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## Final Report

### India: Monsoon Floods



<b>DREF operation</b>	<b>Operation n° MDRIN023</b>
<b>Date of Issue:</b> 23 June 2020	<b>Glide number:</b> <a href="#">FL-2019-000084-IND</a>
<b>Operation start date:</b> 26 July 2019	<b>Operation end date:</b> 31 January 2020
<b>Host National Society:</b> Indian Red Cross Society	<b>Operation budget:</b> CHF 503,141
<b>Number of people affected:</b> 4.6 million	<b>Number of people assisted:</b> 30,000 (6,000 households)
<b>Red Cross Red Crescent Movement partners involved in the operation:</b> The International Federation of Red Cross and Red Crescent Societies (IFRC) supported the Indian Red Cross Society (IRCS) in planning and implementation of the DREF. IFRC also maintained close coordination with the International Committee of the Red Cross (ICRC).	
<b>Other partner organizations involved in the operation:</b> State Government, National Disaster Management Authority (NDMA), State Disaster Management Authorities (SDMAs), National Disaster Response Force (NDRF), Army, Navy, volunteers and other non-government organizations (CARE, Oxfam, CASA, Save the Children, etc.).	

## A. SITUATION ANALYSIS

### Description of the disaster

Several states of India were badly affected by flood and torrential rain which started in June and continued up to September 2019.

In Assam, the overflowing of Brahmaputra, Barak and Jia Bholeli rivers<sup>1</sup> caused flooding and landslides affecting 4.6 million people in 31 districts<sup>2</sup> with 120 deaths reported. Tens of thousands were displaced with 147,000 people went to temporary shelters at camps set up by the Government of India while many others were living in makeshift shelters.

Whereas in Bihar, the opening of all 56 gates of the Kosi barrage released more than 400,000 cusecs (equivalent to one cubic foot per second) of water to ease the pressure on the barrage led to flood waters breached the embankment on the Kamla Balan River in Jhanjharpur in Madhubani and Darbhanga. This caused several villages being submerged in flood waters with 12 districts<sup>3</sup> in Bihar were badly affected by floods. At least 2 million people were affected, and over 1 million people displaced by the floods in 55 blocks in 9<sup>4</sup> out of the 12 affected districts.



Several areas of Patna are flooded due to Ganga River overflowing following heavy monsoon rains. Visuals from Monday, 30 September 2019. (Photo: PTI)

<sup>1</sup> Report from [Floodlist, 28 Jun 2019](#)

<sup>2</sup> Dhemaji, Lakhimpur, Biswanath, Barpeta, Chirang, Golaghat, Jorhat, Sonitpur, Darrang, Nalbari, Bongaigaon, Morigaon, Nagaon, Majuli, Baksa, Kokrajhar, Dhubri, South Salmara, Goalpara, Kamrup, Hojai, Sivsagar, Tinsukia, Cachar, Karbi-Anglong, West Karbi-Anglong, Hailakandi, Karimganj, Kamrup Metro, Dibrugarh and Udalguri.

<sup>3</sup> Sitamarhi, Sheohar, East Champaran, Muzaffarpur, Madhubani, Darbhanga, Supaul, Araria, Saharsa, Katihar, Purnia and Kishanganj

<sup>4</sup> Sheohar, Sitamarhi, East Champaran, Madhubani, Araria, Kishanganj, Supaul, Darbhanga and Muzaffarpur

Summary of impacts of the floods in Assam and Bihar as of 16 July 2019 as outlined below:

Assam	Bihar
<ul style="list-style-type: none"> <li>No. of affected population = 4,600,000</li> <li>No. of affected family = 212,794</li> <li>No. of fully damaged house = 300</li> <li>No. of partially damaged house = 93</li> <li>No. of temporary shelter opened = 297</li> <li>No. of people who have moved to safe shelter = 147,000</li> <li>Amount of crop land damaged (Hectare) = 163,970</li> <li>No. of district affected = 31</li> </ul>	<ul style="list-style-type: none"> <li>No. of affected population = 2,000,000</li> <li>No. of affected villages = 1,169</li> <li>No. of fully damaged house = pending official figures</li> <li>No. of partially damaged house = pending official figures</li> <li>No. of temporary shelter opened = 152</li> <li>No. of people who have moved to safe shelter = 125,000</li> <li>No. of district affected = 12</li> </ul>

More rains in the following months resulted severe flooding in many states and further exacerbated the situation in the already affected states. As of 13 October 2019, some 1,800 people across 14 states were reported dead, 1.8 million people displaced and up to 11.6 million people were affected according to the reports of National Emergency Response Centre<sup>5</sup>.

## Summary of response

### Overview of Host National Society

IRCS has a long history of responding to disasters in the country. The branches in the states of Assam and Bihar also have years of experience of managing floods including past years (2017-2018) supported by IFRC DREF. Therefore, the IRCS was in a good position to immediately respond to the 2019 floods.

