

www.ifrc.org
Saving lives,
changing minds.

DREF Final Report India: Assam Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation MDRIN017	GLIDE n° TC-2015-000163-IND
Date of issue: 31 January 2017	Date of disaster: During the month of July, 2016
Operation start date: 31 July 2016	Operation end date: 31 October 2016
Overall operation budget: CHF 235,036	Current expenditure: CHF 205,853
N° of people affected: 1.7 million	N° of people being assisted: 25,000 people (5,000 families)
Red Cross Red Crescent Movement partners currently actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC) is actively supporting IRCS, supporting implementation of DREF operation. IRCS is maintaining close coordination with other Movement partners with in-country presence – the International Committee of the Red Cross (ICRC).	
Other partner organizations actively involved in the operation: Government of Assam, Government of India, National Disaster Response Force (NDRF), corporates and other civil society organizations.	

The IFRC, on behalf of the IRCS, would like to thank all partners for their generous contribution to DREF. The unspent balance of CHF 29,183 will be returned to the DREF pot.

A. Situation analysis

Description of the disaster

The monsoon rains progressed most of parts of India since July 2016, with some parts of India mainly Assam, Bihar, West Bengal, Maharashtra, Uttara Pradesh and Uttarakhand received excessive rainfall. Around 1.7 million people were affected due to monsoon rainfall in 2016 – Assam and Bihar have been severely affected. Assam State Disaster Management Authority (ASDMA) with support and coordination of National Disaster Response Force (NDRF), State Disaster Response Force (SDRF), army and civil administrations, evacuated people affected by floods to safer locations, established camps for relief distributions, provided food and non-food items to the affected people.

Indian Red Cross Society (IRCS) has activated its First Medical Responders (FMR)¹, trained to respond to such situations all across the affected areas. During the first two weeks of the floods, it was difficult to reach the affected people due to standing floodwaters. They coordinated with NDRF, SDRF and army in relief and rescue operations. FMR volunteers provided first aid to the affected.

IRCS national headquarters (NHQ), responding to the request from the Assam state branch immediately released 500 family packs² and requested IFRC for support through Disaster Relief

¹ First medical responders (FMRs) are trained community volunteers focused on disaster preparedness and relief and mobilised during disasters to support their local communities while waiting for assistance from the government. The FMRs are trained by FMR instructors of the state branch who are supported by the master trainers of FMR. Currently, FMRs are known as Social and Emergency Response Volunteers (SERV), renamed during the previous months.

² Standard family pack consists of 1 bed sheet, 1 cotton blanket, 1 sari (female clothing), 1 dhoti (male clothing), 1 towel, 1 plastic bucket, 1 kitchen set, 1 mosquito net and 2 tarpaulins.

Emergency Fund (DREF) to support a total of 5,000 families affected by floods in Assam that included the 500 family packs released immediately after the disaster.

Summary of current response

Overview of Host National Society

Indian Red Cross Society (IRCS) provided assistance to 5,000 families as targeted under the DREF operation. First Medical Responders (FMR)³, District Disaster Response Team (DDRT), National Disaster Response Team (NDRT) and National Disaster Water and Sanitation Response Team (NDWRT) and ODK trained members were deployed to assist the respective state and district branches. A total of 184 FMR's, volunteers and staffs were engaged at different states of response operation who were deployed across affected district branches of Assam. 5,000 family packs consisting of essential relief items such as *dhoti*, *saree*, cotton blanket, towel, bucket, bed sheet, 1 tarpaulin and one kitchen set were distributed to the affected people.

The non-food items (NFIs) were partially mobilized from the existing stocks of IRCS warehouse located at Noonmati warehouse in Assam, Bahadurgarh warehouse on the outskirts of Delhi, Vikroli warehouse in Maharashtra and Arakkonam in Tamil Nadu. The following table has details of the relief items movement for this operation. As mentioned in the following table, 3500 of the following relief items – bed sheets, cotton blankets, gents dhoti, ladies saree, towel, plastic buckets, tarpaulins and kitchen sets - were mobilised from different warehouses across the country. IFRC procured these items and replenished in the warehouses. The remaining 1500 pieces of these items were sent after procurement by IFRC.

