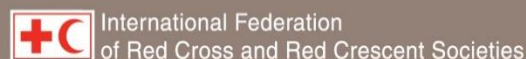


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Emergency Plan of Action Operation Update Indonesia: Earthquakes and Tsunami – Lombok



Emergency appeal n° MDRID013	Glide n° EQ-2018-000156-IDN ; EQ-2018-000135-IDN ; EQ-2018-000127-IDN ; EQ-2018-000122-IDN
Operation update n° 13; Date of issue: 3 May 2019	Timeframe covered by this update: 01 January to 28 February 2019
Operation start date: 31 July 2018	Operation timeframe: 30 months End date: 28 February 2021
Overall operation budget: CHF 10.3 million (Lombok)	
N° of people being assisted: 80,000 Lombok	
Red Cross Red Crescent Movement partners currently actively involved in the operation: PMI works with the International Federation of Red Cross and Red Crescent Societies (IFRC), and ICRC as well as American Red Cross, Australian Red Cross and Japanese Red Cross Society in-country. Most of these partners are supporting longer-term programs. American Red Cross, Hong Kong branch of the Chinese Red Cross, the Canadian Red Cross, Danish Red Cross, Finnish Red Cross, Italian Red Cross, Japanese Red Cross, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross and the Netherlands Red Cross are contributing financially to the operation. The Hong Kong branch of the Chinese Red Cross, Singapore Red Cross, Turkish Red Crescent and Qatar Red Crescent Society are contributing bilaterally to the Lombok Earthquake Operation.	
Other partner organizations actively involved in the operation: Mainly national agencies are actively involved in the response. They include the National Search and Rescue Agency (BASARNAS), National Disaster Management Agency (BNPB), the Regional Disaster Management Agency (BPBD), Indonesian National Police (POLRI), Indonesian National Armed Forces (TNI) and local government agencies. DG ECHO, the Governments of Australia (DFAT), Italy, the Netherlands, New Zealand, Spain, Sweden and Switzerland, the OPEC Fund for International Development (OFID), the Intercontinental Hotel Group, Western Union, Grab and private donors from Ireland, Netherlands and the United States are supporting the emergency appeal as well.	

*This operation update is issued mainly to provide a comprehensive summary on current response situation for the **Lombok earthquake**. The Emergency Plan of Action (EPoA) was issued on 21 September 2018 and is being implemented. A joint multi-sectoral team led by PMI and supported by IFRC has conducted recovery assessment for both Lombok and Sulawesi. The expected output is a recovery plan of action, which will be used as reference to revise the EPoA.*

A. SITUATION ANALYSIS

Appeal History

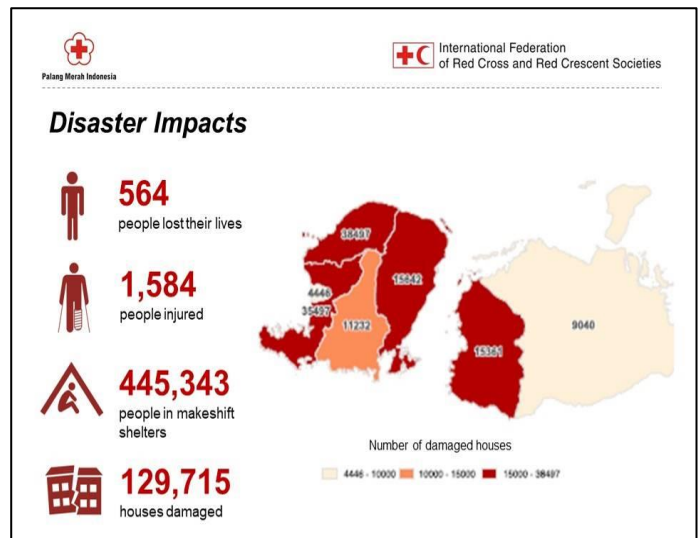
- 29 July 2018:** A 6.4 magnitude earthquake strikes off Lombok, province of West Nusa Tenggara, at 05:47 local time.
- 31 July:** IFRC allocates CHF 211,569 from the Disaster Relief Emergency Fund (DREF) to enable PMI to meet the humanitarian needs of 1,000 households (4,000 people).
- 5 August:** A second and stronger earthquake, of 7.0 magnitude and depth of 15km hits Lombok at 19:46 local time.
- 9 and 18 August:** New 5.9 and 6.4 magnitude earthquakes strike Lombok. According to BNPB, the four quakes killed more than 510 people, injured at least 7,100 others, and displaced more than 431,000 people.

21 September: The Emergency Plan of Action (EPoA) for Lombok operation is issued. The EPoA was revised in January 2019.

Description of the disaster

Since the first 6.4 magnitude earthquake magnitude earthquake hit Lombok, province of West Nusa Tenggara, Indonesia, on Sunday 29 July 2018, four further earthquakes and multiple aftershocks have impacted the districts of North Lombok, East Lombok, West Lombok, Central Lombok and Mataram in addition to Bali and Sumbawa islands. According to BNPB reports as of 1 October 2018, the disaster impacts of Lombok Earthquake is as highlighted in the infographics.

The Districts Government affected by the disaster has verified and issued a decree on verification of the number of severe damages that eligible for government house assistance with category of RISHA, RIKO, RIKA. The Government has committed to provide the following **cash stimulus** for permanent reconstruction to the EQ affected populations:



1. HHs with destroyed / heavily damaged houses: 50 million rupiah (approximately CHF 3,470) in 3 installments (target 75,138 units across the 7 Districts)
2. HHs with moderately damaged houses: 25 million rupiah (missing target data);
3. HHs with lightly damaged houses: 15 million rupiah (missing target data);

Beneficiaries in group-1 (total/heavy damage) above are requested to choose amongst 3 earthquake resistant house design options:

1. RISHA: design based on a pre-cast concrete block frame;
2. RIKA: design based on timber frame;
3. RIKO: design based on RC frame and masonry infill;

PMI continues providing services to the public such as health care, psychosocial support services, safe water distribution, shelters, and distribution of food and non-food items.

Summary of current response

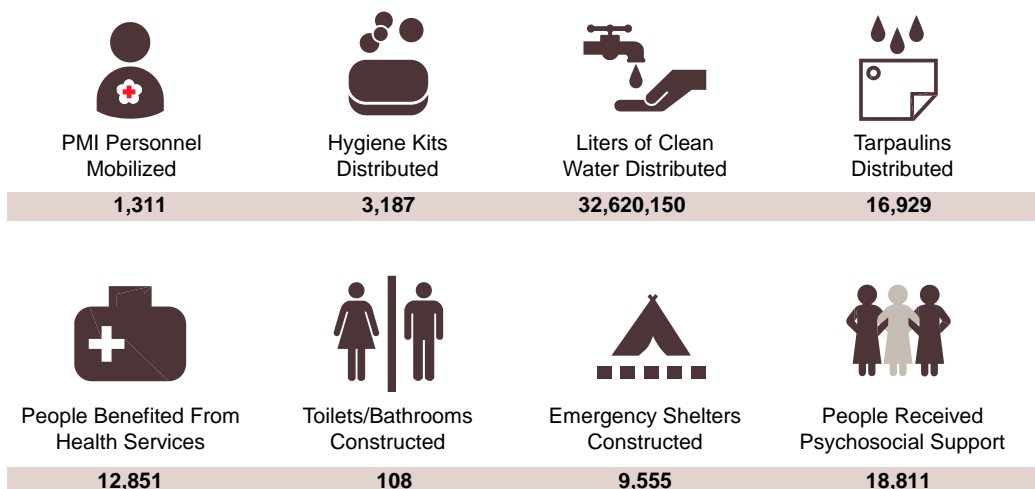
Overview of Host National Society:

PMI has been on the ground from the onset of the disaster. At the national level, PMI NHQ PMI has mobilized more than 900 relief volunteers from outside Lombok, while the NTB Province PMI coordinated the placement of surge personnel to fill up the gap of local volunteers in the districts.

The total number of PMI NTB staff/ volunteers involved in the operation were 1,311 personnel with different competencies (Shelter, WASH, Relief, CTP Health, DM/DRR and Logistic) from 10 districts. The following infographic indicates the sectoral highlights on initial emergency relief phase and services provided by PMI through the support of the IFRC and the partner national societies as of 29 December 2018.

Lombok Earthquake Factsheet

Data as of: 28 February, 2019



Source: PMI NTB
Information reporting systems are improving, however numbers are still prone to fluctuation.

Overview of Red Cross Red Crescent Movement in country:

PMI works with the IFRC and ICRC as well as Partner National Societies in-country including the American Red Cross, Australian Red Cross and Japanese Red Cross. Several national societies have offered bilateral support. Qatar Red Crescent and Hong Kong Red Cross are supporting the procurement and distribution of tarpaulins and shelter tool kits. Turkish Red Crescent is supporting water and sanitation.