At a short notice, IRCS trained National Disaster Response Teams (NDRT), National Disaster Water, Sanitation and Hygiene Response Teams (NDWRT) and State Disaster Response Teams (SDRT) were deployed to support the operation. Based on the operational needs, IRCS deployed surge teams from other states and Regional Disaster Response Team (RDRT) members from Asia Pacific region to provide technical and hands-on support to the operation. IRCS state branches (Assam and Bihar) and the district branches under the states also worked in close coordination with the district administration and the State Disaster Management Authority.

At the initial phase, the district branches and their volunteers from the social emergency response volunteers (SERV) programme provided first aid and assisted in search and rescue operation. Volunteers were also engaged in carrying out distribution of drinking water, food and essential household items to flood-affected population. They also supported the local authorities in relief distribution. Volunteers were involved in needs assessment in their respective districts and continued raising awareness on construction of safe shelters, health precautions/preventive measures, hygiene messaging and demonstration as well as sanitation drives.

Both the states of Assam and Bihar were badly affected. However, in the state of Assam, the state branch was in a better position to start the operation immediately due to availability of stocks at Noonmati warehouse, Guwahati. The branch was in better position and mobilized relief distribution to the affected communities in Guwahati, Assam. On the other hand, relief materials were sent to Bihar on a priority basis due to the second wave of flood. Around 150 Red Cross volunteers worked in close coordination with the district administration and provided search and rescue, first aid and distribution of relief items from the prepositioned stock. The following table summarizes overall IRCS response including support provided by IFRC through this DREF allocation.

### Summary of IRCS response (sector wise) as of 26 December 2019

Sector	Intervention	Achievement
Shelter	Distribution of emergency shelter (tarpaulins)	6,000 households/ 30,000 people reached
	Distribution of essential household items	6,000 households/ 30,000 people reached
WASH	Distribution of hygiene kits	3,000 households/ 15,000 people reached
	Hygiene promotion	3,000 households/ 15,000 people reached
Health	Mosquito nets distribution	6,000 households/ 30,000 people reached
	Health promotion	6,000 households/ 30,000 people reached

**Note:** One household - one family of average five people. PGI was cross cutting in each sector allowing equity and equality in delivering humanitarian aids. The needs of specific groups were taken into consideration during planning and implementation of this DREF operation.

<sup>5</sup> [https://reliefweb.int/sites/reliefweb.int/files/resources/ROAP\\_Snapshot\\_191021.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/ROAP_Snapshot_191021.pdf)

### **Overview of Red Cross Red Crescent Movement in country**

The Movement partners present in the country include IFRC, ICRC and Qatar Red Crescent Society. The Movement partners has a strong coordination mechanism to share the needs of the affected people, field level implementation-achievements and challenges during a disaster. IFRC provides support to the National Society to respond to disasters by providing technical and financial support through available mechanisms such as DREF. In several occasions, the Qatar Red Crescent has come forward and helped the National Society such as the 2018 Kerala flood recovery and 2019 Cyclone Fani operation in Odisha.

ICRC promotes Red Cross Red Crescent principles and respect for the emblems, together with neutral and independent humanitarian action. ICRC also supports the *Family News Service* of the IRCS, which traces and reunites family members separated by migration, displacement or disaster. ICRC provides expertise on dead body management during natural or man-made disasters to the disaster management authorities.

### **Overview of non-RCRC actors in country**

Agencies including Sphere India, INGO's, OXFAM, Save the Children (SC), CARE, Church's Auxiliary for Social Action (CASA) and NGOs were also active in the flood emergency response.

NDMA is an agency of the Ministry of Home Affairs whose primary purpose is to coordinate response to natural or man-made disasters and for capacity-building in disaster resiliency and crisis response. It is an apex Body of Government of India, with a mandate to lay down policies for disaster management and undertake planning, organizing, coordination and implementation to prevent or manage disaster impacts. The body coordinates the SDMA's to ensure a holistic approach to disaster management. The SDMA's were closely involved in the operation - planning flood relief, beneficiary identification and sharing of information.

The local authorities distributed food items (rice, dal, salt, mustard oil, palm sugar (gur), flat rice (chira) etc.) to the flood affected people. Fodder for livestock, sanitisation materials including bleaching powder, match box were also distributed by the local authorities. Moreover, District administration also provided medical facilities, medicine to the affected people and set up relief camps in affected districts. Furthermore, SDRF and NDRF were deployed for rescue operations.

## **Needs analysis and scenario planning**

### **Needs analysis**

The needs of the affected communities were assessed by the staff and volunteers of IRCS Assam and Bihar branches. The trained staff and volunteers had requisite skills and experience on needs assessment process from previous operations which were capitalized:

- Needs assessment findings revealed that the important needs of the people affected people were – basic needs including food items, household items, safe drinking water, sanitation and emergency shelter.
- The disaster was categorized as orange with a geographical coverage across more than 31 districts in Assam and 12 districts in Bihar causing severe impact in various districts.
- Primarily, shelter support was needed for those households who houses were fully destroyed and were living in temporary shelters which numbered around 16,000 people in 18 districts.
- Approximately 87,607 hectares of crop areas were affected in around 3,181 villages.
- Some 6,000 households with most needed relief items such as tarpaulins, mosquito nets, hygiene kits and kitchen sets were targeted for DREF support.

