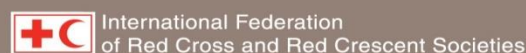


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# Final Report

## Rwanda: Floods



<b>DREF operation</b>	<b>Operation n° MDRRW018</b>
<b>Date of Issue: 08 September 2020</b>	<b>Glide number: <a href="#">FL-2019-000170-RWA</a></b>
<b>Operation start date: 24 December 2019</b>	<b>Operation end date: 24 April 2019</b>
<b>Host National Society: Rwanda Red Cross Society</b>	<b>Operation budget: CHF 161,741</b>
<b>Number of people affected: 5,360 people (1,072 households)</b>	<b>Number of people assisted: 26,480 people (5,296 households)</b> <ul style="list-style-type: none"> <li>• <b>Direct: 4,610 people (922 households)</b></li> <li>• <b>Indirect: 21,870 people (4,374 households)</b></li> </ul>
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation: Belgian Red Cross - Flanders.</b>	
<b>Other partner organizations actively involved in the operation: Ministry of Emergency Management (MINEMA), Local Authorities of Gisagara, Ngororero and Rusizi Districts, Care International, ADRA Rwanda, World Vision and Faith Based Organizations.</b>	

<Please click [here](#) for the budget and [here](#) for the contacts>

## A. SITUATION ANALYSIS

### Description of the disaster

Rwanda experienced heavy rainfall starting in November 2019, which affected many parts of the country. Many rivers across the country received huge levels of rainwater and overflow along their courses, causing flooding. The most affected districts between November and December 2019 were Ngororero, Nyabihu, Nyamasheke and Rusizi in Western province, Musanze and Rulindo in Northern Province, and Gisagara Southern province.

On 6 and 7 December 2019, extensive floods were observed in the districts of Ngororero, Gisagara and Rusizi, with maximum rainfall recorded of 60.88mm, 35.6mm and 44.9mm respectively.

According to the initial assessments conducted by the Ministry of Emergency Management (MINEMA) and Rwanda Red Cross Society (RRCS) on 7-9 December, approximately 5,360 people (1,072 households) were affected as a result of these floods across the three districts. In response, this [DREF operation](#) was launched on 24 December, targeting 4,610 people (922 HHs) with health services, food and WASH services.

An [Operations Update 1](#) was issued in March 2020, allowing a no-cost extension of one month with new operation end date 24 April 2020. The COVID-19 pandemic with ensuing lockdown restrictions to contain the spread of the virus, led to the disruption of remaining planned activities such as the mobile cinema sessions, volunteer trainings on CEA, and lessons learnt workshop. These activities were directly affected by the epidemic control measures enforced by government, which suspended community and public gatherings. With the one-month extension, Rwanda Red Cross was able to achieve the mobile cinema sessions that remained on DRR and hygiene sensitization to strengthen hygiene in the community, especially with the COVID-19 pandemic.

### Summary of response

#### Overview of Host National Society

Rwanda Red Cross conducted first response activities on 10<sup>th</sup> and 11<sup>th</sup> December for 284 most affected vulnerable families in Gisagara, Ngororero and Rusizi districts, which included support in search and rescue, evacuation, Psychosocial Support (PSS), restoring family links, First Aid Services.

The National Society implemented the following activities as part of this DREF operation:

- Distribution of household items to 203 households (100 in Gisagara and 103 in Rusizi)
- Unconditional cash grants to 81 households in Ngororero District using the Crisis modifier Funds.
- Cash disbursement in Ngororero district for:
  - Food and household items to 638HH
  - Food to 203HH
  - Rehabilitation of 407 latrines
  - Cash for work to address flood issue to 265HH
- 51 volunteers trained on First Aid, Psychosocial Support and Cash
- 27 mobile cinema sessions on DRR (average 9 per district)
- Nine DRR awareness sessions in schools
- 36 mobile cinema sessions on hygiene and sanitation (12 per district)
- Replenishment of RRCS stock distributed to 203HH
- Procurement and distribution of chlorine for household water treatment for 841HH
- Procurement of protective gear for 51 volunteers
- 3 Mobile sessions meetings for the women and girls on hygiene sexual reproduction, and dignity kits utilisation



Cash distribution in Gisagra ©RRCS

To note, the use of CBI and household items was based on the number of affected people per district/ branch, and the stock capacity of the branches. Ngororero Branch did not have emergency stock by the time of the disaster, hence the decision to use cash for populations affected in Ngororero district.