PMI works with International Federation of Red Cross and Red Crescent Societies (IFRC) in the country. IFRC have a country cluster support team (CCST) for Indonesia and Timor Leste consisting of a head of office and technical capacities in disaster management, health, water, sanitation and hygiene, national society development (including PGI), communication, Community Engagement and Accountability (CEA) and support services in finance, human resources and administration. Movement coordination meetings were conducted with partners. The CCST is set to provide financial support to enable the mobilization of personnel and supplies by PMI.

Field Coordinator, Emergency Response Unit (ERU) and Regional Disaster Response Teams (RDRTs) supporting the transition from emergency response to recovery have been mobilized and the team formation was reviewed according to the operation needs.

Inter-agency coordination:

At the country level, IFRC participates in meetings of the humanitarian country team chaired by the UN Office for the Coordination of Humanitarian Affairs (OCHA) held both during disasters and non-emergency times. Together with MOSA, the national cluster lead, PMI and IFRC co-lead the shelter sub-cluster.

The Information Management (IM) sub-cluster Shelter Lombok has been established on end of November 2018, consisting of one IM Officer and one IM assistant. Over the last five months the Shelter Coordination Support team has grown to 14 full time in country positions, 4 based in Palu, 4 in Lombok and 6 based out of Jakarta roaming as needed. The team is currently being expanded by the addition of dedicated embedded support from cluster members including 3 district focal points and a technical coordinator in Sulawesi. Dedicated Specialist consultants are also being engaged as needed such as the current Asbestos Technical Specialist in Lombok, as well as the team receiving ongoing dedicated support from the global Shelter Cluster team. The Social Service Office Province West Nusatenggara provides a place to work for the shelter sub-cluster team. The IM team has the role of gathering information regarding the development and implementation of Civil Society Organization (CSO) activities working in shelter and accommodated into 5W1 form. Team IM also standardizes 5W data sent by active CSOs. Based on information from the team IM sub cluster, as of 4 January 2019, there were 69 CSOs including PMI, have sent the 5W form, update on 5W is ongoing. In addition, 6 shelter cluster meetings have been held at the initiative of the IM Team sub-cluster Lombok, minutes of meetings and other related information (in Bahasa) can be accessed through this link <http://bit.ly/shelterklaster>.

Overview of non-RCRC actors in country:

The humanitarian response in Lombok is coordinated by Indonesia's National Disaster Management Agency (Badan Nasional Penanggulangan Bencana, BNPB) and Regional Disaster Management Agency (BPBD) in the emergency phase. They are coordinating the response and collating information on the earthquake's impact. In the recovery phase, the Ministry of Social Affairs and Public Works are coordinating the sub-clusters or working groups of shelter, WASH, PGI and cash assistance. PMI is participating in the sub-cluster meetings for better coordination and shared resources.

Needs analysis and scenario planning

Needs analysis

The recovery assessment team had conducted the assessment in Lombok from 8-22 November 2018. The recovery team was composed of 16 PMI staff, four IFRC FACT members, and other IFRC surge components, including RDRT specializing in Cash, PSS, WASH, Displacement and Health with primary objective, as follows:

- Map and assess pre-existing local services and context;
- Understand baseline service capacity of the local PMI chapter and branches;
- Assess the implementation capacity for recovery programme (at chapter, branch, and community level);
- Design analytical framework integrating sectors and cross-cutting concerns;
- Coordinate with all key actors and stakeholders present in Lombok, including National Authorities, UN agencies, INGOs, and other agencies as needed;
- Conduct a risk analysis with proposed mitigation strategies;
- Map CTP capacity and propose solutions. Explore options and propose recommendations on cash feasibility/approach;
- Develop a recommended integrated approach to input into revision of Plan of Action.

In pursuit of these objectives, the team designed an assessment methodology, coordinating with PMI chapter leadership and volunteers to ensure relevance and accessibility of the assessment for the affected communities. With three districts identified, the team conducted questionnaires, FGDs, KIIs, observations, and secondary data review to build a database for analysis.

The needs of shelter, water, sanitation and hygiene (WASH), health and psychosocial support, non-food relief items and disaster risk reduction were identified from the PMI needs assessment and analysis of secondary data. Over 129,000 houses were damaged, and more than 445,000 people have been internally displaced following the earthquake. Affected households have resorted to various emergency shelter solutions, some using salvaged materials from the damaged houses and some using relief materials, or by receiving support from local NGOs and PMI district volunteers. Displaced families dispersed across 2,700 small scale displacement sites in proximity of their villages, as well as with host communities.

Continual assessments carried out along with NFI distribution activities, Health/PSS services. Most affected areas had received tarpaulin or similar shelter material from several organizations including PMI to establish emergency shelter.

However, in the transition to recovery phase, the affected population still needs other shelter items to complement the temporary shelter assistance provided by Government, as well as to anticipate the upcoming rainy season.

Health services were disrupted by the earthquakes resulting in damaged health facilities (90 units in North Lombok, 84 units in West Lombok, 35 units in East Lombok, 95 units in Central Lombok, 21 units in Mataram, 21 units in Sumbawa¹).

In the transition period of recovery, several government health service centres were not functioning optimally, especially in remote areas in North Lombok and East Lombok. There are needs for continual health services, to anticipate the possible outbreak on upcoming rainy season. Along with the recovery period, psychological support services had shifted from efforts to overcome trauma to efforts to encourage participation, especially the heads of households, for disease prevention and maintenance of healthy environments.

¹ Information from National Disaster Management Agency (BNPB) on 1 October 2018

<https://www.bnpb.go.id/jangan-lupa-ribuan-korban-gempa-lombok-sumbawa-juga-masih-memerlukan-bantuan-kita>

The Government of Indonesia is leading the recovery efforts in Lombok and Sumbawa and planning to provide cash to 75,000 affected households to rebuild their homes. Families with totally damaged houses will receive IDR 50 million.

Families with partial damages and light damages will receive IDR 25 million and 15 million respectively. Beneficiaries can choose between the Government designed earthquake resistance homes packages (RISHA) or their own design, Government of Indonesia will provide technical support to the beneficiary families choosing RISHA. PMI has received green light from government to fill in the gap of supporting transitional shelter solutions in the midterm.

Based on POSKOSATGAS (Taskforce Province NTB) data as of 17 December 2018, the number of heavily damaged houses that have been verified by the Heads of all Districts Decree are 74,092 units (of 75,138 units). Implementation of housing assistance from the Government of Indonesia are as follows²:

Table 1: Housing assistance from the Government of Indonesia as of 20 February 2019.

Type of House Assistance	Interested Household	Under Construction	Constructed
RISHA (earthquake resistance, govt. design)	6,917	2,443	193
RIKO (conventional house, own design)	4,463	2,372	168
RIKA (wooden house, own design)	2,654	1,732	79
RCI (pre-cast house)	-	40	0
RISBA (steel house)	-	131	0
Total	14,034	6,718	440

PMI and IFRC have been assessing the changing needs in relief and recovery phases. The preliminary assessment report has been presented to the PMI Leadership in Jakarta on 10-12 December 2018 (recovery planning workshop), and recommending the Integrated Model for Recovery³), namely:

a) Household 'Core Package':

- Targets 7,000 households (shelter and WASH) across up to 20 communities in Lombok
- Build back safer and general improvements will contribute to improve local capacity to mitigate future disaster risks;
- Requires HH-level selection and targeting. This in turn drives which communities are targeted with the community resilience package.
- There are no concerns regarding the use of CTP and locally procured building materials and tools.

b) Community Resilience Component:

- Targets the entire population across up to 20 communities (±20,000 households);
- Health, PSS, Livelihoods (strengthening only) and DRR, plus 'software' components of Shelter/Wash;
- Approach and activities are integrated to streamline and avoid duplication;
- Integrated training, VCA, mobilization, and community action plan;
- Good integration will require villages to own the processes and prioritize/integrate sectors and activities in one harmonized/customized package;
- Integration should be reflected in recovery operation management structure;
- Use the recovery phase to build capacity of local PMI chapters for a stronger exit strategy.

Risk Assessment

Based on field observations, asbestos is widely used in roof construction for many houses in Lombok and Sumbawa, however, there is no map of high-risk zone for asbestos exposure issued by local government. The risk of exposure to asbestos with large number of houses damaged and asbestos pieces in the rubble is significant. Exposure to asbestos

² Presentation material of POSKOSATGAS (NTB Province's Taskforce) on Shelter Subklasnas Meeting 20 December 2018 <http://bit.ly/gempalombok2018> or im.shelter.subklasnas@gmail.com

³ Lombok Recovery Assessment Report, December 2018, page 4

is a potential risk to health causing diseases such as asbestosis and lung cancer. At the moment, there is no report available on asbestos particle in the air that could be a reference for raising community awareness on health risk.

As a result, PMI is taking initiative on promoting asbestos disposal, train-the-trainer and community sensitization. Protection Personnel Equipment (PPE) will be provided accordingly, the procurement of PPE is ongoing. On 20 December 2018, IFRC Shelter Cluster consultants have visited affected locations in North Lombok and found that debris from the asbestos roof were still scattered and at the moment the asbestos debris has yet to be removed and disposed properly.

