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# Emergency Plan of Action Final Report

## Burundi: Population Movement from the Democratic Republic of Congo

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation: MDRBI013</b>	<b>Glide number:</b>
<b>Date of Issue: 30 April 2019</b>	<b>Date of disaster: 24 January 2018</b>
<b>Operation start date: 14 February 2018</b>	<b>Operation end date: 14 May 2018</b>
<b>Host National Society: Burundi Red Cross Society</b>	<b>Operation budget: CHF 197,494</b>
<b>Number of people targeted: 40,000 people (8,000 households)</b>	<b>Number of people assisted: 6,800 people (1,360 households)</b>
<b>N° of National Societies involved in the operation: One (1); Burundi Red Cross Society</b>	
<b>N° of Red Cross Red Crescent Movement partners actively involved in the operation: Seven (7); International Federation of the Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC), Netherlands, Belgium (Francophone and Flanders) and Norwegian.</b>	
<b>N° of other partner organizations involved in the operation: Local governorate, civil protection, Office of the Minister of Health (Department of Refugees), United Nations High Commission for Refugees (UNHCR), World Food Programme (WFP), International Organization for Migration (IOM) and UNICEF</b>	

## A. SITUATION ANALYSIS

### Description of the disaster

In December 2017, mass internal displacement and population movement of thousands of Congolese refugees into the neighbouring countries, including Burundi was reported by various agencies. This was as a result of sporadic inter-communal violence in the Ituri region of the Democratic Republic of Congo (DRC) and attacks by armed groups in North Kivu.

Indeed, as of 24 January 2018, the South-East border of Burundi, more specifically the shores of Lake Tanganyika, began recording massive influx of Congolese refugees fleeing confrontations between the DRC armed forces and armed groups. Clashes started in Sud-Kivu province (Fizi and Baraka territories), forcing people to escape the crossfire by boarding overloaded boats. The territory was under militia control when the Congo Air forces and ground troops intervened with the aim of recovering the area.



*Boat arriving Burundi's shores with DRC Refugees on Lake Tanganyika*  
©BRCS

The first wave of refugees arrived on 24<sup>th</sup> of January 2018, at Lake Nyanza in the southern province of Makamba in the communes of Kabonga and Mugerama. The second wave was recorded at Rumonge port in two communes: Kanenge and Kagongo. Most refugees that arrived in Burundi were under the age of 25 with unaccompanied children. Residents accommodated some refugees in their homes while others found shelter in schools and some of them resided on the beach. Cases of severe watery diarrhoea and malaria were reported and treated at Lake Nyanza hospital.

At the onset of the influx, refugees arrived through five (5) different points of entry. However, Burundian authorities decided to close three of the entry points and only two entry points remained officially open: Mugerama in Makamba and the port of Rumonge. BRCS used these sites as operational bases for the newly arriving refugees from Democratic Republic of Congo. The National Society deployed teams and other resources to these sites immediately after Burundian authorities called for additional support from humanitarian agencies to support the overwhelming number of refugees who trickled in through these two entry points.

**Table 1:** Total number of Congolese refugees registered from 24 January to April 2018

Dates	Entry points		Total for both entry points
	Rumonge	Nyanza Lac	
24 January 2018	182	-	182
25 January 2018	2 799	1142	3941
26 January 2018	1 898	-	1898
27 January 2018	360	448	808
28 January 2018	6	-	6
29 January 2018	605	-	605
30 January 2018	344	-	344
31 January 2018	-	248	248
02 February 2018	0	8	8
05 February 2018	12	0	12
12 February 2018	41	0	41
13 February 2018	8	0	8
14 February 2018	9	0	9
15 February 2018	5	0	5
20 February 2018	6	0	6
28 February 2018	3	0	3
02 March 2018	2	0	2
03 March 2018	3	0	3
21 March 2018	4	0	4
22 March 2018	5	0	5
23 March 2018	3	0	3
26 March 2018	14	0	14
28 March 2018	12	0	12
12 April 2018	14	0	14
13 April 2018	16	0	16
14 April 2018	10	0	10
<b>Total</b>	<b>6,361</b>	<b>1,846</b>	<b>8,207</b>

In February 2018, the International Federation of Red Cross and Red Crescent Societies (IFRC) approved the release of 197,494 Swiss francs as grant from the [Disaster Relief Emergency Fund \(DREF\)](#) to support the Burundi Red Cross Society respond to the needs of 40,000 people (8,000 households) with provision of safe drinking water, sanitation facilities, hygiene promotion, food distribution in the transit centres, for a period of three (3) months.