Sl. No.	Materials (NFIs)	Materials received from						Arranged by state branch	Total Qty.
		Noonmati Warehouse	Bahadurgarh Warehouse	Vikroli Warehouse	Arakkonam Warehouse	IFRC Under DREF	NHQ		
1.	AP- 700 WPU	3 Nos.	-	-	-	-	-	-	3 Nos.
2.	Bed Sheet	500	1500	-	-	1500	-	1500	5000
3.	Cotton Blanket	500	3000	-	-	1500	-	-	5000
4.	Ladies Sarees	500	1500	-	1500	1500	-	-	5000
5.	Gents Dhuties	500	3000	-	-	1500	-	-	5000
6.	M. Net	500	3000	-	-	-	-	1500	5000
7.	Towel	500	1500	-	1500	1500	-	-	5000
8.	Plastic Buckets	-	5000	-	-	-	-	-	5000
9.	Tarpaulin	500	-	-	3000	-	-	1500	5000
10.	Kitchen Set	500	-	3000	-	1500	-	-	5000
11.	ODK kit	-	-	-	-	-	1 No.	-	1 No.

Tarpaulins and mosquito nets were not procured under Assam DREF operation. Tarpaulins procured for Tamil Nadu DREF operation (MDRIN016) in 2015 were distributed during this operation. They were not distributed in Tamil Nadu due to delayed arrival caused by local customs clearance. One tarpaulin for family was distributed in Assam. The mosquito nets available with Indian Red Cross Society were distributed.

Awareness on dengue, malaria, mosquito breeding and water borne diseases was conducted across the affected areas. However, no new pamphlets were printed for this operation as planned under this DREF operation. Orientation sessions were organised on safe water drinking and hygiene practises during the ODK trainings and in the villages where water purification units were installed. The branch volunteers worked in close coordination with other actors involved in health activities such as the State Disaster Management Authorities (SMDA).

³First medical responders (FMRs) are trained community volunteers focused on disaster preparedness and relief and mobilised during disasters to support their local communities while waiting for assistance from the government. The FMRs are trained by FMR instructors of the state branch who are supported by the master trainers of FMR.

One RDRT, 2 NDWRT, 2 NDRT + ODK trained members were deployed to support the state branch to implement this operation. In addition, ODK / Mega V were piloted for the first time during this operation. Out of the total of 5000 beneficiaries, distributions for 800 beneficiaries were processed through Mega V. ODK kit prepositioned at national headquarters was dispatched for use in this operation.

Three water purification units were deployed. These units were previously procured and prepositioned at Bahadurgarh warehouse for use in disaster response operations. Two of them were installed in two villages that were affected by floods. The third water purification unit was sent to Bihar as floods intensified in Bihar too during the same time. At the end of this operation, IRCS decided to preposition the two water purification units dispatched for this operation, at Noonmati warehouse, Assam, for use in future disaster response operations.

There is an operational shift in the execution of this DREF operation. Strategic deployment of trained members and teams based on operational needs ensured timely and effective response. NDWRT member was deployed as team leader to set ground for the operations followed by one RDRT member, another NDWRT member and two NDRT+ODK trained members. All of them were deployed to support the operations at different stages of the operation to provide human resource support and technical assistance to the branch. The strategic deployment of surge capacity has resulted in timely completion of DREF operation. The state branch also got back to normal work soon to implement other program activities supported by both IFRC and ICRC.

Overview of Red Cross Red Crescent Movement in country

The IFRC has a country-cluster support team (CCST) based at New Delhi, provided technical support to the IRCS for the preparation of emergency plan of action (EPOA) and DREF documents and mobilization of financial resources for the response operations. IFRC staffs with programs, finance and logistics units conducted monitoring and technical support visits, specifically to support financial monitoring and documentation and overall management of operation.