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

RRCS is supported by IFRC East Africa Country Cluster Office in Kenya (Nairobi). In-country partner National Societies include the Belgian Red Cross Flanders and French, Spanish Red Cross, Austrian Red Cross. Belgian Red Cross – Flanders, through its Disaster Preparedness Project (DPIII) provided support in the initial stages of the response through unconditional cash grants to 81 households in Ngororero District using the Crisis modifier Funds.

### Overview of other actors in country

The Ministry of Emergency Affairs (MINEMA) coordinated the response closely with Rwanda Red Cross. In addition, Care International supported with provision of iron sheets to affected households for repairing damaged houses. ADRA Rwanda also supported by providing iron sheets for latrines, while other faith-based organisations provided emergency shelter for families evacuated in temporary settings.

### Needs analysis and scenario planning

A needs assessment was conducted from 7-9 December by MINEMA and Rwanda Red Cross. The needs analysis remains as was presented in the [EPOA](#).

For the cash intervention, Rwanda Red Cross conducted a market assessment in the three districts from 26 to 29 February 2020 to determine availability of items and actual market prices. The final amount received per household was as follows:

- Food - RWF 37,526
- Household items and food - RWF 69,626
- Rehabilitation of latrines - RWF 39,500
- Household items, food and latrine repair - RWF 109,126
- Cash for Work- RWF 15,000

For the detailed breakdown of the cash transfer values, please refer to the [EPOA](#).

### Risk Analysis

The main risks that staff and volunteers faced during the operation were:

- Unstable walls and foundations of compromised houses
- Exposure to contaminated flood water and damaged pit latrines
- Big number of families in need compared to the targeted beneficiaries of DREF
- Beneficiaries phone numbers that were not registered in the MTN network

The risk mitigation measures put in place were:

- Coordination of staff, volunteers movement and the local authorities
- Insurance for volunteers involved in the operation.
- Provision of protective gear for volunteers.
- Volunteers training on hygiene promotion.
- Involvement of the community themselves in selection of beneficiaries
- Beneficiaries were registered on the network before funds were transferred

In addition, the COVID-19 pandemic affected the operation. The situation is rapidly evolving with several cases confirmed in Rwanda. The Government of Rwanda put in place several measures to curb the spread of the virus. This includes suspension of some activities including public gatherings and limitation of non-essential movement by the public. However, with the COVID-19 prevention strategies, RRC conducted sensitization activities through mobile radio by increasing awareness on hygiene and sanitation in the community, within the targeted districts.

## B. OPERATIONAL STRATEGY

### Proposed strategy

#### Overall Operational objective:

The overall objective of this DREF operation was the provision of essential non-food items, health services, water, sanitation, hygiene promotion assistance and disaster risk reduction activities, targeting a total number of 4,610 people (922 households) in the districts of Ngororero, Gisagara and Rusizi.

#### Health

The below activities were implemented in the health sector as part of this operation:

- Search and rescue and PSS services for affected populations.
- First Aid training for 51 volunteers, which strengthened their capacities to respond to future disasters
- Training of 51 volunteers on Psychosocial Support which strengthened their capacities to respond to future disasters
- Procurement of protective and visibility gear for volunteers

#### Water Sanitation and Hygiene

The below activities were implemented:

- 36 mobile sessions on hygiene and sanitation promotion awareness. Communities are now empowered on proper hygiene practices.
- Disbursement of cash to 638 HH for procurement of household items for WASH. This has helped them recover from what they lost in the floods.
- Replenishment of RRCS stock distributed to 203HH. RRC now have pre-positioned stock to respond to future disasters
- Disbursement of cash for rehabilitation of 407 latrines. Communities were able to repair their latrines and improve general sanitation.
- 265 households were mobilized to carry out cleaning of debris from the floods and clean up the environment