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, Canada, Denmark, Finland, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID), AECID, the Medtronic and Zurich Foundations and other corporate and private donors. On behalf of the Burundi Red Cross Society (BRCS), the IFRC would like to extend its gratitude to all partners for their generous contributions.

## Summary of response

### Overview of Host National Society

Burundi Red Cross Society (BRCS) conducted a rapid needs assessment at two main entry points in Rumonge port and Nyanza Lac (Makamba province) where Congolese refugees entered the country. BRCS volunteers attended to

the needs of the newly arrived refugees during the first two days of their stay in Burundi. Support provided included evacuation of refugees from the shores of Lake Tanganyika at the reception centres, up to the moment the refugees were transferred to transit settlement.

Through this DREF operation, BRCS was able to reach out and support glaring needs of the refugee population. The DREF supported provision of non-food items (NFIs), safe drinking water, promotion of best hygiene practices, construction of toilets, as well as prevention of infectious diseases through educational and media communication activities. The DREF operation also supported the replenishment of the emergency stocks distributed to affected persons in the early hours of the crisis, which included, household water treatment products. The NS equally supported activities geared towards the prevention of infectious diseases.

Overall, this DREF operation allowed BRCS to improve its image and reputation towards the affected population (both refugees and members of the host community) and the government authorities. This is because the DREF operation has been effective in meeting the basic needs of refugees upon arrival in Burundi. The combination of these initial actions with the professional attitude of the Red Cross staff and volunteers involved in the operation improved the perception of the National Society to the affected persons, the authorities and the public at large. This operation has strengthened the capacity of volunteers, as well as that of the operational staff in terms of leadership and management of a multi sectoral emergency response with several partners involved.

It is important to mention that local branches of BRCS in Rumonge and Nyanza Lac were directly involved with the implementation of this DREF operation with support of the BRCS headquarters team. These two branches have a network of volunteers trained in First Aid, WASH in emergency and Safer Access. Both branches have a pool of 20 volunteers and staff trained as part of the National Disaster Response Team (NDRT). Normally, BRCS has three (3) WASH-trained regional Disaster Response Team (RDRT) members, two of whom were deployed as part of the National Society's response to this Congolese refugee response operation.

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

IFRC provided BRCS support in applying for and managing the DREF operation through its East Africa Country Cluster Support Team (CCST) and Africa Region Office, both located in Nairobi. Throughout implementation, IFRC continued monitoring the situation in close collaboration with the NS.

The ICRC has an office in Burundi and Partner National Societies present in the country include Netherlands, Finnish, Belgium-Flanders/Francophone, Spanish, Norwegian and Luxembourg Red Cross Societies.

In this operation, the BRCS worked alongside all Movement partners to respond to the urgent and basic needs of the newly arrived refugees from the Democratic Republic of Congo (DRC). With technical and financial support from the ICRC, the National Society deployed a total of 30 volunteers to the refugee entry points to offer restoring family links (RFL) and First Aid services.

The Belgian Red Cross – Flanders have been working with BRCS to strengthen its capacity to prepare and respond to disasters. In this response, volunteers from Rumonge and Nyanza Lac who had previously been trained on Emergency Needs Assessment, First Aid and Early Warning Systems using Belgian RC support were deployed.

BRCS deployed to the two affected local branches two WASH kit5 (made available by ICRC and Norwegian Red Cross). These WASH kit5 have an hourly production capacity of 4,000 litres of safe drinking water and were used to provide for the refugees needs at arrival. The kits operate on an average of 6 hours per day, thus a total production capacity of 24,000 litres.

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

Main organizations active in Burundi are UNHCR, IOM, UNICEF and WFP, with all of them involved in the nine sectorial groups of the National Platform.

UNICEF supported the construction of new latrines in Nyanza lac, while World Food Programme (WFP) assisted by providing food items which were distributed by BRCS in both reception centres. This, however, remained insufficient to cover the needs of the nearly 600 to 2,000 new daily arrivals during the last week of January 2018. MSF was involved in medical screening of the refugees, First Aid and referral to existing health institutions. The National Platform coordinated all the activities done in the framework of assisting the Congolese refugees.

