

Final Report

Pakistan: Earthquake

DREF operation	Operation n° MDRPK016
Date of Issue: 31 March 2020	Glide number: EQ-2019-000117-PAK
Operation start date: 29 September 2019	Operation end date: 29 December 2019
Host National Society(ies): Pakistan Red Crescent Society (PRCS)	Operation budget: CHF 148,747
Number of people affected: More than 129,652	Number of people assisted: 3,294 people (500 HHs)
Red Cross Red Crescent Movement partners currently actively involved in the operation:	
The International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), the Danish Red Cross (DRC) and Turkish Red Crescent (TRC) are the Movement partners who were actively involved in supporting Pakistan Red Crescent Society's (PRCS) response to the earthquake in Azad Jammu and Kashmir (AJK). In addition, PRCS maintained close coordination with other Movement partners including the Red Cross Society of China, who have extended support in the earthquake affected areas through shelter construction for local families, which is still on-going.	
Other partner organizations actively involved in the operation:	
The State Disaster Management Authority (SDMA), National Disaster Management Authority (NDMA) who distributed Non-Food Items (NFIs) in the affected areas were in close coordination with other stakeholders as well in order to avoid duplication of efforts and facilitate them during for movement within the earthquake-stricken areas. While the Punjab Disaster Management Authority also (PDMA) actively responded to the disaster in Mirpur. They established field offices in Azad Jammu and Kashmir to coordinate response efforts on ground more effectively. PDMA deployed ambulances, rescue vehicles and rescuers in the earthquake effected areas for clearing rubble, restoration of roads and infrastructure and medical assistance to the injured.	

A. SITUATION ANALYSIS

Description of the disaster

On 24 September 2019 at 16:02 local time, a powerful earthquake jolted several parts of Pakistan, particularly Mirpur and Bhimber districts in Azad Jammu and Kashmir. According to the United States Geological Survey (USGS), the 5.8 magnitude earthquake struck at a shallow depth of 10km with its epicenter lying one kilometer southeast of Mirpur. Furthermore, aftershocks were also felt, notably at 4.4 magnitude on 26 September and a lesser one on 6 October with a 3.8 magnitude. According to NDMA's situation report dated 11 October 2019, 39 people lost their lives and more than 700 people were injured. The high intensity earthquake also caused severe to moderate damages to houses, buildings, and other infrastructures. Over 7,400 families were badly affected in districts Mirpur and Bhimber due to the damages caused to their houses. Significant damage to the main road in Mirpur – Jatlan, along the Jatlan Canal also caused damage to some 200 vehicles. Summary of losses and damages as per NDMA report¹ dated 11 October, is as below:

Table 1: Summary of losses and damages in Mirpur and Bhimber districts, 11 Oct 2019

Area	District	Deaths	Injuries	Houses damaged	
				Completely	Partially
Azad Jammu and Kashmir	Mirpur	34	711	1,756	5,709
	Bhimber	4	14	-	-
Punjab	Jhelum	1	21	-	-
Total		39	746	1,756	5,709

¹ [NDMA situation report No. 19, 11 October 2019](#)



(Left picture) Main road in district Mirpur significantly damaged by the earthquake on 24 September 2019; (Right picture) Elderly head of household standing in front of his damaged house in district Mirpur (Photos: PRCS)

Summary of response

Overview of Host National Society

In response to the earthquake, the National Society immediately commenced their response operation to help affected communities. Below are some of the most critical activities that took place:

- Six staff members and 12 volunteers were deployed to the target areas, to conduct on ground needs assessment.
- Initial assessment of the water, sanitation and hygiene (WASH) situation and continuous monitoring for relevant WASH interventions.
- Conducted livelihood and market assessment.
- Mobilized Community Disaster Response Team (CDRT), District Disaster Response Team (DDRT), National Disaster Response Team (NDRT) and volunteers to support the response operation.
- Mobilized First Aid (FA) teams from adjoining districts - Bhimber and Kotli, to reach district Mirpur to carry out FA response for the injured community members. Local volunteers in Mirpur were mobilized together with the First Aid Responders (FAR) Teams.
- Psychosocial support was provided to affected families in the target areas for their physical and mental wellbeing.
- Coordinated with other WASH actors working in the same area, for designing appropriate response actions for the target group needs.
- Four ambulances were deployed to Mirpur from PRCS National Headquarters (NHQ), carrying medicines and other relief items.
- Identified, verified and registered 576 households (HHs) according to the set criteria, through Red Rose Application for cash and WASH assistance.
- Community meetings and consultations with local authorities were conducted in order to take them on board and have their ownership for the operation.
- Engaged a suitable money transfer service for cash distribution.
- Carried out timely funds transfer to FSPs and issuance of debit instruction.
- PRCS coordination with FSP retailers for ensuring liquidity during cash disbursement days.
- Cash disbursement and timely follow up calls to beneficiaries for collection of their cash grants.
- Hygiene communication plan was developed, and subsequent training was imparted to volunteers on the plan and related activities.
- Twelve volunteers mobilized for basic hygiene promotion activities.
- Distribution of 500 household level water filters among 500 most vulnerable households.
- Conducted 20 awareness sessions on health and hygiene during the distribution of water filters.