The rainy season in Lombok is typically from November to March annually. Flash floods and landslides triggered by heavy rainfall are possible during the rainy season. The accessibility may be hampered, and the living conditions of earthquake displaced people may deteriorate. The PMI is working to speed up the relief efforts before the arrival of rainy season. The assessment of disaster risk reduction activities is ongoing.

B. OPERATIONAL STRATEGY

Overall objective

This operation targets to provide assistance to 80,000 people (approximately 20,000 households) affected by earthquakes in Lombok and Sumbawa with appropriate relief and recovery assistance. The operation will last for 18 months from July 2018 to January 2020.

Proposed strategy

The recovery assessment was conducted in the month of November with the team of expertise to analyse the cross sectoral recovery need and support in designing the effective recovery program. Based on the recovery assessment made, the results of the findings were disseminated to PMI, IFRC, ICRC and PNSs to support transitional response efforts and recovery. The original strategy based on the recovery assessment team's recommendation entails a household core package with priority for shelter and latrine targeted to 7000 families and resilience packages with health priorities, PSS, WASH, DRR, and livelihoods targeted to 20,000 households in 20 communities have been approved by the PMI Province West Nusa Tenggara. However, with situation in the ground evolved and compounded by the acceleration of the government recovery plans, PMI has shifted their plans based on the premise that the Government of Indonesia will provide permanent shelter solution for the affected people. In supporting the government's endeavour, PMI will primarily focus on improving living conditions of the affected people and haste the recovery process. Mid-term recovery is now the priority of this operation, augmenting the government plans for durable shelter solutions, rehabilitation of WASH facilities, better preparedness for future disasters and the sustainability of benefits achieved within the affected communities.

PMI operation strategy will focus on localization where the provincial branch of Nusa Tenggara Barat will take the lead on the recovery operation in Lombok and Sumbawa. The core PMI recovery team will be shaped from the provincial based organization structure whereas the PMI NHQ will provide technical support on needs basis.

IFRC will continue to provide technical support on shelter, WASH, cash transfer programme, information management, community engagement and accountability, protection, gender and inclusion, and national society capacity building etc. The implementation will be reported in the next operation update.

With the support of IFRC, the PMI is progressing with:

- Carrying out continuous needs assessment and analysis across sectors, as well as the recovery assessment plan and strategy.
- Integrated programming across sectors and resilience building;
- Identifying the changing needs from relief to recovery phase and preparing for the recovery plan
- Focusing on recovery, DRR mainstreaming and Building Back Better.
- Participating in the cluster meetings and better coordination with other local agencies to provide relief and recovery assistance.
- Ensuring community and local government participation, and program accountability to affected people;

- Providing training of community, engagement and accountability and protection, gender and inclusion to volunteers and staff;
- Addressing the health risk of malaria and dengue and exposure of asbestos in the community.
- Ensuring volunteers' safety and security and providing volunteer protection equipment including masks and helmets.
- Planning a real time evaluation to review the Disaster Management Law in Indonesia and PMI's humanitarian assistance under the auxiliary role of government.

Operational support services

Human resources

The operation will be implemented by the PMI base units in the affected districts in Lombok utilizing existing staff, but with support of the West Nusa Tenggara Provincial chapter and the national headquarters. Where needed and as the situation evolves, the National Society may hire additional project staff, supported by the emergency appeal.

The IFRC has and will continue to provide technical support and guidance to PMI. From the onset of the disaster, a team comprising of an operations coordinator and specific technical support from the CCST were deployed to Lombok, in sectors including cash transfer programming and shelter cluster coordination, water, sanitation and hygiene, IT and information management, communications and CEA. This was further supported by additional technical specialists in logistics, procurement, resource mobilization and field coordination in-country, with the Asia Pacific regional office team providing technical advice and support remotely and deploying a logistician and a procurement specialist to Lombok and Jakarta.

Looking ahead, the operation is envisioned to have a dedicated operations manager as well as a Finance Delegate, a Shelter Delegate, Logistician (specializing in procurement) as well as a PMER delegate, to work closely with PMI and support coordination. Financial support for key positions within PMI specific to this operation is also budgeted in this appeal and plan of action.

Additional technical support will be made available from both within the CCST as well as the Asia Pacific Regional Office (APRO), as needed.

Logistics and supply chain

PMI Logistics with support from IFRC is aiming at effectively managing the supply chain, following the Government of Indonesia's regulations and guidance based on the IFRC's logistics standards, processes, and procedures. PMI has its own provincial logistics team based in Mataram provincial office. However, due to scope of the disaster, local resources were overwhelmed, and PMI HQ deployed its emergency logistics team to support provincial office. Further, the IFRC has deployed surge logistics delegate for 3 weeks in the onset of the operation to support PMI logistics with initial needs assessment and emergency logistics to ensure timely and efficient support to the relief operation. Simultaneously Regional senior procurement officer from IFRC AP Operational Logistics, Procurement and Supply Chain Management (OLPSCM) department were also deployed to support PMI with local procurement followed by a deployment of regional logistics coordinator from same office for coordination and technical support mission.

During the reporting period (Jan-Feb 2019), Logs ERU delegate and RDRT procurement have been working till end of January 2019. The improvement includes, the use of logic and general warehouse management capacity building to local PMI staff/volunteers. Long term logistics delegate arrived in Lombok and took over the overall charge of logistics. The current Logistics Team, consisting of one IFRC national staff and two PMI logistics staff supported by logistics generalist delegate have been actively supporting operations.

The local procurement of 10,000 tarpaulins, 15,000 blankets, 332 Family kit, 10,000 Hygiene kit and 2,700 School kit were done with the support of RDRT logistics jointly with PMI and IFRC CCST Jakarta through open tendering and following IFRC standard procurement systems and procedures. All goods have been delivered to PMI Gresik and Serang warehouse by end of January 2019. Tendering of local procurement for 10,000 solar lamps (Distribution), 1,000 PPEs for asbestos and reorder for 1,250 Hygiene kits (Replenishment) had been initiated by Lombok logistics team at the end of February.

PMI with the support of IFRC has continued maintaining two (2) warehouses in Mataram city - Warehouse Sweta (9x31m) and Bengkel (9x21). Major items currently stored in the warehouse are tarpaulins (6,230), Hygiene Kit (5,000) and Shelter kit (960).

PMI continues running its existing fleet, including 12 units of water and cargo trucks as well as light fleet and delivery truck to transport volunteers, staff, clean water and relief items in the affected areas. However, the capacity of light fleet and cargo trucks is insufficient and additional capacities will be rented locally by PMI and IFRC. IFRC logistics has established 6-month framework agreement with local light vehicles rental company for five cars. IFRC has issued purchase order to procure four light vehicles (three Toyota Hilux and one Toyota Hiace) for Lombok operation. Expected delivery of two Hilux by the end of March 2019 and remaining two vehicles are by the end of April 2019. The OLPSM in Kuala Lumpur will continue to extend technical support to PMI and the IFRC operation as needed.

Communications

Maintaining a flow of timely and accurate public information focusing on humanitarian needs and the Red Cross response is vital to support resource mobilization and enhance collaboration with partners and stakeholders.

PMI's unique access, expertise, geographic coverage and local knowledge has given it a huge advantage in external communications. In the first month, PMI and IFRC received very high media coverage both locally and globally, with large media outlets such as Reuters, CNN, BBC, Al Jazeera and ABC Australia quoting Red Cross sources and using Red Cross audio-visual material. PMI and IFRC Indonesia communications capacity was boosted by deployments from APRO and surge communications.

PMI and IFRC communications efforts will continue to focus on highlighting the humanitarian needs on the ground and securing positive positioning for the achievements of PMI.

The operation will continue to communicate on social media, which was used as soon as the disaster struck and is a significant platform for sharing messages with communities (for example on WASH or what to do in an earthquake), listening to public concerns and connecting with journalists.

High quality audio-visual material, key messages and press releases will continue to be shared with IFRC partners. The team will mark milestones and achievements of PMI, use external channels to share messages identified by CEA as gaps and to manage reputational risks. To date 20,000 people have been reached by the SMS message blasts.

Ongoing communications capacity will identify opportunities to strengthen PMI staff and volunteers' capacity to generate high quality content and embed guidelines that align communications with RCRC principles and protection, gender and inclusion, for example on child protection and evidence of consent, with the principal aim to ensure that the Red Cross Red Crescent humanitarian response is professionally communicated, understood and supported by internal and external audiences.

Information management (IM)

PMI will utilize existing capacity to facilitate the collection, collation, analysis and dissemination of relevant multi-sectoral data and information to support evidence-based decision making that can contribute to an effective humanitarian intervention. IFRC CCST has installed Radio Communications in all POSKO of PMI District as well as PMI Province NTB, connected with VHF (Very High Frequency). PMI province NTB, PMI North Lombok and East Lombok PMI are also equipped with HF (High Frequency) so that they can communicate directly with the POSKO PMI NHQ. A refresher training is needed for radio operators of all POSKO. A training for provincial operator will start in March 2019. Support is also being provided to the sectoral and cross-cutting teams to manage and process information and data including beneficiary lists, recorded through assessments utilizing the ODK system (Open Data Kit/data collection tools).