The military and police forces were responsible for safety and security at the entry points and in the transit centre.

The table below shows the active organisations present in Burundi and their respective responsibilities:

N°	Humanitarian organisation	Sector of intervention
1	WFP	Food
2	UNICEF	WASH
3	UNHCR	Screening and registration of the asylum-seeking population
4	ONPRA	Screening and registration of the asylum-seeking population
5	OIM	Shelter (Technical expertise in site planning)
6	COPED	Construction of temporary accommodation sheds in the transit centre
7	OMS	Healthy (Monitoring health issues at entry points and host sites)
8	CARE INTERNATIONAL	Health issues (sexual and reproductive issues)
9	AHA: Africa humanitarian action	Health issues
10	Civil Protection	Water trucking

This DREF operation therefore served to complement the actions of other organizations, particularly in the entry points where there was minimal support provided.

### Needs analysis and scenario planning

Over 8,000 Congolese arrived in Rumonge and Nyanza-Lac Provinces following the surge of violence in Eastern DRC in January 2018<sup>1</sup>. Two thirds of these refugees were hosted at five transit centres and provided with assistance from UNHCR and partners, including Burundi Red Cross Society (BRCS). UNHCR reports indicated at the time that Congolese refugees would continue to flow into the country and eventually reach 81,000 by the end of December 2018.

Through field assessments, BRCS teams identified the following needs:

- Food and nutrition, as it was found refugees arrived exhausted, hungry and dehydrated.
- Safe drinking water and sanitation facilities were in limited supply at the reception (registration) centres and there were a limited number of bathing facilities and latrines, which were only partially accessible to new comers. The two entry points, Rumonge and Nyanza Lake (Makamba province) are considered cholera prone areas due to recurrent outbreaks.

### Targeting

Through this operation, BRCS targeted 40,000 people (8,000 households), which was estimated to be the entire arriving refugee population by the end of the operation timeframe in May 2018. The process of identifying the people in need followed the official refugee registration and information systems managed by local officials, supported by the BRCS volunteers. The above-mentioned estimated were targeted for all interventions, including distribution of safe drinking water, construction of communal latrines, hygiene promotion, and distribution of NFIs. However, there was a significant decrease in the influx of refugees from the third week of February, resulting in fewer refugees arriving than anticipated at the time the DREF was launched.

Indeed, by ending February, 8,207 refugees (approximately 1,641 households) had arrived in Burundi and by the end of the operation, the National Society had only reached 6,965 refugee with activities outlined in the DREF. This is due

<sup>1</sup> <http://reporting.unhcr.org/sites/default/files/2018%20congolese%20Situation%20SB%20-%20Burundi.pdf>

to the significant decrease of the refugees' influx from the third week of February. Some of the refugees also started returning to DRC, which justifies that only 84% of actual arrivals were reached through BRCS action.

The operation engaged the target population to ensure ownership and accountability. In this case, the refugee population was recruited as community-based volunteers and involved mostly in routine hygiene and health promotion activities.

### Scenario planning

Among the planned scenarios, the best-case scenario was experienced. Indeed, inter communal violence in DRC did not last more than two months and soon after the launch of the operation, over 15% of arrivals had returned to the areas of origin. So, the DREF operation was used to support needs inside the reception centres and at the entry point in the first days of the population movement.

### Risk Analysis

Burundi Red Cross Society had singled out three key risks likely to affect the operation: increased security risk in DRC leading to more refugee influx into the country, security risks in the country affecting the DREF operation and finally Cholera outbreak at the point of entry into the country. Luckily all these anticipated risks did not occur but if it were to occur, the National Society had mitigation measures in place.



*Volunteers attending to a newly arriving refugee in need of first aid support ©BRCS*

## B. OPERATIONAL STRATEGY

### Overall Operational objective

The main objective of this DREF was to provide lifesaving emergency services to newly arrived Congolese Refugees; including women, men and children in the provinces of Rumonge and Nyanza Lac for a period of three months.

Prior to the launch of this DREF operation, Burundi Red Cross Society carried out initial response activities including evacuation and first aid activities. Initial assessments to establish the needs of the affected population in the two entry points of Rumonge and Nyanza Lac were also conducted by trained BRCS staff and volunteers.