Overview of Red Cross Red Crescent Movement in country

ICRC supported the deployment of PRCS FA teams, replenishment of FA kits, Restoring Family Links (RFL) and public communication. The Turkish Red Crescent distributed 500 food packs (14.5kg each) in village Sangh among 3,350 affected people. The Danish Red Cross disbursed multipurpose cash grants to 380 families with allocation of PKR 27,170 (approx. CHF 170) per family. Household water filters were also distributed with the support of Turkish Red Crescent to the same 380 families. Furthermore, the Red Cross Society of China, Zong Telecom and a Chinese private firm will be supporting the construction of 63 permanent shelters consisting of two rooms and one washroom per shelter.

The IFRC extended technical support to the National Society along with the Disaster Response Emergency Fund (DREF) for responding to the immediate health, water and food needs of the affected communities in Mirpur. For validity and transparency of data, IFRC also supported the use of an android based application, Red Rose Platform for household registration and distribution of cash and water filters.

Overview of non-RCRC actors in country

NDMA took the lead in coordinating the response for the Mirpur earthquake, at the national level. At the provincial and district levels, the response was coordinated by the respective provincial, state and district disaster management authorities. The Government of Pakistan took swift action for rescue and response in the earthquake-affected areas. The search and rescue operations in the affected areas were mainly led by the Pakistan Army, since the main roads were damaged, and accessibility was a problem.

Coordination with field teams, Red Cross Red Crescent Movement Partners and NDMA is still ongoing from the Emergency Operational Centre (EOC) at PRCS headquarters in Islamabad. Meanwhile at the provincial and district branch levels, coordination with Provincial and District Disaster Management Authorities is also continuing since PRCS is now implementing the shelter construction project in the same area, supported by another donor.

Needs analysis and scenario planning

Need Analysis

PRCS conducted the need assessment in the target district as soon as it was hit by disaster, to assess the extent of damage and losses and identify the most critical needs of the most vulnerable communities. Based on the most urgent needs of the affected population, the focus of this DREF operation was on multipurpose unconditional and unrestricted cash grants, safe drinking water and health and hygiene in the targeted villages of district Mirpur.

Furthermore, according to the result of needs assessment, tents, Non-Food Items (NFIs), food and rehabilitation of water sources were identified as critical needs of the affected communities. Based on the needs identified, a market assessment was conducted in district Mirpur to assess the market functionality. Key findings of the market assessment were:

- District Mirpur and nearby local markets have a collective capacity of stock, to fulfil the basic food and NFIs needs of affected communities, which includes WASH and shelter items.
- Markets are located within the affected areas of district Mirpur, and thus easily accessible to all.
- Road communication and local transport were only temporarily disrupted; however, they were resumed after the operation was launched. The movement for local community across the district was easy and accessible.
- The average prices of all consumable and non-consumable items/goods and other services from the local shopkeepers were equivalent to the pre disaster market rates.
- It was believed that the local administration was in control of the commodity pricing in local markets.
- PRCS has Memorandum of Understandings (MoUs) with leading Financial Service Providers (FSPs) including Telenor Pakistan, for their cash transfer services in various locations. In Mirpur, a number of Telenor retailers and franchises are available within the affected zone as well as at district and tehsil levels.
- Telenor Pakistan has a well-known mechanism of Easy paisa transfer for reliable transfer of money to not only individuals but also for/on behalf of organizations especially during disasters and emergencies.
- With 75 per cent literacy rate in the target area, there is a good knowledge of FSPs, their services and how they function.

In view of the assessment results, cash and voucher assistance was chosen as the most appropriate response option. The assessment revealed that the local markets in the area were fully functional and easily accessible to the affected communities. Therefore, multi-purpose unconditional cash assistance was chosen to meet the basic needs of the most vulnerable families in the target areas. The transfer value per family is PKR 27,170 (approx. CHF 172), based on the 2,100 KCal requirement per person per day, for a seven members' family for one month.

Furthermore, there was a disruption of water supply in some of the affected areas due to damaged reservoirs and disrupted water distribution lines, leading to shortage of safe drinking water. In the immediate term, affected families needed access to safe and clean drinking water, therefore PRCS in close coordination with the Ministry of Housing and Works aimed to provide household level water filters as a sustainable solution for longer term safe water access.

Targeting

While selecting community members, PRCS ensured that the interventions are aligned with their own, as well as IFRC minimum standard commitments to gender and diversity in emergency programming. This was ensured through selection of fully damaged houses, partially damaged houses, women-headed households, pregnant/lactating women, men and boys made vulnerable by the disaster, families that have not received any or sufficient assistance from the government or other organizations, those belonging to socially vulnerable households, and those who lack relevant resources to cope with basic humanitarian needs on their own. These groups were considered according to the level of impact as well as difficulty to reach, with the PRCS leadership committing to focus on the most remote affected areas. Additionally, the District Government and SDMA provided a list of the most affected areas to PRCS where they could initiate their interventions while avoiding duplication of efforts. With the help of this list, it was identified that 944 households of Saangh village and nine adjoining hamlets were the most affected areas in Mirpur and require immediate assistance. Out of these 944 households, 880 accepted the assistance while the remaining households declined assistance, owing to financial stability. 500 out of these 880 households were selected for the DREF interventions, while for the remaining 380 HHs, assistance was sought from other resources.

