team assemble at MRCS NHQ office. (Photo: MRCS)

MRCS mobilized 50 volunteers from its branches for the needs assessment, supported by three rescue teams from the national headquarters.

The MRCS Kelantan branch has setup three mass cooking units in three evacuation centres in Pasir Mas, Bachok and Kuala Krai. The mass cooking unit complements the Social Welfare Department of Kelantan's programme at the evacuation centres.

In Terengganu namely in Kampong Tadok, Hulu Terengganu, the Community Based Action Team (CBATs) supported by the MRCS volunteers are engaged in rescuing villagers from flooded areas and relocating them to evacuation centers.

On 10 December 2019, a joint assessment team of 19 members from MRCS including two officers from the IFRC Asia Pacific Regional Office (APRO) were deployed to Kelantan and Terengganu. The purpose of the mission was to conduct rapid needs assessment of the flood affected population on the recent floods, conduct cash feasibility study and market analysis. The mission support MRCS:

- Prepare and plan the cash transfer to the 1,000 affected households.
- Ensure the operations is implemented according to the guidelines and procedures relating to the minimum standards for protection, gender and inclusion (PGI) as well as community engagement and accountability (CEA).
- Support the verification of people to be reached which includes registration of people to be reached.

The team has been divided into two areas: Kelantan and Terengganu and the team breakdown according to states focus areas:

State	Districts	Villages (Planned)
Kelantan	Kuala Krai	Kampung Bahagia
		Kampung Chucuh Puteri
		Kampung Mambong
Terengganu	Hulu Terengganu	Kampung Bukit Tadok
	Setiu	Kampung Padang

Table 1: Areas for assessment

Overview of Red Cross Red Crescent Movement in country

The IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur doubles its efforts as the country team for support to Malaysia. Its international and national staff specializing in various programming sectors and support services is supporting the MRCS response. The Disaster and Crisis Unit of APRO has one team member dedicated fully to support the Disaster Management department of MRCS in operational planning and coordination. Two RDRT members (CEA and operations support) will be deployed to MRCS to assist the operation, both one month.

Overview of non-RCRC actors in country

NADMA, Malaysian Armed Forces, Royal Malaysia Police and other local government agencies have conducted evacuations, established emergency shelters, operationalized evacuation centers and continue to provide relief

assistance to affected families. The authorities have deployed the Special Malaysia Disaster Assistance and Rescue Team (SMART) in the affected areas to carry out search and rescue operations in highly inundated areas. Furthermore, the relevant District Offices are coordinating all humanitarian activities at district level working closely with NADMA, Malaysian Civil Defense Force, Malaysian Armed Forces and Royal Malaysia Police in these affected areas. In accordance with the Policy and Mechanism of National Disaster Management and Relief set out by the National Security Council (known as Directive No. 20), the District Offices are responsible in evacuating the flood victims to evacuation centers while other agencies and voluntary bodies, including the Malaysian Red Crescent Society, have roles defined in relief and recovery efforts.

NGOs and NPOs that provided assistance in Terengganu and Kelantan are the following:

- Institut Modal Insan Terengganu Sejahtera (IMIT) – supported the clean-up of the houses.
- Unit Amal Malaysia – cleaning houses and relief operation.
- Mercy Malaysia – donated 83 hygiene kits, support the cleaning of schools after flood.
- Coca Cola – distribute mineral water to JPAM office.
- Rescue Bencana Malaysia – rescue and relief operation, in-kind distribution.
- Third Force – in-kind distribution and repair works.
- University student from Universiti Malaysia Terengganu and Universiti Sultan Zainal Abidin – helped in registration at evacuation centres and relief distribution.

Needs analysis and scenario planning

Needs analysis

The floods forced more than 15,000 people across the affected districts to leave their homes and seek temporary accommodation in evacuation centers. The public authorities, supported by local non-governmental and aid organizations, have provided a range of services, such as water and food, to affected people in the relief centres. By 3 December 2019, the water level receded and people at the evacuation centers returned back home.

The joint team of MRCS and IFRC were deployed to affected areas from 10-14 December 2019 and collected more detailed information on the needs of the affected population by randomly selecting 334 households; 194 from Kelantan and 130 from Terengganu. The needs assessment data was collected using the KoboToolbox mobile-data-collection tool and the outcomes indicated that the immediate needs of the population were mostly food, non-food items, the need of health and medical assistance, materials to repair their homes, access to financial service provider, livelihood recovery as most of the population rely on income from agriculture, farm and small family owned businesses.