During the DREF operation, other activities were undertaken such as;

- Continuous monitoring of the water, sanitation and hygiene situation in targeted communities to identify the most effective strategies and allocate more resources to respond efficiently to the needs of refugees;
- Participation in three (3) coordination meetings with other actors in Rumonge province and at National Level;
- Household water treatment products were distributed to 3,758 refugees and 352 persons from households surrounding the refugee reception centres;
- Thirty (30) toilets were constructed and regularly cleaned and equipped with hand washing and anal cleansing materials at Makamba site in Rumonge province;
- A total of 618 platforms for water bladders were fitted out, additionally 618 hygiene kits were distributed to Congolese refugees at arriving time;
- Distribution of safe water to Congolese refugees and host community members (approx.345,000 litres).

The Congolese refugees were supposed to stay in the transit centre for an average of 48 hours before being transferred to the permanent camp. However, during the first days of the movement, there was no means of transportation. So, the massive arrival of refugees led to congestion at the entry points. During the following days, the transit camps prepared by UNHCR were saturated. It was necessary to ask the Government to allocate another plot of land for the construction of another camp. Then, the Congolese refugees were obliged to stay in the transit centre for almost three weeks or one month. In these cases, the BRCS was obliged to continue assisting them in terms of safe water provision and other care facilities to meet the real needs until they were relocated to another camp by UNHCR and Government of Burundi.

## C. DETAILED OPERATIONAL PLAN



### Livelihoods and basic needs

People reached: 1,491 refugees

Male: 534

Female: 957

**Outcome 1: Immediate food needs of the disaster affected population are met**

**Output 1.1: Appropriate food rations are distributed to newly arrived Congolese refugees in the 2 reception centres in Rumonge and Nyanza Lac**

Indicators:	Target	Actual
Number of people who received distributed food	40,000 refugees	1,491 refugees

#### Narrative description of achievements

Some 10.2323 tons of food items were distributed to 1,491 Congolese refugees at the Makombe transit centre from end of February to April 2018. At the entry points, 85,060 biscuits were distributed to refugees, among 1,134 children and 357 pregnant or nursing women. In addition to this, 4,582 tons of food were distributed.

Food was distributed in the following ratio:

- Beans: 120 grams per person per day
- Vegetable oil: 25 grams per person per day
- Salt: 5 grams per person per day
- Maize Meal: 360 grams per person per day
- Corn Soy Blend: 50 grams per person per day

To note, the food parcels were provided based on the agreement signed between WFP and BRCS.



Figure 1: BRCS Volunteers with scooping materials ready for food aid distribution ©BRCS

#### Challenges

No challenges were experienced. The Emergency Plan of Action had anticipated an influx of 40,000 people from Democratic Republic of Congo however, only 8,207 refugees arrived. Of these 8,207 people, only 6,965 people (1,393 households) were reached through this operation – this is due to the significant decrease of the refugees' influx from the third week of February 2018, resulting in fewer refugees arriving than had been anticipated at the time the operation was launched.

#### Lessons Learned

Burundi Red Cross Society had an existing tripartite agreement with WFP and UNHCR for food aid distribution that ended in April 2018. Existence of this agreement made it easier for BRCS to rapidly launch a response.



## Water, sanitation and hygiene

People reached: 6,800 refugees

Male: 2,435

Female: 4,365

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

#### Output 1.1: Continuous assessment of water, sanitation and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
Wash reports on needs assessment	--	5
Number of actors involved in WASH and area of their intervention	--	1
Reports on coordination meeting	--	3
100% of the target population has access to sufficient water	40,000	6,800 people (1,360 households)
70% of the target population that has increased knowledge of hygiene practices	28,000 (70%)	6,800 (17% of target population reached)

#### Narrative description of achievements

- Two Regional Disaster Response Team members for Water and Sanitation together with a team of 8 WASH trained volunteers from BRCS conducted an assessment to check if the water was suitable for use and to know what other water and sanitation related needs the refugees and host communities had. This assessment also covered hygiene and sanitation aspects. A total of 122 households were interviewed. The results were analysed and used to formulate appropriate interventions which included hygiene promotion and provision of water.
- The assessment was done continuously by the trained volunteers. They continued to collect data on the quality of water, hygiene and sanitation through visits to the transit centres and surrounding households. A total of 5 visits were conducted in February, March and April.
- Six (6) field visits were carried out by headquarters staff members to ensure that activities are implemented as planned in the DREF. The visit was also undertaken to check the situation of refugees and give proposals for improvement in real time.
- Three (3) coordination meetings with WASH actors (organisations dealing with water sanitation and hygiene) in Rumonge, Makamba and Nyanza-Lac were held. Some members of the provincial and communal administration attended these meetings. From BRCS side, often it's the head of programs, branch coordinators from Rumonge and Makamba, head of Disaster management department and two engineers from WASH department that attended these coordination meetings. The meetings focused on general discussions around the issues around the refugees and host communities such as transit centre installation site, humanitarian issues and humanitarian actors.