IFRC ERU IT/Telecom had visited Lombok to assess the IT system and reviewed provincial and district existing IT requirement and challenges faced. He had made some recommendation from his observation and his plan of action is yet to be received to strengthen the IT system. FACT Information Management (IM) has arrived to review and strengthen the PMI information management system and also develop the staff capacities on data reporting quality. RDRT information management support has taken over the task of FACT IM to continue support to PMI information management till end of April 2019.

Security

The National Society's security framework will apply to PMI staff and volunteers. For personnel under IFRC security responsibility, the existing IFRC country security plan, including contingency plans for medical emergencies, relocation and critical incident management will apply. An area-specific security risk assessment has been conducted; a safety

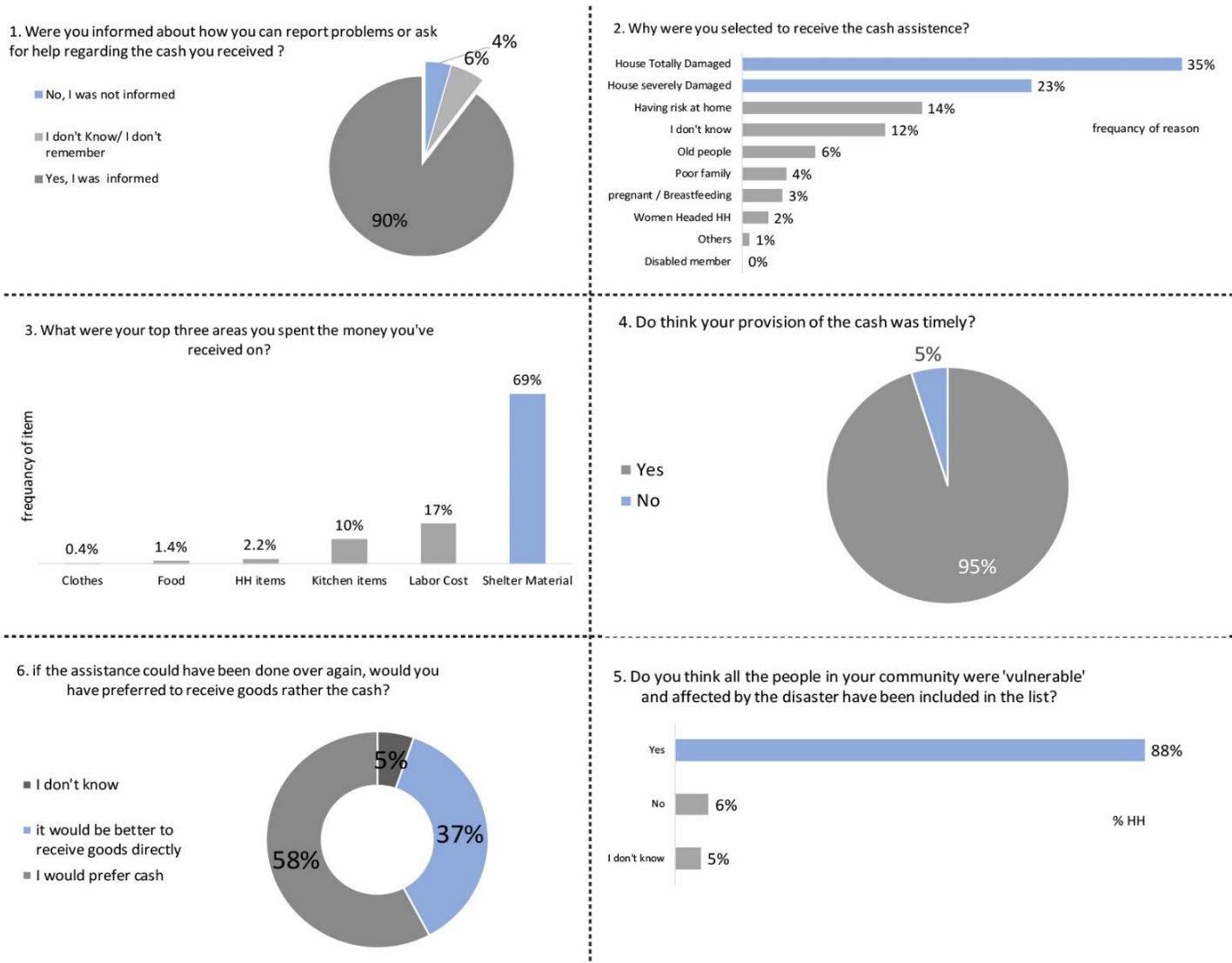
and security framework with contextualized operating procedures is being prepared. Security guidelines, briefings, trainings and operating procedures are developed in close coordination with PMI to both reflect and enhance their processes already in place. To meet this requirement, the APRO security delegate was deployed on 13 August 2018, along with the IFRC CCST security focal point to Lombok to prepare and put these plans in place. Direct security support for the operation will continue through the IFRC CCST security focal point. Coordination will also be observed with the ICRC through regular information-sharing in accordance with the existing, agreed, arrangements.

Planning, Monitoring, Evaluation, & Reporting (PMER)

IFRC PMER APRO/KL has been supporting since the beginning of operation by providing reporting guidelines, information on appeal update, and have developed relevant communication material. PMER surge were mobilized in Lombok to support the team in monitoring and planning the activities, implemented in the field and prepares the weekly situation report as well as operation update. Currently, a PMER RDRT is supporting the operation for PMER related activities.

With the technical support of IFRC, PMI is planning to conduct a short evaluation of relief items involving all the relevant staff from district branches. The evaluation will be held on 19 March 2019. Simultaneously, a post-distribution monitoring (PDM) exercise is also planned by the PMI for 4,000 beneficiaries of e-vouchers. A methodology has been developed with a statistical sample size with the technical support of IFRC Lombok. Total 253 beneficiaries will be interviewed about the assistance they have received. The data collection exercise will be started on 20 March 2019 and will be completed on 26 March 2019. PMI has also analysed the data of PDM and exit surveys conducted in December 2018 and January 2019 with the technical support of IFRC PMER. The results of a few key questions administered during the last PMD are given below;

Figure 1: Results of last PDM carried out in January,19 for 2,085 beneficiaries of pilot phase




PMI province IM Centre provides compiled data and information from all districts to IFRC PMER RDRT who reviews the data and prepares situation report and monthly operation updates. At the end of operation, a lessons-learned workshop is planned to bring together PMI Branches, Chapter, national headquarters and IFRC to look at the success and challenges of the operation and identify lessons learned for future operations.

Administration and Finance

The IFRC Lombok team provided the necessary operational support for review, validation of budgets, bank transfers, and technical assistance to PMI on procedures for justification of expenditures, including the review and validation of invoices. PMI has been supported for many years by the IFRC and is accustomed to these financial procedures. The IFRC finance and administration team in the IFRC Lombok and Jakarta CCST continue to provide support to the operation as requested by PMI and the IFRC program manager/budget holder.

C. DETAILED OPERATIONAL PLAN

The activities detailed under each sector are only related to the current response in **Lombok and Sumbawa, West Nusa Tenggara (NTB)**.

	<h3 style="color: red;">Shelter</h3> <p>People targeted: 80,000 (20,000 households) People reached: 37,000 (9,555 households)</p>	
Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions		
Indicators:	Target	Actual
# of people targeted/reached with safe, appropriate and adequate shelter and settlements assistance	80,000	Outcome indicator will be reported in final report
Shelter Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households		
Indicators:	Target	Actual
# of households provided with emergency shelter and settlement assistance	20,000	9,555
# of households reached with cash for shelter material	10,000	6,097 (19 HHs did not redeem their e-vouchers)
Shelter Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households		
Indicators:	Target	Actual
# of households provided with technical support and guidance	20,000	Will be done in April 2019
Progress towards outcomes		
Shelter and settlement assistance (relief distribution): During the reporting period, it is estimated that over 20,000 households have reached with relief items and other shelter assistance as detailed below. PMI has supported in the construction of 9,555 emergency shelters. The locations of these shelters are given in below table;		
District	# of shelter sites	# of emergency shelter constructed
East Lombok	28	4,274
North Lombok	33	3,116
West Lombok	16	1,468
Central Lombok	18	467
Sumbawa	7	230
Total	102	9,555

The achievement of distribution on key-relief items and shelter construction are as below:

Item	Units
Tarpaulins	16,929 (2 per HH)
Shelter toolkit	4,316 (1 per HH)
Family kits	175 (1 per HH)
Baby kits	676 (1 per HH)
Cleaning kits	141 (1 per HH)
Blankets	24,770 (2 per HH)
Mattresses	529 (1 per HH)

Out of 20,000 household who will be the target of safe shelter socialization using the Building Back Safer approach, 7,000 household were selected as the target group for shelter assistance through cash-based intervention. Needs assessment, selection of shelter assistance beneficiaries, including training and necessary technical assistance were carried out in a participatory manner according to the implementation of the participatory approach for safe shelter awareness (PASSA).

