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# Emergency appeal final report

## Sri Lanka: Support for internally displaced people

 International Federation  
of Red Cross and Red Crescent Societies

### Emergency appeal n° MDRLK002 Glide n° FL-2010-000253-LKA Final Report 24 June 2016

#### Period covered by this final report:

12 April 2010 to 31 March 2016

**Appeal target:** CHF 17,074,842

**Appeal coverage:** 99 per cent

[<click here to go directly to the financial report, or here to contact details >](#)

#### Appeal history:

**April 2010:** Launched for CHF 3.6 million on a preliminary basis to support 5,000 families of internally displaced persons (IDPs) in Sri Lanka for 24 months through the Sri Lanka Red Cross Society (SLRCS).

**July 2011:** Revision n°1 launched for CHF 6.1 million to support to assist at least 7,000 families (35,000 people) for 36 months with expected completion by 12 April 2013.

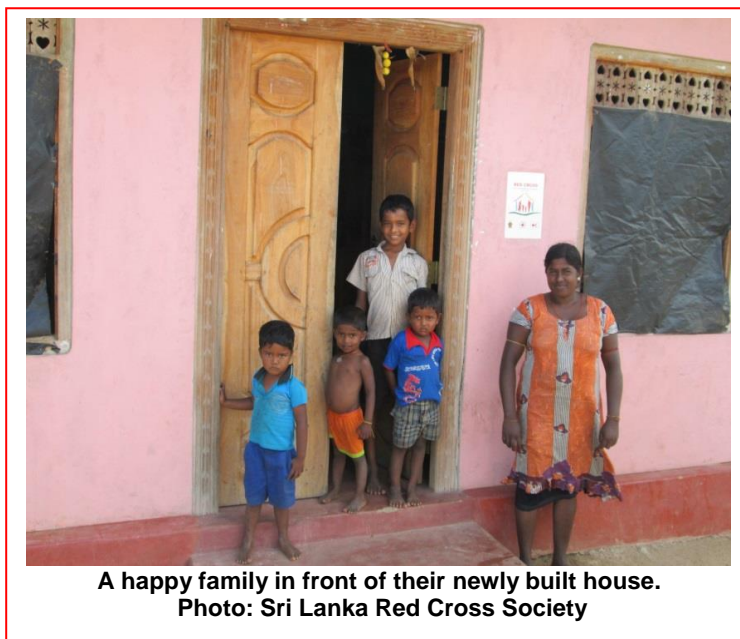
**September 2012:** Revision n°2 launched for CHF 23.3 million to address the funding gaps of the programme, changing and unfulfilled needs of communities being resettled in the north, and to incorporate Government of India funding for 16,800 houses with a timeframe of 67 months in total.

**January 2014:** Budget adjusted from CHF 23.3 million to CHF 22.7 million (2.4 per cent variance) to reflect changes in operational cost and exchange rate of the local currency in operation update n° 14.

**May 2015:** Revision n°3 launched in order to accommodate primarily the increased caseload of 1,100 for housing assistance by the Government of India, resulting in an increase for housing assistance to 21,071 as well as the timeframe of the Appeal was extended until the end of March 2016.

#### Summary:

The Red Cross Post Conflict Recovery Programme (RC PCR) was an integrated intervention with overall coordination by the International Federation of Red Cross and Red Crescent Societies (IFRC) and implemented by the Sri Lanka Red Cross Society (SLRCS) with the support of multilateral and bilateral Red Cross Red Crescent Movement partners (Australian, Canadian, Irish, Korean, Monaco, Norwegian, German, Japanese, Spanish Red Cross, the Hong Kong Branch of the Red Cross Society of China, the Taiwan Red Cross Organization and United Arab Emirates Red Crescent). Some 3,171 houses were constructed with the support of the Movement partners, of which 1,812 houses were constructed through bilateral support. Details of bilateral support was reported on [Operations Update no. 16](#). The Government of India was a non-Red Cross donor provided support to assist 17,954 families (17,500 in construction of new houses and 454 in repairing of



damaged houses) with household toilets under Indian Housing Project (IHP). A brief summary of families reached through this appeal is provided on table no. 1 below:

**Table 1: Number of families reached under this appeal**

Partners	Planned beneficiaries (n° of families)	Shelter <sup>1</sup>	Water, sanitation and hygiene promotion (WASH)	Health & care, disaster management, livelihood, Organizational Development & infrastructure
Government of India	17,954	√	√	
Red Cross and Red Crescent Movement (multilateral and bilateral)	3,171 <sup>2</sup>	√	√	√
<b>Total</b>	<b>21,125<sup>3</sup></b>			

RC PCRP was an integrated programme to support resettling communities with a comprehensive package. Construction of new houses following the owner-driven approach was the mainstay of the programme, while other components; water and sanitation, livelihood, health care, disaster management, organizational development and community infrastructure complemented the sustainability and the resilience of the community. The Red Cross Red Crescent Movement partners supported all the components, while the Government of India supported only shelter and water and sanitation components.

During last phase of the operation, programme focused on completion of houses with household toilets to those families funded by the Government of India and provided water, sanitation and hygiene promotion (WASH) facilities to selected most vulnerable communities, where the IHP was implemented. As a result, 2,012 families completed construction of which 1,661 families constructed new houses and 351 families completed repairing of their houses with toilets. Some 170 water and sanitation projects were implemented and completed by the respective community-based organizations (CBOs). The activities planned under complementary components (livelihood, health and care, disaster management, organizational development and community infrastructure) were completed in the end of 2014.

### Financial summary

This appeal was 99 per cent covered, with contribution amount to CHF 16,510,211 (both in cash and kind) recorded. With this final report, the Emergency Appeal is closed. The remaining balance<sup>4</sup> amount from this operation will be transferred to the Operational Plan 2016 for CCST Delhi for thematic project support in Sri Lanka.

### Key lessons learnt

- **Owner driven approach:** Provision of cash grant and technical support to the families affected through owner driven approach was proven its success again. RC PCRP was designed from the experiences and learning from post tsunami recovery programme of SLRCS/IFRC. Therefore, owner driven approach with active participation of individuals, families and communities was replicated in different locations and with different communities. Further the same approach can be used in different contexts, such as disaster rebuilding, conflict rebuilding or development programmes.
- **Integrated approach:** The comprehensive package with provision of cash grant and technical support, including WASH, livelihood, health and care, disaster management, organisational development and

<sup>1</sup> Of the total 21,125 houses, the total number of new houses built is 20,341 and 784 damaged houses were repaired.

<sup>2</sup> Total number of houses built with: Bilateral support: (1,812 houses) + Multilateral support (1,359 houses) = 3,171

<sup>3</sup> Out of the total 21,125 families supported (bilateral support: 1,812 + multilateral support: 1,359 + Indian housing: 17,954), IFRC supports 19,313 (1,359 + 17,954) with shelter assistance through this Emergency Appeal (18,855 new house construction + 458 repairs).

<sup>4</sup> The remaining balance figure continues to fluctuate due to foreign exchange rates and pending the settlement of unpaid pledges.

community infrastructure helped the affected communities to return to normal life style and to build back better. It re-enforced the community strength and resilience, and ensured sustainability of the programme. Mainly, identifying of skills and interests of the individuals and then assisting them with appropriate livelihood means with trainings and cash grants helped them to successfully reach towards their self-sustainability.

- **Software activities:** Activities such as psychosocial support programming (PSP), hygiene promotion, community-based health and first aid (CBHFA), mine risk education (MRE) and disaster management, need lesser funds compared to construction related activities. It is more effective in changing mind-sets of the conflict affected communities and helps to mobilize communities much efficiently towards owner driven approach in a conflict rebuilding process.
- **Volunteers in Action (VIA):** Community based volunteers as an entry point to the communities in a post conflict situation was successful through the VIA programme. This initiative allowed access to communities through different software activities and effectively helped the housing project to mobilize communities for their participation and develop ownership among them. With the technical support of IFRC Delhi office, a review of VIA programme was conducted in 2014. Click [here](#) for the review report.
- **Communication:** The implementation process was efficient through timely communication with accurate information with all stakeholders, especially with the families supported and the communities involved, as a responsibility. Moreover, coordination and corporation with respective government authorities and donors, helped efficient and effective delivery of the programme.
- **Planning:** A due consideration on weather, climate, cultural beliefs and life style of the families to be given in planning future owner driven programmes. This would ensure houses are completed, meeting the programme standards on time. Also proactive measures to be taken for skilled labour and material supply, which would help to reduce delays in implementation.