#### Challenges

- Absence of targets for indicators made reporting very difficult. Fuel shortages throughout the country occasionally delayed field visits and other activities. As a solution, headquarters took the option of taking a certain amount to build up a fuel stock to be used throughout the operation.

#### Lessons Learned

- Setting indicator targets at planning stage makes data collection and reporting easier. It equally is a good way of actually tracking progress made on the operation and achievements.
- The involvement of members of host communities as Red Cross volunteers for refugee assistance enabled a rapid response. Rapid needs assessments conducted by these volunteers upon the arrival of the first wave of refugees helped to better understand the situation and plan accordingly.
- The practical experience gained by the volunteer teams during this DREF operation, in terms of providing emergency first aid services and emergency relief to the most vulnerable families immediately after the onset of the disaster has contributed to reinforce the volunteer capacity skills and confidence of working with other organizations.

#### Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
Each of the 4,000-target beneficiary (10% of target population) receives 15 litres of safe water per day	4,000 people	400
50% of households are trained on the use of chlorine tablets for water treatment at home	400 Households	40 HH trained

#### Narrative description of achievements

- The WASH technicians (WASH RDRT) operated the WASH kit5 which supplied approximately 345,000 litres of water to target refugee population. The produced water was simultaneously analysed for PH, conductivity, temperature and turbidity. This exercise was done for 50 days for the reporting period. Also, this water was subjected to bacteriological analysis five times before distribution. This was done at the beginning of the production and each time that there were torrential rains that contaminated the water of Lake Tanganyika.
- The water tanker made 35 trips in total to supply water to the bladders placed on two built bladder platforms.



Figure 3: Launching of a bladder tank



Figure 4: Women at refugee site carrying water home

- 10,000 chlorine tablets were distributed to 3,758 refugees and 352 persons from households surrounding the refugee reception centres, totalling 4,110. This was necessitated by the alarm raised on suspected cases of cholera in the community thus prevention was needful.

#### Challenges

- The problem of land for the construction of the refugee reception site delayed the construction of the bladder platforms. The reluctance of the National Societies operation's coordination to grant permission to install the bladders also hindered the efficiency of the water supply.
- There was a slight delay in the delivery of the household water treatment chemicals products ordered by IFRC on the behalf of the BRCS.

#### Lessons Learned

- The permission granted by the Catholic Diocese of Burundi to construct a transit site on church land helped to improve living conditions for refugees.

#### Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
Less than 50 persons per latrine in the first phase in the estimated 4000 people	50 people per latrine	49.7 people per latrine
80% of the beneficiaries using handwashing facilities	32,000	6,800 (22%)
Number of beneficiaries involved in the cleaning activities in transit centre	0	920

#### Narrative description of achievements

- As planned, 30 toilets were built in Makamba site in Rumonge Province for 1491 people. Additionally, a total of 106 boxes of soap were purchased for hand washing purposes. These toilets were kept clean by the refugees according to the order established by their representatives. The following equipment was made available: 100 plastic bottles, 198 dignity kits, 600 pieces of toilet paper, 100 sparkle brushes, 9 sprayers for sanitation use.
- 15 handwashing facilities were installed nearby toilets.
- 8 wheelbarrows, 15 hoes, 9 machetes, 15 shovels, 3 picks, 15 brooms were procured locally by BRCS for clean-up exercise at Makombe site in Rumonge.



Figure 2 fully constructed latrines at Rumonge refugee site

### Challenges

- The sandy soil at the refugee encampment sites and generally in the host communities made it difficult to dig and build the latrines. The activity took more time and materials than expected.
- The refugees demanded payment to clean the sites led to paralyzing clean up exercises in the first days of their arrival.

