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Operation Update Report Malaysia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation n° MDRMY004	GLIDE n° FL-2019-000162-MYS
DREF Operation update n°2: 21 February 2020	Timeframe covered by this update: 7 December 2019 to 31 January 2020
Operation start date: 7 December 2019	Operation timeframe: 4 months (<i>extended by one month</i>) End date: 30 April 2020 (<i>initial end date was 7 March 2020</i>)
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)	

Summary of major revisions made to emergency plan of action:

This Operations Update is issued to inform stakeholders of the revision of timeline for the operation. A one-month extension of timeframe (updated end date 30 April 2020) is approved to enable Malaysian Red Crescent Society to provide humanitarian assistance effectively to population affected by the floods.

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 peninsula 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 Defense Force or 'Jabatan Pertahanan Awam Malaysia' (JPAM).

¹ [New Straits Times/Bernama](#), 29 November 2019.

² [The Star Newspaper](#), 29 November 2019.

Based on the local newspaper, The [Malay Mail](#), the water level receded and most of the evacuation centers were closed on 5 December 2019. Since then, most of the families has returned to their homes and some are living in their relative's house.

Malaysian Red Crescent Society (MRCS) was monitoring the situation, and the second wave expected in the end of December 2019 fortunately did not exceed any danger or warning levels. The rapid emergency response including evacuation and support activities by the Government of Malaysia, MRCS and other stakeholders was effective for the affected communities to survive during the time, but the damages caused by the flood has left the communities in a critical situation with persisting needs and priorities for early recovery and returning back to their day to day lives.



MRCS volunteers interviewing a man who has returned from evacuation after the water level receded during rapid assessment at a village in Chuchuh Puteri, Kelantan, Malaysia. (Photo: MRCS)

Summary of current response

The MRCS along with IFRC Asia Pacific Regional Office (APRO) are closely monitoring the situation and coordinating 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 and throughout the operation. 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).



Coordination meeting with the District officers of Setiu district, Terengganu, Malaysia. (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 Bukit 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, joint assessment team of 19 from MRCS included two officers from IFRC Asia Pacific Regional Office (APRO) were deployed to Kelantan and Terengganu. The purpose of the mission was to conduct needs assessment of the flood affected population on the recent floods, conduct cash feasibility study and market analysis.

From 7 to 15 January 2020, MRCS together with two Regional Disaster Response Team (RDRT) members conducted a field visit to Terengganu and Kelantan to effectively coordinate internal and external stakeholders. The meeting with District Office, Social Welfare department, village leader, village committee and community members were organized to confirm the needs assessment results, identify target areas, inform the communities and start the process of beneficiary registration and verification.

MRCS has developed a detailed encashment plan, prepared key messages and IEC materials to be used during information sharing sessions with the communities and set-up focal points in each state for receiving and registering their feedback. There are active staffs and volunteers appointed as focal persons for the DREF operation.

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 (Community Engagement and Accountability (CEA) and operations support/CASH) were deployed to MRCS to assist the operation; where CEA RDRT is deployed for 18 days and Operations support/CASH RDRT for a period of one month. IFRC and MRCS coordination meetings were organized on a regular basis to ensure the operation is being implemented as per the Plan of Action.

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. As of January 2020, the Social welfare department and district offices registered the flood affected population in the affected areas.

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.
- 3rd 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.

As of 31 January 2020, there is no other NGOs or NPOs planning to organize response activities. The Government of Malaysia is planning to organize cash distribution for the affected population, however the details of the program have yet to be finalized. Malaysian Red Crescent has informed and coordinated with the local government and social welfare department about the MRCS target locations, beneficiaries to avoid duplication of efforts.

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 and some returned to their relative's homes. Therefore, MRCS will continue to provide support to affected people upon return to their houses.

The joint team of MRCS and IFRC were deployed to affected areas from 10 to 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, household 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.

During the field mission held between 7-15 January 2020, MRCS had met with local stakeholders including district office, Social welfare department, village leaders, village committee and community members. Detailed interview, information sharing sessions with the community members were organized to receive feedback from the communities and confirm the needs analysis. The DREF operation is targeting 1,000 households from worst affected 4 districts of Kelantan and Terengganu. The target area, number of households in each district is the following:

State	District	Number of households targeted
Kelantan	Kuala Krai	266
	Pasir Puteh	219
Terengganu	Hulu Terengganu	208
	Setiu	307
TOTAL		1,000

Selection criteria

MRCS has received the list of affected households from the local social welfare departments. The list includes all the households affected during the flood and affected people who have evacuated to the evacuation centers for two or more days. MRCS, in order to avoid conflict within the communities and ensure inclusive targeting, has used the Social Welfare Department list as a reference and through meetings organized with the target communities, were able to include non-registered, non-Malaysian, migrant households who were also affected by flood. Some of the households did not stay in evacuation centers because it was the first time that the flood had affected their community.