## The situation at present

Since May 2009, the Government of Sri Lanka and its partners have committed significant resources to help former IDPs return to their home areas and rebuild their lives post-displacement. RC PCRP through the support provided under the Emergency Appeal, helped people to re-start their lives from scratch since they lost everything and to build back better. Thousands of families have been given a new lease of life by moving into a permanent home, and living with pride and dignity. The improved livelihoods helped them to re-establish and stabilize their income, and improve living standards. Communities' benefit from communal and school infrastructure repaired and reconstructed. Through various trainings received, the capacities of the communities were enriched and opened paths to various employment opportunities. The CBOs of the villages built their capacities by involving in the implementation activities and received due recognition and respect within the communities.

Even though the affected people received tremendous support not only from RCRC movement, but also from various humanitarian organizations during last seven years, the challenges in post-conflict rebuilding, which include poverty reduction, providing education and employment opportunities, improving health and nutrition, livelihood support and infrastructure development, remain at a significant level.

## Coordination and partnerships

As an early recovery coordination mechanism, government of Sri Lanka established 'The Presidential Task Force (PTF) for Resettlement, Development and Security'. Entire RC-PCR activities including staff travel required approval from PTF, which enabled secured environment, yet consumed more time in implementation. SLRCS mandated as an auxiliary to government in humanitarian assistance, was the only humanitarian organization allowed to enter camps and support government at the initial phase of recovery.

The entire RC PCRP was based on carrying out assessments and consultations with the Government of Sri Lanka authorities and representatives, such as Government Agent (GA), District Secretary (DS), and Grama Niladhari (GN) village officer. They further supported by providing house-hold lists of conflict affected families, clearing land documents and tracing lost documents related to verification of the eligibility.

Transparent and effective relationship and coordination are maintained with government and local authorities from the ground up to national level, ensuring the appropriateness of support provided. Further, the programme supports the sharing of experiences and coordination with other partners through divisional and district level cluster meetings and other fora. Examples of fora include the Development Partners Forum (where members of the diplomatic community, international organizations and UN agencies meet every month to discuss key issues in the north and east), the UN-led humanitarian country team meeting, and various technical working groups. This programme provides complementary assistance to the government and other agencies' ongoing efforts and ensures strong communication and coordination with other stakeholders to minimize the risk of both duplication and gaps.

In addition, RC PCRP works closely with Rural Development Societies (RDS) and Woman Rural Development Societies (WRDS). They took the lead role at the community level in villages, engaged in the process from the beginning to end, and in each stage of implementation and facilitating field level activities for programme staff. They were the community representatives, with whom the needs, issues and concerns of the communities were discussed and addressed.

## Red Cross Post-Conflict Recovery Programme

### Overview and Impact



**A beneficiary, who received assistance under RC PCRP to build a decent shelter through owner driven approach with more space and freedom had transformed lives of the families.**

**Photo: Sri Lanka Red Cross Society**

The programme implemented in the northern province of Sri Lanka, in all five districts: Kilinochchi, Mulathivu, Jaffna, Mannar and Vavuniya, in 24 DS of Divisions and 263 GN Divisions. It advocated for the conflict affected most vulnerable families and communities in the rebuilding process and extended support to cater to urgent needs of them. At the closure of the programme, providing support over six years, people are in control of their lives again, with a strong foundations for their future. They are proud to have homes built by them and enjoy safe

and adequate water and sanitation facilities. Now they live a decent life with dignity, have a respectable social life and have valuable asset to pass on to next generations.

People restarted their livelihood not only through the cash grants, but also through sense of ownership and empowerment. Both members of the families who received assistance as well as other members of the communities improved their skills and knowledge by engaging in housing construction, working as paid labours or as community volunteers which later helped them to identify employment opportunities.

With the integrated package, programme supported holistic development of the communities. Communities are now strengthened with capacities in various fields and with resilience to disasters. Communities get constant benefits from communal and school infrastructure repaired and reconstructed.

## Achievements towards planned outcomes

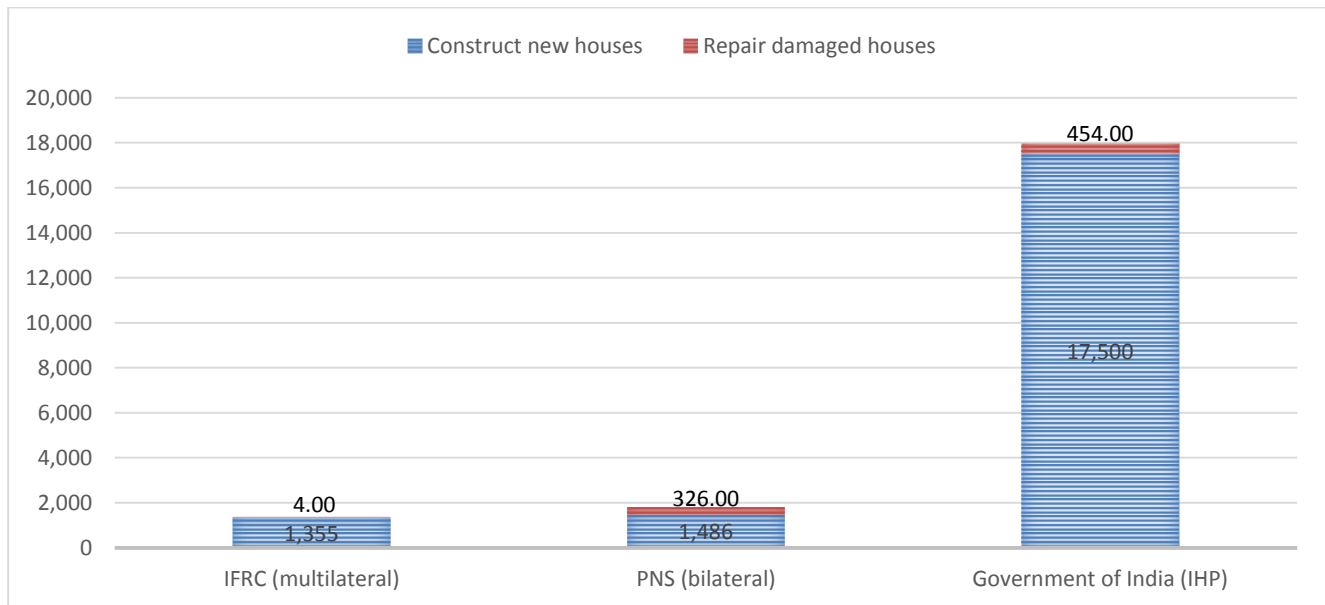
**Main sectoral components:** With the revision n° 3, it was planned to support shelter and WASH components.

Shelter	
<b>Outcome: 21,125 affected families (105,625 beneficiaries) in northern districts have safe and adequate shelter and settlement solutions through the provision of cash grants and guidance on improved building techniques.</b>	
Outputs (expected results)	Activities planned
Repair and construct permanent houses by engaging beneficiaries in the construction process.	<ul style="list-style-type: none"> <li>• Selection of sites and beneficiaries.</li> <li>• Strengthening of community based organizations to involve in addressing community issues and resolving constraints.</li> <li>• Setting up contract mechanisms and instalment systems.</li> <li>• Completion of 21,125 house constructions/repairs.</li> <li>• Execution of community contracts for the construction of community infrastructure.</li> <li>• Provision of technical support and guidance to the beneficiary families</li> <li>• Monitor and technical verification of progress.</li> <li>• Evaluation of the programme</li> </ul>

### Achievements:

This outcome was achieved and all the above activities to construct and repair permanent houses and community infrastructures were completed at the closure of the programme.