### Lessons Learned

- The setting up of a site management team made it possible to resolve most of the problems arising at the site as soon as possible.
- The construction of additional 50 latrines in Nyanza Lac- Makamba by UNICEF made it possible to cover the needs of refugees and host communities in the response area, which accounts for the fewer people provided with access to latrines by this operation than initially planned. Lessons learnt drawn from this is that the coordination with external stakeholders is key in any response.

### Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
Number of key messages elaborated in collaboration with Ministry of Health	--	5
70% of people reached by hygiene promotion activities	70% (at least 28,000 out of 40,000)	25% (6,800 out of 28,000 targeted)
40 volunteers involved in hygiene promotion	40	65

### Narrative description of achievements

- Four (4) smartphones were procured and installed KOBO software installed in them for data collection. Volunteers were trained on how to use the phones to collect required data i.e. the number and identification numbers of the newly arriving refugees.
- In the framework of diarrheal diseases (cholera and dysentery) outbreaks prevention, BRCS disseminated messages on good hygiene practices such as hand washing after defecation to the new arriving refugees at the entry points but also in the transit centre. The following key messages were shared across to both refugee and host communities;
  - Drink clean water
  - Use the latrine
  - Wash your hands with soap and water
  - Cover your food
  - If you are sick, go to the medical clinic

<ul style="list-style-type: none"> <li>• Trainings on PHAST and water treatment methods were conducted to a total of 40 volunteers (20 volunteers in Rumonge and 20 in Makamba). In Nyanza-Lac, 25 volunteers who had already been trained were given a short refresher training on PHAST. Therefore, this brings the total number to 65 of the people within the National Society who currently have sufficient expertise in using the PHAST methodology to support refugees for hygiene promotion and sensitization, but also in the water treatment methods.</li> <li>• Four (4) megaphones were procured. They were used during mass sensitization on hygiene promotion, majorly done by BRCS volunteers. These megaphones were also used in communication with the beneficiaries during food distribution. BRCS volunteers used the IEC materials produced (4 boxes) and distributed amongst the refugees to enhance beneficiary communication.</li> </ul>		
<b>Challenges</b>		
<ul style="list-style-type: none"> <li>• The huge and continuous influx of refugees especially during the first days made sensitization hard task to implement.</li> </ul>		
<b>Lessons Learned</b>		
<ul style="list-style-type: none"> <li>• National Society capacity building: The NS capacity to respond to disasters has been strengthened through this operation. Staff and volunteers gained good skills and knowledge by practically handling this operation.</li> <li>• The pool of volunteers present in the refugee reception branches enabled rapid response.</li> </ul>		
<b>Output 1.5: Hygiene related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
At least one session of sensitization of refugees on good hygiene practices is organized per day	60	26
Number of volunteers trained on HP in emergencies in the 2 transit centres	40	65
Number of households equipped with hygiene kits	800	618
<b>Narrative description of achievements</b>		
<ul style="list-style-type: none"> <li>• A total of 7,000 refugees in the transit centre or at the entry points were sensitized by volunteers on good practices of hygiene in general and on the critical handwashing times.</li> <li>• The key achievement related to water, sanitation and hygiene promotion was that a much higher number of beneficiaries have been reached than initially planned.</li> <li>• 618 hygiene kits were distributed to 3,112 people on arrival, which equals to 77.8 % of the intended target. The operation set up the following targeting criteria for receiving the hygiene kits; refugees with large families, elderly, disabled, unaccompanied children. Only 618 refugees met these criteria and were able to receive the kits. The remaining hygiene kits are currently in stock at BRCS warehouse.</li> </ul>		
<b>Challenges</b>		
<ul style="list-style-type: none"> <li>• It was found that although awareness of refugees on hygiene is improving, behaviour change itself often needs more time.</li> <li>• Some refugees fled the transit centre for fear of being taken to refugee transit camps. As a result, monitoring the application of acquired knowledge on hygiene was difficult.</li> </ul>		
<b>Lessons Learned</b>		
<ul style="list-style-type: none"> <li>• The prepositioning of strategic stocks in the two branches enabled a rapid response when the emergency arose.</li> </ul>		

<b>Effective, credible and accountable IFRC</b>		
<b>Outcome S2.1: Effective and coordinated international disaster response is required</b>		
<b>Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Ratio of people reached by IFRC disaster response operations to the people affected by these emergencies	100%: 100%	17%: 100%