PRCS also ensured that the specific needs of those affected by displacement including host communities, are taken into consideration while designing the response interventions. Assistance and protection activities were aligned with the Movement's Policy on Internal Displacement, as well as global humanitarian standards. Needs were closely assessed, to keep in view any individual or communities that fall into longer-term or protracted displacement.

In addition, PRCS ensured that female staff and volunteers are part of the assessment, relief distribution and mobile health unit teams for inclusion of women and girls, while ensuring their access to information and services.

Risk Analysis

There was significant damage to the main road in Mirpur – Jatlan, along the Jatlan canal, causing accessibility and outreach issues. However, PRCS NHQ and provincial branch worked in close collaboration with the Provincial and District Government Authorities to ensure smooth accessibility to the earthquake affected area, and appropriate outreach to the most vulnerable communities. Owing to the monsoon season, the earthquake affected areas were at risk of rockslides and landslides. Furthermore, the aftershocks were also frequent. The household assessment process was affected, since the community members had moved out of their damaged houses with the fear of collapse because of aftershocks. However, the PRCS field teams managed to complete the assessment in the area, by taking a few extra days in the field and managing to stay in the nearby districts.

Communication with field teams on the ground was hindered during the first few days of disaster since the communication network of telecom company's operating in the area were down due to technical problems. Therefore, the first few days were difficult in terms of coordination, until the networks were restored.

PRCS staff and volunteers were active in the immediate aftermath of the earthquake and a high level of acceptance by the communities was visible. As such, there was little risk or security issues that could impact the operation. However, IFRC security team continued to closely monitor the situation and provide guidance, in case there is any change in the security situation.

B. OPERATIONAL STRATEGY

Proposed strategy

Working in close coordination with the Disaster Management Authorities at respective provincial and district levels, PRCS deployed a team comprised of National Headquarter (NHQ) staff, local branch staff and volunteers to conduct household assessments through data solution tool i.e. the Red Rose android application, to ascertain the damages and needs of the affected community, in particular the most vulnerable segments. The household assessment template was developed by the PRCS NHQ team specifically for the DREF earthquake response. The plan of action was developed based on the findings of the assessment, the collective experience of PRCS staff and volunteers and assets available, such as relief items positioned in strategic locations across the country. With a strong presence in the earthquake affected area, PRCS ensured distribution of cash grants and in-kind support to meet the immediate needs of the affected families.

Apart from the assessment findings, the local administration, including the District Disaster Management Coordinator (DDMC) also informed PRCS about the damages caused by the earthquake and the needs of the community in the area, in particular the need for medicine, drinking water, sanitation and shelter were identified. PRCS subsequently, gave the DDMC an insight into their multipurpose cash grant program and how it can benefit the affected communities in order to fulfil their basic immediate needs. As a result, the local administration advised PRCS to commence with their response efforts in Saangh village, Union Council Samwal Sharif along with seven sub villages of district Mirpur, where more than 70 per cent of the houses were damaged, as per PRCS assessment report.

Prior to data collection exercise, the field team was orientated on data collection tools in the Red Rose application. Initially, 576 households were identified as the most vulnerable. However, after further data analysis and screening, only 500 households were selected for multipurpose cash grant and in-kind assistance through PRCS DREF operation. The female and male headed household's data can be seen in below table, along with statistics on marital status of the HHs:

Table 2: Number of HHs supported through cash grants

No	Village	#of Female/Male Headed Households			%
		Female	Male	Total HHs	
1	Jata Da Nakka	2	3	5	1%
2	Kalyal	16	56	72	14.4%
3	Kamharaan	11	26	37	7.4%
4	Rajyaan da nakka	19	28	47	9.4%
5	Saangh Hill	2	8	10	2%
6	Saangh kikri	5	8	13	2.6%
7	Saangh Loharan	20	85	105	21%

No	Village	#of Female/Male Headed Households			%
		Female	Male	Total HHs	
8	Zaldaran	65	146	211	42.2%
	Grand Total	140	350	500	100%

Table 3: Marital status statistics of HHs

Marital status	# of HHs
Married	440
Separated	4
Single	15
Widow	41
Grand Total	500



(Left picture)) Household registration for cash transfer and water filter distribution by PRCS staff and volunteers;
(Right picture) Volunteers and staff being oriented on the use of Red Rose platform (Photo: IFRC)

PRCS staff, local volunteers as well as the local residents of district Mirpur were proactively involved in the rescue and response efforts. They were collectively striving to respond to the needs of the affected population through a synergetic approach, while also engaging the local people and relevant government authorities. The local volunteers were involved in multiple relief interventions including need assessment, household registration, food distribution, provision of FA and health & hygiene sessions.