A standard selection process applied to select most vulnerable families with the support of the Government of Sri Lanka (GoSL). Community participation and the support received from the CBOs were very helpful in supporting most vulnerable families who were struggling to complete at the latter stage of the project. See more in [Operations update No.07](#) (one year consolidated report), [Operations Update No.08](#) and [Operations Update No.09](#) for more details. Out of the total 21,125 families (bilateral support: 1,812, multilateral support: 1,359 and Indian housing project: 17,954), supported 20,341 to build new houses and 784 to repair damaged houses. During the last five months of the programme, from 1 November 2015 to 31 March 2016, 2,012 families completed construction of which 1,661 families constructed new houses and 351 families completed repairing of their houses with toilets. A graphical summary of the total shelter assistance provided to affected communities is given below.

**Figure 1: Summary of total shelter assistance****Table 2: Final update of shelter assistance**

Donor	Total planned (a)	Not commenced (b)	Commenced (a-b)	Completed	Write off/not completed
IFRC through Emergency Appeal	1,359	12	1,347	1,305	42
RCRC Movement	1,812	0	1,812	1,788	24
IHP	17,954	5	17,949	17,684	265
<b>Total</b>	<b>21,125</b>	<b>17</b>	<b>21,108</b>	<b>20,777</b>	<b>331</b>
<b>Percentage</b>	<b>100%</b>	<b>0.08%</b>	<b>99.91%</b>	<b>98.35%</b>	<b>1.57%</b>

At the closure of the programme, 20,777 families completed the construction of either their new house or repaired their damaged house. A total of 331 families started construction of houses and discontinued at different stages due to various reasons which considered as write-off, while 17 houses were not commenced as planned<sup>5</sup>.

The programme succeeded in supporting families to fulfil their housing needs and expectations whilst ensuring sense of ownership. Families have gained safety, security and space after moving in to permanent houses. The space is being utilized much effectively, to engage in their livelihood activities with greater ease and comfort, for children to play and study, to cook comfortably in indoor kitchens, to store safely their agricultural produce and items of value. Moving in to a house with more space and freedom had transformed the lives of the families. Now they live a decent life with dignity and have a respectable social life, where the friends and relatives come and stay with them, carryout and participates in social and cultural functions and events such as weddings, temple/church festivals, parties at home, visiting neighbours, and spend evenings with other friends.

<sup>5</sup> Twelve houses not started under Hong Kong Branch of Red Cross Society of China funds as there was an imposition of time limit, since the families given in the government list were not permanently resettled in the village until the end of the project. Five houses under Gol funds were discontinued and funds returned back since the construction was not started until the later stages of the project due to lack of interest and new families were not selected due to shortage of time to completion.

The other members of the communities also improved their skills and knowledge by engaging in housing construction, working as paid labors or as community volunteers which later helped them to identify employment opportunities.

The appeal supported construction of the community infrastructure, completed in May 2014 and see more in [Operations Update No. 15](#). The community halls constructed are now perform as places for public meetings, places where government and non-governmental organisation (NGO) activities/ workshops/meetings are being organised, for community celebrations and community members can rent cheaply when a private family function or party is too big for their own home.

### Challenges:

- **Additional caseload:** The High Commission of India (HCI) provided the approval for an additional 54 families to receive assistance to repair their damaged houses in October 2015. This approval was delayed by two months which affected the deadline for the programme completion. However, the field team was able to complete this additional cases by 31 March 2016.
- **Beneficiary selection:** Though almost all the families have been selected before the last reporting period, it was still difficult to finalize the actual number of families who will receive support. This was due to revocations, linked to beneficiaries' absence from the location or lack of beneficiaries' interest to commence/complete their house. Overall, the selection of families to receive house repair assistance has been more time consuming than expected. Selection of the last few beneficiaries was challenging without exceeding 17,954 families.
- **Delays in completion of houses/risk of incomplete houses:** The reasons are as follows.
  - a) *Price escalation of materials and labour due to high demand and low supply:* This was an unavoidable challenge in such a situation. Beneficiaries are continuously advocating for cost reduction alternatives such as bulk purchase, use of salvaged material, and focusing on meeting only minimum requirements in the construction of their houses.
  - b) *Scarcity of construction materials:* The shortage of timber and roof tiles was challenging during the course of the programme.
  - c) *Lack of skilled and unskilled labour:* Since a large quantity of houses constructed at the same time in the same vicinity, the shortage labour resulted in delayed completion of the houses. SLRCS along with the technical support of IFRC conducted vocational training courses to train local residents (including beneficiaries) in carpentry, masonry, plumbing and electrical work. The objective was to ensure availability of sufficient skilled labourers to undertake large-scale construction and repair works at the community level; and to create livelihoods opportunities for resettled IDPs.
  - d) *Sand permit issue:* In an effort to minimize delays, continuous advocacy was done with the appropriate authorities and business houses holding the monopoly for sand supply.
  - e) *Monsoon rains:* The north-eastern monsoon rainy season starts at the end of September and continued until February each year. This was a greater challenge during the programme period and affected construction and completion of houses on time.
  - f) *Use of funds for other priorities by beneficiaries:* It has been observed that housing grants have sometimes been diverted by beneficiaries to address other needs that they perceive as urgent such as for medical or other personal needs. Such cases were largely due to poverty, but there were also cases of alcohol abuse and a lack of motivation to complete houses. RC PCR field staff closely monitored such cases and avoided occurrence of such incidents.
  - g) *Low beneficiary contribution due to poverty:* Vulnerable families, such as those comprising single women, woman-headed, child-headed, disabled-headed, families with disabled members, families with elderly or with small children, need extra assistance to complete their houses since their financial and human resources are not sufficient to contribute to the housing grant received from the project. Together with local communities and CBOs, tailored support is provided to such families struggling to complete their houses.
- **Incomplete/ write-off houses:** A total of 265 cases of IHP not completed construction of houses, since beneficiary family either not living in the village or not interested to carry out and/or finalize the construction, even after many attempts to motivate and convince them to complete the houses on time. The field staff together with government officials and HCI officials have applied different strategies, with some progress

during the reporting period. As a solution to these “not moving” cases, all the Implementation Agencies (IAs) jointly proposed in July 2015 to the HCI to allow for change the original beneficiary to new beneficiaries (with property and balance funds or only with balance funds), which was not approved. With that the total write-off cases of RC PCRCP became 331, which is 2 percent of the total caseload.

### Environmental friendly approaches

- **Use local resources:** Usage of naturally/locally available construction materials (with the relevant approval from Government Authorities) effectively prevented and reduced negative environmental impacts.
- **Prevent hazardous materials:** Asbestos sheets; a proven health hazard were not used at all as roofing sheets.
- **Avoided excessive use of construction material and sustainable materials:** Used materials of acceptable quality, such as tin sheets, doors and windows, crushed aggregates from old/damaged or demolished concrete structures and walls, were used in acceptable proportions to reduce the construction cost while preventing environmental pollution. The technical team of the IFRC/SLRCS continuously monitored the utilisation of the used materials ensuring the good quality, economy and sustainability of the structures constructed/repared.
- **Tree planting:** As environment friendly activity, saplings of fruit and timber producing trees were planted by the communities and school children with the guidance and support of SLRCS, in the operational areas. This will help to recover the lost forest cover during the construction, while greening the areas and improving nutrition of the families.