### **Targeting**

There was an active role of elected people's representative and local authorities in targeting. The target households were selected based on participatory approach involving the affected communities, elected representatives, local authorities and Red Cross volunteers. The selection criteria focused on the most vulnerable households who have lost houses, livelihoods and more specifically the women headed households, single mothers, households with a people with disabilities and those still living in relief camps/temporary shelters. The following districts were covered under this DREF operation:

- Assam: Dhemaji, Lakhimpur, Majuli, Morigaon and Dhubri.
- Bihar: Madhubani, Supaul and Sitamarh.

Selection of the above districts and the *Panchayats* (village councils) for the DREF operation was made based on the flood intensity, impact and other vulnerabilities.

## **Risk Analysis**

May to September is generally a period of monsoon season in India. Consequently, due to more rainfall in the neighbouring states of Assam and Bihar, transportation of relief items was delayed which had an impact on the operation. Furthermore, transportations were also limited during peak festival season, resulting in delay of relief items delivery to the warehouses. This also prompted extension of operation timeframe for another two months.

## **B. OPERATIONAL STRATEGY**

### **Overall operational objective**

The operation aimed to ensure immediate needs of 6,000 of flood affected households (approximately 30,000 people) in two focus states (Assam and Bihar) through provision of emergency relief assistance over a six months period.

### **Proposed strategy**

The operation was underpinned by a commitment to quality programming which involved below activities:

- Conducted detailed assessment following Red Cross guideline and community-based approach.
- Conducted beneficiary registration process with key vulnerability criteria at the centre.
- Deployed RDRT with focus on PMER was deployed during the operation to capture relevant information and strengthen reporting. However, no one could be deployed for PGI/CEA.
- Deployed five NDRT/NDWRT members to provide hands on support to the states branch in different phases of the operation.
- Deployed 150 SERV volunteers for the purpose of planning, distribution and monitoring of humanitarian assistance
- Distributed essential household items (kitchen sets, hygiene kits, tarpaulins) to 6,000 affected households which were made available from IRCS warehouses.
- Distributed insecticide treated mosquito nets to promote health and prevent vector-borne diseases to 6,000 households.
- Conducted health awareness activities in areas with high incidence of Japanese encephalitis (JE).
- Procured and replenished essential household items (kitchen sets, tarpaulins and mosquito nets) for 6,000 households.
- Relief distributions monitoring was made using Open Data Kit (ODK) tool.
- Conducted training for volunteers on response protocol and for optimization of the implementation.
- Conducted and documented lessons learned workshop/meeting at the end of the operation.

### **Protection, gender and inclusion**

Protection, gender and inclusion (PGI) risks and needs were mainstreamed in this operation. SERV and other Red Cross volunteers comprised of both male and female- gender balanced teams. During the assessment stage specific needs of the gender, persons with disability were captured and factored to the operational planning. The operational strategy assured an inclusive programme reaching out to the needy people irrespective of their orientation on sex and age groups. During the distribution, arrangements were made ensuring safety of the women, adolescent girls, and those needed special assistance (people with disabilities, elderly and children). Among others, the areas of focus include prevention of sex and gender-based violence (SGBV) and child protection. Mainstreaming of protection, gender and inclusion minimum standards were also ensured that accountability lines are in place for gender-based prevention and response.

### **Community engagement and accountability**

Community accountability and feedback/response mechanisms was integrated into the whole operation including the distributions to ensure that assisted people had access to timely and accurate information regarding the nature and scope of services provided by IRCS, and the expected behaviour of staff and volunteers. IRCS local volunteers and community members supported the assessments and were involved during the entire operation cycle. Red Cross visibility was ensured and community engagement/participation from inception to the distribution was a key consideration. Banners and information charts of the relief items distributed were displayed at all the distribution points. In addition, a complaint redressal mechanism was also activated.

## **Operational support services**

### **Human resources**

IRCS mobilized SERV volunteers, NDRT, NDWRT, RDRT and its staff to implement the activities and covered the operation cost as per the DREF guidelines. Insurance was made available for volunteers mobilized for the operation. Volunteers were also provided with personal protective equipment from National Society's existing stocks, outside of the DREF coverage. Existing capacities of the Assam and Bihar branch were taken into consideration for any additional human resources support based on a detailed assessment by both IRCS and IFRC representatives. In addition, IFRC Country Cluster Support Team (CCST) in Delhi, India provided support for procurement of relief materials, administration support wherever required and ensured financial compliances.