Cash-based interventions:

The first round of CTP implementation has been done in Santong village whereby 2,085 household have received unconditional cash as vouchers were distributed to the beneficiaries for shelter materials. The post-distribution monitoring (PDM) was done, and 206 households were sampled for the PDM exercise in January 2019. The data of PDM has been analyzed; a more detailed explanation on the result of the analysis is explained in page 9 of this OU.

The second round of cash for shelter materials has been done in Lombok Central, Mataram, Sumbawa and West Sumbawa. 4,012 were provided e-vouchers to exchange with shelter material or kitchen utensils. Each e-voucher was worth 930,000 Indonesian rupees (65 Swiss francs) . During the redemption period from 15 – 23 February 2019, total 3,981 households redeemed their e-vouchers and 19 households did not redeem their vouchers till date. Total 19 vendors were accredited by PMI and 24 volunteers assisted the redemption process in 4 districts.

District	# of beneficiaries who redeemed vouchers	# of vendors
Mataram	400	5
Central Lombok	1,907	7
Sumbawa	792	4
West Sumbawa	882	3
Total	3,981	19

Orientation on CTP for PMI province volunteers was conducted in Mataram city from 17 to 20 December 2018, attended by 30 participants (24 male, 6 female) from five PMI district branches. The orientation was facilitated by PMI NHQ, IFRC, American Red Cross and Australian Red Cross. As a result, all participants were ready to manage the next CTP implementation in their areas.

Challenges:

The government decision to have no transitional shelter affecting the progress of shelter activities in Lombok.



Livelihoods and basic needs

People targeted: Deprioritized

People reached: Deprioritized

Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
# of targeted people that have enough food, cash or income to meet their survival threshold	Deprioritized	Deprioritized

Output 1.5: Households are provided with unrestricted/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# of households reached with cash for basic needs	Deprioritized	Deprioritized

Progress towards outcomes

Based on the recommendation from the recovery assessment findings, livelihood sector has been deprioritized and future livelihood-related activities will be incorporated in community resilience.



Health

People targeted: 50,000 (12,500 households)

Male: 21,600

Female: 28,400

People reached: 18,579

Outcome 1: The immediate risks to the health of affected populations are reduced

Indicators:	Target	Actual
# of people reached by emergency health services	50,000	Outcome indicator will be reported in final report

Output 1.2: Target population is provided with emergency medical management of injuries and diseases

Indicators:	Target	Actual
# of people reached by First Aid services	10,000	Part of the resilience package and will be done in Q2.

Output 1.3: Community-based disease prevention and health promotion is provided to the target population

Indicators:	Target	Actual
# of people reached with community-based disease prevention and health promotion programming	80,000	12,851 Provided with basic health care services

Output 1.5: Psychosocial support provided to the target population

Indicators:	Target	Actual
# of people reached by psychosocial support	50,000	19,879

Output 1.9: Target population is reached with Search and Rescue activities

Indicators:	Target	Actual
# of volunteers deployed	-	Around 42

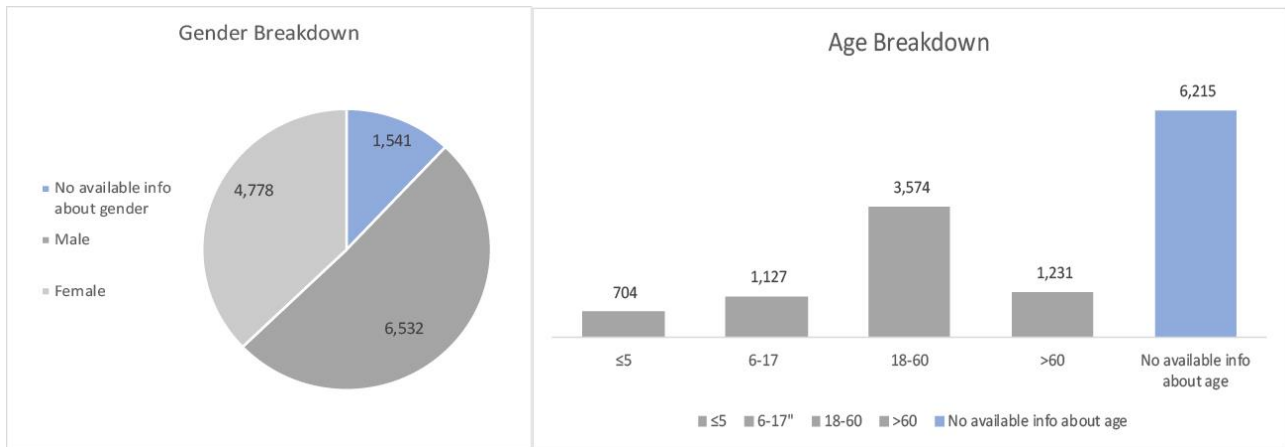
Progress towards outcomes

Provisions of basic healthcare services:

PMI NHQ mobilized medical teams from other provinces to support provision of basic health care. From August 2018 to February 2019, 36 mobile medical teams (1 medic, 1 nurse/midwife, 1 assistant pharmacist in each) supported with 30 local volunteers were deployed in order to serve beneficiaries in four districts.

During that period, a total of 442 medical visits were made to serve 12,851 people in 97 village/sub-village across the

Province.



PMI health team also made home visits to 16 people who needed special attention as they had sustained serious wounds during the disaster and had limited mobility to go to health services for proper care. Those people included

- **Age <60=** 4 male and 3 females
- **Age >60=** 4 male and 5 females

PMI NTB provincial branch have a provision to establish Mobile Health Clinic in North Lombok during the recovery phase. However, the PMI NTB team is lacking professional volunteers such as nurses and midwives and cannot mobilize to run the mobile clinic and North Lombok.

Challenges:

- The PMI health team mobilized from outside Province to NTB Province did not have a proper beneficiary recording tools, thus could not record the sex and age disaggregated data for reporting.
- Communities in disaster affected areas are reluctant to seek treatment at Government health centers, because to access free-of-charge health services require population documents and welfare status which are mostly incomplete and complicated, in addition to the problem with costs. The community wants PMI to continue mobile health services.
- Raising awareness on Asbestos removal cannot be carried out exclusively but requires comprehensive Government policy support, while asbestos is a legal commodity with affordable prices to low income groups so that it is still widely used.

Community-based Disease prevention and health promotion programming:

Documentation of health promotion sessions have been consolidated. During August 2018 to February 2018, around 71 sessions were conducted in 33 sub-village across the province, 2,890 household benefited by the activities and total 3,256 mosquito nets distributed as illustrated below:

District	# of sessions	# of households	# of mosquito nets
North Lombok	6	232	248
East Lombok	11	309	225
West Lombok	33	1,445	1,704
Central Lombok	20	836	928
West Sumbawa	1	68	151
	71	2,890	3,256

PMI distributed one mosquito nets to each targeted household (except for few vulnerable families where they would distribute more than one mosquito nets) during the relief phase based on the available stock at the time. During the emergency relief phase, PMI handed over the mosquito nets to heads of village, and they further divided among vulnerable households; unfortunately, since the monitoring system was not established properly, there was no segregated data collected. More mosquito nets were distributed in West Lombok due to the increasing number of the dengue cases in the district.

Challenges:

- Lack of IEC material for health promotion.
- The dissemination of IEC material related to health hazards of exposure to asbestos needs approval from local health office

Psychosocial support:

Psychosocial support is an integral part of the PMI's emergency response. It helps individuals and communities to heal the psychological wounds and rebuild social structures after an emergency or a critical event. It can help change people into active survivors rather than passive victims. Hence, there is the need to provide psychosocial support in affected communities. This is being done through activities such as:

- Conduct and provide psychosocial support activities, e.g. Psychological first aid, psycho-education and safe spaces in communities (such as IDP camps, temporary shelters, schools and community centers).
- Produce and distribute translated IEC material on psychosocial support and child protection.
- Continuous need assessment and monitoring on the psychosocial situation among the affected people.

Around seven trained PSS volunteers from other provinces and supported by 38 trained local volunteers were deployed to provide PSS services. During August 2018 to February 2019, around 298 PSS visits were made to reach 217 sub-villages with total 18,811 people, including 6 PMI volunteers benefiting from the PSS services.

PSS project targeting adults is now being implemented in three villages of North Lombok. The project aims at resuming people's normal lives and livelihoods by providing agricultural training, seeds and farming tools. PSS team is exploring to extend this project to other areas.

PSS team worked with relief teams to distribute school kits in four schools in West Lombok and conducted PSS activities in distribution sites.