The health department informed that there is little or no risk of communicable diseases following the flood as the water receded.

Operation Risk Assessment

Overall security situation in the country is normal and currently there is no major threat which may directly hinder the implementation of the planned activities. To ensure safety and security of all people involved, adequate measures like staff tracking (e.g. via phone or Short Messages Service - SMS), pre-deployment security/safety briefs, situation monitoring, regular or ad hoc security/safety updates, contingency plans, WhatsApp group, and the completion of the respective IFRC e-learning courses (i.e. Personal Security, Security Management, Volunteer Security) are in place. Proper visibility of Red Cross and Red Crescent is maintained by the field teams. All the vehicles accommodated with the proper safety equipment like life jackets, first aid kit etc.

Security

To mitigate the security risks that may be present based on the assessments, adequate measures will be put in place. In addition, both MRCS and IFRC has a Zero Tolerance policy against Corruption, Discrimination against gender or race, sexual harassment, sexual abuse, bullying and as mitigating measure of the above risk, staff member/volunteer will be oriented accordingly with the IFRC policy and guidelines. The National Society's and IFRC's security framework will apply to MRCS staff and volunteers throughout. All MRCS staff and volunteers are encouraged and will be supported to complete IFRC Stay Safe e-learning courses. Where the presence of personnel under IFRC Security responsibility is approved, the IFRC security framework, including the IFRC's Malaysia Security Regulations and contingency plans are applicable to those personnel.

B. OPERATIONAL STRATEGY

Proposed strategy

The primary objective of the operation is to meet the immediate needs of the 1,000 households in flood affected of villages of Terengganu and Kelantan through unconditional multi-purpose cash through banks transfer.

Proposed strategy

The overall strategy is to ensure that immediate needs are met in a dignified manner. The unconditional multi-purpose cash will be given to the affected communities prioritizing the elderly women-headed households, groups most at risk, and identified based on their level of vulnerability in coping with disasters.

The assessment results show that assistance that the affected population prefer was cash. Most of the affected population has bank accounts and the banks were not closed during the flood. People prefer to receive the assistance through bank transfer. The market is back to its full operation just after the flood and it is back to its full operation. The community has access to the markets.

PMER activities will be rolled out to ensure quality of implementation throughout the operational management cycle. MRCS will be responsible for the day-to-day monitoring of the operation, primarily at the branch/unit level. After the encashment, post distribution survey will be conducted via field visit, kobo and telephone. Mobile numbers of the beneficiaries will be collected to gather more information when necessary. The survey will enable the gathering of information about the impact of the assistance and other feedback from recipients of the relief.

Continuous coordination is taking place with the government and local authorities. Key stakeholder meetings were also conducted during the assessment to coordinate the assistance and avoid duplication of efforts.

Communications

The communications team in the regional office has been in close contact with the Malaysian Red Crescent comms counterpart. Content has been produced on the IFRC Asia Pacific social media channels, including tweets. The regional comms team has also facilitated a request from Swedish Red Cross to produce a short interview with MRCS on the ground highlighting the extent of the flood damage, its effect on communities and the Red Crescent response.

Community engagement and accountability

Community accountability and feedback mechanisms are in the process of integrating into relief operations to ensure that affected populations can participate in programmes and share feedback with MRCS. Based on feedback from these mechanisms MRCS shares information on the nature and scope of services provided by MRCS and other topics the affected community asks about. It is important to incorporate sustainable behaviours and practices within this operation. Actions taken should cause no harm to the communities being supported. There will be a CEA RDRT included in the DREF to support MRCS in this process. Volunteers will be trained in CEA as part of the response. Operations support/ CASH RDRT will be deployed to support the DREF operation.

Throughout the operation, MRCS will ensure a regular flow of information between the community people, MRCS district units and departments at NHQ to maintain transparency and address the immediate needs of the most vulnerable people. The relief operation will maintain Red Crescent visibility in the field through appropriate branding such as banners, flags and clothing.

Staff and volunteers will be sensitized on gender, age, disability specific needs and on how to communicate respectfully with persons with physical, sensory and intellectual disabilities, persons with mental health disabilities, and older people.