### **Logistics and supply chain**

IRCS logistics team lead the logistics mobilization with the support of IFRC CCST. The logistical and technical advice on local procurement of relief supplies was provided by the IFRC CCST. For timely delivery of humanitarian aid, IRCS mobilized essential household items from its stock and transported to the distribution points using the existing fleet services. The low levels of prepositioned stocks in the IRCS national headquarters (NHQ) and regional warehouses prompted the IFRC CCST to initiate an international procurement through the IFRC Asia Pacific Operational Logistics, Procurement and Supply Chain Management (OLPSCM) department in Kuala Lumpur, Malaysia. Since the stocks were directly shipped from suppliers, the delivery took a longer time than anticipated to reach the final destination. In essence, the last mile logistics for these household items were delayed due to low levels of prepositioned stocks exacerbated by the festive season where most of the logistics services were not available. The issue of stock preposition was highlighted to the senior management of the IRCS during the lessons learned workshop/meeting in January 2020. Nevertheless, the procurement of relief items was completed according to the IFRC standard procurement procedures. IRCS in coordination with IFRC CCST in Delhi and IFRC Asia Pacific OLPSCM received the relief supplies at the designated warehouse in early November 2019.

### **Information technologies (IT) and Communications**

IFRC CCST Delhi promoted IRCS response on IFRC and other channels, with technical support from the communications staff of IRCS and Asia Pacific Regional Office (APRO) in Kuala Lumpur.

IRCS promoted the Red Cross response among its national audiences with technical support from IFRC staff at the CCST office and APRO. IFRC regional communications team supported IRCS communications efforts by deploying an emergency communications delegate to gather and develop content from the affected areas in Assam and Bihar. The communications content - photos, videos and written materials - were shared with IRCS, IFRC and National Societies for use in awareness-raising efforts.

### **Security**

IRCS and IFRC security focal points monitored the situation regularly. Any security concerns were handled by local authorities, together with IRCS NHQ or IRCS state branches where appropriate, as per the existing IFRC / IRCS security framework. There were no security incidents during the relief distribution in the communities, staff and volunteers' safety was paramount during the operation.

### **Planning, monitoring, evaluation, & reporting (PMER)**

IRCS was driving the planning, implementation, monitoring and reporting of the operation. Staff and volunteers at the branch level were engaged in data collection, analysis and delivering onsite supports. Based on the changing context at the ground, the programme had flexibility to cover the specific needs at any given point. IFRC CCST provided technical support and management oversight from time-to-time and a PMER RDRT from the IFRC APRO was deployed for a few weeks to support the operation.

A post-distribution monitoring (PDM) was conducted for all relief items distributions to evaluate the suitability of items as well as beneficiary satisfaction. ODK toolkit was used to collect data during the operation. A lesson learned workshop was conducted at the end of the DREF operation to gauge if the objectives of the operation were met, and to analyze operational challenges and gaps. The event was managed jointly by IRCS NHQ and IFRC wherein the field teams from Assam and Bihar participated and shared their experience and suggestions for future operations,

### **Administration and finance**

Operational expenses such as volunteer per diem, accommodation, transportation, communication and coordination activities were factored in. Per diem, local travel and accommodation for volunteers and surge team members (NDRT/NDWRT) was implemented as per IRCS decision/directives. IRCS NHQ provided finance and administration support to the State branches. IFRC CCST finance team and admin provided continuous backstopping to monitor the expenditure, tracking bills and vouchers.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 30,000

Male: 18,000

Female: 12,000

**Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions**

Indicators:	Target	Actual
# of people targeted/reached with safe and adequate shelter and settlement	30,000	30,000
<b>Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households</b>		
Indicators:	Target	Actual
# households provided with emergency shelter and settlement assistance	6,000	6,000
<b>Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households</b>		
Indicators:	Target	Actual
# households provided with technical support and guidance, appropriate to the type of support they receive	6,000	6,000

### Narrative description of achievements



Beneficiaries waiting to receive relief items at Brahmpura, Akuli Benipatti block (Photo: IRCS)

Shelter was a priority need for many households after the flood devastated their houses. It was revealed from the assessment that affected households needed shelter-grade tarpaulins. The distribution of tarpaulins had a tremendous impact in protecting the wellbeing of the affected people. Tarpaulins were used to cover the floors and roofs to protect from rain, cold spells and sun. Assessments undertaken by the local authorities on shelter needs, capacities and gaps guided the targeting process.

Selection criteria prioritized households that had lost their houses and livelihoods, with special consideration of women-headed households and persons living with disabilities. Considering selection was done through a participatory process and Red Cross branches closely worked in alignment with authorities, the most vulnerable were considered as its target people to be assisted. With IFRC DREF support, 6,000 households (approx. 30,000

people) were reached with emergency shelter (tarpaulins) and essential household items assistance. Each household was provided with two tarpaulins.

#### Summary of relief items distribution

Items	Target	Actual
Tarpaulins (pieces)	12,000	12,000
Standard kitchen sets	6,000	6,000

The international procurement of tarpaulins was made through the IFRC Asia Pacific OLPSM department. The stocks at the warehouses had been replenished with the procured items.

Volunteers mobilized to support the relief items distribution were also oriented on dissemination of Build Back Safer (BBS) messaging. Additionally, preparation of IEC materials for building back safer (BBS) was completed. During shelter and household items distributions, the volunteers conducted awareness raising to sensitize the communities on constructing safe shelter. This is important to ensure the communities have the awareness on safer shelter techniques necessary to improve their resilience in the future.

#### Challenges

Transportation issues caused delay in distribution of goods to certain districts, resulting delay in relief items received by the affected people.

#### Lessons Learned

- Prepositioning of stocks in warehouses to meet urgent needs or demands with reduced response time.
- Exploring cash-based modalities/interventions- recommended by branch, giving choice to people to buy locally and meeting their needs timely.
- Exploring other means of transport such as rail and air.



### Health

People reached: 30,000

Male: 18,000

Female: 12,000

#### Outcome 1: The immediate risks to the health of affected populations are reduced

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	30,000	30,000

#### Output 1.3: Community-based disease prevention and health promotion is provided to the target population

Indicators:	Target	Actual
# of people reached through health promotion activities	30,000	30,000
# of mosquito nets distributed	12,000	12,000

#### Narrative description of achievements

During the DREF operation, the state of Assam experienced an outbreak of JE. According to media reports, over 100 deaths were reported. JE is the one of the most common causes of Acute Encephalitis Syndrome (AES) in many states of India and has high mortality rates. In 2018, the disease claimed 182 lives, out of the 1,678 reported cases<sup>6</sup>. In addition, the affected states were prone to an increase in the incidence of dengue and malaria during and after monsoon season. A high proportion of the population were at risk of these diseases in view of the flood waters. Those who lost their houses and livelihoods were most vulnerable to vector-borne and water-borne diseases and the government was taking care of primary health-care needs. Due to this vulnerability, epidemic control refresher training tool place in early November for volunteers to carry out sensitization on JE.

Mosquito related diseases do peak during monsoon that is why mosquito nets were included as part of the standard household kit provisioned under the DREF, complemented with health awareness activities in areas with high incidence of JE cases. Distribution of mosquito nets and health awareness activities aimed to promote health and

<sup>6</sup> <https://www.theweek.in/news/india/2019/07/02/as-japanese-encephalitis-breaks-assam-next-two-months-crucial.html>

prevent vector-borne diseases among vulnerable households. In this respect, targeted 6,000 households (approx. 30,000 people) were provided long-lasting insecticide treated mosquito nets following earlier mentioned selection criteria and participatory process.

Epidemic control for volunteers (ECV) training was organized in two districts of Assam where 57 volunteers were trained in total. The IRCS trained volunteers provided guidance to the households on how to reduce their exposure to vector-borne diseases and use of insecticide mosquito nets. Mosquito nets were procured by Asia Pacific OLPSCM department in Kuala Lumpur. Each family received two mosquito nets and the distribution was completed accordingly.



Beneficiaries at Akuli village waiting to receive relief items.  
(Photo: IRCS)

### Challenges

Delays due to transportation issue *affected the distribution schedule of mosquito nets in some districts*. Health related training activities were dropped in Bihar as state state management decided to prioritize relief and related activities over health related trainings during disaster operation. However, Assam state branch managed to organize ECV trainings.

### Lessons Learned

- Prepositioning of stocks in warehouses to meet urgent needs or demands with reduced response time.
- Exploring cash-based modalities/interventions- recommended by branch, giving choice to people to buy locally and meeting their needs timely.
- National Society senior management also considers not to include training activities in DREF-this should be only focused on relief and other life-saving activities. Trainings can be done after the emergency phase.
- Exploring other means of transport such as rail and air.



### Water, sanitation and hygiene

People reached: 15,000

Male: 9,000

Female: 6,000

**Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities**

Indicators:

Target

Actual

# of people reached with positive behavioural change in personal and community hygiene	15,000	15,000
<b>Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of households provided with hygiene kits	3,000	3,000
<b>Output 2.4: Hygiene promotion activities are provided to the entire affected population</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people reached by hygiene promotion activities	15,000	15,000
<b>Narrative description of achievements</b>		
<p>Based on the rapid assessment conducted, affected households also needed hygiene intervention in order to reduce risk of waterborne and water related diseases. One of the basic hygiene needs identified was hygiene kits. In this respect, up to 3,000 households (approximately 15,000 people) were targeted and provided with hygiene kits (one kit per household). Selection criteria followed as detailed earlier.</p> <p>Local procurement and distribution of 3,000 hygiene kits was completed. A hygiene kit contained body soap, laundry soap, sanitary pads, bath towel, toilet paper, toothpaste, toothbrush and razor. The distribution of the hygiene kits was done concurrently with hygiene promotion activities. Demonstration of hand washing and orientation to explain the usage of each items of the hygiene kits were carried out as part of the effort to contribute towards enhancing good hygiene practices and to monitor on the progress and inform if any changes/remedial action was required. During the monitoring and further discussions with the community members, it was found that these kits were really liked and well used by the community people.</p> <p>IEC materials such as pamphlets/brochures on hand washing and safe storage of water were developed and distributed during the hygiene promotion activities in the communities.</p>		
<b>Challenges</b>		
There was a delay in receiving the goods due to transportation, which then delayed the distribution activities in certain districts.		
<b>Lessons Learned</b>		
<ul style="list-style-type: none"> <li>• Prepositioning of stocks in warehouses to meet urgent needs or demands with reduced response time.</li> <li>• Exploring cash-based modalities/interventions- recommended by branch, giving choice to people to buy locally and meeting their needs timely.</li> </ul>		



## Protection, Gender and Inclusion

People reached: 30,000

Male: 18000

Female: 12000

**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**

<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services</i>	Yes	Yes
<b>Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>NS ensure improved equitable access to basic services, considering different needs based on gender and other diversity factors</i>	Yes	Yes

**Narrative description of achievements**

Protection, gender and inclusion (PGI) aims to ensure that the emergency programming of the IFRC and National Societies provides dignity, access, participation and safety for all people affected by disasters and crises. The minimum [standards](#) under PGI address protection, gender and inclusion concerns by providing practical ways to engage with all members of the community, respond to their differing needs and draw on their capacities in the most non-discriminatory and effective way. This helps to ensure that local perspectives guide assistance delivery.

In this respect, IRCS used assessment forms that facilitate the capture of gender disaggregated data. All stages of the operation including assessments, distributions, awareness activities and post-distribution monitoring in the communities involved deployment of female volunteers.

**Challenges**

The need and availability of dedicated PGI personnel in the IRCS.

**Lessons Learned**

Volunteers will be trained on PGI to ensure mainstreaming of PGI standards in emergency operation.

**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
# of NS branches that are well functioning (in the operation)	2	2 (Assam & Bihar)

**Output S1.1.4: National Societies have effective and motivated volunteers who are protected**

Indicators:	Target	Actual
# of volunteers insured	150	77

**Narrative description of achievements**

Volunteers are crucial for Red Cross in responding to emergencies, helping to reach the hardest places and most vulnerable especially during early onset of disaster. In total 150 volunteers were deployed in the operation. Initially the volunteers were deployed for Early Warning Dissemination, Evacuation and Need Assessment. For insurance coverage, the branches could only provide the details for 77 volunteers. Thus, all the 77 volunteers whose details were submitted were insured to protect them in case of unfortunate events.

In responding to the floods, volunteers were working in affected communities and providing rescue; providing first aid services; distributing safe drinking water, food and household items to flood-affected population and supporting local authorities in relief distribution. These volunteers were also deployed to conduct assessment on flood areas in their respective districts. In addition, Red Cross volunteers provided awareness program on building safe shelters, health precautions, hygiene and sanitation.

Recognizing their importance and value, it is crucial that their safety and wellbeing are appropriately taken care to ensure effectiveness in their services, which also translates into well-functioning branches. This was done through:

- Briefings and orientations to volunteers in disaster response, data collection and information management.
- Volunteers insurance.

**Challenges**

The volunteer compensation procedure does not include per-diem payment to the volunteer.

**Lessons Learned**

This process was reviewed during the Lessons learned workshop/meeting but further involvement of the NHQ senior leadership is needed.

<b>International Disaster Response</b>		
<b>Outcome S2.1: Effective and coordinated international disaster response is ensured</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>The operation demonstrates evidence of appropriate operational and technical support provided for DREF implementation</i>	Yes	Yes
<b>Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of RDRT deployed (PMER and PGI/CEA)</i>	2	1
<b>Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>Procurement is carried as per Sphere and IFRC standards and items replenished in IRCS warehouses within the operation timeline</i>	Yes	Yes
<b>Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>IRCS engage with other humanitarian actors for coordinated humanitarian intervention.</i>	Yes	Yes
<b>Output S2.2.5: Shared services in areas such as IT, logistics and information management are provided</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>Relief distributions are carried out using ODK</i>	Yes	Yes
<b>Narrative description of achievements</b>		
<p>PMER RDRT was deployed to IFRC CCST to support the operation. However due to unavailability of candidates PGI/CEA deployment was not possible. The PMER RDRT was tasked to provide technical support in reporting and planning, train staff and volunteers, etc.</p> <p>The state branches kept close communication with the district office, state local authorities and Indian Meteorological Department (IMD) to ensure a well-coordinated response.</p> <p>IRCS has experience and expertise in using the digital platform of ODK to meticulously collect details of beneficiaries and track distribution. For instance, ODK has been used by IRCS in the Cyclone Gaja operation where volunteers from four districts were trained in ODK use for efficient and online management of beneficiary listing and relief tracking<sup>7</sup>. For this operation, ODK is being used to collect operation data in Assam.</p>		
<b>Challenges</b>		
Unavailability of CEA surge to provide technical support on PGI/CEA for the DREF operation.		
<b>Lessons Learned</b>		
Alternatively, volunteers and staff members can be trained on such integrated approaches. During the lessons' learned workshop/meeting, the IRCS operations team and the branch team agreed to consider an integrated approach to train volunteers and staff members in the areas of CEA and PGI. Nevertheless, it was noted and agreed that the IRCS does not have a dedicated CEA and PGI personnel and this will be a priority.		

<b>Influence others as leading strategic partner</b>		
<b>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.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>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</i>	Yes	Yes

<sup>7</sup> <https://indianredcross.org/ircs/news/gajacyclone-nov2018>

<b>Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of visibility and communication materials produced</i>	At least 1 type	0
<b>Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of assessment done for needs, capacities and gaps</i>	1	1
<b>Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of national appeal launched</i>	1	0
<b>Output S3.2.1: Resource generation and related accountability models are developed and improved</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>Resources mobilized through national appeal</i>	Yes	0
<i># of lesson learned workshop conducted</i>	1	1
<b>Output S3.2.3 National Societies are supported in resource and partnership development (from both domestic markets and foreign sources)</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>IRCS makes it a standard practise for resource mobilization nationally and internationally through national appeal</i>	Yes	Yes
<b>Narrative description of achievements</b>		
<p>Communications and visibility materials - visibility jackets and caps procurement for the volunteers could not be formalized as IRCS could not approve the samples within the DREF timeframe.</p> <p>There was no national appeal launched for the floods in Bihar and Assam considering that the government did not launch any national appeal and was also not expecting any resource mobilization activities.</p> <p>A PDM was conducted before the end of operation to evaluate the suitability of the relief items as well as beneficiary satisfaction. Additionally, a lesson learned workshop/meeting was also organized at the end of the operation.</p>		
<b>Challenges</b>		
NA		
<b>Lessons Learned</b>		
<p>From the lessons learned workshop/meeting, the following points came up as the key findings for IRCS and IFRC to consider in future operations:</p> <ul style="list-style-type: none"> <li>• to have proper guidelines/standard operating procedures (SOPs)/reporting template for better implementation of operation.</li> <li>• to have guideline on volunteer payment as one of the branches was not clear on the need of paying volunteers and which expenses can be booked under the DREF. Standard guidelines on volunteer incentives were discussed and expenses incurred by volunteers on food and travel are reimbursable.</li> <li>• to have interim review for DREF operation and identify key issues to be resolved rather than keeping them pending till the end of the operation.</li> <li>• to develop Pro-Forma emergency plan of action for floods operation as a readiness plan.</li> <li>• to ensure sufficient prepositioned stocks such as tarpaulins, mosquito nets, kitchen sets and other non-food items.</li> <li>• to fast track fund transfer to expedite implementation.</li> <li>• to have contingency funds for NHQ and states.</li> <li>• to explore new modalities – Forecast based Financing (FbF), Cash and Voucher Assistance (CVA).</li> <li>• to have adequate HR support such as PMER/Finance both at the states and NHQ for timely narrative and financial reporting.</li> </ul>		

<b>Effective, credible and accountable IFRC</b>		
<b>Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>IFRC extends appropriate technical support</i>	Yes	Yes
<b>Output S4.1.2: IFRC staff shows good level of engagement and performance</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i>Administration support is provided by IFRC wherever applicable</i>	Yes	Yes
<b>Narrative description of achievements</b>		
<p>IRCS had overseen all operational, implementation, monitoring and reporting aspects through its NHQ, State Branches, district branches and volunteers. IFRC provided technical support in programme management to ensure the operational objectives are met. IFRC provided necessary support to the operation such as in the procurement of relief materials, administration support wherever required and ensure financial compliances are in place.</p>		
<b>Challenges</b>		
NA		
<b>Lessons Learned</b>		
NA		

## **D. Financial Report**

A total of **CHF 503,141** had been allocated for IRCS to respond to the needs of approximately 30,000 people (6,000 families). The majority of the funds were dedicated towards the procurement and replenishment of relief items as well as logistics. The total expenditure recorded by end of operation was **CHF 419,550 (84.4 per cent spent of budget)**, leaving a balance of **CHF 83,591**. The variation in the expense and budget is mainly because of the following reasons:

- Bihar State Branch could not organize the epidemic control training.
- Actual cost for tarpaulins and kitchen sets was lower than its budgeted cost.
- Actual cost for hygiene kits was lower than its budgeted cost.
- Transportation cost budget was not fully utilized as IRCS could arrange the free rail facility for transportation of relief items.
- Actual cost for training was lower than its budgeted cost, thus further savings were made.
- Actual printing cost of IEC/awareness material was lower than its budgeted cost.
- Jackets under visibility/awareness could not be procured as IRCS could not finalize the design within the DREF timeframe.
- Due to various factors such as unavailability of Disaster Management (DM) focal point in respective state Branch and other prescheduled events, the lessons learned workshop could not be organized as per the budgeted plan. Instead, a lesson learned meeting was organized at the NHQ and resulted in more savings as the projected amount could not be spent, especially as there were less people who could travel from their respective states to the NHQ.

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 Indian Red Cross Society

- R.K. Jain, IAS (Retd), secretary general; phone: 011-23716424; email: [rkjainsg@indianredcross.org](mailto:rkjainsg@indianredcross.org)
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### In the IFRC CCST New Delhi

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### In the IFRC Asia Pacific regional office in Kuala Lumpur

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- Antony Balmain, communications manager; mobile: +60 12 230 8451; email: [antony.balmain@ifrc.org](mailto:antony.balmain@ifrc.org)

### In IFRC Geneva

- Karla Morizzo, DREF senior officer; phone: +41 (0) 22 730 4295; email [karla.morizzo@ifrc.org](mailto:karla.morizzo@ifrc.org)

### For IFRC Resource Mobilization and Pledges support:

- Alice Ho, resource mobilization in emergencies coordinator; email: [PartnershipsEA.AP@ifrc.org](mailto:PartnershipsEA.AP@ifrc.org)

### For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- Siew Hui Liew, PMER manager; email: [siewhui.liew@ifrc.org](mailto:siewhui.liew@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	2019/7-2020/5	Operation	MDRIN023
Budget Timeframe	2019/7-2020/1	Budget	APPROVED

Prepared on 19/Jun/2020

All figures are in Swiss Francs (CHF)

## MDRIN023 - India - Monsoon Floods

Operating Timeframe: 26 Jul 2019 to 31 Jan 2020

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>503,141</b>
DREF Allocations	503,141
<b>Expenditure</b>	<b>-419,550</b>
<b>Closing Balance</b>	<b>83,591</b>

### II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction		39	-39
AOF2 - Shelter	347,723	165,177	182,545
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	53,463	48,281	5,182
AOF5 - Water, sanitation and hygiene	44,730	37,664	7,066
AOF6 - Protection, Gender & Inclusion	1,065	514	551
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>446,981</b>	<b>251,675</b>	<b>195,305</b>
SFI1 - Strengthen National Societies	16,215	7,379	8,836
SFI2 - Effective international disaster management	26,093	156,986	-130,893
SFI3 - Influence others as leading strategic partners	13,854	3,510	10,344
SFI4 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>56,161</b>	<b>167,875</b>	<b>-111,714</b>
<b>Grand Total</b>	<b>503,141</b>	<b>419,550</b>	<b>83,591</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/7-2020/5	Operation	MDRIN023
Budget Timeframe	2019/7-2020/1	Budget	APPROVED

Prepared on 19/Jun/2020

All figures are in Swiss Francs (CHF)

## MDRIN023 - India - Monsoon Floods

Operating Timeframe: 26 Jul 2019 to 31 Jan 2020

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>358,200</b>	<b>187,670</b>	<b>170,530</b>
Shelter - Relief	156,000	124,979	31,021
Clothing & Textiles	25,200	28,037	-2,837
Water, Sanitation & Hygiene	39,000	34,654	4,346
Utensils & Tools	138,000		138,000
<b>Logistics, Transport &amp; Storage</b>	<b>42,500</b>	<b>175,624</b>	<b>-133,124</b>
Storage	3,500	5,376	-1,876
Distribution & Monitoring	25,000	42,298	-17,298
Transport & Vehicles Costs	4,000	107,072	-103,072
Logistics Services	10,000	20,878	-10,878
<b>Personnel</b>	<b>17,225</b>	<b>6,256</b>	<b>10,969</b>
International Staff		584	-584
National Staff	2,000	167	1,833
National Society Staff	3,750		3,750
Volunteers	11,475	5,504	5,971
<b>Workshops &amp; Training</b>	<b>32,500</b>	<b>6,251</b>	<b>26,249</b>
Workshops & Training	32,500	6,251	26,249
<b>General Expenditure</b>	<b>22,008</b>	<b>18,143</b>	<b>3,865</b>
Travel	10,200	8,186	2,014
Information & Public Relations	10,308	3,452	6,856
Office Costs		1,424	-1,424
Communications		4	-4
Financial Charges		5,077	-5,077
Other General Expenses	1,500		1,500
<b>Indirect Costs</b>	<b>30,708</b>	<b>25,606</b>	<b>5,102</b>
Programme & Services Support Recover	30,708	25,606	5,102
<b>Grand Total</b>	<b>503,141</b>	<b>419,550</b>	<b>83,591</b>