**Water, sanitation and hygiene (WASH)**

People targeted: 80,000 (20,000 households)

People reached: 337,455 (including water distribution beneficiaries)

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

Indicators:	Target	Actual
# of households provided with safe water services that meet agreed standards according to specific operational and programmatic context	20,000	1,015
Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities		
Indicators:	Target	Actual
# of assessment conducted	1	1
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
# of people provided with safe water (according to WHO standards)	80,000	337,455
Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality is provided to target population		
Indicators:	Target	Actual
# of households provided with sanitation facilities	4,000	428 (Total 108 Communal toilets)
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
# of people reached with hygiene promotion activities	80,000	10,838
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		
Indicators:	Target	Actual
# of households provided with a set of essential hygiene	20,000	3,187

Progress towards outcomes

Continuous assessment of water, sanitation, and hygiene situation:

The Community Engagement and Accountability team collected feedback from the community about where there is a need for water distribution, as well as improving latrines and water points. PMI presented this data to the WASH cluster coordination meeting to ensure that the needs of the target population were being met in an efficient and coordinated way.

Daily access to safe water:

A total of 4,865 water trips have been made to reach 1,251 distribution points (village/sub-village) across the province. Around 32,620,150 liters of clean water have been distributed. The distribution of clean water is ongoing as the water needs are still significant and critical to the affected population. An average of 100,000 liters of clean (purified) water produced daily by PMI WASH Camp in North Lombok and more than 90% directly distributed to the different distribution points.

District	# Distribution points	# of trips	Liters of water
West Lombok	287	684	3,233,750
Central Lombok	136	381	1,904,200
East Lombok	123	967	4,881,550
North Lombok	703	2,831	22,590,650
Mataram	2	2	10,000
Total	1,251	4,865	32,620,150

Challenges:

- Demand for clean water distribution among affected communities is still very high.
- The capacity of water distribution is uneven, mostly in North Lombok which incidentally becomes the center of clean water production.

Hygiene promotion activities & Hygiene-related goods (NFIs)

Around 29 local volunteers were involved in hygiene promotion activities. A total of 10,838 people benefited by hygiene promotion activities, consists of 3,014 people in 33 shelter sites and 7,824 students in 76 schools in North Lombok and East Lombok. The assessment of non-food items need was carried out in 173 villages in five districts in West Nusa Tenggara province, including 96 villages with 3,187 households have received hygiene kits.

Adequate sanitation:

A total of 20 bathrooms and 88 latrines have been constructed/renovated in 10 villages/22 shelter sites. A total of 428 families (2,140 people) benefited by provision of bathroom and latrines.

Challenges:

- Behavior of users of sanitation facilities paid less attention to cleanliness
- The maintenance of sanitation facilities
- Lack of personnel for monitoring the use of existing sanitation facilities

Outcome 2: Sustainable reduction in risk of waterborne and water related diseases in targeted communities in the recovery phase

Indicators:	Target	Actual
# of people have access to safe water	40,000	337,455
Output 2.1: Continuous monitoring and evaluation of water, sanitation, and hygiene situation is carried out in targeted communities		
Indicators:	Target	Actual
# of volunteers trained in WASH	40	20
Output 2.2: Community managed water sources giving access to safe water is provided to target population		
Indicators:	Target	Actual
# of water sources rehabilitated (i.e. well or pipelines)	-	43,067 meters pipeline
# of people provided with safe water through rehabilitated water sources	40,000	2,269

Progress towards outcomes

A total of 43,067 meters of water pipeline in 17 villages/40 shelter sites have been installed, around 2,269 people benefited. The installation of pipelines was fully supported by local community. The achievement of installation of pipelines have been shared to WASH coordination meeting.

Challenges

- The maintenance of access for water from up-stream to down-stream level.
- Lack of personnel to monitor the water, sanitation and hygiene situation in targeted communities.



Disaster Risk Reduction

People targeted: 80,000 (20,000 households)

Male: 37,600

Female: 42,400

People reached: 3,263

Outcome 1:

Communities in high risk areas are prepared for and able to respond to disaster

Indicators:	Target	Actual
<i>Community preparedness plans in place</i>	Yes	Outcome indicator will be reported in final report

Output 1.1:

Communities take active steps to strengthen their preparedness for timely and effective response to disasters

Indicators:	Target	Actual
<i># of contingency plans/early warning systems developed among target population</i>	-	Not started
<i># people reached with public awareness and education campaigns using harmonized messages to reduce, mitigate and respond to identified risks</i>	-	3,263

Progress towards outcomes

Communities take active steps to strengthen their preparedness for effective response to disasters:

- The DRR team had conducted initial assessments to identify the major threats of disasters in one village of each district in North Lombok, West Lombok, East Lombok, and Central, Lombok. The assessment in Sumbawa district is under planning.
- The plan of disaster risk reduction activities will be formulated with the assessment result.
- 28 schools with total 2,465 students (in Sumbawa only) and 27 communities with 798 people received basic orientation on DRR.
- Village for DRR interventions will be selected in coming weeks.

Challenges:

- There is no proper meeting place at the community level for socialization activities
- There was no proper monitoring system in place; resulting in no disaggregated data collected during implementation of activities.
- Difficulty in establishing gathering time between community members
- Difficulty setting the time for school preparedness activities due to being occupied by extra-curricular activities.



Protection, Gender and Inclusion

People targeted: All people affected

People reached: To be confirmed

Outcome 1:

Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs

Indicators:	Target	Actual
<i>Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services?</i>	Yes	Outcome indicator will be reported in final report

Output 1.2: Emergency response operations prevent and respond to sexual- and gender-based violence and all forms of violence against children

Indicators:	Target	Actual
<i>Does the operation demonstrate evidence of compliance with IFRC minimum standard commitments to gender and diversity in emergency programming?</i>	Yes	Yes

Progress towards outcomes

- PGI components/considerations have been included in sectors such as dedicated hygiene kits for women, separation of areas for latrines/bathrooms between men and women, determination of locations of latrines to provide access to everyone and inclusion of lighting at the latrines and bathrooms for safety.

Minimum Standard Commitments to Gender and Diversity in Emergencies:

- Mainstreaming PGI across the sectors, is an ongoing effort which aims to ensure that services provided to people reached are gender and diversity sensitive, have a protective value and tailored to be inclusive of all. Early recovery planning will ensure PGI will remain an important element to be factored in programming aspects. For example, ensuring latrines are accessible to people with disabilities, specifically people with mobility restrictions.
- The PMI Psychosocial Support Team is joining the protection, gender and inclusion sub cluster meeting led by the Ministry of Social Affairs every week.
- The training in child protection will be provided to Psychosocial Support Team members.

Until now, no information is available regarding the number of people reached, unless a survey is conducted in locations where PMI builds shelters, latrines / bathrooms, and this can be done once recovery plan starts (baseline) and/or at the end of the recovery project (end line).



Migration and displacement

People targeted: To be confirmed

People reached: To be confirmed (However, 52 people received RFL services so far)

Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)

Indicators:	Target	Actual
<i># of people reached with services for migration assistance and protection</i>	-	Outcome indicator will be reported in final report

Output 1.3:

Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster

Indicators:	Target	Actual
<i># of people reached with services for migration assistance and protection</i>	-	52

Progress towards outcomes

- The first estimate identified 432,015 Internally Displaced Persons (IDPs) (130,492 HH), 54% female and 46% male, living in 2,700 displacement sites. A month later, the number of displaced persons decreased to **124,144 people (37,532 HH) living in 1,055 displacement sites**. There have been no assessments updating the number of displaced persons since 7 November 2018.
- As to date, 52 cases of Restoring Family Links have been registered and 35 cases have been closed. PMI to support continuous flow of information with key stakeholders of the communities (with CEA).
- A FACT Migration/Displacement advisor was deployed as part of the Recovery Assessment Team. The advisor undertook a detailed migration/displacement assessment, and stakeholder mapping.

Key Findings

- Return (the predominant durable solution in this context) has happened steadily and barriers (including HLP issues) have not been identified.

- The majority of IDPs have been able to resume their livelihoods promptly, there has been minimal disruption to education and other social services.
- The main barriers to return are related to shelter and WASH being inadequate.

Key recommendations for Lombok response

- Ensure coordination with Shelter, WASH and CEA sectors to monitor trends and risks of secondary displacement and onward migration, including irregular migration abroad, especially during the monsoon season where there is a risk that conditions deteriorate.
- In the event of migration abroad, including irregular migration, consider activities to raise community awareness of “safe migration” - for example through developing IEC materials and community information campaigns. Peer support from other Asia Pacific National Societies who engage in similar programming can enhance these activities.

Strengthening PMI capacity in addressing migration/displacement

- PMI to consider strengthening capacity to understand and address migration/displacement related risks and vulnerabilities in both emergency and non-emergency contexts. This can be done through:
- Training and sensitizing PMI personnel at all levels at HQ and in the field in protection and migration/displacement related vulnerabilities and operational principles;
- Integrating migration/displacement and protection in the PMI RFL and NDRT trainings;
- PMI focal points for Migration and Protection have increased knowledge through trainings, including through regional engagement with the Asia Pacific Migration Network (APMN) and PGI networks.
- PMI DM Division is trained in Migration and Protection in order to address minimum standards and integrate this in future disasters.