### Lessons learnt

- **Owner Driven Approach** is a proven way to assist families in construction of houses, with participation of family members that can minimize the risk of non-occupancy of houses and its care and maintenance.
- **High expectation/ambition** to build bigger houses with fancy finishing and furnishing with expensive doors, windows, ceiling and flooring etc., may risk families with indebtedness. It was learnt that enjoying excessive liberty, may take much more time and money than anticipated. Intensive discussion, awareness and motivation to beneficiaries including the information on potential risk of indebtedness to beneficiaries is crucial at each stages of house construction.
- **Options for house extension** – Continuous awareness on minimum requirement of the houses, may encourage families to strict to the standard while leaving options for them to extend their houses at later stage when they can afford it.
- **Joint land ownership and bank account** in the name of family head and their spouse or child above 18 years old can minimize the risk of idling the construction process and provides better family ownership of the entire property. Such initiatives may also minimize domestic violence and enhance harmony among the family members.
- Having clear **memorandum of understanding with the banks** mobilized for beneficiaries cash transfer at local level can facilitate all required actions and support consistently across all branches and its officials professionally and in timely manner to safeguard the donor fund in the best interest of beneficiaries and GoSL.
- **Beneficiary selection** – a rigours beneficiary selection process applied to select families who meets the essential criteria with the support of GoSL local authorities. More authentic, cross-checked and up to date beneficiaries list may be provided by the relevant GoSL authorities ensuring the permanent resettlement of families selected (very crucial) could ensure the right beneficiaries selection that satisfies the real need of the people and best use of donor funds.
- **Better legal provision and families tracking system** by GOSL across all GN divisions of Sri Lanka on proper utilization of donor fund for housing including its completion and use may ensure right selection of needy and vulnerable families that satisfies all essential criteria. This will also discourage the people who already resettled somewhere and returning back just to get another house or its grant for different purposes and having no clear intention to complete the house and live there

- **Beneficiary participations** at each stage of house construction is crucial and cost effective. Many families built their houses with their participation for everything; such as buying construction materials, ensuring quality of materials, hiring skilled and unskilled labours and negotiating the wages, contributing their free labour together with other family members, directly supervising and monitoring the construction and its quality with the help of IA advises have successfully managed to construct their house within the provided grants and time limit, meeting the minimum requirements. Their participation even saved them from going to indebtedness.
- **Ensure beneficiaries communication** – Providing accurate information to beneficiaries on each steps of housing with all required technical support resulted in timely and qualitative completion of houses followed by a happy living of families.
- **Operational procedures** were well set up in fulfilling the donor requirements, transparency and accountability through proper documentation, monitoring and reporting systems. Further better coordination and corporation with all stakeholders involved, i.e. government authorities and donors helped to maintain transparence and accountability

### **Beneficiary communications**

*In the initial community meetings, beneficiaries were briefed on the programme with owner-driven housing with comprehensive package and fund disbursement procedures. A scaled plan of the sample house was also shared along with 'Construction Guidelines' and 'Good and Bad Practices in Construction' produced in the local language. All the documents were explained at the meeting by the field engineer and technical staff. Later during the process of construction, technical staff, monitoring staff and community mobilizers visited the families in regular basis, especially after each payment, and explained all information related to housing construction, WASH and livelihood. Further they provided answers and explanations to the questions and queries asked. Moreover, call centre was functioned and provided answers to all questioned asked.*

*Instructions and advises given in all above methods, both in written and verbal in constructing the houses, water and sanitation facilities and technical supervision done at the time of construction ensured quality of construction. Due to regular follow up people were able to complete on time as planned. At the final evaluation of the programme, responses from the beneficiaries were extremely positive and given that the families are living happily in their newly build houses.*



**Beneficiary communications helped in promoting owner driven approach and timely completion of houses with quality construction. Photo: IFRC**

Water, sanitation, and hygiene promotion (WASH)	
<b>Outcome: The risk of water and sanitation related diseases, has been reduced through the provision of safe water, adequate sanitation and hygiene promotion for up to 21,125 families (or 105,625 beneficiaries) in northern districts.</b>	
Outputs (expected results)	Activities planned
Increased access to safe drinking water and basic sanitation	<ul style="list-style-type: none"> <li>• Construct and repair 21,125 household latrines in conjunction with the permanent shelter construction.</li> <li>• Construction and repair of 60 communal school water and sanitation systems.</li> <li>• Construct public drinking water wells.</li> <li>• Construct/repair individual household wells.</li> <li>• Distribute 1,359 ceramic household water filters; with training, one per family<sup>6</sup> in targeted communities to produce safe drinking water.</li> <li>• Execute community contracts for reconstruction of water supply infrastructure (including training on repair maintenance of the infrastructure).</li> </ul>
Knowledge of good hygiene behaviours has increased in target population.	<ul style="list-style-type: none"> <li>• Baseline of hygiene knowledge and practices.</li> <li>• Training of community volunteers in <a href="#">hygiene promotion</a> through participatory hygiene and sanitation transformation (PHAST).</li> <li>• Develop/revise and print relevant IEC materials to be used.</li> <li>• Conduct hygiene promotion activities linked with water supply and sanitation hardware through the trained volunteers.</li> <li>• Hygiene promotion for school children through child hygiene and sanitation training (CHAST).</li> <li>• Conduct household level monitoring and an end-line assessment to evaluate level of improvement in hygiene knowledge.</li> </ul>

## Achievements

All the above activities planned under WASH completed at the closure of the programme. Household-level water and sanitation activities (construction/repairing of household toilets and wells) were implemented in conjunction with housing construction. A total of, 20,777 household toilets were constructed /repaired, 331 partially completed and 17 not commenced<sup>7</sup> at the closure of the programme. School and communal water and sanitation projects were implemented and completed in the communities under RC PCR. The implementation was carried out in three phases as given in table no. 3 and 4 below.

**Table 3: Summary of schools/pre-schools supported through construction support**

District	Phase 1: IFRC	Phase 2: IFRC	Phase 3: IFRC	Total	No. of children benefit	
					Boys	Girls
Jaffna	1	6	60	67	6,113	5,703
Mannar	0	2	73	75	5,248	5,547
Mullithve	2	1	40	43	2,669	2,614
Kilinochchi	1	0	15	16	1,649	1,502
Vavuniya	6	0	0	6	540	650
<b>Total</b>	<b>10</b>	<b>9</b>	<b>188</b>	<b>207</b>	<b>16,219</b>	<b>16,016</b>

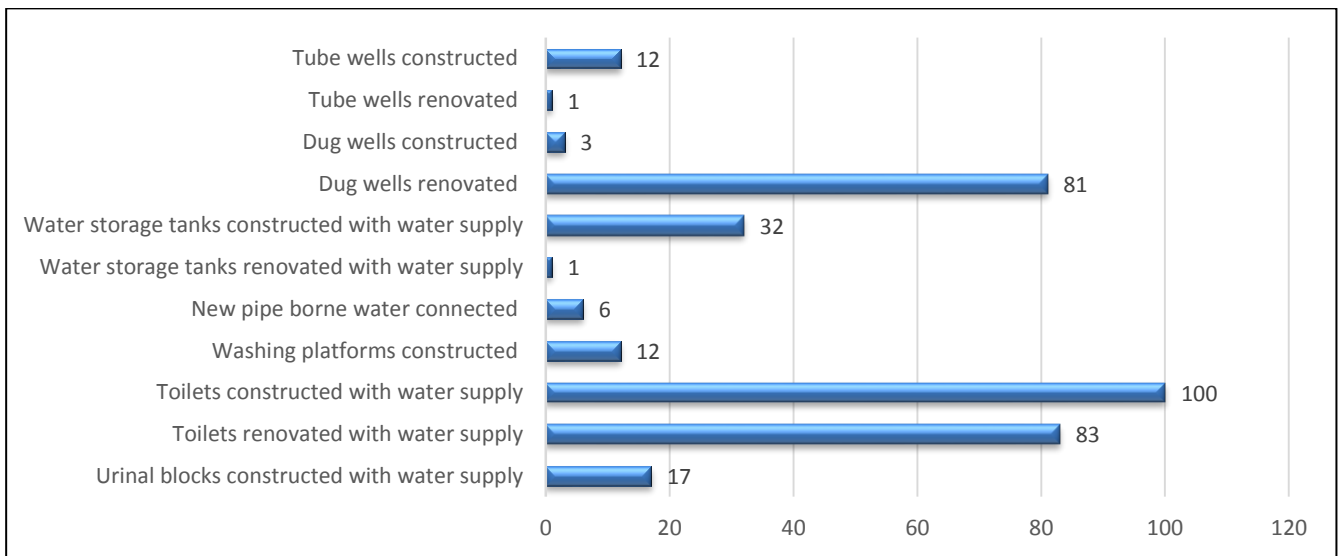
<sup>6</sup> In the lessons learnt following the 2004 tsunami, on SLRCS distributing ceramic household water filters, it was documented that for larger households, one filter may not provide sufficient safe drinking water.