Overview of non-RCRC actors in country

Government emergency services, Indian army, and several NGOs responded to the floods in Assam. The state branch worked closely with respective local authorities; especially in rescue and evacuation of people to safer places and conducting initial rapid needs assessment.

Needs analysis and scenario planning

Need analysis was carried out by the team lead by NDWRT member who was deployed as team leader. The team visited affected areas, met with government authorities, and affected communities to understand the needs. Interagency group coordinated by SPHERE India also publishes post disaster needs assessment. The recommendations of the assessment team were corroborated with the recommendations of IAG team recommendations and State Disaster Management Authority reports. Subsequently, the DREF emergency plan of action to support 5,000 flood-affected families in Assam was decided.

Risk Analysis

There were constraints reaching the affected areas due to the floodwaters and blocked roads. Flood waters receded quite slowly which took nearly one and half months, in some areas, after the floods started. Transporting relief items has always been a challenge to the affected areas as it involved transporting relief materials by road up to Guwahati, up to a district level location by road again to further transport them by boats to reach the affected areas.

B. Operational strategy and plan

Overall objective

The overall objective was to ensure that the immediate needs of the flood-affected population are met through provision of emergency relief items (tarpaulins, family packs) with the assistance of FMR and other surge capacities.

Proposed strategy

A total of 184 volunteers and staffs working with state and district branches have participated in the relief operation at different intervals of the operation. Since the onset of the disaster, the FMRs teams were actively engaged in search and rescue and provided first aid, relief assistance to the affected victims. The DREF operation focused on relief activities, provided immediate assistance to the affected families (especially to the displaced people and people with houses severely affected), including emergency shelter and essential household items. Beneficiaries were selected based on set selection criteria of the IRCS state branches in coordination with the local authorities. During the selection process, priority was given to the people living on the banks of the river who were severely hit by floods and those displaced by floods and living in temporary shelters.

Activities completed under this DREF operation includes;

- IRCS immediately released 500 family packs to Assam for immediate distribution even before the DREF was formally approved. Soon after the sanction of DREF, 3000 more family packs were released from different regional warehouses across the country (Arakkonam warehouse in southern part of India, Vikroli warehouse in western part of India, Kolkata warehouse in eastern part of India and Noonmati warehouse in eastern part of India). Rest of 1500 family packs were procured and then transported to Assam for distributions as the relief items in the warehouses were also sent to other parts of the country for flood relief operations.
- Procurement/distribution of 5,000 family packs comprising *dhoti*, *saree*, cotton blanket, towel, bed sheet and one kitchen set. Tarpaulins, mosquito nets and buckets were not procured under this operation but distributed the ones from the existing stocks at one per family.

This response operation targeted in 8 districts in Assam state and was implemented in three months. The activities planned under response phase were completed by 27th October 2016.

Operational support services

Human resources (HR)

IRCS led the response operation with support from existing staff and volunteers of state branches. The IFRC CCST in New Delhi, in close collaboration with IRCS NHQ, provided technical and coordination support to IRCS in order to ensure smooth implementation of planned response activities. Mobilization of FMR, RDRT, NDRT and NDWRT as well as staff expenses were covered under DREF budget. NDWRT volunteers were deployed from Karnataka and West Bengal, two NDRT / ODK members were deployed from Tamil Nadu, one RDRT ODK trained member was deployed from Sri Lanka. In addition, IFRC staffs from programs, finance and logistics visited for technical support in program implementation and documentation required for financial settlements at the end of the project.

Logistics and supply chain

IRCS provided immediate response to the floods by dispatching immediately needed relief items from its prepositioned emergency stock. IFRC Country Cluster Support Team office in New Delhi and IFRC Regional Logistics Unit (RLU) in Kuala Lumpur has provided procurement support to Indian Red Cross to procure NFIs for this operation on behalf of IRCS. All procurement related to this DREF were based on the IFRC standard procurement procedures. Procurement was carried out locally for sarees, dhotis, cotton blankets, bed sheets and towels whereas kitchen sets were sourced internationally through KL RLU under global framework agreement. Tarpaulins, mosquito nets and buckets were not procured under this DREF operation.