<b>Narrative description of achievements</b>		
The operation initially targeted 100% of arriving refugees at the camps when the DREF was launched but due to the situation changing rapidly (refugee influx reducing drastically, some refugees not wanting to move to camps or returning to DRC), only about 6,965 newly arrived refugees were reached by this operation – that is 17% of affected/targeted persons.		
<b>Challenges</b>		
N/A		
<b>Lessons Learned</b>		
N/A		
<b>Output S2.1.4: Supply Chain and fleet services meet recognized quality and accountability standards</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
BRCS is supported with fleet for operation monitoring	2	2
<b>Narrative description of achievements</b>		
Two vehicles were deployed for the operation		
<b>Challenges</b>		
N/A		
<b>Lessons Learned</b>		
N/A		
<b>Output S3.1: The IFRC secretariat, together with National Society uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
RC is profiled in the national and international communication	--	0
<b>Narrative description of achievements</b>		
The DREF was published on IFRC public website. Several updates were issued by communication teams both In Nairobi and Bujumbura		
<b>Challenges</b>		
N/A		
<b>Lessons Learned</b>		
N/A		
<b>Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Number of communication materials published	8	0
<b>Narrative description of achievements</b>		
No articles were produced by IFRC on this operation however the NS posted information on its social media platforms as part of dissemination of the progress of the response activities, gaps and lessons learnt.		
<b>Challenges</b>		
N/A		
<b>Lessons Learned</b>		
N/A		
<b>Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Conduct lessons learnt workshop	1	1
<b>Narrative description of achievements</b>		
Burundi Red Cross Society conducted a two-day lessons learnt workshop in BRCS Rumonge Branch on 11th and 12th April 2018. The workshop brought together 30 participants from Rumonge and Makamba provinces and four staff from Burundi Red Cross headquarter office to discuss and draw lessons from the management of the Congolese refugee reception operation.		

The facilitators of this workshop conducted a presentation of the entire response, highlighting what the operation aimed to achieve. The participants were divided into five groups and each group was to discuss one them with the aim of drawing lessons learnt out of it. The themes included first aid, water, sanitation, hygiene, food and non-food assistance, information, education and communication. These two days' workshop provided an opportunity for participants to review the strengths and weaknesses of the various actions of the operation. It served as a great platform for response team members to interact and share ideas. It is hoped that the documented lessons learnt will be used to better future responses.

#### **Challenges**

Not all the persons involved in the management of the Congolese refugee movement were able to attend the workshop due to insufficient funds allocated to this activity.

#### **Lessons Learned**

Ensure appropriate levels of funding allocated in future, so all key staff and volunteers are able to participate in future DREF lessons learnt workshops.

## **D. THE BUDGET**

The overall budget for this DREF operation was CHF 197,494 of which CHF 169,819 (86%) was spent. A balance of CHF 27,675 has been returned to the DREF pot.

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## Contact information

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## How we work

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

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Saving lives, changing minds.



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

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

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/02-2019/03	Operation	MDRBI013
Budget Timeframe	2018/02-2018/05	Budget	APPROVED

Prepared on 26/Apr/2019

All figures are in Swiss Francs (CHF)

## MDRBI013 - Burundi - Population Movement

Operating Timeframe: 14 Feb 2018 to 14 May 2018

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>197,494</b>
DREF Allocations	197,494
<b>Expenditure</b>	<b>-169,819</b>
<b>Closing Balance</b>	<b>27,675</b>

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

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	4,793		4,793
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene	192,633	169,539	23,094
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>197,426</b>	<b>169,539</b>	<b>27,887</b>
SFI1 - Strengthen National Societies		280	-280
SFI2 - Effective international disaster management			0
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	68		68
<b>Strategy for implementation Total</b>	<b>68</b>	<b>280</b>	<b>-212</b>
<b>Grand Total</b>	<b>197,494</b>	<b>169,819</b>	<b>27,674</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/02-2019/03	Operation	MDRBI013
Budget Timeframe	2018/02-2018/05	Budget	APPROVED

Prepared on 26/Apr/2019

All figures are in Swiss Francs (CHF)