During the need assessment and household registration, specific data was collected on gender, ethnicity, age, disability, people living with HIV/AIDS and other factors that may increase vulnerability. In the set criteria for the provision of cash grants, more emphasis was given to the aforementioned vulnerable segments of society in order to ensure an inclusive approach.

The Minimum Expenditure Basket (MEB) for the cash grant was prepared in line with the sphere standards. The transfer value per family was PKR 27,170 (approx. CHF 172), based on the 2,100 KCal requirement per person per day, for a

seven members' family for one month. PRCS calculated the multipurpose cash grant value per household keeping in view the daily food requirement per person. The provision of goods and services both were considered in the MEB calculation, so that the beneficiaries can use the grants for multiple purposes, with no pre-conditions. Special attention was given to the inclusion of vulnerable groups in the cash assistance. The targeted communities were informed through local activists and volunteers regarding the household registration process and the provision of multipurpose cash grants. The information on household registration was also disseminated through the local mosque's².



PRCS team in a meeting with SDMA officials (Photo: PRCS)

The data collection team was responsible for registration of every household in their assigned hamlets/sub-villages. The monitoring teams conducted regular monitoring visits and follow ups with target households. Additionally, a joint staff meeting was convened at end of each day during the registration process, in order to have feedback on any field challenges and current/anticipated risks.

The data regarding target households was shared with the District Government in order to avoid duplication of response actions and effort. The information regarding selected beneficiaries was also displayed at communal spots in the target villages and sub villages. PRCS regularly shared information and other updates on the operation with key stakeholders. PRCS Secretary General was the focal person for communication with all external stakeholders. At the operational level, PRCS communication department was undertaking activities aimed to increase PRCS visibility and showcasing of the impact of the earthquake response interventions.

Beneficiary communication and feedback mechanism

PRCS data collection team provided hotline numbers to the registered households, local government officials, influential people and local activists in Mirpur, in order to ensure accountability and feedback mechanism for the beneficiaries. Community complaint mechanism was also established to ensure an open communication. The hotline numbers were displayed in public places in the target villages for local community members to provide feedback and/or share their concerns with regards to the process or even the beneficiary selection criteria. PRCS local staff member was assigned as the focal person for coordination with District Government and other organizations working in the area.

In order to ensure community consultation and feedback, a field unit was established in the target areas consisting of staff and volunteers. A group of volunteers organized regular community meetings for awareness and feedback on assessment results. Additionally, PRCS built capacities of local volunteers and staff on different components of response and it helped a great deal to build local knowledge base.

The Post Distribution Monitoring (PDM) was completed as per the planned timeline. Specific reporting formats helped in acquiring the desired information from field during PDM. Lastly, a lesson learned workshop was convened during the last week of the operation to review the actions and/or corrective measures for future interventions.

C. DETAILED OPERATIONAL PLAN

		
<p>Livelihoods and basic needs</p> <p>People reached: 3,280</p> <p>Male: 1,607</p> <p>Female: 1,673</p>		
<p>Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</p>		
Indicators:	Target	Actual
# of targeted households that have enough cash to meet their survival threshold	500	498

² Mosque is a place where Muslims worship. The word mosque comes from the Arabic word 'masjid'.

Output 1.1: 500 beneficiaries were provided multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# of households assessed and registered	500	500
# of households reached with cash for basic needs	500	498

Narrative description of achievements

Approximately 498 households in district Mirpur, received multipurpose unconditional unrestricted cash grants which complemented the support for the provision of safe drinking water and basic hygiene needs during emergency phase. Priority was given to the most vulnerable families, with fully and partially damaged houses, women-headed households, households with pregnant and lactating women, infant family members, people with disabilities and/or primary school children. The transfer value per family was PKR 27,170 (approx. CHF 172), based on 2,100 KCal requirement per person per day, for seven members' family for one month. PRCS calculated the multipurpose cash grant value per household, keeping in view the daily food requirement per person along with the required non-food items.

Table 4: Number of vulnerable people assisted among the assisted HHs

Status	#
Orphans in HHs	53
Person with disabilities in HHs	122
Pregnant or lactating women in HHs	74
Grand Total	249

Summary of activities carried out:

- As part of the need assessment exercise, the market and risk assessment helped gauge the overall livelihood conditions of the affected population in the target district. The findings of the assessment revealed a shortage of food items in the affected areas. It was seen that the government and other humanitarian actors working in the area were providing dry ration as well as cooked food for the affected population, however there was still need for more. Based on the findings of the assessment, both distribution of food items as well as cash-based interventions were planned to meet the food as well as other basic needs of the affected population, since the nearby markets were functional, integrated and competitive. Therefore, the National Society distributed food packs for 500 families in district Mirpur as part of the response operation.
- Market assessment was carried out to assess the market functionality and accessibility.
- A total of 576 households identified, verified and registered for the cash and in-kind distribution, according to a set criterion through Red Rose Application.
- Community meetings and consultations were convened with local authorities in order to take them on board and ensure their cooperation for the operation.
- PRCS engaged a suitable money transfer facility for the cash distribution to beneficiaries.
- Timely funds transfer to FSPs and issuance of debit instruction was ensured.
- Continuous coordination was ensured with FSP retailers, for maintaining sufficient liquidity during the cash disbursement days.
- Cash disbursement and follow up calls to targeted beneficiaries were ensured, for timely collection of their cash grants from the collection point assigned to them.