Goods were received in time for the operation, distributions were complete within the operational timeframe and payments to the suppliers of relief items and payments for programmatic purposes were also done on time.

Communications

DMIS was published during the course of flooding through the monsoon season. DREF operations were updated once and twitter messages were issued with operational updates. Local newspapers and television have published news stories on the red cross relief activities.

Security

IRCS and IFRC security focal persons monitored the situation. The tax officials did not release some of the trucks belonging to the suppliers seeking more documentation. With support and intervention from the state branch, tax officials released the trucks. This has been a common occurrence in the previous operations too and IFRC is coordinating with IRCS to understand if this can be mitigated with further documentation support.

Planning, monitoring, evaluation, and reporting (PMER)

IRCS managed all operational, implementation, monitoring, and reporting aspects of the relief operation in the flood affected areas through network of branches and volunteers at state level. The overall coordination was done from the IRCS' NHQ. The IFRC also paid monitoring visits to the flood-affected areas together with the IRCS NHQ. Implementing the follow up plans after the DREF operation in Tamil Nadu in 2015, ODK / MegaV training was organized and 6 kits were procured and prepositioned. Two of them are currently prepositioned in Tamil Nadu and one in Andhra Pradesh. The remaining three are prepositioned at national headquarters for deployment across the country. MegaV was piloted for the first time in Assam. There is need to further enhance capacities of the branches in carrying out post disaster needs assessment and relief distributions. It has been recognized to have a response policy and strategy, project implementation guidelines and surge capacity standard operating procedures. During the year 2017, the focus will be on developing these documents and support IRCS towards strengthening over response capacities and institutionalization of various response processes.

Learning from previous experiences and as reflected in the audit report and recommendations, relief distribution / beneficiary details for this DREF operation and for future operations will be collected, compiled and stored for future reference with an aim to institutionalize this practice.

DREF project review was organized on the 17th and 18th October 2016 at Guwahati, the capital city of Assam. The focus of review meeting was to appreciate success of DREF operation, understand gaps in management of DREF and find solutions from local to national level that can contribute to strengthening of future response operations. Review meeting report along with recommendations is annexed along with for reference.

C. Detailed Operational Plan

Water, sanitation⁴ and hygiene

Outcome 1 The risks of water and sanitation related diseases are reduced

Output 1.1 Daily access to safe water which meets Sphere standards is provided to target population

Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Deploy 5 water purification units	X		100%
Printing and distribution of hygiene promotion materials		X	0%
Mobilize trained staffs (NDRT, NDWRT, RDRT) and FMR volunteers for safe water handling and support hygiene promotion	X		100%
Conduct hygiene promotion through awareness raising activities	X		100%

Achievements

IRCS deployed three water purification units instead of five from their regional warehouse located at Bahadurgarh. This has been revised taking into consideration the flood situation in other states of India and to meet deployment needs based on available functional units. When the water purification units were received at Assam, the flood situation in Bihar intensified and it was decided to move one of the water purification units to Bihar. Subsequently, two units were installed in the flood affected villages. The following are details of water purification units installation and distribution of water in the villages. Although records were not maintained after these dates, water distributions continued beyond this period. Monitoring of water distributions were carried out by the village committee.

Status of AP- 700 Water Purification Units (WPU) installed at various places of Assam under DREF Operation- 2016

1. AP- 700 WPU – I was installed at Hindu Japori villages of Bhuragaon Sub- Division, District- Morigaon on 26/08/2016.
2. AP- 700 WPU – I was installed at Kathaldi Part II villages of Bilasipara Sub- Division, District- Dhubri on 31/08/2016.
3. AP- 700 WPU – III was installed at RWH Noonmati and will dispatch to Bihar State branch after receiving the instruction from NHQ.