## MDRBI013 - Burundi - Population Movement

Operating Timeframe: 14 Feb 2018 to 14 May 2018

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>140,029</b>		<b>140,029</b>
Water, Sanitation & Hygiene	138,457		138,457
Teaching Materials	1,572		1,572
<b>Personnel</b>	<b>12,408</b>		<b>12,408</b>
National Society Staff	2,028		2,028
Volunteers	10,380		10,380
<b>Workshops &amp; Training</b>	<b>29,179</b>		<b>29,179</b>
Workshops & Training	29,179		29,179
<b>General Expenditure</b>	<b>3,824</b>	<b>263</b>	<b>3,561</b>
Travel	3,000		3,000
Communications	760		760
Financial Charges	64	263	-199
<b>Contributions &amp; Transfers</b>		<b>159,191</b>	<b>-159,191</b>
Cash Transfers National Societies		159,191	-159,191
<b>Indirect Costs</b>	<b>12,054</b>	<b>10,365</b>	<b>1,689</b>
Programme & Services Support Recover	12,054	10,365	1,689
<b>Grand Total</b>	<b>197,494</b>	<b>169,819</b>	<b>27,674</b>

MORB 1013

Burundi: Population Movement.  
Cash Transfer Financial Report.

All values in CHF.

DREF	CHF	CHF	date 20/08/2018	Variance	Variance explanation notes
Budget Group	Budget	Detailed Expenditure			
A1100	4.500,00	4.604,63		-104,63	
	4.500,00	4.604,63		-104,63	
A1101	581,57	707,13		-125,56	The influx of refugees stopped earlier than expected, especially in Nyanza-Lac. So, when the movement stopped, it was no longer necessary to continue with water quality monitoring within the framework of the DREF.
A1102	1.446,06	438,53		1.007,53	
A1103	3.143,60	3.289,02		-145,42	The number of field visits has decreased as a result of reduced refugee flows. It was the local staff and volunteers who continued the follow-up in the field. Information was exchanged with headquarters via the Internet or telephone.
A1104	3.174,00	1.192,27		1.981,73	
	8.345,23	5.626,95		2.718,28	
A1201	4.480,00	3.261,61		1.218,39	
A1202	1.446,00	1.462,51		-16,51	
A1203	1.257,00	1.232,28		24,72	
A1204	25.673,00			25.673,00	
A1205	16.195,00	15.326,32		868,68	
A1206	1.446,00	1.462,51		-16,51	
A1207	7.859,00	5.426,88		2.432,12	The number of people received and served was lower than planned. Consequently, the funds used have been reduced.



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	Total Output 1.2: Adequate sanitation which meets sphere standards in terms of quantity and quality is provided to targeted population	58.356,00	28.172,11	30.183,89
A1301	Construct 30toilets in Rumonge			
A1302	Ensure toilets are clean and maintained through Equip toilets with hand washing facilities, anal cleansing material or water and menstrual hygiene disposal and ensure they remain functional	5.570,00	5.632,72	-62,72
A1303	Equipment for cleaning activities on the site: drainage, vector control and solid waste	2.880,00	2.919,00	-39,00
A1304	Total output 1.3: Adequate sanitation which meets sphere standards in terms of quantity and quality is provided to targeted population	4.873,00	4.925,42	-52,42
		500,00	504,31	-4,31
		13.823,00	13.981,45	-158,45
A1401	Procure 4 smartphones to collect data	600,00	606,76	-6,76
A1402	Procure 4 megaphones to support community dialogue	160,00	161,79	-1,79
A1403	Design, print IEC materials of HP in emergencies toolkits and pocket charts	1.572,00	1.589,69	-17,69
A1404	Train volunteers on HP in emergencies	18.862,00	17.955,32	906,68
	Total output 1.4: Hygiene promotion activities which meet sphere standards in terms of the identification and use of hygiene items provided to target population	21.194,00	20.313,56	880,44
A1501	Sensibilization of refugees on good hygiene practices in general and critical handwashing times	3.000,00	2.083,04	916,96
A1502	Distribution of 800 hygiene kits	69.159,00	67.534,60	1.624,40
	Total output 1.5:	72.159,00	69.617,64	2.541,36
A1601	IFRC monitoring visit	0,00	0,00	0,00
A1602	Financial charges	0,00	396,15	-396,15
	IFRC lessons learnt workshop	4.000,00	4.023,18	-23,18
	Total	4.000,00	4.419,33	-419,33
599	Programme support	0,00	12.190,00	-12.190,00
	Total	0,00	12.190,00	-12.190,00
	TOTAL BUDGET	182.377,23	158.925,67	23.451,56

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