<sup>7</sup> These 17 toilets are those 12 not started under Hong Kong Branch of Red Cross Society of China funds as there was an imposition of time limit, since those families in the government list were not permanently resettled in the village until the end of the project and five families under the Government of India (Gol) funds were discontinued and funds returned back to Gol since the construction was not started until the later stages of the project due to lack of interest and new families were not selected due to shortage of time to completion.

A total of 207 schools/pre-schools and 26 communities were supported in construction or repair of water and sanitation facilities. In the first phase, 10 schools/pre-schools and three communities (in the areas supported through shelter component by IFRC through Emergency Appeal and GRC), were supported. Then in the second phase, 18 integrated community needs assessments conducted in selected most vulnerable GN divisions from each DS division under the IHP areas and then 19 communal projects and 9 school projects were identified and completed. In the third phase, 514 schools/ pre-schools in those selected most vulnerable GN divisions under IHP areas were assessed and 188 supported.

The school projects were done by School Development Societies/ Committees of the particular schools, while the existing CBOs of the villages such as Rural Development Societies (RDS), Woman Rural Development Societies (WRDS), Fisheries Cooperatives/Associations, did the implementation of all the communal projects. They were provided with financial and technical support to carry out the implementation work. Through the 207 school projects and 26 communal projects, a total of 348 constructions and/or renovations for water and sanitation improvements were implemented by those CBOs. A graphical breakdown of this is given in figure 2.

**Figure 2: Different activities carried out under school and community WASH interventions**



**Community members benefited from the renovation of the communal water sources under RC PCRP.  
Photo: IFRC**

**Table 4: No. of families benefit through communal WASH activities with construction support**

District	Phase 1		Phase 2: IFRC	Total	No. of families benefits	
	IFRC	GRC			Direct	Indirect
Jaffna	0	0	4	4	580	395
Mannar	0	0	8	8	799	683
Mullaithivu	1	4	6	11	310	326
Killinochchi	1	0	0	1	660	174
Vavuniya	1	0	1	2	78	65
<b>Total</b>	<b>3</b>	<b>4</b>	<b>19</b>	<b>26</b>	<b>2,427</b>	<b>1,643</b>

Children in all the schools supported received hygiene promotion trainings. Moreover, children in another 60 schools in the districts of: Jaffna - 23, Mannar - 16, Mullaithivu - 12 and Killinochchi - 9 received hygiene promotion trainings only. Upon completion of constructions and trainings, 36 numbers of wall paintings on hygiene promotion were done in 12 selected schools (three in one school).

Children of these schools supported enjoying the improved water and sanitation facilities and got knowledge and skills on better hygiene, which then influence on their attitudes and behaviour. The hygiene promotion was done through Child Hygiene and Sanitation Training (CHAST) activities which were carried out with 296 Child to Child (CTC) clubs established in those schools. Over 7,500 children in those schools, who are CTC members trained on key hygiene sessions, whom then expected to become the catalysts to spread the message to other children, their families and communities. They implemented hygiene promotion activities to overcome WASH related issues in their schools with guidance from RC PCR Community Mobilizers. As a sustainable solution, teachers in charge of the school health clubs (CTC clubs) were trained through six hygiene promotion training sessions to support and guide the students to carry the activities in future.

*“Until last year, we faced many problems due to in-adequate water and sanitation facilities. Our needs were fulfilled early this year. Our School Development Society implemented construction of a sanitation unit of six toilets with water supply, with the support of Red Cross” - Mrs. Sivaparathy Sivamalar, the principle of the Moolai Saivapragasa Vidiyalayam, Jaffna, said thankfully.*

**Children and staff in the school are using the newly built water and sanitation facilities, which increased access to safe drinking water and basic sanitation. Photo and story: S. Umakanthan, IFRC**



Communities get constant benefits from communal and school infrastructure repaired and reconstructed, with the adequate trainings on repair and maintenance. The CBOs of the villages built their capacities, such as account keeping, community mobilization, communicating and building relationships with government authorities, by involving in the implementation activities. They earned due recognition and respect within the communities and the government authorities.

Additionally an overhead water supply tower and tanks were constructed at Kilinochchi branch in the end of 2015. This is functional and supplies water to the newly constructed branch building. This will further supply water to the proposed community building in the same land with the funds of the government of India in near future.

### Challenges

- *Delay in completion:* Due to the delay in getting approvals at the initial stage from the relevant government authorities at district level (for new WASH projects under phase 3), those activities did not start on-time. This resulted extending the time frame for completion from December 2015 to March 2016.
- *Monsoon rains:* The north-eastern monsoon rainy season starts at the end of September and continued until February each year. This was a greater challenge during the programme period and affected construction and completion of construction projects on time.

### Lessons learnt

- Ensure the sustainability of the programme interventions: By establishment of the CTC clubs it enable the maintenance and continuation of the software activities in schools
- Monitoring and evaluation: Effective and timely supervision and support on technical aspects as well as other non-technical aspects helped to complete the implementation activities with 100% success.
- Working with children: it was easier to change the minds and behaviours of the children than the adults, thus programme experienced positive changes and impacts within shorter period.
- IEC materials: Distribution of good quality IEC materials enabled effective delivery of the messages

### Complementary components: *Livelihood, Health and Care, Disaster Management and Organizational Development*

The programme supported 3,171 families, of which 1,359 were supported through multilateral support under livelihood, health and care, disaster management and organizational development components, within the overall beneficiary target of 21,125 families (105,625 people). Though the initial plan was to reach 20,000 families (100,000 people) through the complementary components, it was only possible to reach 3,171 families (15,855 people) with Red Cross Red Crescent Movement support. This fall short of the target (mainly under the IHP) with these complementary components mainly due to funding constraints.

#### Livelihood Support

**Outcome: To assist 20,000 displaced families (100,000 beneficiaries) in replacing, repairing, re-establishing and strengthening their household income through the provision of cash grants and guidance on sustainable livelihood interventions.**

Outputs (expected results)	Activities planned
Improved livelihoods for the most vulnerable of the affected Population	<ul style="list-style-type: none"> <li>• Assess the livelihood needs of some 20,000 displaced families (100,000 beneficiaries) within re-settled population.</li> <li>• Provide grants/resources to enable households to re-establish and strengthen their livelihoods such as farming, livestock rearing, fishing and microenterprise.</li> </ul>
Sustainably improved community livelihood capacities	<ul style="list-style-type: none"> <li>• Conduct household livelihood surveys to identify needs of the families in order to provide them the necessary skills and to facilitate access to government and other institutions for assistance on skills acquisition.</li> <li>• Assist in establishing model farms on gardening.</li> </ul>

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>Beneficiary training on agriculture and integrating farm and composting practices, livelihood skills and vocation training on different trades.</li> </ul> |
|--|---|

### Achievements:

Families received the full grant of LKR 35,000 (approx. CHF 252) in two instalments which enabled them to re-establish and strengthen their livelihoods. Those families made use of the grant for their livelihood based on the livelihood proposals submitted. Additionally they received livelihood trainings for their respective area of livelihood such as agriculture, livestock, fisheries, carpentry and tailoring before the reporting period. Out of the 1,359 families supported under the EA, livelihoods support was provided to 1,340 families and remaining 19 families have been cancelled<sup>8</sup>.

Activities planned to assist families in sustainable livelihood interventions were completed in December 2014. See more details on the activities carried out in [Operations Update No. 12](#), [Operations Update No. 13](#), [Operations Update No. 14](#), and [Operations Update No. 16](#).



Mahendran Kanthasamy - a beneficiary of the livelihood programme set up a grocery shop in the locality. A total of 1,340 families received assistance from the Red Cross under RC PCRP to start their self-designed livelihood activities for earning income.  
**Photo: Sri Lanka Red Cross Society**

People restarted their livelihood not only through the cash grants, but also through sense of ownership and empowerment. The improved livelihoods helped some families to improve their houses, some to further develop livelihood ventures. Moreover, the home gardens are providing additional income as well as nutrition to the entire family.