This DREF operation covers all the flood affected households of target villages within the districts. MRCS will ensure to validate the beneficiary information with the village leader, village committee and community members to include flood affected households within the target communities.

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 (i.e. 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 and etc.

In order to avoid reputational risk of MRCS, the national society is organizing information sharing sessions with the community members, setting up feedback mechanism at the communities and informing the local authorities regarding the DREF operation.

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 villages of Terengganu and Kelantan through unconditional multi-purpose cash grant via banks transfer.

Cash distribution process and rationale

The assessment results show that assistance preferred by the affected population is 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. The community has access to the markets.

Cash assistance will be pivotal for those returning to their homes. Some of the villagers from the affected district are employed as odd-job workers and are paid on daily basis. Days spent at evacuation centres meant a considerable loss of income to them. The cash assistance will enable to support families to fulfill their immediate recovery needs including purchasing of food, drinking water, hygiene products, repair materials for their houses etc. The cash grant is expected to revive the local market as well, which will in turn create multiplier effects of increased livelihood opportunities and flow of money in the market.

MRCS has the required capacities to distribute cash assistance with the support of IFRC. MRCS has prior experience and capacity with Cash Transfer Program using direct bank transfer to beneficiaries' bank account. RDRT deployed in country is to support the operations and Cash assistance for one month. Cash in emergencies toolkit will be used throughout the operation.

Communication

The IFRC will support the communications team of the National Society to communicate with external audiences on the situation and the Red Cross Red Crescent humanitarian response, with the aim of generating visibility and support for the humanitarian needs and the Red Cross Red Crescent response. Close collaboration will be maintained between the IFRC regional communications unit, IFRC country office / CCST and the National Society to ensure a coherent and coordinated communications approach.

Community engagement and accountability

Community accountability and feedback mechanisms are integrated to relief operations to ensure that affected communities are in the center of the operation. In this DREF operation, MRCS has started to pilot and implement community engagement activities and mechanisms. MRCS was able to build trust and acceptance within the target communities and local authorities through coordination and information sharing sessions. MRCS also identified appropriate communication and feedback channel. Based on feedback from these mechanisms MRCS will share 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 behaviors and practices within this operation. Actions taken should cause no harm to the communities being supported. There is a CEA RDRT included in the DREF to support MRCS in this process. Staffs and volunteers will be oriented and trained in CEA as part of the response.

Throughout the operation, MRCS is ensuring 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. Key messages for the cash assistance were developed with the community input and is being used for the IEC material development.

Staff and volunteers are 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 elderly. Female staffs and volunteers were encouraged to organize the community information sharing sessions with a focus group of women in the communities.

Human resources

The MRCS branches in Kelantan and Terengganu have technical capacity and experience to deliver the interventions planned in this DREF-supported response but with substantial technical assistance from the national headquarters. Relief activities in Kelantan and Terengganu will be led and carried out by MRCS staff and volunteers at the branch level, with support of disaster management of the national headquarters, the IFRC project coordinator and two member of the regional disaster response team (RDRT). Two regional disaster response team (RDRT) member with CASH and CEA profile is mobilized to support MRCS developing the CASH programming activities as a primary task for a period of one month while the CEA RDRT to support in developing the CEA component for MRCS for this response. To complete the DREF operation within the timeline, MRCS appointed focal persons for the DREF operation in each of the target states and Headquarter to mobilize its staff and engage volunteers as required and appropriate.

Existing IFRC staff are assisting MRCS in terms of planning, coordination, information management, need assessment, etc. In addition, IFRC staff will provide technical support for operational management. With the support of IFRC APRO, additional technical surge capacities may be engaged when there is a need.

Information Technology and Information Management

For accurate, reliable and timely data collection, mobile data collection – kobo toolbox was used for the needs assessment. The same toolbox will be used to collect information from the beneficiaries on post-distribution monitoring

after the encashment. Cooperation will be with Information Management (IM) and Program personnel to analyse data and evaluate actual beneficiaries requires for assistance. WhatsApp group is in place for sharing regular operational information among the MRCS and IFRC. IFRC APRO IT & Telecommunication team is in Kuala Lumpur to provide technical support at any situation to the volunteers about any communication issues. IT facilitation ensures both the IFRC and MRCS ICT sections. IT complications and technical solution in field areas will advise and closely monitor with all the deployed volunteers.