Sl. No.	WPU units	Date	Location	Water distributed (Liters)	No. of family benefitted	No. of beneficiary benefitted
1.	AP- 700 WPU- 1	26-08-16	Hindu Japori Village, Bhuragaon Sub- Division, Morigaon District	1100	20	50
2.		27-08-16	Do	5000	70	310
3.		28-08-16	Do	9000	130	576

⁴ Sanitation activities were undertaken by other organizations. It is in the plans of IRCS to be involved in the sanitation component in future operations.

4.		29-08-16	Do	8250	98	540
5.		30-08-16	Do	8750	110	573
6.		31-08-16	Do	11000	134	680
7.		01-09-16	Do	7000	97	470
8.		02-09-16	Do	8200	107	545
9.		03-09-16	Do	6510	97	465
10.		04-09-16	Do	6270	89	468
11.		05-09-16	Do	5470	75	397
12.		06-09-16	Do	5870	82	448
13.		07-09-16	Do	4500	68	306
14.		08-09-16	Do	7600	92	498
15.		09-09-16	Do	5150	72	321
16.		31-08-16	Kathaldi Part III village, Bilasipara, Dhubri district	2400	30	160
17.		01-09-16	Do	5500	65	370
18.		02-09-16	Do	7200	86	470
19.		03-09-16	Do	8740	127	624
20.	AP- 700 WPU- 2	04-09-16	Do	7846	115	569
21.		05-09-16	Do	7459	102	527
22.		06-09-16	Do	8760	124	650
23.		07-09-16	Do	7400	98	510
24.		08-09-16	Do	8160	106	587
25.		09-09-16	Do	7270	96	531



Water purification units installed and water distributed among the children in Hindu Japori Village, Bhuragaon Sub- Division, Morigaon District, (**Photo: IRCS, Assam state branch**)

Awareness on dengue, malaria and water borne diseases were conducted across the affected areas. However, no new pamphlets were printed for this operation as planned under this DREF operation. Orientation sessions were organised on safe water drinking and hygiene practises during the ODK trainings and in the villages where water purification units were installed.

2 NDWRT members, 2 NDRT / ODK members, 1 RDRT member and 184 FMR volunteers were deployed at different intervals of the operation.

Challenges

- Information management by the branches was challenging. No records on gender, age, impact of the sessions were maintained.
- Convincing the communities that water purified by the units are safe for drinking was challenging. Communities were not aware of water purification units and when they saw the units for the first time, due to anxiety and lack of awareness about the units and the purification process, people were hesitant to drink the water initially. When the Red Cross volunteers drank the same water, and tested purity of water in front of them, people were convinced. Removing the units however, was not an issue as volunteers clearly communicated this process from the beginning of the intervention.
- During the initial phase, people were hesitant to allow Red Cross to install the water purification units as they were not aware of its functioning and purification process. It took several days of convincing on its utility and negotiation to identify the safe place for installation and its monitoring.

Lessons Learned

- Deployment of water purification units immediately after the disaster is a challenge due to limited accessibility to the affected areas due to floodwaters. It's recommended that the water purification units be prepositioned at Noonmati warehouse in Assam so that deployment of these units can be done immediately after the disaster.



Shelter and settlements

Outcome 2 Immediate shelter and essential household item needs of the affected population are addressed

Output 2.1 Emergency shelter materials and essential household items provided to the target families

Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Identify beneficiaries for family pack distribution	X		100%
Procurement of family packs	X		100%
Distribute family packs	X		100%
Distribute of tarpaulins	X		100%
Monitor and report on distribution	X		100%

Achievements

Subsequent to the flooding, IRCS Assam state branch distributed family packs through their respective FMR members at district and sub-district branches to the flood affected families. IRCS mobilized some 184 volunteers from different districts during the response operation, which played an important role in completing the distributions timely. In addition, 2 NDWRT, 2 NDRT / ODK and 1 RDRT member were deployed to support the relief distributions.

Family packs, consisting of dhoti, saree, towel, bed sheet, bucket, mosquito net, kitchen set, and cotton blanket, were distributed to 5,000 families. Tarpaulins at 1 per family were also distributed from the existing stocks of IRCS warehouse located at Arakkonam, in Tamil Nadu.

One RDRT member trained on ODK was deployed from Sri Lanka to support ODK / MegaV. The RDRT member was initially deployed in Delhi to support IFRC in streamlining ODK kits followed by field deployment to support the team in Assam to implement relief distributions using MegaV.

The following table includes details of all activities carried out during the DREF operation which included date wise relief distributions for 5000 families, type of relief distribution (manual / using MegaV), installation details of water purification units, ODK trainings to FMR volunteers, place of relief distribution.

Sl. No.	Date	Activity	District/ Sub-Division covered	Place of activity	No of WPU installed	Nos. of FMRs trained	Total no of Beneficiary	Mode of Distribution	
								Manual	ODK
1.	23/08/16	Relief Distribution	Bhuragaon Sub- division, Dist. Morigaon	Bhuragaon L. P. School Campus, Bhuragaon			500	500	
2.	24/08/16	Relief Distribution	Morigaon	Sahitya Sabha Bhavan, Morigaon			300	300	
3.	26/08/16	WPU installation	Bhuragaon Sub- division, Dist Morigaon	Hindu Japori, Bhuragaon	WPU- I				
4.		ODK training to local FMRs	Bilasipara Sub division	Red Cross Office		10			
5.	31/08/16	WPU	Bilasipara Sub-	Kathaldi part	WPU- II				

		installation	Division, dist.- Dhubri	III, Bilasipara						
6.	02/09/16	ODK training to local FMRs	Dhemaji	Red Cross Bhavan		11				
7.	03/09/16	Relief Distribution	Dhemaji	DC's Office, Dhemaji			250	150	100	
8.	04/09/16	Relief Distribution		DC's Office, Dhemaji			250	150	100	
9.	05/09/16	Relief Distribution	Lakhimpur	Panigaon Samabai Office			200	200		
10.	06/09/16	Relief Distribution	Lakhimpur	Naobaisa Circle Office			200	100	100	
11.		Relief Distribution		Bihpuria Revenue Circle			100	100		
12.	07/09/16	Relief Distribution	Dhakuakhana Sub- Division	SDO Office, Dhakuakhana			300	300		
13.	08/09/16	Relief Distribution	Darrang district	Red Cross Bhavan, Mangaldai			250	250		
14.	22/09/16	Relief Distribution	Jonai Sub-Division	Jonai H.S. School			350	250	100	
15.	23/09/16	ODK training to local FMRs	Majuli District	P.D. G. College		10				
16.	24/09/16	Relief Distribution		Bongaon MV School playground			200	100	100	
17.		Relief Distribution		Bengena Aati L.P. School			100	100		
18.	25/09/16	Relief Distribution		Karatipar G.P. office			400	400		
19.		Relief Distribution		Auniaati L.P. School			200	200		
20.	26/09/16	Relief Distribution		P.D. G. College			100		100	
21.	30/09/16	Monitoring of WPU status	Bilasipara Sub-division	Kathaldi Part III village						
22.	01/10/16	Relief Distribution		Town committee Hall			250	150	100	
23.	02/10/16	Relief Distribution		Town committee Hall			500	400	100	
24.	23/10/16	Relief Distribution	Lakhipur Sub-division	Circle office, Lakhipur			250	250		
25.	27/10/16	Relief Distribution	Karbi Anglong District	Medical I.B. Parakhowa.			300	300		
Total						2	31	5,000	4,200	800

Challenges

- It was challenging to use ODK and MegaV without having proper backup server support. For the DREF operation, open source free space from google was used to pilot ODK in Assam.
- Transportation of relief materials to the remote areas was challenging, as materials had to be transported by different means of transportation including road and by water.

Lessons Learned

- Invest more on institutionalization of ODK / MegaV process.

Quality programming / areas common to all sectors

Outcome 3 Provide needs-based relief to the affected people in the target districts

Output 3.1 Implement the emergency response plan of action for the target population.

Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Conduct rapid field assessments using ODK	X		100%
Identify needs and response strategies	X		100%
Mobilize volunteers in the respective district branches	X		100%
Carry out relief distribution to the target beneficiaries	X		100%
Monitor the response interventions	X		100%
After action review	X		100%

Achievements

IRCS branches provided light search and rescue support and first aid during initial days of the disaster.



IRCS staffs checking the beneficiary distribution bar code and identification of beneficiary using MegaV technology during the distribution of relief items, (Photo: IRCS Assam branch)

The initial rapid assessment was conducted in the affected districts by the state branches. A National Disaster WatSan Response Team (NDWRT) member was deployed for detailed assessment. A joint IRCS-IFRC team Delhi also joined the assessment team and provided technical guidance during the assessment process.

Following the normal procedures for a relief operation, beneficiary paper cards were delivered to targeted affected families and relief distributions were planned accordingly. During the distributions, beneficiary cards were used as a monitoring tool to prevent beneficiaries from collecting the items more than once. As a follow

up activity after the DREF operation in Tamil Nadu during 2015, to streamline post disaster needs assessment and relief distributions, one ODK/MegaV training was organised in Tamil Nadu. During the current DREF operation in Assam, ODK / MegaV was piloted. Relief distributions for 800 beneficiaries were processed using MegaV.

A review of the whole operation was conducted on the 17th and 18th October, just before the end of DREF project timelines. Acting Secretary General, IRCS and Head of IFRC CCST, South Asia participated in the review meeting and endorsed all the recommendations of the review meeting. A brief report of the review meeting with recommendations is enclosed along with for reference. In addition, all other stakeholders for implementation of DREF operation participated in this meeting. In addition, ECHO representative based in ECHO's Delhi office also participated in the review meeting.

Beneficiary communications, which was identified as one of the challenges during the previous operation in Tamil Nadu was addressed partially during this operation. People were informed about the kind of items they were provided before the distributions. Although no separate desk or a formal mechanism was established for receiving complaints, complaints were addressed. Some of the buckets

distributed were broken while handling during transportation, which were complained by the beneficiaries. They were later replaced by buckets available in the local warehouse.



Participants of the DREF review meeting organized in Guwahati, Assam on 17-18 October 2016, (Photo: ICRS)

Challenges

- There is no established system or guidelines for volunteer allowances or allowances for other surge capacity tools such as NDRT, SDRT, DDRT, ODK, etc. This operation highlighted these gaps once again.
- Partnerships and coordination with other agencies is not an established practise. While there is recognition to work in partnerships, the state branches are seeking guidance and policy of Red Cross to work in partnerships.
- The floods have affected 1.7 million people. It's not possible for Red Cross alone to reach out to all the affected people. There is no policy guidance on the scope of Red Cross support in small, medium and large-scale operations. State branches seek policy and strategy guidance from the national headquarters.

Lessons Learned

- Good planning, deployment of surge capacity and good coordination ensures operational success.
- Coordination and communication among stakeholders clarifies expectations on project deliverables and exchange technical support.
- Open dialogue, exchange of experiences, sharing of information contributes to operational success.
- It's important for all stakeholders to understand each other's strengths, weaknesses and work together towards operational aims.

D. Budget

The total approved DREF amount was CHF 235,036. The project incurred a total of CHF 205,853 operational expenses such as procurement and transportation of relief items, volunteer per-diem, accommodation, transportation, communication and coordination activities were supported by this DREF. ICRC's NHQ provided finance and administration support to the operation, with backing from the IFRC finance team. Please refer to the following link to access the detailed budget.