Challenges

- Initially, the access to district Mirpur was a challenge for the PRCS teams, since the main roads leading to Mirpur were damaged by the earthquake, However, this challenge was overcome soon, through continuous communication with the district government and repair of roads allowing access to the affected areas.
- Since PRCS does not have a district branch in Mirpur, the most immediate response after the earthquake came from PRCS NHQ. For the same reason, communication with district government was also slightly delayed in the beginning, since only emergency FA responders were present in the district during the early on-set of disaster.
- Immediately after household registrations were completed, some families moved to other safer areas in the country, while others left the country owing to the fact that a large number of people belonging to Mirpur are earning a living out of Pakistan. For this reason, some additional time was utilized for identifying and registering new beneficiaries, and the registration activity went a little beyond the original planned timeline.

(Note: for more details on challenges faced in the operation, refer to the last section - Influence others as leading strategic partner)

Lessons Learned

Please refer to the last section - Influence others as leading strategic partner.



Water, sanitation and hygiene

People reached: 3,294

Male: 1,614

Female: 1,680

Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# of households provided with safe water services that meet agreed standards according to specific operational and programmatic context	500	500
Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities		
Indicators:	Target	Actual
# of assessment conducted	1	1
Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population		
Indicators:	Target	Actual
# of people reached with safe water	3,500	3,294
Output 1.3: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		
Indicators:	Target	Actual
# of people reached with hygiene promotion activities	3,500	3,294

Narrative description of achievements

Post the earthquake in district Mirpur, there was a disruption of water supply in some of the affected areas owing to damaged reservoirs and disrupted water distribution lines, including individual wells. In the immediate term, the affected families needed access to safe and clean water, therefore PRCS aimed to provide household level water filters as a sustainable solution for longer term, in close coordination with the Ministry of Housing and Works. Given the damage to houses and sanitation facilities, and the fact that some of the affected people were afraid of returning indoors due to the fear of aftershocks, hundreds of families remained unprotected from the weather and resided under the open sky. As the monsoon season was still ongoing at the time, it left them exposed to the harsh weather and had the potential of compounding the health and hygiene situation, especially linked to inadequate shelter and sanitation conditions. The hygiene needs were met through multipurpose cash grants for acquiring hygiene kits, and hygiene promotion activities were accompanied by the water filter distribution activity.

Summary of activities carried out:

- PRCS staff and volunteers conducted an initial assessment of the water, sanitation and hygiene situation in target communities, in order to design the most appropriate response action.
- The WASH situation in the target areas was monitored throughout the project timeline.
- PRCS coordinated its efforts with other WASH actors working for the target group needs and the appropriate response.
- A total of 576 households were identified in district Mirpur for water filter distribution with the help of volunteers. Of the 576 households, 500 received the household level water filters and were oriented on the correct use of these filters as well.
- Hygiene communication plan was developed, and subsequent training was imparted to volunteers on the plan and related activities.
- Twelve volunteers were mobilized to implement the basic hygiene promotion activities in the affected areas.
- A total of 20 awareness sessions were conducted by PRCS volunteers on health and hygiene during the distribution of water filters.
- Once the targeted HHs were finalized the volunteers started delivering sessions on Health and Hygiene and messages on the repair and maintenance and use of water filters, in each village. Each session was for 25 to 30 people with a duration of about two hours. These were interactive sessions where the queries of community members were also addressed. The volunteers were giving these sessions with the help of IEC material on basic health and hygiene key messages. The key messages were as below;
 - Always consume safe water

- Always dispose of young children's faeces in latrine or bury them.
- Always defecate in a latrine or toilet or at dedicated place for defecation.
- Always wash hands at critical times, i.e. after defecating, after cleaning children's faeces, before eating, before feeding a child and before preparing food.

In total, at least one member from all 500 HHs took part in the sessions. All participants appreciated these sessions and the efforts of the NS for making them aware on the correct use of the water filters and the general hygiene practices to be adopted for improved wash practices by their families.

Challenges

Please refer to the last section - Influence others as leading strategic partner.

Lessons Learned

Please refer to the last section - Influence others as leading strategic partner.



Protection, Gender and Inclusion

People reached: (Same as reached in other sectors as PGI was streamlined in programming)

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

Narrative description of achievements

For the initial assessment of the earthquake response operation, PRCS used specialized assessment forms that enable collection of gender disaggregated data to inform the relief operation. Data was collected specifically on gender, ethnicity, age, disability, people living with HIV/AIDS, and other factors that may increase vulnerability. In the set criteria for the provision of cash grants, there was an increased emphasis on the aforementioned vulnerable segments of society, in order to ensure an inclusive approach in the project design.