Logistics and Supply Chain

Procurement for cash related services will be done by MRCS in accordance with the operation's requirements, and aligned to IFRC's logistics standards, processes and procedures. Logistics for the Cash transfer programming will include the bank transfers to the recipient affected families via national banks considering all banking services are fully operational in the affected states. The DREF budget will cover the bank and other fees related to these transfers. Considering the MRCS procurement policies and procedures, and the cost of the financial service (that will not be higher than CHF 200), MRCS will procure the cash related service with CIMB Bank, which has a valid agreement to procure this kind of services to MRCS, national coverage and lower fees than other banks. This procurement process complies with IFRC procurement policies and has been evaluated with the technical support provided by the Operational Logistics, Procurement and Supply Chain Management (OLPSCM) in Kuala Lumpur.

Quality programming

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. MRCS and IFRC monitoring teams, including the volunteers, will visit operation sites on a regular basis to measure the progress of the implementation and provide support for the better accomplishment of the proposed actions in the intervention areas.

After the encashment, post distribution survey will be conducted. The survey will enable the gathering of information about the impact of the assistance and other feedback from recipients of the relief. An internal lesson learned workshop is planned under this DREF to reflect the achievements, challenges and learnings from the operation.

There will be adherence to protection, gender and inclusion (PGI) measures, the collection of sex-age and disability disaggregated data, application of Minimum Standards on PGI in Emergencies through the project cycle (including monitoring and reporting). There will be efforts made to ensure equitable balance of male and female staff and volunteers; as well consideration made to promote the participation of women, men, girls and boys of all ages and backgrounds in the affected population, and of people with disabilities.

Administration and Finance

IFRC and MRCS operations and finance team will work closely to ensure the supply chain of cash towards the field. The operation will rely on existing financial management and administration systems in MRCS and IFRC. Provisions have been made for communication costs related to the operation as well as financial charges and general expenses.

C. DETAILED OPERATIONAL PLAN

 <p>Livelihoods and basic needs People reached: 1,969 Male: 970 Female: 990</p>		
Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods		
Indicators:	Target	Actual
<i># of targeted households that have enough <food, cash, income> to meet their survival threshold</i>	1,000	0
Output 1.1: Households are provided with multipurpose cash grants to address their basic needs		
Indicators:	Target	Actual
<i># of households reached with cash for basic needs</i>	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 their basic needs upon returning to their homes. The cash delivery mechanism will be through direct bank transfer to families. Detailed needs assessment, cash feasibility assessment and market assessment were conducted from 10 to 14 December 2019. Some 339 people participated in needs assessment from which 144 were male and 195 were female.

From 7 to 15 January 2020, MRCS Headquarter joint team with two RDRT members were deployed to Kelantan and Terengganu states for further assessment and data validation. Meeting with the local authorities including district offices, Social welfare departments and information sharing sessions with the affected community members were organized. Through the field visit and meeting with the local governments, the target areas were identified. The DREF operation will target Pasir Puteh, Kuala Krai districts of Kelantan state and Hulu Terengganu and Setiu districts of Terengganu state. The beneficiary registration and consent form templates were finalized. Beneficiary registration and verification process has started and the Headquarter is coordinating with the State branches of Terengganu and Kelantan on a daily basis. The preparation for encashment is being conducted at the Malaysian Red Crescent Society. As of 31 January 2020, MRCS has completed the registration and validation of 474 beneficiary households.



Information sharing session with village leader and committee members. Kelantan, Malaysia. (Photo: MRCS)

Detailed encashment plan was developed with the involvement of staff and volunteers. Beneficiary registration, verification, communication, encashment and post distribution monitoring activities are planned in detail in the encashment plan.

The encashment plan and operational strategy needs to be discussed in an appropriate manner with the community to participate and engage them in the process inclusively. MRCS has conducted five community meetings with the community committee (MPKK) as they are representing the community and the potential beneficiaries. During these community meetings introduction about MRCS, IFRC, the IFRC seven fundamental principles, objective of the DREF operation, its main activities, process and timeframe of the operation was made. Moreover, the focal points appointed from the State Red Cross branch were introduced to the communities. In the end, there was question and answer session organized to hear feedback of the community and answer to any questions raised.

Based on the communities' power dynamics and segregation of duty, community members do believe and trust their village leader who understands his/her community's needs. During the meeting, program details are disseminated in detail. Two-way communications accommodated their input and question on the most suitable program implementation. MRCS also gained insights about community preferences regarding their communication channel and feedback mechanism. MPKK and village leaders gained understanding about their roles and responsibilities within the program and mainly will be communication channel between MRCS and communities.

To ensure feedback and complaints are collected, processed and responded to, feedback mechanisms and tools are developed and introduced to MRCS. Cash Assistance team has identified communities' preferable channels for giving and reporting feedback about the program. Village leaders are the most preferred channel along with phone-call. Feedback collection tools have been adjusted according to the needs.

MRCS communicated programs detail to beneficiaries, community members, MPKK and village leaders regularly and clearly. To support the communication and inclusive information sharing, IEC materials containing program details have been developed with MRCS and local volunteers to ensure that it is understandable by the communities. It also contains MRCS contact numbers and MRCS visibility. The IEC materials are to inform the beneficiaries and the community members about the cash assistance and the operation.

Maklumat penerima bantuan BANTUAN GERAN NON-TUNAI
Persatuan Bulan Sabit Merah Malaysia
Untuk mangsa banjir Disember 2019

Bantuan Geran Non-Tunai
Geran bantuan non-tunai ini bertujuan untuk membantu mangsa yang terlibat di dalam banjir Disember 2019. Ini merupakan bantuan lumpur syarikat dan bantuan ini hanya sekali sahaja. Penerima bantuan bertanggungjawab dalam pengesahan validasi kepada Jabatan Kebajikan Masyarakat dan Ketua atau Penghulu Kampung.

Nilai Wang Bantuan
Setiap keluarga penerima faedah akan mendapatkan bantuan wang tunai RM 300 yang akan diberikan melalui pemindahan transaksi bank.

Penggunaan Wang Bantuan
Wang bantuan untuk digunakan keluarga pada keperluan utama dan segera.

Penerima Faedah
Keluarga yang aktif memulakan tugas pemuliharaan dan/atau keluarga yang terjejas dan terancam dengan jedaan singkat. Kumpulan GRC setempat, Penguasa Kampung, Komuniti Kampung, MPOC.

Proses Pemilihan
PBM akan melakukan penapisan terhadap keluarga yang terjejas dan terancam dengan jedaan singkat. Kumpulan GRC setempat, Penguasa Kampung, Komuniti Kampung, MPOC.

Dokumen yang diperlukan
Salinan IC, Salinan setpa akaun bank, Dokumen sokongan lain, Nombor telefon.

Pemindahan Wang Dilakukan
Wang akan dipindahkan setelah dokumen permohonan bantuan di terima PBM. Setelah wang diterima, penerima faedah akan dipindahkan oleh Ketua Kampung atau wakil yang mewakili pesuruh jaja SMS kepada Ketua keluarga.

Maklum Balas
PBM akan meminta penerima bantuan dan komuniti untuk memberikan saran, masukan dan komen. Sila hubungi:
PBSM Cawangan Kelantan 09-713 2534
PBSM Cawangan Terengganu 010-3-2 5874
Atau sila hubungi Ketua Kampung atau penghulu. Semua kerahsiaan data dan informasi akan dijaga oleh PBM.

IEC materials developed on providing more information about the multipurpose cash grant to the beneficiaries. (Photo: MRCS)

Challenges:

Due to the lunar new year celebration (25 to 27 January 2020) as well as increased concern and subsequently, MRCS responded for COVID-19, causing the encashment process to be postponed. The first encashment of 266 beneficiaries is now planned in the third week of February. The beneficiary registration and validation is taking longer than expected due to mismatch of beneficiary name and bank account, or data entry to the beneficiary list template. However, the headquarter is actively coordinating with the State branches to confirm the beneficiary information. 474 beneficiary registration and validation is completed and the remaining beneficiary registration will be completed no later than end of January.

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
<i>The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services.</i>	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
<i># of NS that ensure improved equitable access to basic services considering different needs based on gender and other diversity factors</i>	1	1
Progress towards outcomes		
MRCS has developed assessment forms and beneficiary registration template that facilitate the capture of gender disaggregated data to inform this relief operation. MRCS deployed 10 female volunteers to conduct community meetings and information sharing sessions. Women from the communities were encouraged to participate in the information sharing sessions to share their thoughts and bring up questions of their concern regarding the operation.		
During some of the community meetings, the community members requested MRCS to register the wife's bank account number as recipients for the cash transfer, because in those communities it is the wives of the households who are responsible for the household money management. Therefore, some of the communities are registering the wives' information for beneficiary registration. The information is being validated by the village leader to ensure that only one recipient from each household is registered.		

In some areas, there are illegal migrants who do not have bank account numbers but affected by flood. During the community meetings, the community agreed to support them as well and the village leader will support MRCS to include those migrants as people to be assisted.

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

Challenges:

The illegal migrants who are affected by flood, do not hold a bank account. Therefore, MRCS will not be able to transfer the cash assistance to their bank account.

However, considering a small number of affected migrants, postal service will be used as an alternative to deliver the assistance to them. The village leader is the most respected and trusted community member and is providing full support for this operation.



Information sharing session being conducted to female members of the community. (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	2	2
Outcome S3.1: The programmatic reach of the National Societies and the IFRC is expanded.		
Indicators:	Target	Actual
# of national appeal launched	1	N/A
Output 3.1.1: Resource generation and related accountability models are developed and improved		
Indicators:	Target	Actual
# of lessons learned workshop conducted	1	0
Progress towards outcomes		
<p>Since the beginning, including the planning process, Kelantan and Terengganu branch of the Malaysian Red Crescent was involved in the operation and has been active. Total of 50 volunteers including the HQ and branches were oriented and deployed for the operation. MRCS has been working in close coordination with the IFRC APRO and two RDRT members are deployed in-country. The two RDRT members (CEA and Operations support/CASH) were deployed in country on 1 January 2020 to support the operation. The CEA RDRT was deployed for a period of 18 days and the Operations support/CASH RDRT member was deployed for a period of one month until the end of January.</p>		

Coordination WhatsApp group has been set up among the operation team and volunteers for effective coordination of efforts. There is no plan to organize national appeal in Malaysia, due to the flood receded and the scenario evolved to best case scenario.

The internal lessons learned workshop is planned to be organized for three days in the last month of the operation, where staffs and volunteers of branches and headquarter directly engaged to the operation will be involved in the workshop. IFRC PMER team will support the facilitation of the lessons learned workshop.

D. Financial Report

The DREF Operation allocation for this operation is CHF 133,844 out of which CHF 60,360 has been utilized as of January 2020. Detailed expenditure is outlined in attached interim financial report at the end of this update.

Reference documents



Click here for:

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

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

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For resource mobilization and pledges

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

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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**.

DREF Operation

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/12-2020/1	Operation	MDRMY004
Budget Timeframe	2019-2020	Budget	APPROVED

Prepared on 20/Feb/2020

All figures are in Swiss Francs (CHF)

MDRMY004 - Malaysia - Floods

Operating Timeframe: 07 Dec 2019 to 07 Mar 2020

I. Summary

Opening Balance	0
Funds & Other Income	133,844
DREF Allocations	133,844
Expenditure	-60,360
Closing Balance	73,484

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	79,875	53,285	26,590
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	79,875	53,285	26,590
SFI1 - Strengthen National Societies	36,822		36,822
SFI2 - Effective international disaster management	12,780	7,075	5,705
SFI3 - Influence others as leading strategic partners	2,130		2,130
SFI4 - Ensure a strong IFRC	2,237		2,237
Strategy for implementation Total	53,969	7,075	46,894
Grand Total	133,844	60,360	73,484

DREF Operation

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/12-2020/1	Operation	MDRMY004
Budget Timeframe	2019-2020	Budget	APPROVED

Prepared on 20/Feb/2020

All figures are in Swiss Francs (CHF)

MDRMY004 - Malaysia - Floods

Operating Timeframe: 07 Dec 2019 to 07 Mar 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	75,000		75,000
Shelter - Relief	2,000		2,000
Cash Disbursement	73,000		73,000
Logistics, Transport & Storage	13,100		13,100
Transport & Vehicles Costs	13,100		13,100
Personnel	20,575		20,575
Volunteers	20,575		20,575
Workshops & Training	3,000		3,000
Workshops & Training	3,000		3,000
General Expenditure	14,000	6,676	7,324
Travel	13,500	6,604	6,896
Communications	500	35	465
Financial Charges		37	-37
Operational Provisions		50,000	-50,000
Operational Provisions		50,000	-50,000
Indirect Costs	8,169	3,684	4,485
Programme & Services Support Recover	8,169	3,684	4,485
Grand Total	133,844	60,360	73,484