*Community works in Gisagara ©RRCs*

#### Livelihoods

The below activities were implemented:

- Updating and validation of the beneficiary list
- Rapid market assessment in the 3 districts
- Replenishment of crisis modifier cash used to support 81 HHs. RRC are still prepared to activate crisis modifier for next disaster

- Cash disbursement for food to 841HH which helped them meet with food needs

### **Disaster Risk Reduction**

The below activities were implemented:

- 27 mobile cinema awareness sessions on DRR. Communities are now more empowered on actions to take prepare for the rainy season and floods
- Community works to address the flood effects (Cleaning debris in the roads and creation of rainwater drainage channels)
- 9 DRR awareness sessions in 9 schools

### **Community Engagement and Accountability**


RRC conducted several meetings at the branches for launching the project to the local authorities and the communities. The beneficiaries were selected during the community meetings in their villages by the community themselves. During the meeting, the complaints and feedback were received through the telephone number of the head of disaster response and recovery program, who is also the RRC cash focal person. A complaints box and help desk were set up at the distribution site for each sector. People were informed beforehand, to come to the site on the day of the distribution. RRCS educated the communities on the message they expected to receive from MTN and Rwanda Red Cross as per the cash disbursement they were eligible for. MTN then did the mobile money transfers after the sensitization.

The CEA Focal Person to facilitate the volunteers training was on mission abroad for one month therefore, it was not possible to conduct the training on time. However, some volunteers had received prior training on CEA and the Cash Focal Person of RRCS conducted various meetings with the communities and the local authorities before implementation to ensure there was common understanding of activities to be implemented and expectations from all parties. The amount budgeted for the training was utilized for strengthening mobilization on hygiene and sanitation through mobile radio.

### **Planning, Monitoring and Evaluation**

Since the cash disbursements were done after the sensitization sessions, RRCS conducted on site monitoring for the cash distributions. The Post Distribution monitoring and lessons learnt workshop were not conducted due to COVID-19 related restrictions, however there is a plan to conduct the PDM together with the [MDRRW019 – Rwanda Floods and Windstorm](#) operation, which ends on 30 September 2020.

## **C. DETAILED OPERATIONAL PLAN**

 <p><b>Livelihoods and basic needs</b>          People reached: 4,610 people (922 HH)          Male: 2,222          Female: 2,388</p>		
<b>Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of households reached with livelihoods interventions	922	922
<b>Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of households supported with food through cash	841	841
<b>Narrative description of achievements</b>		
<ul style="list-style-type: none"> <li>• Rapid market assessment in the 3 districts</li> <li>• Replenishment of crisis modifier Cash used to support 81 HHs</li> <li>• Cash disbursement for food to 841HH"</li> </ul>		
<b>Challenges</b>		

- There were many families in need compared to the targeted beneficiaries of DREF
- Some beneficiaries phone numbers were not registered in the MTN network, so they could not receive the funds until they registered their numbers.
- The Post Distribution monitoring and lessons learnt workshop were not conducted due to COVID-19 related restrictions, however there is a plan to conduct the PDM together with the ongoing DREF.

#### Lessons Learned

- Initially, the local authorities were reluctant on use of Cash at the beginning of the outbreak as they had concerns that cash would encourage movement of people to the markets, which was against stay at home orders. Luckily, the transfers had already been made to the communities by the time of the COVID outbreak happened and this was not affected by the directives.



### Health

People reached: 4,610 people (922 HHs)

Male: 2,222

Female: 2,388

#### Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	4,610	4,610

#### Output 2.1: Improved access to health care and emergency health care for the targeted population and communities

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	4,610	4,610
# of volunteers and staff trained in basic first aid	51	51

#### Outcome 6: The psychosocial impacts of the emergency are lessened

Indicators:	Target	Actual
% of people reached by psychosocial support (Target: 100%)	100	100

#### Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff

Indicators:	Target	Actual
# of volunteers and staff trained in PSS	51	51

#### Narrative description of achievements

- Search, rescue and PSS services for affected populations. Unfortunately, the data for people reached in this section is not available.
- First Aid training for 51 volunteers
- Training of 51 volunteers on Psychosocial Support
- Procurement of protective and visibility gear for volunteers