### Challenges:

- The major challenge to the livelihood component of the PCRP was the lack funding to support livelihoods as targeted. The recent Swiss Agency for Development and Cooperation (SDC) study also reveals that, building sustainable livelihoods must go together with owner driven housing projects as the absence of a stable income during the housing construction process may result in increased and continuous indebtedness among beneficiary households, which clearly recommends a major focus into livelihoods support.

### Lessons learnt

- Since the process was through participatory and community driven approach from the beginning to end, people restarted their livelihood with sense of ownership and empowerment.
- The targeted people for vocational fields of masonry, carpentry, electrical wiring and plumbing did not show much interest as many of them would prefer to do labourer work which is paid on daily basis. However, a subsistence allowance system supported by the Governor's office of the Northern Province was introduced to encourage participation in the vocational training.

<sup>8</sup> Livelihood assistance was not completed with seven families who miss-used the first livelihood grant and failed to perform as per their proposal and 12 families who did not start housing construction in Vavuniya North under HKRC support

- Community mobilization is important in implementation of the livelihood activities to help people to reach their targets.

Health and care	
Outcome: The health risks on the affected population are reduced through the provision of health promotion and disease prevention 20,000 families (100,000 beneficiaries) in northern districts.	
Outputs (expected results)	Activities planned
Enhanced knowledge and improved health practices in targeted communities through health promotion and prevention interventions.	<ul style="list-style-type: none"> <li>• Conduct community assessments in selected areas to map the most acute health needs and develop and implement community plans with the full participation of the community.</li> <li>• Conduct relevant information, education and communication campaigns to increase awareness on identified health issues through various mediums including media, cultural art forms, posters, and billboards.</li> <li>• Conduct health awareness events in communities, emphasizing nutrition, disease control (mosquito-borne, water-borne, HIV/AIDS, diabetes/high blood pressure), hygiene and blood donor recruitment.</li> <li>• Identify and train community volunteers using the CBHFA training manual for volunteers.</li> <li>• Deliver community-based first aid training to community members.</li> <li>• Train 1,000 people in first aid and equip them to provide first aid in their communities.</li> </ul>
Improved preparedness and response mechanisms in the target communities to better respond to health in emergencies and epidemics.	<ul style="list-style-type: none"> <li>• Conduct dengue preparedness and response interventions in target communities.</li> <li>• Revise and update SLRCS contingency plans for responding to rapidly emerging epidemics/outbreaks during the course of the year.</li> <li>• Revise and update national disaster response team, branch disaster response team training curriculum by including relevant health topics in an integrated manner with disaster management unit.</li> </ul>
Psychosocial support is provided to affected population	<ul style="list-style-type: none"> <li>• Train 100 staff and volunteers of SLRCS on psychosocial support.</li> <li>• Provide psychosocial support to returning population.</li> </ul>
Enhanced SLRCS profile and capacity at all levels to deliver effective health interventions.	<ul style="list-style-type: none"> <li>• Print and distribute CBHFA volunteer manuals in target branches.</li> <li>• Expand the number of trained community volunteers in target branches.</li> <li>• Establish a system of regular activity reporting in the field, project monitoring, donor reporting and information dissemination.</li> <li>• Strengthen monitoring and reporting systems in the branches.</li> <li>• Produce appropriate volunteer protection and visibility materials for SLRCS.</li> <li>• Document and share best practices and lessons learnt from the SLRCS's work in the communities.</li> </ul>

## Achievements

Activities planned under health and care, completed in December 2013. See details on the activities carried out in [Operations Update 12](#), [Operations Update No. 13](#), [Operations Update No.14](#), [Operations Update No. 15](#) and [Operations Update No. 16](#).

A total of 1,018 persons enrolled in the basic first aid trainings, 888 passed the examination and completed the training and are now equipped to provide first aid in their communities. Out of those who passed the basic first aid training, 28 underwent advance first aid training, of which 18 received training-of-trainer on basic first aid. Out of all, 12 qualified as first aid trainers in the north to train others on first aid and disseminate the knowledge.

Moreover, another 182 school children completed junior first aid trainings. A total of 24 volunteers in Kilinochchi and Mulathivu branches completed PSP trainings and 92 completed CBHFA trainings.

Skills and knowledge gained and communities' attitudes improved through various trainings received, such as dengue awareness and first aid, enriched capacities of the communities. Some people got employment opportunities within and outside the Red Cross Movement. Simultaneously, these trainings strengthened the SLRCS's capacity in serving the most vulnerable people in health and care services. The branches are well-resourced and serving the people in need in the area during their first aid services, with the trained network of the volunteers and first aid items.

## Disaster Management

**Outcome: Local communities are fully aware of local risks and resources available and are prepared and equipped to respond to disasters. Number of families targeted is 20,000 displaced families (100,000 beneficiaries)**

Outputs (expected results)	Activities planned
Communities are educated in safe behaviours and principles and values	<ul style="list-style-type: none"> <li>• Develop/conduct awareness raising activities on mine and other risks (information, education and communication material development, school level competitions, humanitarian values).</li> <li>• Support school children with recreational activities/facilities.</li> </ul>
Disaster response tools, mechanisms and systems are established in northern districts with adequate capacities to deliver services	<ul style="list-style-type: none"> <li>• Formation and training of local disaster response teams.</li> <li>• Provision of standard equipment.</li> <li>• Develop local contingency plans for the identified risks/hazards.</li> <li>• Facilitate coordination with government disaster response mechanisms.</li> </ul>
Skilled human resources base is established in northern branches to carry out disaster management activities	<ul style="list-style-type: none"> <li>• Conduct disaster management training for staff and volunteers.</li> </ul>

## Achievements

Activities planned under the disaster management component are completed in December 2013. See details on the activities carried out in [Operations Update No. 09](#), [Operations Update 12](#), [Operations Update No. 13](#) and [Operations Update No. 14](#).

Communities who returned to their original lands, which had been used as battle fields during the conflict, benefitted and are benefitting the knowledge received on mine and other risks. Also it was much helpful for the staff worked in the programme to ensure their safety in the field. The trained members will be remain active in future disasters and the branch capacities in responding to disasters. Further, communities' capacities are strengthened to timely respond to disasters and are benefiting from established network of SLRCS branches that are equipped with contingency plans for floods, trained teams and equipment.

## Lessons Learnt

- Providing Mine Risk education, not only for communities but also for staff involved is crucial in post conflict situations.

## Organizational development

**Outcome: Branch-level structures in Kilinochchi and Mullaitivu districts are able to provide effective support for local population to improve community resilience, to develop healthy lifestyles, prepare for disasters and respond to emergencies.**

Outputs (expected results)	Activities planned
<p>Developed SLRCS local structures to facilitate community-level service delivery mechanisms in northern districts.</p>	<ul style="list-style-type: none"> <li>• Establish/reactivate SLRCS structures to support volunteer work of units and divisions.</li> <li>• Orientation and support for divisional governance on the Red Cross Red Crescent Movement and constitution, policies and management manuals.</li> <li>• Introduction and assistance for health and disaster management in implementing volunteer management systems at divisional level.</li> <li>• Develop leadership capacity, awareness on good governance among the divisional level leaders.</li> <li>• Support and training on project management and budgeting.</li> <li>• Awareness on SLRCS systems and procedures (finance, planning, activity implementation, reporting, and others) for divisions.</li> <li>• Support in formation of divisional health and DM volunteer action groups and induction trainings.</li> <li>• Support for conducting integrated assessments.</li> <li>• Support for initiation of community services.</li> <li>• Support for development of fundraising and income-generation plans for divisions.</li> <li>• Support community committees in raising common concerns, working to minimize impacts and participate in Red Cross activities.</li> <li>• Accreditation of the beneficiary committees as Red Cross units/divisions</li> </ul>

### Achievements:

Details on the activities conducted was reported in [Operations Update No. 06](#), [Operations Update No. 07](#), [Operations Update No. 09](#), [Operations Update No. 10](#), [Operations Update No. 11](#), [Operations Update No. 12](#) and [Operations Update 13](#).

The programme strengthened SLRCS's organizational capacity, mainly in Kilinochchi and Mullaitivu districts. This includes mobilizing the appropriate skills and competencies in branch staff and volunteers to provide services to local communities, strengthening the SLRCS branch structures, and maintaining the branch capacities to ensure delivery of services to communities in the longer run. Furthermore, the programme extended support to Mannar, Vavuniya and Jaffna branches as well.