Addressing displacement in future emergencies

- PMI to consider strengthening capacity and operational activities to:
- Integrate an assessment and analysis of the needs of host communities in displacement/emergency contexts: in both response and recovery phases.
- Set up a hotline to accommodate requests for RFL and information from Indonesian diaspora.
- Work with communities to establish contingency plans and routes of evacuation and resettlement in emergencies (with DRR);
- Prepare material and information on safer migration and protection to be disseminated in the communities, in so far there is a need (as above), including coordination with Ministry of Labor;
- Integrate awareness on recovery of IDPs and other vital documents following a disaster throughout community based programmes and CEA;

Strengthen National Society

Outcome S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Indicators:	Target	Actual
# of NS branches that are well functioning	5 (North Lombok, East Lombok, West Lombok, West Sumbawa, Lombok Tengah)	Outcome indicator will be reported in final report

Output S1.1.4: National Society has effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of volunteers insured	1,000	1,084
# of volunteers involved in the operation	750	1,084

Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place

Indicators:	Target	Actual
NS has necessary infrastructure and systems in place	Yes	Yes

Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened

Indicators:	Target	Actual
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# of NS members trained in emergency needs assessment	25	Not started yet
Progress towards outcomes		
Necessary infrastructure and systems in place (These activities started in November and expected to go one for two months)		
<ul style="list-style-type: none"> Rehabilitation of office PMI Branch Mataram and PMI Province is undergoing. PMI Branch West Lombok not exactly has a good infrastructure, PMI Branch North Lombok totally damaged. PMI North Lombok established a field base operation, as well as WASH base to cover West and East Lombok affected areas. Two rental warehouses have been operating. POSKO PMI North Lombok is relocated to highlands due to storm surge and tidal waves in January 2019. POSKO PMI East Lombok is closed and returned to the branch. 		
Challenges:		
<ul style="list-style-type: none"> The local government agreed to provide area for PMI Branch Office North Lombok but requires a further approach to obtaining legal formal. 		
Volunteers:		
<ul style="list-style-type: none"> PMI NHQ managed the rotation of specialized trained volunteers from outside Lombok, over 900 volunteers have been deployed during August – November 2018. In the recovery phase, PMI volunteers will be deployed from outside Lombok and will coach local volunteers. Over 200 volunteers from PMI Branches across Lombok have been rotated to each Branch in turn to support the operation. Volunteers will be refreshed through training/orientation related with recovery activities. On the job training was conducted for 174 volunteers from all areas of interventions including all the districts. 		
Challenges		
<ul style="list-style-type: none"> Transfer of knowledge from technical personnel outside Lombok to local staff/volunteers not going well, for the recovery phase additional technical trainings are needed to increase the capacity of local PMI personnel. 		

International Disaster Response		
Outcome S2.1: Effective and coordinated international disaster response is ensured		
Indicators:	Target	Actual
% of people reached by the IFRC disaster response operations to the people affected by these emergencies	Min 5%	Outcome indicator will be reported in final report
IFRC engages in inter-agency coordination at the country level	Yes (Shelter)	Yes
Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained		
Indicators:	Target	Actual
Mechanism for effective response preparedness identified and implemented	Yes	Yes
# of RDRT deployed	Min 3	6
Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and activities		
Indicators:	Target	Actual
# and type of methods established to share information with communities about what is happening in the operation	-	3
#/% of complaints and feedback received and responded to by the NS	-	779
Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability		
Supply chain and fleet services demonstrates quality and accountability	Yes	Yes
Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced		
Indicators:	Target	Actual
A coherence shelter strategy is developed in response to the earthquake	Yes	Yes
Progress towards outcomes		
Community Engagement and Accountability (CEA):		
<p>In addition to the social media twitter handle hashtag #TanyaPMI. PMI has introduced more social media channels for Facebook PMI Province NTB, Instagram @pmintb_ and a twitter handle specific to the province response which is @pmintb_ with the hashtag #PMISiapBantu. The idea is to have a 360-degree approach for CEA.</p>		

A radio program which will help communities ask and contribute their thoughts on topics of interest which are being communicated through the feedback mechanism is in the process. A TOR for the Radio Program has been developed. Community theatre using shadow puppets is also going to be introduced in the second quarter of 2019. This has been necessitated by the need to reach out to the various communities using various approaches. All these tools are being promoted and will be used by people to communicate with PMI and ask for updates and information on how to help or donate and to inform PMI on unmet needs.

The telephone hotline number has been expanded to include calls, SMS and WhatsApp in order to aid communities to channel feedback and concerns from beneficiaries and non-beneficiaries. PMI has also managed to negotiate with telecommunication service providers in order to access SMS blasts. The SMS blasts will be used for Health and Hygiene promotion.

To date 20,000 people have been reached by the SMS message blasts. A video animation for Hand washing has been developed and another for PGI is in the pipeline. The animations will be shared on all social media platforms. CEA has been instrumental in the development of visibility materials for the Relief/CBI e-voucher distribution and redemption activities, WASH Hygiene Kits distribution and Health activities and supporting with a provision of volunteers manning the Information and Help desk at all distribution points. As per CEA logbook on 8th of March 2019, PMI received 779 CEA feedback. The greater part of the feedback are inputs which are helping to improve our programming and service delivery to our beneficiaries. Details are provided in the table below.

Services	Compliment	Information	Complaint	Inputs	Subtotal
CTP	65	15	10	258	348
WASH	10	2	9	193	214
Shelter	21	-	-	12	33
PSS	10	-	2	20	32
Health Promotion	7	-	2	19	28
Health Service	1	4	1	2	8
Others	7	15	5	89	116
Total	121	36	29	593	779

While the communication channel commonly used are:

Comm. Channel	Compliment	Information	Complaint	Inputs	Subtotal
face to face	109	17	20	232	378
Telephone	-	6	3	258	267
Twitter	1	9	2	42	54
WhatsApp	4	4	2	38	48
SMS	7	-	2	19	28
Facebook	-	-	-	4	4
Grand Total	121	36	29	593	779

Surge capacity mechanism is maintained:

The IFRC continues to provide technical support and guidance to PMI. As per 28 February 2019, the current human resources support for the operation were as below:

Human Resources	Current Active Staff	Cumulative staff as of now
Field Coordinator	1	1
IFRC staff recruited for Lombok office / National staff	11	4
IFRC delegates recruited for Lombok office (Logistics, and Finance)	2	0
IFRC CCST and APRO/MENA national staff on short mission to Lombok	3	13
IFRC national staff consultant	-	1
FACT/RDRT (PMER, IM, CASH, Shelter. etc.)	6	1
Partner NS HR support, under IFRC coordination (national and international)	-	17
ERU (IT&T & LOGS)	-	1
Global shelter cluster international and national staff	-	3
Total	23	41

Outcome S2.2: The complementarity and strengths of the Movement are enhanced		
Indicator:	Target	Actual
<i>Complementarity and strengths of the Movement are enhanced</i>	Yes	Outcome indicator will be reported in final report
Output S2.2.1: In the context of large-scale emergencies the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination.		
Indicator:	Target	Actual
<i># of RCRC coordination meetings</i>	As necessary	Ongoing
Output S2.2.5: Shared services in areas such as IT, logistics and information management are provided		
Indicator:	Target	Actual
<i>IM system is implemented</i>	Yes	Yes
Progress towards outcomes		
<p>Regular weekly coordination meeting held with PMI and Partners to discussion ongoing operational progress and challenges. PMI joins the shelter cluster group which holds meetings once a week, where on several occasions the meeting also invited CSOs (Civil Society Organization) from WASH cluster. PMI and several CSOs updated the 5W matrix data which contained integrated information from all sectors (who, what to do, when, where, how many) and is used as a tool for coordination with relevant government agencies and CSOs to avoid overlapping.</p> <p>During the reporting period, two joint Shelter/WASH meetings, and two meetings for shelter cluster took place in the provincial social service office. PMI was represented in these meeting along with 5 to 6 CSOs per meeting.</p> <p>The Government of Indonesia is leading the recovery efforts in Lombok and planning to provide cash to 75,000 affected households to rebuild their homes. PMI is planning to fill in the need gap and provide transitional shelters to the affected households in the mid-term.</p>		

Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.		
Target	Actual	Actual
<i>The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels</i>	Yes	Outcome indicator will be reported in final report
Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues		
Indicator:	Target	Actual
<i># of media log kept and shared on a monthly basis</i>	-	Continuous activity
Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.		
Indicator:	Target	Actual
<i># of detailed assessment report is produced</i>	1	Not started yet (recovery assessment)
<i># of final external evaluation of the operation is conducted</i>	1	Not started yet
Progress towards outcomes		
<p>Media relations:</p> <p>Since the first earthquake, PMI had communicated actively through the news media, website (pmi.or.id) and social media. IFRC communications Jakarta, Kuala Lumpur and surge have supported PMI to deal with extensive international media and partner National Society interest by developing key messages, issuing information including on social media, taking and distributing audio visual material, and conducting media trips to the field. On the evening of 5 August 2018 alone, IFRC Asia Pacific earned 90,000 impressions on Twitter from posts about the earthquake.</p> <p>Red Cross actions after the earthquakes were mentioned more than 4,900 times in media and social media from 5 to 13 August 2018, international media coverage has included live and recorded interviews with CNN, Al Jazeera, France 24, Washington Post, Voice of America and Euro news, and with the arrival of surge communications, Finnish media.</p> <p>Items posted on IFRC channels include:</p> <ul style="list-style-type: none"> • Indonesia Lombok earthquakes: Tears of relief as first help reaches remote villages • In pictures: Survivors of Lombok earthquakes tell their stories • Lombok earthquakes: First aid family gets back up from Indonesia Red Cross 		

- [Indonesia: In wake of “exceptionally destructive” earthquake, Red Cross announces major recovery and rebuilding operation](#)

Assessments and evaluations:

PMI and IFRC have been assessing the changing needs in recovery phases, from FGD exercise in three selected areas, shelter and WASH will become an entry strategy to start recovery needs assistance while the other sectors such as health, livelihood, PSS, DRR, CEA, OD will be a complementary component designed for community resilience. The Real Time Evaluation (RTE) was conducted in Lombok province with the concerned staff and volunteers to review the effectiveness of the operation and further planning. The EPoA was revised accordingly.

Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.

Indicator:	Target	Actual
<i>Work in planning and reporting to ensure effective accountability internally and externally</i>	Yes	Outcome indicator will be reported in final report

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

Indicator:	Target	Actual
<i>Meeting and reporting deadlines are respected</i>	Yes	Yes

Output S3.2.3 National Societies are supported in resource and partnership development (from both domestic markets and foreign sources).

Indicator:	Target	Actual
<i># of meetings with diplomatic representations</i>	4	As necessary

Progress towards outcomes

Partners who have contributed to the IFRC Emergency Appeal can be found in the [donor response](#) list. IFRC's Resource Mobilization team has been actively coordinating with donors (via partners call and meeting) and drafting proposals to fill the funding gap in some of the sectors within the emergency appeal. As mentioned earlier, the Emergency Appeal Plan of Action was revised following a joint recovery assessment, and it portrays a better picture of the funding needs.

Situation reports, and operation updates have been issued accordingly in coordination with Asia Pacific Regional Office. In addition, PMER will monitor and liaise with sectoral teams on issuing donor reports based on donor earmarked funding for the operation. To consolidate federation-wide responses for this operation, a Federation Wide Report will be issued.

Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability

Indicator:	Target	Actual
<i>% of operations in accordance to established guidelines</i>	100%	Outcome indicator will be reported in final report

Output S4.1.2: IFRC staff shows good level of engagement and performance

Indicator:	Target	Actual
<i>% compliance with IFRC HR procedures</i>	100%	100%

Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders.

Indicator:	Target	Actual
<i>% compliance with IFRC financial procedures</i>	100%	100%

Output S4.1.4: Staff security is prioritized in all IFRC activities

Indicator:	Target	Actual
<i># of updated security guidelines produced before second month</i>	1	Updates will be made as necessary

Progress towards outcomes

PMI and IFRC work together to safeguard an efficient operation. Operational expenses such as volunteer per diems, accommodation, transportation, communication and coordination activities are factored in. Procurement is done following IFRC standard procedures. Finance and administration support to the operation is provided to the operation and staff. Security plans are also in place to ensure safety and wellbeing of staff and volunteers.

D. BUDGET

Detailed expenditure as of 31 March 2019 is outlined in the [attached](#) interim financial report.

Reference documents



Click here for:

- [Previous Appeals and Updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

For further information specifically related to this operation please contact:

In Indonesian Red Cross (Palang Merah Indonesia), Jakarta:

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In IFRC Country Cluster Support Team, Jakarta:

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In IFRC Asia Pacific Regional Office, Kuala Lumpur:

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For resource mobilization and pledges:

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For communications enquiries:

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For planning, monitoring, evaluation and reporting (PMER) enquiries:

- **In IFRC Asia Pacific Regional Office: Siew Hui Liew**, PMER Manager, email: siewhui.liew@ifrc.org

In IFRC Geneva:

- **Nelson Castano**, manager, operations coordination; email: nelson.castano@ifrc.org

How we work

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

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



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



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



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

Emergency Appeal

Interim FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/7-2019/3	Operation	MDRID013
Budget Timeframe	2018/7-2021/2	Budget	APPROVED

Prepared on 19 Apr 2019

All figures are in Swiss Francs (CHF)

MDRID013 - Indonesia - Earthquakes and Tsunamis

Operating Timeframe: 31 Jul 2018 to 28 Feb 2021; appeal launch date: 08 Aug 2018

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	5,107,000
AOF2 - Shelter	8,060,868
AOF3 - Livelihoods and basic needs	7,666,000
AOF4 - Health	1,759,945
AOF5 - Water, sanitation and hygiene	3,676,945
AOF6 - Protection, Gender & Inclusion	616,000
AOF7 - Migration	661,000
SFI1 - Strengthen National Societies	3,279,000
SFI2 - Effective international disaster management	6,163,866
SFI3 - Influence others as leading strategic partners	1,448,000
SFI4 - Ensure a strong IFRC	463,000
Total Funding Requirements	38,901,624
Donor Response* as per 19 Apr 2019	29,432,126
Appeal Coverage	75.66%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	58,575	0	58,575
AOF2 - Shelter	5,453,965	1,116,432	4,337,533
AOF3 - Livelihoods and basic needs	40,923	61,264	-20,342
AOF4 - Health	167	13,796	-13,629
AOF5 - Water, sanitation and hygiene	4,686	156,249	-151,563
AOF6 - Protection, Gender & Inclusion	0	14,437	-14,437
AOF7 - Migration	13,845	18,219	-4,374
SFI1 - Strengthen National Societies	756,278	83,971	672,307
SFI2 - Effective international disaster management	672,460	269,814	402,646
SFI3 - Influence others as leading strategic partners	139,546	1,239	138,307
SFI4 - Ensure a strong IFRC	943,116	150,764	792,352
Grand Total	8,083,560	1,886,186	6,197,375

III. Operating Movement & Closing Balance per 2019/03

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	7,309,357
Expenditure	-1,886,186
Closing Balance	5,423,171
Deferred Income	1,031,411
Funds Available	6,454,582

IV. DREF Loan

* not included in Donor Response	Loan :	1,578,621	Reimbursed :	1,578,621	Outstanding :	0
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Emergency Appeal

Interim FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/7-2019/3	Operation	MDRID013
Budget Timeframe	2018/7-2021/2	Budget	APPROVED

Prepared on 19 Apr 2019

All figures are in Swiss Francs (CHF)

MDRID013 - Indonesia - Earthquakes and Tsunamis

Operating Timeframe: 31 Jul 2018 to 28 Feb 2021; appeal launch date: 08 Aug 2018

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	879,277				879,277		
Australian Government	199,632				199,632	160,170	
Australian Red Cross	88,863				88,863		
Austrian Red Cross (from Austrian Government*)	639,965				639,965		
Belgian Red Cross (Francophone)	54,711				54,711		
British Red Cross	51,495				51,495		
China Red Cross, Hong Kong branch	24,758				24,758		
Cyprus Government	22,538				22,538		
Czech Red Cross (from Czech private donors*)	4,260				4,260		
Danish Red Cross	30,000				30,000		
European Commission - DG ECHO	732,465				732,465		
Finnish Red Cross	84,505				84,505		
Government of Malta	23,603				23,603		
Grab-GP Network Asia PTE LTD	12,464				12,464		
IFRC at the UN Inc (from Coca Cola Foundation*)	144,018				144,018	326,427	
IFRC at the UN Inc (from Facebook*)	0				0	425,632	
IFRC at the UN Inc (from Tides Foundation*)	0				0	119,182	
IKEA Foundation	15,000				15,000		
Intercontinental Hotels Groups(IHG)	24,354				24,354		
Ireland - Private Donors	114				114		
Irish Government	100,013				100,013		
Italian Government Bilateral Emergency Fund	159,294				159,294		
Italian Red Cross	34,235				34,235		
Japanese Red Cross Society	314,794				314,794		
Liechtenstein Government	35,000				35,000		
Liechtenstein Red Cross	121,288				121,288		
Luxembourg Government	41,257				41,257		
Monaco Government	113,686				113,686		
Netherlands - Private Donors	114				114		
New Zealand Government	824,409				824,409		
OPEC Fund For International Development-OFID	389,264				389,264		
Red Cross of Monaco	34,031				34,031		
Spanish Government	115,436				115,436		
Spanish Red Cross	45,002				45,002		
Swedish Red Cross	8,291				8,291		
Swedish Red Cross (from Swedish Government*)	157,535				157,535		
Swiss Government	300,000				300,000		
Swiss Red Cross	130,000				130,000		
The Canadian Red Cross Society	56,514				56,514		
The Canadian Red Cross Society (from Canadian Gov	146,726				146,726		
The Netherlands Red Cross (from Netherlands Govern	1,135,981				1,135,981		
United States - Private Donors	4,981				4,981		
Western Union Foundation	9,484				9,484		
Total Contributions and Other Income	7,309,357	0	0	0	7,309,357	1,031,411	
Total Income and Deferred Income					7,309,357	1,031,411	