In addition, PRCS deployed six female volunteers during the assessment, registration, distribution, awareness activities and post-distribution monitoring, to provide the target beneficiary women a comfort to interact with PRCS representatives and share their feedback and concerns openly.

Challenges

Please refer to the last section - Influence others as leading strategic partner.

Lessons Learned

Please refer to the last section - Influence others as leading strategic partner.

Strengthen National Society

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, competences and capacities to plan and perform

Indicators:	Target	Actual
<i># of NS branches/headquarter that are well functioning in the operation</i>	1	1

Output S1.1.1: National Societies have effective and motivated volunteers who are protected		
Indicators:	Target	Actual
<i># of volunteers involved in the operation provided with briefing/orientation</i>	30	30
<i># of NS members trained in emergency needs assessment</i>	6	6
Narrative description of achievements		
<p>PRCS NHQ is the main office managing this DREF intervention and they also deployed six staff and three volunteers from the NHQ to the target area for project activities. Some 30 volunteers received the necessary briefings and trainings for the DREF operation implementation, to ensure their safety and wellbeing is safeguarded. Volunteers were involved in the needs and market assessments, to assess the overall damages caused by the earthquake, and the extent of response interventions required to address the immediate needs of the affected populations. They also ensured the Community Engagement and Accountability (CEA) component of the operation, in order to integrate communication and participation of beneficiaries throughout the project lifecycle.</p> <p>Six National Society (NS) staff members were trained by NHQ technical staff and IFRC technical team, in emergency need assessment, which includes assessment of markets and FSPs. Once capacitated, these staff members were ready to further replicate the trainings for the volunteers to support them in the implementation of activities, throughout the DREF operation.</p> <p>Furthermore, the volunteers were also responsible for household registrations, water filter distributions and hygiene promotion activities, for which they were trained and deployed within their own village/Union Council. The volunteers received training on digital data collection and household registration on the Red Rose application, which was used as a data collection tool. They were also trained on the programmatic use of Red Rose for not only cash assistance, but also for water filter distribution, PDM and accurate and valid data collection through Red Rose for reporting purposes. The data collected through Red Rose was then analyzed and cleaned manually while duplications were removed by the application itself. It was also used for internal financial and management approvals. The PDM exercise was also conducted through Red Rose application but the sampling was done manually with help of PMER team. Additionally, Red Rose was also used for financial reconciliations but that was only possible after manual partial integration. All queries and concerns of volunteers were addressed during the training sessions, including the installation of Red Rose on their Android phones/tablets.</p>		
Challenges		
Please refer to the last section - Influence others as leading strategic partner.		
Lessons Learned		
Please refer to the last section - Influence others as leading strategic partner.		

International Disaster Response		
Outcome S2.1: Effective and coordinated international disaster response is ensured		
Indicators:	Target	Actual
<i>Does the operation demonstrate evidence of effective and coordinated international disaster response?</i>	Yes	Yes
Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained		
Indicators:	Target	Actual
<i># of RDRT deployed</i>	1	1
Output S2.1.2: Supply chain and fleet services meet recognized quality and accountability standards		
Indicators:	Target	Actual
<i>Procurement is carried as per Sphere and IFRC standards and items replenished in PRCS warehouses within the operation timeline</i>	100%	100%
Output S2.1.3: Coordinating role of the IFRC within the international humanitarian system is enhanced		
Indicators:	Target	Actual
<i>PRCS engage with other humanitarian actors for coordinated humanitarian intervention</i>	Yes	Yes

Narrative description of achievements

A Regional Disaster Response Team (RDRT) member with PMER background was deployed to IFRC CO for one month, starting from 30 November to 30 December 2019, for operational support to the NS. RDRT deployment is a cost-effective regional disaster response support system that is entirely staffed by members of the National Red Cross and Red Crescent Societies. The aim of RDRTs is to actively promote building of regional capacities in disaster management.

The deployed RDRT supported PRCS in a number of tasks including development of the post distribution monitoring report, organizing and leading the Lesson Learnt Workshop (LLW) and developing the subsequent report, reviewing the DREF operation final report and lastly coordinating with NS staff to build their capacities in the above mentioned activities. Her follow up role was instrumental in the finalization of PDM and LLW reports.

As such there was no significant procurement involved in the operation, except the replenishment of household level water filters which were distributed to beneficiaries in the target district. The procurement process was initiated during the mid of the operation and has been completed within the project timeline. The replenishment was done by the PRCS administration, as per PRCS emergencies Standard Operating Procedures (SoPs) and procurement and stock policy.

PRCS proactively coordinated with several humanitarian organizations working in the affected area for disaster relief, which includes Muslim Hands, United Nations Development Programme (UNDP), Islamic Relief, Hands Pakistan, National Humanitarian Network (NHN), Humanitarian Country Team (HCT) and United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) to complement each other in the response interventions and avoid duplication of efforts and resources..