Branch-level structures in Kilinochchi and Mullaitivu districts are able to provide effective support for local people to improve community resilience, to develop healthy lifestyles, prepare for disasters and respond to emergencies.

The VIA' programme, launched combining the software components of the programme to develop multi-skilled volunteers in the communities was successful. They were the catalysts in the change process of the rebuilding of resilient communities and to harness volunteer action for the holistic development of the communities. Through VIA, a series of trainings were conducted to community volunteers under WASH, health and care, and disaster management components, which attracted youth to branches in the initial stage of the branch re-establishment. Later the activities under those components were conducted with the support of those trained volunteers attached to the respective branches. This helped the branches for volunteer retention and Red Cross dissemination. It was further extended to divisional level through district disaster response team (DDRT) trainings, which supported in formation of divisional health and DM volunteer action groups.

### Challenges:

- Finding suitable building for Mulathivu branch at the initial stage was difficult, thus some activities were delayed than planned.
- The newly recruited staff of the branch and the programme needed capacity building, thus programme had to spend time and money on Red Cross Red Crescent dissemination, and capacity building in the initial stage
- Volunteer retention was a challenge in later stages, since they tend to go out of the area for career opportunities or limited time due to other commitments such as getting married and full time jobs. Branches re-scheduled the work with the volunteers during weekends or with convenient time schedules to ensure maximum participation.

### Lessons learnt:

- Establishing branches and volunteer network in the post conflict situation was a challenging task, which was successful within a shorter period due to recognition of the SLRCS in country.
- The Red Cross; being a volunteer based organization, using community volunteers as entry points to the communities in a post conflict situation was successful through VIA programme.

## Programme monitoring and evaluation

Regular monitoring was maintained with support of the operation management team. Operational implementation and coordination meetings took place as planned, in addition to regular monthly meetings. The reporting was undertaken as such: periodical operation updates; and biweekly, quarterly and annual reports of the IHP.

The RC PCRP technical team members provided regular support to beneficiaries ensuring the use of quality construction materials, technical advice and supervision of the entire construction phase to ensure quality and safety of houses. The construction of houses was being closely monitored by the monitoring officers with periodic visits and guidance from the senior management and other operation team members. RC PCRP also received support, guidance and advice from IFRC technical teams in Delhi, Kuala Lumpur and Geneva and from the Partner National Societies on a regular basis. Monitoring teams from the Government of India visited periodically to inspect the progress of construction.

An overall external evaluation of RC PCRP was commissioned in December 2015, since a wide-scale evaluation is vital at the end of the operation to ensure institutional learning. The evaluation report is under finalization process.

## Communications – Advocacy and public information

The steady flow of timely and accurate information between field level and stakeholders level, supported the programme objectives of this emergency appeal, increase the profile, funding and other support for SLRCS and IFRC, and provide a platform on which to advocate in the interests of vulnerable populations.

A series of activities were undertaken from the beginning to closure to promote visibility of the project and transparent selection of project beneficiaries.

A **web page** was in place for the IDP programme in the SLRCS web site which was a useful tool in dissemination information and get donations. This can be accessed [here](#).

**Radio show Hour for Humanity:** The radio is the most accessible medium of communication in the Northern Province and we estimated an audience of at least 500,000 people. All radio shows were uploaded on SLRCS You Tube site as well as on the SLRCS web site.

**Newsletters** published by the Sri Lanka Red Cross every three months have a page dedicated to the IDP programme.

**Social Media:** Photos and updates from the field disseminated via Facebook, twitter and blogs.

The PCRP programme has been selected by UNHRC/IFRC/UN-Habitat jointly to be included as case study in the publication Shelter Projects 2010.

**Web stories:** A total of 27 case studies published on the SLRCS and IFRC website on the RC PCRP.

**Documentaries:** Three documentaries were produced to promote the programme and provide more assistance to people in need. Those had been screened and disseminated in different forums.

- [Bunkers to Ice Cream:](#)
- [Half Way Home](#)
- [Brighter Day](#)

**Call-Centre (telephone: +94 77 344 2900):** The call-centre was in operation from 29 July 2013 to 31 December 2015 and was available to receive phone calls or SMS inquiries during weekdays from 8:30 am to 4:30 pm. Five volunteers of SLRCS Jaffna branch have received tailored training to run the call center and were mobilized on rotational basis to attend to the calls.

**Grievance meetings:** All the grievance meeting dates were published in the public places in the respective DS and GN divisions and on the SLRCS website. All grievance meetings have been completed.

In addition to above, following activities were undertaken from 01 November 2015 to 31 March 2016 during the completion and closure of the programme.

**Web stories:** *Transforming 21,125 houses to homes* – See more at: <http://www.ifrc.org/en/news-and-media/news-stories/asia-pacific/sri-lanka/transforming-21125-houses-to-homes--70803/?platform=hootsuite>

**IFRC Secretary Generals visit to Sri Lanka:** In March 2016, Elhadj As Sy, Secretary General of IFRC during his visit to Sri Lanka, joined an interview (with ART TV, State of Business, Indeewari Amuwatta) about what the Red Cross has been doing so far for people in Sri Lanka and also about the future of the organization. He made visits to SLRCS branches, RC PCRP sites in the north and participate in events marking the closing RC PCRP. He visited to the President of Sri Lanka and discussed the continued and critical role the Sri Lanka Red Cross have been playing in support of vulnerable people in Sri Lanka. He also met with other high-level dignitaries, including the Deputy Minister of Foreign Affairs, the Minister of Finance, the Minister of Fisheries and the High Commissioner for India in Sri Lanka. See more at: <http://www.ifrc.org/who-we-are/governance/secretary-general/sri-lanka-promoting-post-conflict-recovery/#sthash.UuC3PsFM.dpuf>.

He further attended a press release and see more at [http://www.ifrc.org/en/news-and-media/press-releases/asia-pacific/sri-lanka/housing-for-dignity-ifrc-secretary-general-praises-sri-lankan-partnership-programme-that-has-benefited-100000-people-affected-by-conflict-/,](http://www.ifrc.org/en/news-and-media/press-releases/asia-pacific/sri-lanka/housing-for-dignity-ifrc-secretary-general-praises-sri-lankan-partnership-programme-that-has-benefited-100000-people-affected-by-conflict-/)  
<https://www.facebook.com/srilankaredcross/?fref=ts>

**Documentary:** To wrap up the project, a documentary called 'Home' was produced, covering the entire project from its inception in 2010 to completion. This was posted on IFRC and Sri Lanka Red Cross website and also on SLRCS YouTube page. It can be accessed at the following link: <https://www.youtube.com/watch?v=yGHXYieqQdU>

**Visibility wall plaque:** To promote visibility of the project in the field, a plaque had been attached next to the front-door of each house.

**Sign boards:** For additional visibility, sign boards about the project were be fixed at 47 locations in the project area before the end of 2015.

**Coffee table book:** A coffee table book was produced, showcasing the people who have been served through the project.

**Stories of Change:** A series of stories reflecting the change occurred in the lives of the families supported under RC PCRP was developed by Ela Serdaroglu (Senior Officer, Shelter and Settlements Department of IFRC Geneva) and Wardel Eastwood (IFRC Asia Pacific regional office). The document is being finalized and will then go for layout and publishing.

**Appreciation and farewell for RC PCRP staff:** Many staff of SLRCS and IFRC worked for RC PCRP discontinued the service in December 2015 upon completion of the activities. A gathering was held in 21 December 2016 to appreciate the good work in the field to make the project success within stipulated quality time frames and to farewell them.

**Closing ceremony of RC PCRP:** The closing ceremony was held on 4 March 2016, with the presence of the Secretary General of IFRC, high level dignitaries of the GoSL, other members from the diplomatic corps, Government Ministries, International Organizations, Business leaders and many from the Red Cross Red Crescent Movement, the Governance and staff of Sri Lanka Red Cross Society and IFRC Sri Lanka office took part in the event. During the ceremony, Jagath Abeyasinghe, the President of Sri Lanka Red Cross, presented a token of appreciation to the People of India and presented it to His Excellency Mr. Y. K. Sinha - The High Commissioner of India to Sri Lanka.