#### Challenges

None

#### Lessons Learned

None



### Water, sanitation and hygiene


People reached: 21,870 people (4,374 HHs)

Male: 10,541

Female: 11,329

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

Indicators:	Target	Actual
# of people reached with community-based disease prevention and health promotion programming	4,205	21,870
<b>Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population</b>		
Indicators:	Target	Actual
# of mobile cinema and mobile radio sessions conducted	27	36
<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>		
Indicators:	Target	Actual
# of households assisted with NFIs through Cash	638	638
<b>Output 2.3: Improved access to and use of adequate sanitation by the target population. is provided to target population</b>		
# of households supported to rehabilitate latrines through cash	407	407
<b>Narrative description of achievements</b>		
<ul style="list-style-type: none"> <li>36 mobile sessions on hygiene and sanitation promotion awareness reaching 21,870 people (the number of people that attended each session was greater than anticipated). In addition, more mobile cinema sessions were conducted with funds meant for CEA training which could not be conducted as the CEA focal person was away.</li> <li>Disbursement of cash to 638 HH for procurement of household items for WASH</li> <li>Replenishment of RRCS stock distributed to 203HH</li> <li>Disbursement of cash for rehabilitation of 407 latrines</li> <li>265 households Mobilized to carry out cleaning of debris from the floods</li> </ul>		
<b>Challenges</b>		
<ul style="list-style-type: none"> <li>There were many more families in need compared to the targeted beneficiaries of DREF</li> <li>Some beneficiaries phone numbers that were not registered in the MTN network, so they could not receive the funds until they registered their numbers.</li> <li>The COVID-19 pandemic hit when the operation was ongoing. The control measures enforced on public gatherings forced RRCS to change from mobilization using mobile cinema to using mobile radio. As such, 18 sessions were conducted via mobile cinema and 18 via mobile radio. The sessions also had to integrate COVID-19 messaging.</li> </ul>		
<b>Lessons Learned</b>		
<ul style="list-style-type: none"> <li>It is important to be adaptable and flexible within a changing situation.</li> </ul>		

 <p><b>Disaster Risk Reduction</b>            People reached<sup>1</sup>: 1,325 (265 HH)            Male: 639            Female: 686</p>		
<b>Outcome 1: Communities in high risk areas are prepared for and able to respond to disaster</b>		
Indicators:	Target	Actual
# of households reached with public awareness and education messages to reduce, mitigate, and respond to identified risks	265	265
<b>Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters.</b>		
Indicators:	Target	Actual
# of households engaged in DRR activities for cash for work	265	265
<b>Narrative description of achievements</b>		
<ul style="list-style-type: none"> <li>27 mobile cinema awareness sessions on DRR in Gisagara, Ngororero and Rusizi districts.</li> </ul>		

<sup>1</sup> Reference to the counting people reached guidance

<ul style="list-style-type: none"> <li>265 households were involved in Community works to address the flood effects cleaning debris in the roads and creation of rain water drainage channels in Gisagara, Ngororero and Rusizi districts</li> <li>9 DRR awareness sessions in schools</li> </ul>
<b>Challenges</b>
The COVID-19 pandemic hit when the operation was ongoing. The control measures enforced on public gatherings forced RRC to change DRR awareness sessions using mobile cinema to using mobile radio.
<b>Lessons Learned</b>
It is important to be adaptable and flexible within a changing situation.