C. DETAILED OPERATIONAL PLAN



Livelihoods and basic needs

People reached: 339

Male: 144

Female: 195

Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
# of targeted households that have enough <food, cash, income> to meet their survival threshold	1,000	0

Output 1.1: Households are provided with multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# of households reached with cash for basic needs	1,000	0

Progress towards outcomes

MRCS is focusing on assisting 1,000 most vulnerable households affected by the floods; this multipurpose cash grant is expected to cover basic needs upon returning to their homes. The cash delivery mechanism will be through direct bank transfer to families. 339 people (144 male and 195 female) participated in needs assessment.

The beneficiary selection criteria and the target villages are being discussed and coordinated with the government and local authorities. The beneficiaries will be registered and verified before the encashment. The preparation of cash transfer is being conducted at the Malaysian Red Crescent Society.

Challenges:

The coordination with the Government was good in Terengganu and the assessment team was able to get all necessary information. However, in Kelantan, due to demise of district officer, the assessment team had difficulty accessing information, organizing key informant interviews for data collection. Therefore, there is a need to revisit Kelantan in the near future.



Team meeting with Setiu District officer (**Photo: MRCS**)



Protection, Gender and Inclusion

People reached: 339

Male: 144

Female: 195

Outcome 1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs

Indicators:	Target	Actual
The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services.	Yes	Yes

Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.

Indicators:	Target	Actual
# of NS that ensure improved equitable access to basic services considering different needs based on gender and other diversity factors	1	1

Progress towards outcomes

MRCS has developed assessment forms that facilitate the capture of gender disaggregated data to inform this relief operation. MRCS deployed a number of female volunteers during assessment activities and the gender balance of the assessment respondents were ensured.

MRCS is considering protection, gender and inclusion in planning, implementation and monitoring of the emergency plan of action.



Female volunteers deployed for assessment (Photo: MRCS)

International Disaster Response

Outcome S1.1: National Society Capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform.

Indicators:	Target	Actual
# of NS branches that are well functioning in the operation	2	2

Output 1.1.1: National Societies have effective and motivated volunteers who are protected.

Indicators:	Target	Actual
# of volunteers involved in the operation provided with briefing/orientation	50	50

Outcome S2.1: Effective and coordinated international disaster response is ensured.

Indicators:	Target	Actual
Does the operation demonstrate evidence of effective and coordinated international disaster response?	Yes	Yes

Output 2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained.

Indicators:	Target	Actual
# of RDRT deployed	3	0

Outcome S3.1: The programmatic reach of the National Societies and the IFRC is expanded.

Indicators:	Target	Actual
# of national appeal launched	1	0

Output 3.1.1: Resource generation and related accountability models are developed and improved

Indicators:	Target	Actual
# of lessons learnt workshop conducted	1	0

Progress towards outcomes

Since the beginning, including the planning process, Kelantan and Terengganu branch of the Malaysian Red Crescent was involved and has been active. A total of 50 volunteers including the HQ and branches were oriented and deployed for data collection and assessment. MRCS has been working in close coordination with IFRC APRO. Coordination WhatsApp group has been set up among the operation team and volunteers for effective coordination of efforts. The RDRT members (CEA and operations support) is expected to be deployed in January 2020.

D. Financial Report

No financial report for the first two weeks of operation.

Reference documents



Click here for:

- [Information bulletin](#)
- [DREF Operation](#)

For further information, specifically related to this operation please contact:

In the Malaysian Red Crescent

- Dato Sayed Abdul Rahman, secretary general; phone: +6012 211 8999; email: secgen@redcrescent.org.my
- Selvajothi, chairman of disaster management; phone: +6012 234 0310; email: drjothi@gmail.com

In IFRC Asia Pacific Regional Office, Kuala Lumpur

- Mohammed Omer Mukhier, deputy regional director; email: mohammedomer.mukhier@ifrc.org
- Necephor Mghendi, head of disaster and crises unit; email: necephor.mghendi@ifrc.org
- Nur Hayati Ahmad, operations coordinator; email: OpsCoord.SouthEastAsia@ifrc.org
- Siokkun Jang, logistics manager; email: siokkun.jang@ifrc.org
- Rosemarie North, communications manager; email: rosemarie.north@ifrc.org

For resource mobilization and pledges

- Alice Ho, resource mobilization in emergencies coordinator; email: alice.ho@ifrc.org

For planning, monitoring, evaluation and reporting (PMER) enquiries

- Fadzli Saari, acting PMER manager; email: fadzli.saari@ifrc.org

In IFRC Geneva

- Tiffany Loh, senior officer, operations coordination; email: tiffany.loh@ifrc.org
- Karla Morizzo, DREF senior officer; email: karla.morizzo@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives.
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.