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Emergency Appeal Final Report

Vietnam: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRVN014	Glide n° TC-2016-000111-VNM
Date of issue: 29 November 2017	Date of disaster: 13-15 October 2016
Operation start date: 17 November 2016	Operation end date: 31 August 2017
Host National Society: Viet Nam Red Cross Society	
Operation budget: CHF 336,194	DREF allocation: CHF 144,866
Number of people affected: 1.75 million	Number of people assisted: 24,050 (4,810 households)
National Societies involved in the operation: German Red Cross, Hong Kong Red Cross, branch of Red Cross Society of China, Japanese Red Cross Society, Red Cross of Monaco, Canadian Red Cross Society (from Canadian Government) have contributed to this appeal.	
Other partner organizations involved in the operation: Government bodies such as the Ministry of Agriculture and Rural Development (MARD), Department of Natural Disaster Prevention and Control (DNDPC).	

A. Situation analysis

Description of the disaster

For three consecutive months from October to December 2016, continuous heavy rainfall caused severe flooding in various provinces of Central Viet Nam. Initial floods impacted communities from 14 to 16 October while the second wave of floods occurred from 30 October to 5 November. Furthermore, incessant heavy rain that started from 31 November 2016 and continued into early 2017 brought another severe flood in the province of Binh Dinh. The three flooding events collectively left at least 88 people dead, destroyed more than 1,016 houses, damaged some 31,000 hectares of rice fields, killed more than 86,985 cattle and washed away 512,345 poultry. More than 728,119 people were affected. The Central Committee for Natural Disaster Prevention and Control reported the impact of the floods as follows:

Nature of impact	14 to 16 October	30 October to 5 November	30 November to 31 December	Total
Provinces affected	Nghe An, Ha Tinh, Quang Binh, Quang Tri and Thua Thien Hue	Ha Tinh, Quang Binh, Quang Tri, Quang Ngai, Gia Lai, Dak Lak, Binh Dinh, Phu Yen, Khanh Hoa and Ninh Thuan	Binh Dinh	10
Number of casualties	34	15	39	88
Houses flooded	131,878	41,041	25,000	197,919
Houses collapsed	39	227	750	1,016
Damage to rice fields	2,899 ha	7,102 ha	21,000 ha	31,001 ha
Damage to aquaculture fields	5,472 ha	440	NA	5,472 ha
Cattle killed	7,661	42,724	36,600	86,985
Poultry killed	312,345	NA	200,000	512,345

The flooding that affected Binh Dinh was described by some community members and local authorities as the most severe in the province's history. The estimated total value of losses caused by the floods in Binh Dinh alone – based on figures provided as of 29 December 2016 – was VND 2.2 billion (approximately USD 100 million).

Summary of current response

Overview of Host National Society

In response to the back-to-back floods, Vietnam Red Cross (VNRC) dispatched relief items and unconditional cash grants totalling VND 5.97 billion (CHF 263,000) on 16 October and 2 November, respectively. Relief items were distributed to affected families in the provinces of Ha Tinh, Quang Binh and Quang Tri. Four Provincial Disaster Response Team (PDRTs) were deployed to carry out needs assessments and conduct relief distributions in Nghe An, Ha Tinh, Quang Binh and Quang Tri in late October 2016. Distributions were completed within the first two weeks of November.

Overview of Red Cross Red Crescent Movement in country

In addition to IFRC and ICRC, other Movement partners with in-country presence are American Red Cross, French Red Cross, German Red Cross, Korean Red Cross, Italian Red Cross, Norwegian Red Cross and Swiss Red Cross. Two Regional Disaster Response Team (RDRT) members, one specialized in procurement and the other in relief, were deployed to support the operation between November 2016 and January 2017.

In-country Movement partners held regular scheduled coordination meetings to share information on the situation and update on the progress of implementation, including resource mobilization. The German Red Cross supported needs assessments and the deployment of a water treatment unit in the province of Quang Binh. The Singapore Red Cross provided a donation of VND 753 million (CHF 33,000) bilaterally, which VNRC prioritized for livelihoods assistance in the province of Ha Tinh.

Overview of non-RCRC actors in country

The Government put in place necessary preparedness and response measures including large-scale evacuation, search and rescue, delivery of drinking water, food, blankets, water, sanitation and hygiene (WASH) supplies, rice seeds and cash support to mitigate the impact of the flood on people, prevent the shortage of food and water and help people return to normal life.

A joint rapid needs assessment to Quang Binh, Ha Tinh and Nghe An was carried out after the first flood. The needs identified were: WASH, household items, agricultural inputs, field debris clearance and cash grants. Another joint assessment, led by the Disaster Management Working Group (DMWG), was carried out in the province of Binh Dinh from 21 to 23 December 2016. The report recommended the provision of cash transfers to address the immediate and recovery needs of people affected in the districts of Tay Son and Tuy Phuoc, including livelihoods support as most of the affected households lost their cattle and crops.

The implementation progress of this operation was being shared and regular updates were provided during ad-hoc and regular meetings of the National Steering Committee for Floods and Storm Prevention and Control. At the field level, VNRC collaborated with local authorities in the areas of beneficiary selection, relief distribution, communication and dissemination.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Needs assessments

The basic needs of affected people including WASH, non-food items and shelter have been addressed in the relief phase. Crucial needs were the replenishment of the relief items, provision of water storage tanks to enhance storage capacity at household level, and hygiene promotion to address the risk of water and vector borne diseases. The operation also addressed a gap in knowledge and skills on disaster preparedness for response in targeted schools.

The most needed interventions in the province of Binh Dinh were livelihoods, including in the form of multipurpose cash transfers (for target households to obtain food and meet other immediate needs) and livelihoods recovery (cash for obtaining seeds or cattle such as breeding cows and rice buffalos).

B. Operational strategy and plan

Overall

The overall objectives of the appeal in terms of WASH, relief and shelter needs of 24,050 affected population in the provinces of Ha Tinh, Quang Binh, and Quang Tri were met. In addition, the VNRC has provided its support to the improvement of knowledge and skills on disaster management, paired with small-scale risk mitigation measures in the three worst affected schools in Quang Tri province.

Proposed strategy

This plan has addressed the needs identified by the assessments done by the RDRT in December 2016 and by VNRC in March 2017. The needs outlined from these assessments were in WASH, non-food items and shelter needs of affected people in the provinces of Ha Tinh, Quang Binh and Quang Tri. Components of National Society capacity building and disaster risk reduction in schools in Quang Tri province were also included to ensure increased capacity in the area for potential future disasters. The plan also addressed livelihood interventions in the province of Binh Dinh that were funded through the IFRC Bangkok Country Cluster Support Team (CCST) via its Operational Plan 2017.

Cash grants stayed relevant since there was food gap until the harvest in August (although predominantly designed for food and water, it is recognized that people will use cash where most needed). To ensure transparency and accountability in delivering relief items, local authority leaders, representatives from relevant local organizations and heads of community were involved early on planning the distribution phase.

The VNRC guideline on CTP for this operation and other information, education and communication (IEC) materials including posters and leaflets, were used to sensitize beneficiaries as well as community representatives to use the grant according to the set objective. Criteria for targeting beneficiaries, apart from that they were affected by the disaster, considered other aspects of vulnerability such as woman single headed households, elderly, PWDs etc.

There was a revision of the budget made during the operation to reflect actual needs vs. contributions. Therefore, budget plan was revised downward from CHF 1,405,216 to CHF 336,193 to align the plan with financial resources anticipated to be mobilized, agreed implementation approaches and activities achievable within the operation timeframe. Major changes are the removal of recovery shelter and National Society capacity development components. It is important to note that while the revised appeal budget is CHF 336,193, the total value of IFRC support to flood-affected communities is CHF 515,468 since a contribution of CHF 179,275 from the New Zealand Government was channelled through the Operational Plan 2017 for the Bangkok Country Cluster Support Team (CCST). The latter covers the livelihoods component which is not part of the Emergency Appeal but has been reflected in this Revised Plan of Action.

Operational support services

Human resources

The operation was implemented by VNRC with the extensive technical support of the IFRC Disaster Risk Management Delegate in the CCST Bangkok Office together with the IFRC team in the Viet Nam Country Office including the Disaster Management Programme Manager, the Organization Development Officer, Finance Officer, Administrative and Logistics Officer and Communications Officer based in Viet Nam as well as technical support across all sectors including CTP and communications. In addition, in November and December 2016, two RDRT members seconded by Indonesian Red Cross and Myanmar Red Cross were deployed to provide technical support in field assessment and the procurement of relief items.

There was significant cooperation between the Red Cross and local authorities, representatives from local organizations and communities during the implementation of CTP interventions in Binh Dinh province where unconditional cash grants and conditional cash grants were distributed to 1,160 households.

Logistics and supply chain

The Logistic activities aim to effectively manage the supply chain, including procurement, customs clearance, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures. To ensure the successful implementation of logistics activities, an RDRT with a focus on logistics was deployed for one month to support logistics and procurement activities.

To meet the immediate operational needs, the household kits required in this operation were released from NS prepositioned stocks. The replenishment of household kits as well as the sourcing of water storage containers was done by the VNRC logistics team locally. Local procurement was supported by the RDRT logistician and the IFRC CCST Bangkok Office to ensure efficiency and that IFRC standard procedures were in place. The purchase of shelter kits (with 2 tarpaulins), ceramic water filters and water purification tablets that were not available in-country were sourced internationally by IFRC Regional Logistics Unit (RLU) in Kuala Lumpur at the request of VNRC. The existing warehousing and transportation capacity of the NS was sufficient to meet the operational requirements and there was no need to rent additional resources.

IFRC RDRT logistics and Country Office team provided logistics technical support through identifying local suppliers as well as initiating the planned tendering process. Subsequently, the CO continued to provide technical support to NS in the procurement process as per IFRC procedures, whereas IFRC AP RLU provided technical inputs, and final technical approval for household kits procurement. The regional logistics unit (RLU) provided remote technical support, as needed.

Communications

The three provincial chapters of Ha Tinh, Quang Binh and Quang Tri invited local press to cover their trainings on targeting beneficiaries as well as the distribution of water containers, which was conducted during the second half of June 2017. In Binh Dinh province, local press actively participated and broadcasted news on the support given to 1,160 households (CTP and cows).

Community engagement and accountability

VNRC has received technical support from the IFRC communications officer in establishing feedback mechanisms. Stickers containing contacts of VNRC headquarters, provincial chapters and IFRC were developed, produced and shared. In addition, posters consisting of the project's intent, beneficiary selection process and criteria as well as hotlines were produced and made available in target areas.

Beneficiary communication was maintained throughout the implementation of the operation. Three staff from the VNRC Binh Dinh Red Cross chapter, headquarters and IFRC were nominated as focal points to handle the feedback of beneficiaries and communities. Their contacts were made available to communities through hotline stickers, CTP leaflets, beneficiary cards and on the envelopes containing cash. The other tool used was a feedback box that was deemed to be less effective since no feedback was collected through this mechanism. Assigned staff handled phone calls by community members who posed questions, such as why they were not selected. The identification of beneficiaries was based on a weighting system where the degree of damage and vulnerability of affected people was scored to ensure transparency in the selection process. This was a useful tool to address the concerns of local people.

Planning, monitoring, evaluation & reporting (PMER)

Monitoring and reporting templates were developed to allow VNRC to report the project progress as well as distribution. A monitoring plan was established focusing on village meetings to identify beneficiaries, the validation of proposed lists of beneficiaries and distribution.

Monitoring tools for cash transfer programming were provided to VNRC staff. IFRC program manager worked with the VNRC focal person on CTP to adapt existing CTP monitoring tools including monitoring templates for the selection of beneficiaries, cash distributions and exit survey after the distribution.

A lesson learned workshop followed by a field visit to Tay Xuan and Binh Nghi communes by a delegation from the New Zealand Embassy was conducted on 25 and 26 May 2017. The workshop was attended by 53 people (10 female) who were involved in the implementation. It was focused on progress, timeliness, the relevance of activities and outputs against objectives, challenges and recommendations. While participants from the Red Cross branch and leaders of the commune people committees expressed that VNRC's CTP procedures were challenging to be implemented since they had to follow steps and templates, they acknowledged that:

- (i) going through this implementation process, communities/households have voices in all steps; and
- (ii) beneficiaries have been empowered through using cash to buy cows on their own.
- (iii) In addition, commune leaders added while it is difficult for heads of hamlets to use the beneficiary selection criteria since this is the first time they have used it, this approach has enabled them to select beneficiaries objectively as opposed to their previous experience, which was more subjective.

Working in partnership with local authorities and technical agencies such as veterinaries, through providing sensitization on the operation's objectives and procedures to leaders of communes and communities, and involving beneficiaries over the course of the implementation are certainly successful and should be replicated in VNRC's future operations.

In addition, a final review workshop was scheduled for the last week of August 2017 before the operation closure to capture the lessons and challenges VNRC has learned from this operation and needs to be improved in the future operations. However, this workshop was cancelled because it conflicted with another event.

Security

There was no security threat or concerns over the course of the implementation.

C. Detailed Operational Plan

Water, Sanitation and Hygiene Promotion

Needs analysis:

There was a shortage of safe water in the days following the floods. To respond to the pressing WASH needs, VNRC released water purification tablets (Aquatabs) and ceramic filters from its pre-positioned stocks for immediate distribution. In all, 3,450 families (15,525 people: 7,995 males and 7,530 females) in 12 districts in Ha Tinh, 6 districts in Quang Binh and 3 districts in Quang Tri received water purification tablets and an additional 200 families received ceramic water filters. Orientation on the use and maintenance of ceramic filters was undertaken alongside distributions.

Given the current practice of community members to use water from wells and bore holes, plus the lack of water storage capacity, this operation has provided 850 families with 1,500-litre water containers to enhance household water storage capacity.

There was also the need to sensitize affected people on the prevention of water and vector borne diseases, with a focus on mosquito-borne diseases. Prior to the floods, a comic on mosquito-borne diseases – including zika, dengue and chikungunya – had been produced and translated in several languages including Vietnamese. The children-friendly tool has key messages such as clean up, cover up and keep it up, and is being utilized in this operation.

People assisted: 3,650 families (3,450 families received water purification tablets and 200 families received ceramic water filters during the relief phase; 850 families were provided 1,500-litre water containers in the recovery phase). 13,449 people were reached with mosquito borne diseases and hygiene promotion.

Outcome 1: Reduction in risk of water and vector borne diseases in target communities	Outputs		% of achievement
	Output 1.1: Improved access to and use of safe water by the target population		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
1.1.1. Organize beneficiary targeting refresher training for the VNRC volunteers	X		100%
1.1.2. Carry out beneficiary targeting and selection	X		100%
1.1.3. Provide water purification tablets and orientation on their use to 3,450 families	X		100%
1.1.4. Provide 20-litre ceramic water filters and orientation on their use to 200 families (1 per family)	X		100%
1.1.5 Procure and replenish water purification tablets and ceramic water filters (30 boxes)		X	100%
1.1.6. Procure and transport 850 water storage containers to distribution sites		X	100%
1.1.7 Distribute water containers to 850 families		X	100%
1.2.5 Print posters on beneficiary targeting	X		100%
	Outputs		% of achievement
	Output 1.2: Hygiene promotion undertaken to the target population		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
1.2.1. Reproduce information, education and communication (IEC) materials with hygiene messages	X		100%
1.2.2. Mobilize VNRC volunteers for hygiene promotion	X		100%
1.2.3. Conduct hygiene promotion activities for 13,500 people in target communities		X	100%
Achievements			

Output 1.1

The organization of beneficiary target trainings was accomplished during the first two weeks of the operation. A total of 95 people (20 female, 75 male), who are Red Cross staff at the provincial, district and commune levels, representatives from commune's people committees, the Fatherland Front, women's union, and heads of hamlets were explained the operation's objectives. Additionally, they were trained on procedures and steps to identify beneficiaries for emergency relief distributions, including water purification tablets (WPTs) and ceramic water filters. During April and May 2017, seven village meetings (Cam Hieu, Cam Thuy, Cam Tuyen of Quang Tri; Son Ninh and Son Thinh of Ha Tinh; and An Thuy, Son Thuy of Quang Binh) were held to select beneficiaries. As a result, 850 households were identified to receive water storage containers, targeting families affected by the floods with no or limited means for water storage as well as vulnerable households such as women and single headed, elderly, PWDs households. Monitoring and validation of the proposed lists of beneficiaries was carried out before, during and after the distribution. This is to note that the initial plan was to reach 1,000 households, however due to low appeal coverage, only 850 households were selected for this activity.



Water Storage Container was distributed to beneficiary in Ky Anh District, Ha Tinh province. Photo: VNRC

150 posters containing information on the operation's objectives, beneficiary criteria and the selection process were printed and hung up at the venues where meetings took place, as well as in public places.

The procurement of WPTs and ceramic water filters was initiated in early May and the tendering was opened in early June, however, none of the suppliers was considered qualified due to their failure in presenting proof of certification on the product quality and origin. Therefore, VNRC requested IFRC support in purchasing these items from outside the country. Upon request, the IFRC Regional Logistics Unit agreed to purchase 640,000 WPTs instead of the 345,000 that VNRC had distributed. As the WPTs were well received and used by the affected people in the past response, the decision is to double the quantity of WPT procurement to also meet the preposition needs of VNRC.

In relation to the procurement of water storage containers, VNRC managed to accomplish the process locally following the IFRC procurement procedures and a technical approval was granted by AP RO Logistics Unit after validating all submitted files for this procurement.

As a result, distribution took place during the last two weeks of July 2017 reaching a total of 850 families (3,230 people in which 1,679 female) in the seven most affected communes of the provinces of Ha Tinh (200 families) Quang Binh province (250 families) and Quang Tri province (400 families) were reached.

Output 1.2

Under this operation, 4,083 four-pager comics have been reproduced. The number of leaflets printed had to be adjusted due to increased unit cost of choosing good quality paper. Dissemination and awareness campaigns were conducted both in schools and communities. The campaigns integrated hygiene promotion activities into school-based projects and during water tank distributions. It is estimated that 12,249 people (6,370 female) and 1,200 school students (624 female) were reached through campaigns and the distribution of the comics and posters.

A total of 175 VNRC volunteers (98 female) were mobilised to conduct mosquito borne diseases and hygiene promotion (clean-up campaign of mosquito breeding sites, community environmental clean-up, using bed nets while sleeping, hand washing etc) in the seven most affected communes of Ha Tinh, Quang Binh and Quang Tri provinces.



A village meeting to disseminate information relating to mosquito borne diseases and hygiene promotion. Photo: VNRC

Hygiene promotion sessions were also carried out at the beginning of water storage containers distribution. In Quang Tri province, the operation team was creative in including these sessions in village meetings to identify beneficiaries to maximize delivering key messages.

Challenges

The procurement and replenishment of WPTs and ceramic water filters took longer than expected as these items are not standard items available in the market and therefore were difficult to source. In the meantime, VNRC has undergone its transitional period in consolidating procurement guidelines and procedures as well as its procurement team. Therefore, this led to significant delays and had an impact on the process.

IEC materials were not in place at the onset of the operation which hampered the impact of the dissemination to affected people.

Lessons learned

It is suggested that VNRC should take into consideration using standard items for relief distribution so that it is easy to procure them locally. In this case, WPTs and ceramic water filters were supported either by IFRC or Partner National Societies in previous operations.

IEC materials should be in place in both HQs and Provincial Chapters for immediate use at the onset of the operation.

Shelter and NFIs

Needs analysis:

Household items were swept away or damaged by floodwater while several houses were damaged. VNRC distributed household kits – which included blankets, pots, pans, plastic mugs, kettles, water buckets and water containers with lids – to 2,100 families. To address emergency shelter needs, the National Society provided shelter kits to 600 families. Under this revised plan, VNRC will replenish the quantities distributed. The procurement process is underway.

People assisted: 2,100 families (9,450 people: 4,866 males and 4,584 females) were provided with household kits and 600 families (2,689 people: 1,384 males and 1,305 females) with shelter kits.

Outcome 2: The immediate shelter and settlement needs of population affected by the flood are met.	Outputs		% of achievement
	Output 2.1 Essential household items are provided to 2,100 families.		70%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
2.1.1. Distribution of household kits to 2,100 families	X		100%
2.1.2. Procure and replenish 2,100 household kits		X	30%
Outcome 2: The immediate shelter and settlement needs of population affected by the flood are met.	Outputs		% of achievement
	Output 2.2 Emergency shelter assistance is provided to the target population.		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
2.2.1. Distribute shelter kits to 600 families	X		100%
2.2.2. Procure and replenish 600 shelter kits	X		100%
Achievements			
Output 2.1			
The distribution of household kits has been completed during the first two weeks of the emergency phase by releasing its pre-positioning stocks from Hanoi and Quang Tri warehouses. The distribution went well with the support from local authorities and VNRC at all levels as well as volunteers. Beneficiary selection criteria was publicly announced to all targeted communes to ensure its transparency and accountability. As a result, 2,100 families (9,450 people of which 4,866 males and 4,584 females) have received and used the kits.			

The procurement and replenishment of household kits was initiated in early May and the tendering was opened in July, however, the tendering file that was submitted to APRO Logistics Unit for technical approval was not granted due to the fact that the price quoted by the selected supplier was 1/3 higher than the other suppliers. As a result, VNRC requested IFRC to provide an in-kind donation instead because the operational timeframe approached the end. Eventually, 4,000 mosquito nets and 8,000 blankets (equivalent to CHF 64,606) were shipped and transferred into the VNRC warehouse in Hanoi and VNRC uses its funding to procure other items to complete the kit as VNRC standard. At the reporting period, the procurement of other items for these kits is still on-going and is being carried out using VNRC's own resources.

The distribution of household kits was completed during the first two weeks of the emergency phase by releasing its pre-positioned stocks from the Hanoi and Quang Tri warehouses. The distribution went well with the support from local authorities and VNRC at all levels, including volunteers. The beneficiary selection criteria was publicly announced to all targeted communes to ensure transparency and accountability. As a result, 600 families (2,689 people of which 1,384 males and 1,305 females) received and used the kits.

Output 2.2

The procurement of shelter tool kits was executed by APRO Logistics Unit at the request of VNRC and IFRC CCST because this item is not a standard item and not available in Viet Nam. The procurement took place within three weeks including the transportation of 600 STKs to Hai Phong Port, Viet Nam. Eventually, 600 STKs were shipped and transferred into VNRC warehouse in Hanoi early May 2017.

Challenges

There was a delay at the start of the operation due to the issue of indirect cost that VNRC aims to apply to all programs regardless of emergency operations or development programs as well as the project management team (PMT). In addition, the operation took place right at the time when the procurement team was dissolved and changes in procurement were occurring, leading to significant delays.

Lessons learned

VNRC's procurement procedures should be reviewed and revised to enable the procurement process to take place independently from the technical departments and professionally to save time to reach beneficiaries as well as an effort to review the tendering file.

Disaster Risk Reduction

Needs analysis: Considering the impact of the floods on schooling activities, the operation seeks to equip students and staff in target schools with information, skills and knowledge on disaster risk management (DRM), including how to identify risks, prepare and respond to disasters. Three schools located in hazard-prone areas and with limited capacity to respond were supported in this regard. Activities included facilitating the formation of school disaster management boards (comprising of teachers and students) and guiding school disaster management boards on identification, mitigation and reduction of disaster risks. The disaster management boards took the lead in assessing risk, planning and implementing disaster risk management measures in their respective schools.

People assisted: Three schools in Quang Tri province, with at least 210 students to be directly assisted (with 800 students to benefit indirectly).

Outcome 3: Communities resilience to disasters is strengthened.	Outputs		% of achievement
	Output 3.1 Three schools in target areas have increased capacities to understand risks and effectively prepare for and respond to future flooding and typhoons.		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
3.1.1. Carry out assessment to identify target schools	X		100%
3.1.2. Establish school disaster management board	X		100%
3.1.3. Provide training to the school disaster management board	X		100%
3.1.4. Carry out situation assessment at school	X		100%
3.1.5 Develop DRR plan and have it endorsed by the school management board as well as disseminated to local	X		100%

authorities, department of education and training and parent associations			
3.1.6 Carry out drills at school	X		100%
3.1.7 Undertake small-scale mitigation measures	X		100%
3.1.8 Organize drills in the target schools to test their disaster risk management plans	X		100%
3.1.9 Support the schools to undertake small-scale mitigation measures	X		100%

Achievements

Interventions at the school level were informed by the findings of an assessment carried out in early April 2017 by a VNRC NDRT, PDRT and IFRC team.

VNRC, with support from IFRC, closely worked with local authorities as well as the education and training department to assess the most vulnerable schools. Three primary schools in the commune of Cam Thuy and Cam Hieu in Cam Lo district and Trung Son commune in Gio Linh district were identified for the intervention. School disaster management boards headed by the school principals were established at each school. Each board was teamed up by eight school teachers. A safe school training was provided to these school boards on 25 and 26 April in Cam Lo district. The training covered topics including basic concepts in disaster risk management, safe school overview and elements, steps to creating a safe school, the practice of using school assessment tools, developing a vulnerability capacity assessment (VCA) disaster response plan and a plan for upcoming activities following the training. To ensure the school's disaster management plan was communicated and integrated into the commune disaster management plan, representatives from commune authorities and the parent board were also invited to participate in the training. In total, 33 participants (21 female and 11 male) attended this training. A school assessment was done following the training. The assessment report was pending finalization following comments provided by the Quang Tri Red Cross chapter. With background knowledge provided and based on real conditions of the current working schools, the trained teachers practiced developing safe school plans for their schools. Following the trainings, the primary schools will apply knowledge and skills acquired to establish Disaster Risk Management and develop an Action Plan to have safer schools in future.

Drills were carried out in each school between 17 and 19 May with the participation of school teachers and students. To strengthen integration of safe school activities into the commune disaster management plan, the schools involved commune authorities and parents in this exercise. Drills focused on a flood situation, which is a common risk in the area. In the drill, evacuation plans were activated. First Aid, search and rescue, the organization of picking up school children were demonstrated. In total, 519 people (267 female and 252 male) including school students and teachers, representatives from the school department and commune authorities were involved in the drills.

Based on the safe school plan, three small-scale mitigation measures were implemented as follows:

- Nguyen Ba Ngoc primary school (with 386 students, 32 teachers) - one safe water system
- Nguyen Van Troi primary school (205 students, 22 teachers) - safe water system
- Trung Son primary school (with 327 students, 33 teachers) - one school latrine.



Renovation and installation of water storage tank in Nguyen Ba Ngoc School to enable school teachers and students to flush the toilet and wash their hands. Photo: VNRC Quang Tri

Challenges

There was no challenge experienced during the implementation except the appeal coverage was low so some capacity building activities for VNRC were removed such as PASSA trainings and Disaster Response Teams as initial plan.

Lessons learned

School safety through drills and education is paying off and as a result all these three schools succeeded in evacuating themselves and the neighbours to safer places due to typhoon Damrey and floods early November 2017.

Food security, nutrition and livelihoods *(resourced via Operational Plan 2017 for Bangkok CCST)*

Needs analysis: A joint assessment, led by DMWG, and carried out in the province of Binh Dinh in December 2016, noted that most of the affected households lost their cattle and crops, with the floods also delaying sowing. This situation means that people were highly likely to face food insecurity between March and May 2017, with conditions for increased debts, particularly among the poor. The assessment recommended the provision of cash transfers to address the immediate and recovery needs of people affected in the districts of Tay Son and Tuy Phuoc.

IFRC – under the Operational Plan 2017 – provided multipurpose cash grants for meeting immediate needs (including food needs) and re-establishing income streams in the medium term as well as conditional cash for restoring livelihoods, including purchasing livestock and obtaining inputs (such as seeds) for planting.

VNRC field staff and volunteers coordinated with the local authorities, the department of agriculture and rural development and community leaders in the targeted districts in the selection of target households to enhance the transparency of the process.

The National Society's staff and volunteers conducted trainings to improve their knowledge of planning and implementation of cash transfer programming, assessments – including of markets – targeting of beneficiaries, and providing support to agricultural production.

People assisted: 1,040 households provided with multipurpose cash grants and 120 households provided with support to re-establish livelihoods – making a total of 1,160 households (4,872 people) – in Tay Son and Tuy Phuoc districts of Binh Dinh Province

Outcome 4: Economic security of the affected households is restored

Output 4.2: Affected communities have restored livelihoods after receiving inputs for resuming income generating activities

Activities implemented:

Outcome 4: Economic security of the affected households is restored	Outputs		% of achievement
	Output 4.1: Multipurpose cash transfers are provided to the target population		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
4.1.1. Organize awareness/information sessions for local authorities and target population on the planned cash transfers	X		100%
4.1.2. Develop a strategy for selecting target households and registering them to receive multipurpose cash grants	X		100%
4.1.3. Establish the method of delivering multipurpose cash grants to selected households	X		100%
4.1.4. Train VNRC personnel on assessments, household selection, disbursing, monitoring and reporting	X		100%
4.1.5 Select and register 1,040 households to receive multipurpose cash grants	X		100%
4.1.6 Disburse multipurpose cash grants to the selected 1,040 households	X		100%
4.1.7 Undertake post-distribution monitoring and surveys	X		100%
Outcome 4: Economic security of the affected households is restored	Outputs		% of achievement
	Output 4.2: Affected communities have restored livelihoods after receiving inputs for resuming income generating activities		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
4.2.1 Undertake a rapid assessment of markets in the affected province	X		100%
4.2.2 Organize awareness/information sessions for local authorities and target population on the planned assistance	X		100%
4.2.3 Develop a strategy for selecting target households and register them to receive livelihood assistance	X		100%

4.2.4 Identify suppliers with capacity to provide livelihood inputs to target households and agree on payment mechanisms	X		100%
4.2.5 Train VNRC personnel on assessment of markets, household selection, post-assistance monitoring and reporting	X		100%
4.2.6 Select and register 120 households to receive assistance for restoring livelihoods	X		100%
4.2.7 Validate lists of selected households and communicate them to the affected population for transparency	X		100%
4.2.8 Make payments to suppliers who provide the selected 120 households with inputs for restoring livelihoods	X		100%
4.2.9 Undertake post-assistance monitoring and surveys	X		100%

Achievements

Output 4.1

Built on previous experience regarding beneficiary targeting, VNRC and IFRC prioritized working with various stakeholders at the commune and district levels to ensure that the intent of the project and beneficiary criteria and process were well communicated, understood and followed by relevant stakeholders. Beneficiary criteria was adapted in a participatory manner with inputs provided by local people, representatives of commune people committee and heads of hamlets following the findings of the needs assessment. The launching workshop combined with training on guidelines on the cash transfer program was organized on 9 April in Tay Son district with the participation of 52 people (8 female and 44 male). Apart from Red Cross staff at all levels, representatives from local authorities and communities, including leaders from district and commune people committees, district and commune offices of agriculture and rural development (DARD), fatherland front, and heads of hamlets attended the training. Participants were sensitized with the project's intent, selection criteria and process. Various scenarios were developed so that the participants could practice selecting hypothetical beneficiaries in line with the project's criteria. This exercise was also to help participants get familiarized with templates, including the weighting tool introduced by the project. Dates for village meetings to identify beneficiaries was planned at end of the training. In some places, the meetings were organized in the evening to make sure local people attended.



One of the CTP points in Thuan Phuoc, Tuy Phuoc district, Binh Dinh. Photo by VNRC

Red Cross staff randomly validated 10 percent of the proposed list of beneficiaries to confirm the list. The distribution of cash grants was organized from 26 to 28 April. Beneficiaries received their grant directly from VNRC staff. During the distribution, the monitoring team found two beneficiaries who were not eligible according to the project's criteria. As result, they did not receive the grant. In total, 899 households (3,059 people) benefited from this support. There was variance in the number of households reached against initially planned. This was due the fact that the number of single-person households that were entitled to the level one grant was less than planned, as opposed to that of family members being entitled to the level three grant.

Output 4.2

Based on recommendations from the assessment, VNRC headquarters confirmed its support to livelihood recovery through the provision of cows. To give beneficiaries choices and to empower them, the operation introduced a cash modality through a conditional cash grant. Each beneficiary was granted with VND 13 million (CHF 500) to buy a cow according to the specification set out by the operation. In total, 138 households benefited from this support.

Identical to the approach adopted in CTP, a training on the selection of beneficiaries was organized on 8 April in Tuy Phuoc district with the participation of 55 people (15 female and 40 male). The operation engaged with the same stakeholders as the CTP intervention plus veterinary staff who supported with technical training on cow management. As identified in the assessment, specification including a breeding cow aged from 10 months, weighted at least 120 kilogram, Brahman or red August breed was set out. Beneficiaries who want to join the program have to commit to buying cows set out by the operation. Following technical training by the veterinary, beneficiaries looked for cows on their own. Once the purchase had been agreed between the beneficiaries and the sellers, the sellers took their cows to the cash distribution as informed by the beneficiaries. At the distribution point, beneficiaries received their grant from VNRC staff, then paid to the sellers and took cows home. There were households who purchased the cow less than the grant they received and kept the balance for cow food. In other cases, beneficiaries added their own money on top of the grant to buy pregnant cows to expect profit quicker. Each beneficiary was provided with beneficiary card

to record information related to their cows including vaccination. In Tuy Phuoc district, cow price slightly increased 10 to 15% due to some beneficiaries purchasing cows through middle men instead of directly from the sellers.

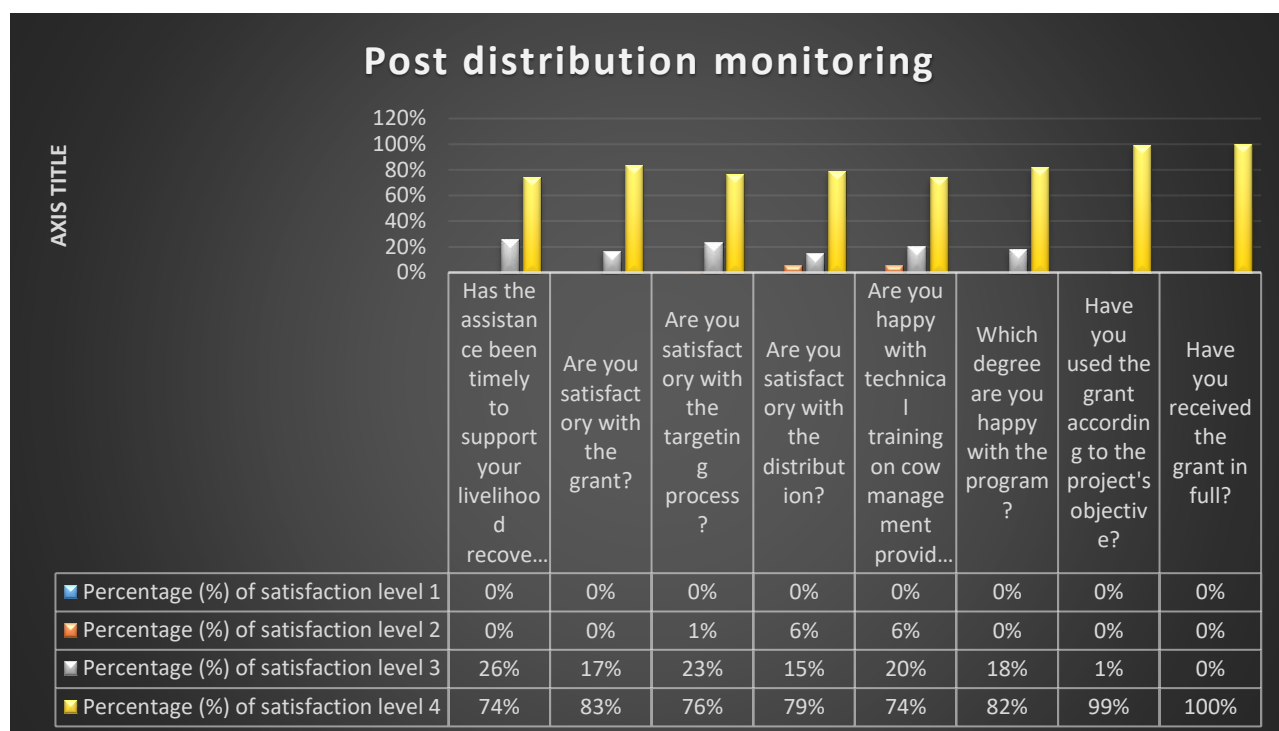


A Beneficiary Satisfaction Survey (BSS) was conducted in Phuoc Hiep, Tuy Phuoc. Photo by VNRC



A household in Phuoc Thuan, Tuy Phuoc receives a cow from the operation. Photo by VNRC

A post distribution monitoring was done one week following the distribution. VNRC staff visited all beneficiaries to get their feedback on the operation. The chart below shows level of satisfaction of the beneficiaries toward the operation. (1: Least satisfactory → 4: Most satisfactory)



Challenges

The operation experienced a delay at its onset due to the following reasons:

- (i) the operation start date occurred just before the biggest National Holidays known as “Tet”, which normally lasts for two weeks;
- (ii) VNRC has been in a transitional period of change toward a new national society structure in headquarters in particular, in which it stipulates that a project management team (PMT) shall be established for every project/programme;
- (iii) the national society has been testing its new policy of indirect cost application to both emergency operations and development programmes.

Both VNRC and IFRC have done their best to resolve the above-mentioned constraints by having daily updates and weekly face to face meetings as well as weekly updates during the operations.

At the exit meeting took place in Quy Nhon, Binh Dinh on 26 May, attended by New Zealand Embassy representatives, IFRC and VNRC. VNRC HQ's Deputy Director of Disaster Management Department and the Chairman of Binh Dinh Provincial RC Chapter admitted the implementation delays mentioned above and promised to take necessary measures to ensure quick access and reach to beneficiaries in the future by addressing internal organizational challenges

Lessons learned

The capacity of the national society, especially at the provincial, district and commune levels, has been strengthened during the operation as this is the first time the Binh Dinh Red Cross Chapter conducted a CTP initiative. From a focus group discussion during the lessons learned workshop, it came out that the Binh Dinh provincial Red Cross Chapter is now well equipped to set up a CTP operation in future. Volunteers and staff who were trained on CTP have the capacity now to reach out to affected communities either through the National Society program or offer support to other stakeholders.

In partnership with the IFRC, the VNRC provided technical trainings and a standard model to Red Cross and local authority staff on CTP. The course covered issues around the assessment and analysis of the suitability for CTP, giving participants practice at planning, designing and monitoring a cash transfer program, and addressing common fears and concerns associated with the use of cash in emergencies. These staff can potentially be assets to design and perform in CTP future operations.

Quality Programming / Areas Common to all Sectors

Outcome 5 Continues assessment, analysis and community feedback are used to inform the design and implementation of the operation.	Outputs		% of achievement
	Output 5.1 Additional assistance is considered where appropriate and incorporated into the plan		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
5.1.1. Deploy Provincial Disaster Response Team to carry out need assessment in affected province.	X		100%
5.1.2. Ensure adjustment to initial plans are informed by continues assessment of needs and community feedback	X		100%
5.1.3. Deployment of Regional Disaster Response Team (relief and procurement)	X		100%
5.1.4. Communication support to VNRC for enhancing the National Society's response action	X		100%
	Outputs		% of achievement
	Output 5.2 Mechanism are in place to facilitate two-way communication with and ensure accountability to disaster-affected people.		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
5.2.1. Provide appropriate information, including the scope of operation and targeting criteria to affected people to ensure transparency	X		100%
5.2.2. Established two-way communication channel through which affected people can deliver feedback on programme activities and quality of assistance provided or report any complaints	X		100%
5.2.3. Respond to feedback/complaints received as and when required	X		100%
5.2.4 Local TV and press on operation	X		100%
5.2.5 Produce VNRC T- shirt	X		100%
	Outputs		% of achievement

Outcome 5 Continues assessment, analysis and community feedback are used to inform the design and implementation of the operation.	Output 5.3: Management and delivery of operation is informed by an appropriate monitoring and evaluation systems.	50%	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
5.3.1. Develop and utilize an appropriate system by for monitoring of the operation	X		100%
5.3.2. Conduct the final evaluation and lesson learned workshop	X		0%
Achievements			
Output 5.1			
<p>An assessment to identify interventions at the school level were carried out between 3 to 5 April in Quang Tri province. The team consists of VNRC NDRT, PDRT and IFRC. The assessment team met with representatives from local authorities, the commune office of agriculture and rural development, the education department and selected school management board in Gio Linh and Cam Lo districts. Based on findings garnered from the assessment, Quang Tri Red Cross chapter targeted three primary schools including Nguyen Ba Ngoc (Cam Thuy commune) and Nguyen Van Troi (Cam Hieu commune) located in the Cam Lo district and Trung Son school (Trung Son commune) in Gio Linh district. Key interventions at the school level included training on safe schools to school teachers, carried out the vulnerability and capacity assessment (VCA) at targeted schools to develop a disaster management plan, drills and hardware interventions.</p>			
<p>Seven launching events/trainings were conducted in seven targeted communes with the participation of 210 people, who are local authority leaders, hamlets/villages leaders as well as Red Cross staff and volunteers at the provincial chapter, district and commune branches.</p>			
<p>Two RDRT members in Relief and Logistics were deployed for four weeks to support VNRC in conducting detailed assessments and procurement of relief items. The RDRTs teamed up with a VNRC DM staff member and conducted an in-depth assessment on the recovery needs in Quang Binh and Quang Tri provinces to determine target areas for recovery interventions while the Logistics RDRT was based in Hanoi to work with the IFRC and VNRC on procurement of relief items for replenishment.</p>			
Output 5.2			
<p>As cross cutting, community engagement and accountability was maintained throughout the implementation of the operation. Five focal staff from VNRC Ha Tinh, Quang Binh and Quang Tri Red Cross chapters, headquarters and IFRC were nominated to handle feedback from the communities. Their contacts were made available to communities through hotline stickers, CTP leaflets and posters, beneficiary cards and on the envelopes containing cash (in Binh Dinh only). Another tool used was a feedback box, which was deemed to be less effective since no feedback was collected through this. Assigned staff handled phone calls by community members who posed questions, such as why they were not selected. The identification of beneficiaries was based on a weighting system where the degree of damage and vulnerability of affected people was scored to ensure transparency in selection process. This was a useful tool to address the concerns of local people.</p>			
<p>VNRC and IFRC visibility was ensured throughout the operation such as both logos were used on relief items, banners, posters, water storage containers and in all meetings and trainings. In addition, both VNRC HQs and Chapters took initiative in involving media (TV, radio, newspapers) to go along with the relief operation activities to broadcast their activities on national and local channels.</p>			
<p>The situation and Red Cross preparedness and response efforts were also featured on the IFRC's and VNRC's websites as well as social media. Coordination among the affected chapters, VNRC HQ communication and DM departments, and IFRC country office communication officer has allowed immediate updates since the onset of the disasters, covering the intensity of the disaster and Red Cross staff and volunteers' preparedness and response work.</p>			
Output 5.3			
<p>Monitoring and reporting templates have been adapted for this operation to enable VNRC to report against progress. A monitoring plan focusing on village meetings to identify beneficiaries, the validation of proposed lists of beneficiaries as well as distribution was set up and put into use.</p>			
<p>The lesson learned workshop was planned to take place in Quang Tri province during the last week of August 2017, however, it did not happen due to the fact that it conflicted with another event during that week. Further discussion</p>			

within the operation and management team, it was agreed that lesson learned workshop and final evaluation are not required as many of the learnings and issues have been addressed during implementation and monitoring.

Challenges

Language was a barrier to foreign personnel due to the limited English competency within VNRC especially at the local level. Hence, a translator was hired to accompany the RDRT to the field but still has limited contribution and accessibility to information and coordination meetings.

While the feedback/complaints mechanism was accessible to community members, there was no complaints received during the operation. Instead, 'thank you' notes were received. This is partly due to the culturally cultivated perception of giving no complains to those who give help.

The procurement of relief items for replenishment took place during the last three months of the operation, putting a lot of pressure on the DM team on the implementation and reporting as well as planning for the lessons learned workshop.

Lessons Learned

It is suggested that RDRT deployment should be hosted and embedded in VNRC Office so that peer to peer learning can take wings and in some cases, RDRT should be considered to sit with provincial chapter offices.

VNRC should consistently use and apply feedback/complaints mechanism in all kind of relief operation regardless it is cash or non-food items to create a trustworthy foundation and known by all of its transparency and accountability.

VNRC should have an independent procurement team rather than to put pressure on technical departments to be in charge of procurement as well as the implementation of the program activities.

D. Financial

The operation has received CHF 297,237 in income (88% of the total budget). The expenditure at the end of the operation is CHF 216,086 (64% of the total budget). The balance of CHF 81,151 will be returned to the DREF. The IFRC, on behalf of Viet Nam Red Cross, would like to thank the Canadian Government for replenishing part of the DREF.

Reference documents



Click here for:

- [Plans and Reports](#)
- [Donor response](#)

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How we work

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

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

MDRVN014 - Vietnam - Floods

Timeframe: 27 Oct 16 to 31 Aug 17

Appeal Launch Date: 17 Nov 16

Final Report

Selected Parameters

Reporting Timeframe	2016/10-2017/10	Programme	MDRVN014
Budget Timeframe	2016/10-2017/8	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			336,194			336,194	
B. Opening Balance							
Income							
Cash contributions							
<i>China Red Cross, Hong Kong branch</i>			52,818			52,818	
<i>Japanese Red Cross Society</i>			46,400			46,400	
<i>Red Cross of Monaco</i>			10,730			10,730	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>			41,624			41,624	
<i>VERF/WHO Voluntary Emergency Relief</i>			800			800	
C1. Cash contributions			152,371			152,371	
Other Income							
<i>DREF Allocations</i>			144,866			144,866	
C4. Other Income			144,866			144,866	
C. Total Income = SUM(C1..C4)			297,237			297,237	
D. Total Funding = B + C			297,237			297,237	

* 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			297,237			297,237	
E. Expenditure			-216,086			-216,086	
F. Closing Balance = (B + C + E)			81,151			81,151	

Disaster Response Financial Report

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Budget Timeframe	2016/10-2017/8	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)				336,194			336,194	
Relief items, Construction, Supplies								
Shelter - Relief	35,455			30,319		30,319	5,136	
Clothing & Textiles	28,636			52,957		52,957	-24,321	
Water, Sanitation & Hygiene	118,500			76,123		76,123	42,377	
Utensils & Tools	42,955						42,955	
Total Relief items, Construction, Sup	225,545			159,399		159,399	66,147	
Logistics, Transport & Storage								
Storage	5,000			5,120		5,120	-120	
Distribution & Monitoring	2,364			1,653		1,653	711	
Transport & Vehicles Costs	444			530		530	-87	
Logistics Services	2,891			7,516		7,516	-4,625	
Total Logistics, Transport & Storage	10,698			14,819		14,819	-4,121	
Personnel								
International Staff	17,000			5,581		5,581	11,419	
National Staff	614			68		68	545	
National Society Staff	13,042			5,616		5,616	7,426	
Total Personnel	30,655			11,265		11,265	19,390	
Consultants & Professional Fees								
Professional Fees	388			1,190		1,190	-802	
Total Consultants & Professional Fees	388			1,190		1,190	-802	
Workshops & Training								
Workshops & Training	14,364			3,654		3,654	10,710	
Total Workshops & Training	14,364			3,654		3,654	10,710	
General Expenditure								
Travel	18,133			5,686		5,686	12,447	
Information & Public Relations	7,183			2,739		2,739	4,445	
Office Costs				7		7	-7	
Communications	2,793			674		674	2,119	
Financial Charges	289			240		240	49	
Shared Office and Services Costs	5,626			3,226		3,226	2,400	
Total General Expenditure	34,024			12,571		12,571	21,454	
Indirect Costs								
Programme & Services Support Recover	20,519			13,188		13,188	7,331	
Total Indirect Costs	20,519			13,188		13,188	7,331	
TOTAL EXPENDITURE (D)	336,194			216,086		216,086	120,108	
VARIANCE (C - D)				120,108		120,108		

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Budget Timeframe	2016/10-2017/8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL3 - Strengthen RC/RC contribution to development							
Disaster risk reduction	336,194		297,237	297,237	216,086	81,151	
Subtotal BL3	336,194		297,237	297,237	216,086	81,151	
GRAND TOTAL	336,194		297,237	297,237	216,086	81,151	