## Logistics

For the success of the operation, efficient and timely coordination and delivery of logistical support were met. IFRC liaised and coordinated actions with all appropriate key logistics actors to ensure that logistics operation uses all information and resources as efficiently and effectively as possible. Moreover, the regional logistics unit in Kuala Lumpur provided relevant technical support and services when required.

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## Contact information

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

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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 Disaster 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.

[www.ifrc.org](http://www.ifrc.org)  
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 nonviolence and peace.

Find out more on [www.ifrc.org](http://www.ifrc.org)

## Disaster Response Financial Report

## MDRLK002 - Sri Lanka - Support for IDP

Timeframe: 12 Apr 10 to 31 Mar 16

Appeal Launch Date: 12 Apr 10

Final Report

## Selected Parameters

Reporting Timeframe	2010/4-2016/5	Programme	MDRLK002
Budget Timeframe	2010/4-2016/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		7,851,660	9,223,181			17,074,842	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
Australian Red Cross			4,359,852			4,359,852	
Australian Red Cross (from Australian Government*)			65,078			65,078	
China Red Cross, Hong Kong branch			1,595,873			1,595,873	
India Government		7,232,230				7,232,230	441,974
Irish Red Cross Society			617,513			617,513	
Other			9,878			9,878	
Red Crescent Society of the United Arab Emirates			11,547			11,547	
Red Cross of Monaco			22,196			22,196	
Spanish Red Cross			139,279			139,279	
The Canadian Red Cross Society			1,323,084			1,323,084	
The Republic of Korea National Red Cross (from Republic of Korea - Private Donors*)			1,073,853			1,073,853	
<b>C1. Cash contributions</b>		<b>7,232,230</b>	<b>9,218,154</b>			<b>16,450,384</b>	<b>441,974</b>
<b>Inkind Personnel</b>							
Other		51,323				51,323	
<b>C3. Inkind Personnel</b>		<b>51,323</b>				<b>51,323</b>	
<b>Other Income</b>							
Sales			6,763			6,763	
Sundry Income		1,540	202			1,742	
<b>C4. Other Income</b>		<b>1,540</b>	<b>6,965</b>			<b>8,505</b>	
<b>C. Total Income = SUM(C1..C4)</b>		<b>7,285,093</b>	<b>9,225,119</b>			<b>16,510,211</b>	<b>441,974</b>
<b>D. Total Funding = B + C</b>		<b>7,285,093</b>	<b>9,225,119</b>			<b>16,510,211</b>	<b>441,974</b>

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		7,285,093	9,225,119			16,510,211	441,974
<b>E. Expenditure</b>		-7,285,093	-8,917,618			-16,202,710	
<b>F. Closing Balance = (B + C + E)</b>		0	307,501			307,501	441,974

## Disaster Response Financial Report

## MDRLK002 - Sri Lanka - Support for IDP

Timeframe: 12 Apr 10 to 31 Mar 16

Appeal Launch Date: 12 Apr 10

Final Report

## Selected Parameters

Reporting Timeframe	2010/4-2016/5	Programme	MDRLK002
Budget Timeframe	2010/4-2016/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
A						B	A - B	
<b>BUDGET (C)</b>			<b>7,851,660</b>	<b>9,223,181</b>		<b>17,074,842</b>		
<b>Relief items, Construction, Supplies</b>								
Construction - Housing	4,878,699			4,859,911		4,859,911	18,788	
Construction - Facilities	22,187			22,187		22,187	0	
Clothing & Textiles	712			712		712	0	
Water, Sanitation & Hygiene	447,191			415,515		415,515	31,676	
Medical & First Aid	1,867			1,867		1,867	0	
Utensils & Tools	12,570			12,570		12,570	0	
Other Supplies & Services	12,282		1,712	15,968		17,680	-5,398	
Cash Disbursement	60,178		379	60,178		60,557	-379	
<b>Total Relief items, Construction, Sup</b>	<b>5,435,685</b>		<b>2,091</b>	<b>5,388,907</b>		<b>5,390,998</b>	<b>44,687</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	163,423		156,717	6,706		163,423	0	
Computers & Telecom	65,992		50,869	17,815		68,684	-2,692	
Office & Household Equipment	17,527		9,941	7,586		17,527	0	
<b>Total Land, vehicles &amp; equipment</b>	<b>246,942</b>		<b>217,527</b>	<b>32,108</b>		<b>249,634</b>	<b>-2,692</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring	512		342	839		1,180	-668	
Transport & Vehicles Costs	444,627		230,639	194,029		424,668	19,959	
Logistics Services	6,115		2,276	2,839		5,115	1,000	
<b>Total Logistics, Transport &amp; Storage</b>	<b>451,254</b>		<b>233,256</b>	<b>197,707</b>		<b>430,963</b>	<b>20,291</b>	
<b>Personnel</b>								
International Staff	1,200,016		680,093	469,349		1,149,442	50,574	
National Staff	801,042		477,397	311,403		788,800	12,242	
National Society Staff	3,301,539		2,827,426	392,786		3,220,213	81,327	
Volunteers	30,325		8,047	2,852		10,899	19,426	
<b>Total Personnel</b>	<b>5,332,922</b>		<b>3,992,963</b>	<b>1,176,390</b>		<b>5,169,353</b>	<b>163,569</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	311,158		70,321	114,325		184,646	126,512	
Professional Fees	156,245		58,645	77,281		135,925	20,320	
<b>Total Consultants &amp; Professional Fees</b>	<b>467,403</b>		<b>128,966</b>	<b>191,605</b>		<b>320,572</b>	<b>146,832</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	517,046		111,814	161,057		272,871	244,175	
<b>Total Workshops &amp; Training</b>	<b>517,046</b>		<b>111,814</b>	<b>161,057</b>		<b>272,871</b>	<b>244,175</b>	
<b>General Expenditure</b>								
Travel	63,833		40,312	14,259		54,571	9,262	
Information & Public Relations	271,757		151,569	56,944		208,513	63,244	
Office Costs	368,419		262,465	76,991		339,456	28,963	
Communications	81,189		45,531	17,879		63,409	17,779	
Financial Charges	194,731		13,195	208,589		221,784	-27,053	
Other General Expenses	1,877,302		1,483,971	286,248		1,770,219	107,083	
Shared Office and Services Costs	595,942		94,146	507,084		601,230	-5,288	
<b>Total General Expenditure</b>	<b>3,453,173</b>		<b>2,091,189</b>	<b>1,167,994</b>		<b>3,259,183</b>	<b>193,990</b>	
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies	31,661			31,661		31,661	0	
<b>Total Contributions &amp; Transfers</b>	<b>31,661</b>			<b>31,661</b>		<b>31,661</b>	<b>0</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	1,035,846		437,221	542,583		979,804	56,041	

## Disaster Response Financial Report

MDRLK002 - Sri Lanka - Support for IDP

Timeframe: 12 Apr 10 to 31 Mar 16

Appeal Launch Date: 12 Apr 10

Final Report

### Selected Parameters

Reporting Timeframe	2010/4-2016/5	Programme	MDRLK002
Budget Timeframe	2010/4-2016/3	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

### III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>7,851,660</b>	<b>9,223,181</b>		<b>17,074,842</b>		
<b>Total Indirect Costs</b>	1,035,846		437,221	542,583		<b>979,804</b>	<b>56,041</b>	
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee	95,310		67,265	22,805		<b>90,070</b>	<b>5,239</b>	
Pledge Reporting Fees	7,600		2,800	4,800		<b>7,600</b>	<b>0</b>	
<b>Total Pledge Specific Costs</b>	102,910		70,065	27,605		<b>97,670</b>	<b>5,239</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>17,074,842</b>		<b>7,285,093</b>	<b>8,917,618</b>		<b>16,202,710</b>	<b>872,131</b>	
<b>VARIANCE (C - D)</b>			<b>566,568</b>	<b>305,564</b>		<b>872,131</b>		