Additionally, PRCS and IFRC have been requested to Co-Chair the shelter cluster during the construction of shelters in district Mirpur, with support of different donors. The Shelter Cluster is one of the 11 clusters of United Nations (UN) led by United Nations High Commissioner for Refugees (UNCHR), while at global level IFRC is a co-Chair of this cluster, which is why United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) offered PRCS to co-chair the cluster here in Pakistan. Some INGOs and NGOs who are also working in shelter are member of this cluster. Since then, IFRC and NS have been vital members of the cluster meetings and provided meaningful input in terms of shelter development vis a vis on-ground conditions in Mirpur.

Challenges

Please refer to the last section - Influence others as leading strategic partner.

Lessons Learned

Refer to last section – summary of lessons learned.

Influence others as leading strategic partner

Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable

Indicators:	Target	Actual
<i>IFRC and NS are visible, trusted and effective advocates on humanitarian issues</i>	Yes	Yes

Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.

Indicators:	Target	Actual
<i># of assessment done for needs, capacities and gaps</i>	1	1

Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.

Indicators:	Target	Actual
<i># of national appeal launched</i>	1	0

Output S3.2.1: Resource generation and related accountability models are developed and improved

Indicators:	Target	Actual
<i># of lessons learned workshop conducted</i>	1	1

Narrative description of achievements

A detailed needs assessment was carried out by the PRCS program team with support of PRCS PMER and volunteers. The DREF assistance request was based on the findings of the need assessment report. The planned interventions were designed according to the needs identified by the assessment and other relevant secondary sources.

There is no plan to launch a national appeal for the Mirpur earthquake disaster, since there is no such need at the moment. A national appeal will only be launched in case the relevant Government authorities have limited capacity/resources to respond to the disaster and request National Society to support them. The reasons for limitation can include the extent and scale of the disaster, or the need for long term and large-scale interventions to restore normal life in the disaster struck areas.



Lesson Learned Workshop at Hill view Hotel, Islamabad (Photo: PRCS)

A lesson learnt workshop was organized by the NS once the DREF activities had concluded, during the last week of December 2019. The LLW was led by the deployed RDRT from Hong Kong Red Cross, with support of Deputy Director Cash and Voucher Assistance/Disaster Response (DR) and Deputy Director PMER, PRCS NHQ. The timeline review and group work exercise helped generate a meaningful discussion among the participants for reviewing the operation critically. A total of 21 participants, six from PRCS branches, eight from PCS NHQ, three from the FSP and four from IFRC attended the one-day workshop. The workshop provided an opportunity for the participants to share experiences from different perspectives; PRCS HQ, branches and volunteers. A group exercise was convened to identify the challenges in the operation, what went well, what needs to be improved and the recommendations for future disaster response interventions. The findings of this workshop and recommendations for future response has been recorded in the DREF lessons learned report prepared by the RDRT.

Challenges

Following are the main challenges faced during the DREF operation:

- The lapse between the initiation of the response operation to the actual disbursement of cash is too much. As per the Cash Standard Operating Procedures (SoPs), the cash grant should reach the target beneficiaries within 2-3 weeks of the disaster, but in this case it took longer owing to the delay from NS management. IFRC took one week to transfer the funds to NS and another one to two weeks was from NS due to delay in management approvals, overall it was four weeks from the date of disaster. In the meanwhile, NS management also did not allow the use of calamity funds until the actual funds are received.
- There is room for improvement in terms of timeliness of service delivery, i.e. the cash grant reaches the needy population within a few days of the disaster.
- Limited trained staff and volunteers to timely engage in the response operations, such as data collection and reporting.
- There was a lack of field level coordination among the national level staff, field staff and volunteers.
- During the beneficiary registration process, it was seen that some families were duplicated due to multiple reasons, which not only lead to wastage of time but efforts as well.
- Some beneficiaries were unable to recognize messages from the FSP, in fact they deleted the messages making them ineligible for receiving the cash in a timely manner.
- Delay of fund transfers from IFRC to PRCS caused delay in implementation of activities as well.
- If volunteers are deployed within their own village/area for beneficiary registration, there is a good chance of favoritism towards their family and friends.
- Volunteers should be accommodated in every way possible for them to be able to do their job without unnecessary distractions, such as availability of food while they are on duty or transportation from one village to the other.

Lessons Learned

Following are the main lessons learnt from the operation:

- Prepositioning of relief items and pre-arranged agreements with FSPs should be maintained at the National Society as good practice for preparedness before any disaster/emergency strikes.
- Sufficient time should be allotted for volunteer's orientation and training on Red Rose and HH assessment, in order to develop better understanding of processes.
- A temporary office should be established at field level during the DREF project for smooth day to day operations and movement of staff and volunteers.
- During the beneficiary registration process, if the cash/in-kind is distributed to households instead of individuals, it is recommended to register both husband and wife of the family so that the household information is unique, and duplication is avoided by registering head of households separately.
- More efforts need to be made for communication with beneficiaries regarding cash disbursement preferably with at least one dedicated officer responsible for ensuring this task.
- Management approval time should be quick in order to promptly respond to the disaster, and calamity fund should be used for cash disbursement instead of waiting for IFRC funds to be transferred.
- Volunteers should be swapped in order to avoid bias data collection during household registration.
- Food/snacks should be made available for the staff and volunteers working in the field and sometimes in harsh weather conditions as well. Similarly, transportation facilities at hamlets or village level, can expedite the data collection and other field level activities.

D. Financial Report

A total of CHF 148,747 was allocated for PRCS to cater to the immediate basic needs of food, water and health of earthquake-affected households in targeted villages of Mirpur district, particularly through disbursement of multi-purpose cash grants and distribution of portable household level water filters.

The total expenditure recorded by end of operation was **CHF 117,529 (79 per cent spent of budget)**, leaving a balance of **CHF 31,218**. The variation in the expense and budget is mainly due to the cash disbursement to 498 households out of 500 targeted HHs. The remaining two households have failed to collect their cash grants within DREF timeline.

The balance funds will be returned to the DREF pool. For further details on expenditure, please refer to attached final financial report. [click [here](#)]

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the national society, would like to extend thanks to all for their generous contributions

Contact information

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

For further information specifically related to this operation please contact:

In the Pakistan Red Crescent Society, Islamabad

- Khalid Bin Majeed, secretary general; phone: +92 51 9250407; email: sg@prcs.org.pk
- Muhamad Amin, DD-CVA/DR and head of disaster response unit; mobile: + 92 304 1030183; email: dd.cbi@prcs.org.pk

In the IFRC Country Office, Islamabad

- Syed Ali Akhtar, acting head of country office, Mobile: +92 300 5554510; email: ali.akhtar@ifrc.org
- Manzoor Ali, senior programme manager, mobile: +92 308 5559071; email: manzoor.ali@ifrc.org

In the IFRC Asia Pacific Regional Office, Kuala Lumpur

- Mohammed Omer Mukhier, deputy regional director; email: mohammedomer.mukhier@ifrc.org
- Necephor Mghendi, head of disaster and crisis prevention, response and recovery; email: necephor.mghendi@ifrc.org
- Vinod Muniandy, operations coordinator; email: OpsCoord.SouthAsia@ifrc.org
- Siokkun Jang, regional logistics manager; mobile: +6012 816 6337; email: siokkun.jang@ifrc.org

For IFRC Resource Mobilization and Pledges support

In the IFRC Asia Pacific Regional Office:

- Alice Ho, partnership in emergencies coordinator; email: PartnershipsEA.AP@ifrc.org

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

In the IFRC Asia Pacific Regional Office:

- Liew Siew Hui, PMER manager; email: siewhui.liew@ifrc.org

In IFRC Geneva:

- Nelson Castano, manager operations coordination, email: nelson.castano@ifrc.org
- Karla Morizzo, DREF senior officer; phone: +41 (0) 22 730 4295; 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**.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/9-2020/2	Operation	MDRPK016
Budget Timeframe	2019/9-2019/12	Budget	APPROVED

Prepared on 18/Mar/2020

All figures are in Swiss Francs (CHF)

MDRPK016 - Pakistan - Earthquake

Operating Timeframe: 29 Sep 2019 to 29 Dec 2019

I. Summary

Opening Balance	0
Funds & Other Income	148,747
DREF Allocations	148,747
Expenditure	-117,529
Closing Balance	31,218

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	95,462	94,596	866
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	95,462	94,596	866
SF11 - Strengthen National Societies			0
SF12 - Effective international disaster management	53,285	22,933	30,352
SF13 - Influence others as leading strategic partners			0
SF14 - Ensure a strong IFRC			0
Strategy for implementation Total	53,285	22,933	30,352
Grand Total	148,747	117,529	31,218

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/9-2020/2	Operation	MDRPK016
Budget Timeframe	2019/9-2019/12	Budget	APPROVED

Prepared on 18/Mar/2020

All figures are in Swiss Francs (CHF)

MDRPK016 - Pakistan - Earthquake

Operating Timeframe: 29 Sep 2019 to 29 Dec 2019

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	102,995	99,977	3,018
Water, Sanitation & Hygiene	13,359	11,154	2,205
Cash Disbursement	89,635	88,822	813
Logistics, Transport & Storage	2,520	1,007	1,513
Transport & Vehicles Costs	2,520	1,007	1,513
Personnel	4,800	2,844	1,956
Volunteers	4,800	2,844	1,956
Workshops & Training	4,400	1,219	3,181
Workshops & Training	4,400	1,219	3,181
General Expenditure	24,954	5,309	19,645
Travel	24,500	5,225	19,275
Information & Public Relations	200		200
Office Costs	130	52	78
Communications	124	6	118
Financial Charges		27	-27
Indirect Costs	9,078	7,173	1,905
Programme & Services Support Recover	9,078	7,173	1,905
Grand Total	148,747	117,529	31,218