[<Click here for financial report>](#)

Reference documents



Click here for:
[DREF operation](#)

Contact information

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

Indian Red Cross Society:

- Dr. Veer Bhushan, acting secretary general; phone: +91 11 2371 6441; email: joint.secretaryircsnhq@gmail.com

IFRC CCST New Delhi:

- Leon Prop, head of CCST; phone +91 11 233 24203; email: leon.prop@ifrc.org
- Vijay Kumar Ummidi, disaster preparedness manager; phone: +91 88 00 266 280; email: vijaykumar.ummidi@ifrc.org

IFRC Asia Pacific regional office in Kuala Lumpur:

- Martin Faller, deputy regional director; email: martin.faller@ifrc.org
- Mathieu Léonard, operations coordinator; mobile: +6019 620 0357; email: mathieu.leonard@ifrc.org
- Riku Assamaki, regional logistics coordinator; mobile: +6012 298 9752; email: riku.assamaki@ifrc.org
- Diana Ongiti, relationship manager: emergencies; Tel: +60 3 9207 5700; email: diana.ongiti@ifrc.org
- Peter Ophoff, head of PMER; email: peter.ophoff@ifrc.org

IFRC Geneva:

- Susil Perera, senior officer, response recovery and preparedness; phone: +412 2730 4947; email: susil.perera@ifrc.org
- Cristina Estrada, operations quality assurance senior officer; phone: +412 2730 4260; email: cristina.estrada@ifrc.org

How we work

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

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



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and peace.

Disaster Response Financial Report

MDRIN017 - India - Floods

Timeframe: 31 Jul 16 to 31 Oct 16

Appeal Launch Date: 31 Jul 16

Final Report

Selected Parameters

Reporting Timeframe	2016/7-2016/12	Programme	MDRIN017
Budget Timeframe	2016/7-2016/10	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
A. Budget			235,036			235,036	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>			235,036			235,036	
C4. Other Income			235,036			235,036	
C. Total Income = SUM(C1..C4)			235,036			235,036	
D. Total Funding = B + C			235,036			235,036	

* 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. Opening Balance							
C. Income			235,036			235,036	
E. Expenditure			-205,853			-205,853	
F. Closing Balance = (B + C + E)			29,183			29,183	

Disaster Response Financial Report

MDRIN017 - India - Floods

Timeframe: 31 Jul 16 to 31 Oct 16

Appeal Launch Date: 31 Jul 16

Final Report

Selected Parameters

Reporting Timeframe	2016/7-2016/12	Programme	MDRIN017
Budget Timeframe	2016/7-2016/10	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	
BUDGET (C)				235,036			235,036	
Relief items, Construction, Supplies								
Clothing & Textiles	51,850			53,970		53,970	-2,120	
Water, Sanitation & Hygiene	1,110			223		223	887	
Teaching Materials	2,500						2,500	
Utensils & Tools	97,000			99,886		99,886	-2,886	
Other Supplies & Services	3,600						3,600	
Total Relief items, Construction, Sup	156,060			154,078		154,078	1,982	
Logistics, Transport & Storage								
Storage	5,946			4,237		4,237	1,709	
Distribution & Monitoring	12,000			8,207		8,207	3,793	
Transport & Vehicles Costs				139		139	-139	
Logistics Services	8,700			6,493		6,493	2,207	
Total Logistics, Transport & Storage	26,646			19,076		19,076	7,570	
Personnel								
International Staff				584		584	-584	
National Staff				622		622	-622	
Volunteers	6,900			4,253		4,253	2,647	
Total Personnel	6,900			5,459		5,459	1,441	
Workshops & Training								
Workshops & Training				811		811	-811	
Total Workshops & Training				811		811	-811	
General Expenditure								
Travel	26,085			11,882		11,882	14,203	
Information & Public Relations				1,544		1,544	-1,544	
Office Costs	3,000			167		167	2,833	
Communications	2,000			66		66	1,934	
Financial Charges				186		186	-186	
Other General Expenses				21		21	-21	
Total General Expenditure	31,085			13,865		13,865	17,220	
Indirect Costs								
Programme & Services Support Recove	14,345			12,564		12,564	1,781	
Total Indirect Costs	14,345			12,564		12,564	1,781	
TOTAL EXPENDITURE (D)	235,036			205,853		205,853	29,183	
VARIANCE (C - D)				29,183		29,183		