## International Disaster Response

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

Indicators:	Target	Actual
% of target population reached through the operation	100	100

### *Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained*

Indicators:	Target	Actual
% of target population reached through the operation	100	100

### *Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and activities*

Indicators:	Target	Actual
% of complaints and feedback received are responded to by the NS	80%	80%
% of target population satisfied with level of consultation, information and involvement in the operation	80%	80%

### *SFI3.2: The programmatic reach of the National Societies and the IFRC is expanded*

Indicators:	Target	Actual
Ratio of people reached by the IFRC disaster response operations to the people affected by these emergencies	86% : 14%	86% : 14%

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

Indicators:	Target	Actual
% of target population reached through the operation	100%	574%

### **Narrative description of achievements**

RRCS conducted several meetings at the branches for launching the project to the local authorities and the communities. The beneficiaries were selected during the community meetings in their villages by community members themselves. During the meeting, the complaints and feedback were received through the telephone number of the head of disaster response and recovery program who is also the RRC cash focal person. A complaints box and help desk were set up at the distribution site for each sector. People were informed beforehand, to come to the site on the day of the distribution. RRCS educated the communities on the message they expected to receive from MTN and Rwanda Red Cross as per the cash disbursement they were eligible for. MTN then did the mobile money transfers after the sensitization.

Some of the feedback received through phone calls, help desk and meeting:

- “Thanks goes to RRC for their support”- said by beneficiaries during meeting held to launch the project and during cash disbursement.
- “Thank you for your support; however, for the next think about increasing the money as we need to rehabilitate our houses and we lost many things, seems we don’t have anything remain with us” Rusizi beneficiary.
- “Thank you for your usual support in emergency, and with cash transfer we appreciated how you came faster in the response compared to the other process that we use” said by executive of Bugarama Sector.

Overall, the operation reached a total 26,480 people of which 4,610 people (922 households) were reached with direct support from the DREF operation and 21,870 people reached indirectly thanks to the various sensitization sessions.

<b>Challenges</b>
The National Society CEA focal person was not available to conduct the refresher trainings for volunteers on the CEA for the period of the operation. However, RRCS conducted several meetings at the branches for launching the project to the local authorities and the communities.
<b>Lessons Learned</b>
It is good to have several people trained as trainers so as to ensure continuous support.

## D. Financial Report

The overall amount allocated for this operation was CHF 161,741 of which CHF 153,365 (94.82%) were spent. A balance of CHF 8,376 will be returned to the DREF pot.

### Explanation of variances:

- **Shelter and Relief:** This budget line was spent by CHF 3,803 despite not being budgeted for. This is because iron sheets for latrine construction were budgeted under WASH but booked under Shelter-Relief.
- **Clothing and textiles:** Similarly, this budget line was not planned for because blankets and mats were budgeted under WASH as it was one replenishment inclusive of hygiene kits. However, CHF 1,997 expenditure for the specific items was incurred and booked under the appropriate line.
- **Water, Sanitation and Hygiene:** This budget line was underspent by CHF 9,883 (82%) because blankets, mats and iron sheets were budgeted under WASH as one replenishment but booked under Shelter and Clothing and textiles per the specific items.
- **Utensils and tools:** This line was not budgeted for but incurred a CHF 276 expense which is related to the purchase of buckets initially budgeted under WASH.
- **Storage:** This budget line was overspent by CHF 350 (48%) due to costs for loading and offloading which turned out to be underbudgeted.
- **Transport and Vehicle Costs:** This line was over expensed by CHF 4,989 (80%) because of mileage cost which was underbudgeted.
- **National Society Staff:** This line was not budgeted for but expensed by CHF 813 due to NS staff monitoring missions being budgeted under Workshops and Trainings.
- **Volunteers:** This budget line was overspent by CHF 699 (34.5%) because 36 mobile cinema sessions that were conducted were greater than the initially planned 27, hence increased volunteer allowances.
- **Workshops and Training:** The budget line was underspent by CHF 7,354 (27.4%) because the cost was overbudgeted. In addition, the CEA volunteers training also did not happen, leading to the positive variance.
- **Travel:** No IFRC monitoring missions were conducted due to travel restrictions related to the COVID-19 pandemic. This led to the CHF 2,804 (100%) balance on this budget line.
- **Information and Public Relations:** This budget line was overspent by CHF 3,588 (42%) because volunteer protective and visibility equipment was budgeted under WASH but booked on this line. as
- **Office Costs:** This line was over expensed by CHF 152 (16%) because stationery costs were underbudgeted.
- **Communications:** Budget line was overspent by CHF 367 (19%) due to phone costs for NS staff that were underbudgeted.
- **Financial charges:** Banking charges were overbudgeted resulting to a CHF 2,440 (99%) positive balance on this budget line.



# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/12-2020/7	Operation	MDRRW018
Budget Timeframe	2019/12-2020/4	Budget	APPROVED

Prepared on 19/Aug/2020

All figures are in Swiss Francs (CHF)

## MDRRW018 - Rwanda - Floods

Operating Timeframe: 24 Dec 2019 to 24 Apr 2020

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>161,741</b>
DREF Allocations	161,741
<b>Expenditure</b>	<b>-153,365</b>
<b>Closing Balance</b>	<b>8,376</b>

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

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	9,075	8,806	269
AOF2 - Shelter		4,050	-4,050
AOF3 - Livelihoods and basic needs	78,053	72,742	5,310
AOF4 - Health	8,939	12,249	-3,310
AOF5 - Water, sanitation and hygiene	30,312	18,609	11,702
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>126,378</b>	<b>116,457</b>	<b>9,921</b>
SFI1 - Strengthen National Societies	17,788	31,698	-13,911
SFI2 - Effective international disaster management	9,266	4,714	4,552
SFI3 - Influence others as leading strategic partners	8,310	489	7,821
SFI4 - Ensure a strong IFRC		7	-7
<b>Strategy for implementation Total</b>	<b>35,363</b>	<b>36,908</b>	<b>-1,545</b>
<b>Grand Total</b>	<b>161,741</b>	<b>153,365</b>	<b>8,376</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/12-2020/7	Operation	MDRRW018
Budget Timeframe	2019/12-2020/4	Budget	APPROVED

Prepared on 19/Aug/2020

All figures are in Swiss Francs (CHF)

## MDRRW018 - Rwanda - Floods

Operating Timeframe: 24 Dec 2019 to 24 Apr 2020

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>99,445</b>	<b>93,220</b>	<b>6,225</b>
Shelter - Relief		3,803	-3,803
Clothing & Textiles		1,997	-1,997
Water, Sanitation & Hygiene	11,582	1,698	9,883
Medical & First Aid	1,388	619	769
Utensils & Tools		276	-276
Cash Disbursement	86,476	84,827	1,648
<b>Logistics, Transport &amp; Storage</b>	<b>6,972</b>	<b>12,311</b>	<b>-5,339</b>
Storage	725	1,074	-350
Transport & Vehicles Costs	6,248	11,237	-4,989
<b>Personnel</b>	<b>2,021</b>	<b>3,532</b>	<b>-1,512</b>
National Society Staff		813	-813
Volunteers	2,021	2,719	-699
<b>Workshops &amp; Training</b>	<b>26,831</b>	<b>19,477</b>	<b>7,354</b>
Workshops & Training	26,831	19,477	7,354
<b>General Expenditure</b>	<b>16,601</b>	<b>15,465</b>	<b>1,136</b>
Travel	2,804		2,804
Information & Public Relations	8,505	12,093	-3,588
Office Costs	945	1,097	-152
Communications	1,890	2,257	-367
Financial Charges	2,458	18	2,440
<b>Indirect Costs</b>	<b>9,872</b>	<b>9,360</b>	<b>511</b>
Programme & Services Support Recover	9,872	9,360	511
<b>Grand Total</b>	<b>161,741</b>	<b>153,365</b>	<b>8,376</b>

## Contact information

### Reference documents



Click here for:

- [Operation update](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

#### Rwanda Red Cross Society:

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- **IFRC Africa Regional Office for resource Mobilization and Pledge:** Franciscah Cherotich Kilel, Senior Officer Partnership and Resource Development, Nairobi, email: [franciscah.kilel@ifrc.org](mailto:franciscah.kilel@ifrc.org) ;

#### For In-Kind donations and Mobilization table support:

- **IFRC Africa Regional Office for Logistics Unit:** RISHI Ramrakha, Head of Africa Regional Logistics Unit, email: [rishi.ramrakha@ifrc.org](mailto:rishi.ramrakha@ifrc.org) ; phone: +254 733 888 022

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

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## How we work

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

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Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace