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Operation Update Report Malaysia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF n° MDRMY004	GLIDE n° FL-2019-000162-MYS
Operation update n° 3:	Time Frame covered by this update: 1 February 2020 to 31 March 2020
Operation start date: 7 December 2019	Operation timeframe: three months End date: 7 March 2020
Funding requirements (CHF): 133,844	
N° of people being assisted: 5,000 (1,000 households)	
Red Cross Red Crescent Movement partners currently actively involved in the operation: Malaysian Red Crescent Society (MRCS) has over 6,000 volunteers and staffs, and 16 branches all over the country. The National Society is well known and respected in the country and works closely with the Government.	
Other partner organizations actively involved in the operation: Government of Malaysia (GoM), MERCY Malaysia, National Disaster Management Administration (NADMA), Malaysian Fire and Rescue Department, National Security Council (NSC) and the Social Welfare Department of Kelantan and Terengganu (JKM), Malaysian Civil Defence Force (JPAM)	

Summary of major revisions made to emergency plan of action:

This Operations Update is issued to inform the extension of the DREF operation by two months (from 30 April until 07 July 2020), to enable completion of activities which have been suspended following restrictions put in place by the Malaysian Government to address the COVID-19 pandemic in the country, namely the restriction on public gatherings. These restrictions have delayed the post-distribution monitoring activities and lessons learned workshop initially planned for April. With this extension, the activities will be completed once the restrictions are lifted. If the restrictions are extended longer than this extension, MRCS will use other methodologies to complete the activities (i.e. online Lessons Learned).

The major donors and partners of the DREF include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the Malaysian Red Cross, would like to extend thanks to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

Heavy rains continued in Malaysia since the rains began to make its mark in the northern states of the western peninsula from the end of November 2019. At the end of November 2019, water level rose in some rivers in Kelantan and Terengganu. On 29 November 2019, Sungai Golok at Jenob Tanah Merah and Sungai Lebir in Tualang Kuala Krai breached its warning level respectively¹. As for Terengganu states, the levels of three rivers in Setiu and one in Besut namely Sungai Nerus in Kampung Langkap, Sungai Setiu in Kampung Besut, Sungai Chalok in Chalok Bridge and Sungai Besut in Kampung La had breached the danger point².

¹ <https://www.nst.com.my/news/nation/2019/11/543270/kelantan-floods-tanah-merah-inundated-sg-golok-warning-level>

² <https://www.thestar.com.my/news/nation/2019/11/29/four-rivers-in-terengganu-breach-danger-level>

The flood caused massive chaos and disturbance in the East Coast of Peninsular Malaysia. More than 15,000 people have been evacuated into designated relief centers in Kelantan and Terengganu on 3 December 2019.



The Pasir Mas district in Kelantan is the worst affected district with almost 2,000 families evacuated to evacuation centers. The district remains to be accessible only to watercrafts. The Malaysian NSC, NADMA and the District Offices in the respective affected areas were coordinating the evacuation activities with the support of the Malaysian Fire and Rescue Department and JPAM.

The water level receded and most of the evacuation centers were closed on 5 December³. Since then, most of the families have returned back to their homes and some are living in their relative's houses.

During needs assessment. After the water level receded, man returning back home from evacuation center. Chuchuh Puteri A village, Kelantan State, Malaysia. (Photo: MRCS)

MRS was monitoring the situation, and the second wave expected in the end of December 2019 fortunately did not exceed any danger or warning levels. The rapid emergency response including evacuation and support activities by the Government of Malaysia, MRCS and other stakeholders was effective for the affected communities to survive during the time, but the damages caused by the flood has left the communities in a critical situation with persisting needs and priorities for early recovery and returning back to their day to day lives.

Summary of current response

MRCS along with IFRC Asia Pacific Regional Office (APRO) are closely monitoring the situation and coordinating with the Government of Malaysia (GoM) at national and district levels. MRCS volunteers in branches throughout the affected areas have been active since December 2019 and throughout the operation. For instance, the Kelantan branch of MRCS activated its preparedness plan which it had developed following a disaster management training facilitated by the IFRC in May 2016 with funding support from the Office of United States Foreign Disaster Assistance (OFDA). In addition to the training, the branch had also been equipped with a rescue boat. When early warning advisories were received from the Malaysian Meteorological Department, Red Crescent volunteers were placed on standby for response and following the initial flooding in Kelantan, the MRCS branch deployed its boat to support search and rescue efforts alongside the government's Special Malaysia Disaster Assistance and Rescue Team (SMART).

MRCS mobilized 50 volunteers from its branches for the needs assessment, supported by three rescue teams from the national headquarters.

The MRCS Kelantan branch has setup three mass cooking units in three evacuation centres in Pasir Mas, Bachok and Kuala Krai. The mass cooking unit complements the Social Welfare Department of Kelantan's programme at the evacuation centres. In Terengganu namely in Kampong Bukit Tadok, Hulu Terengganu, the Community Based Action Team (CBATs) supported by the MRCS volunteers are engaged in rescuing villagers from flooded areas and relocating them to evacuation centers.



Coordination meeting with the District officers of Setiu district, Terengganu, Malaysia. (Photo: MRCS)

On 10 December 2019, a joint assessment team of 19 from MRCS including two officers from IFRC APRO were deployed to Kelantan and Terengganu. The purpose of the mission was to conduct a needs assessment of the flood affected population on the recent floods, conduct a cash feasibility study and market analysis.

From 7 to 15 January 2020, MRCS together with two Rapid Disaster Response Team members conducted a field visit to Terengganu and Kelantan to effectively coordinate internal and external stakeholders. The meeting with the District office, Social Welfare department, Village leader, Village committee and community

members were organized to confirm the needs assessment results, identify target areas, inform the communities and start the process of beneficiary registration and verification.

³<https://www.malaymail.com/news/malaysia/2019/12/07/flood-situation-in-terengganu-improves-but-second-wave-expected/1816949>

MRCS has developed a detailed encashment plan, prepared key messages and IEC materials to be used during information sharing sessions with the communities and set-up focal points in each state for receiving and registering their feedback. There are active staff and volunteers appointed as focal persons for the DREF operation.

Overview of Red Cross Red Crescent Movement in country

The IFRC APRO in Kuala Lumpur doubles its efforts as the country team for support to Malaysia. Its international and national staff specializing in various programming sectors and support services are supporting the MRCS response. The Disaster and Crisis Unit of APRO has one team member dedicated fully to support the Disaster Management department of MRCS in operational planning and coordination. Two RDRT members (Community Engagement and Accountability and operations support/CASH) are deployed to MRCS to assist the operation, CEA for 18 days and Operations support/CASH for a period of one month. IFRC and MRCS coordination meetings were organized on a regular basis to ensure the operation is being implemented as per the Plan of Action.

Overview of non-RCRC actors in country

NADMA, Malaysian Armed Forces, Royal Malaysia Police and other local government agencies have conducted evacuations, established emergency shelters, operationalized evacuation centers and continue to provide relief assistance to affected families. The authorities have deployed the SMART in the affected areas to carry out search and rescue operations in highly inundated areas. Furthermore, the relevant District Offices are coordinating all humanitarian activities at district level working closely with NADMA, Malaysian Civil Defense Force, Malaysian Armed Forces and Royal Malaysia Police in these affected areas. In accordance with the Policy and Mechanism of National Disaster Management and Relief set out by the National Security Council (known as Directive No. 20), the District Offices are responsible in evacuating the flood victims to evacuation centers while other agencies and voluntary bodies, including the Malaysian Red Crescent Society, have roles defined in relief and recovery efforts. As of January, the Social welfare department and district offices registered the flood affected population in the affected areas.

NGOs that provided assistance in Terengganu and Kelantan are the following:

- Institut Modal Insan Terengganu Sejahtera (IMIT) – supported the clean-up of the houses.
- Unit Amal Malaysia – cleaning houses and relief operation.
- Mercy Malaysia – donated 83 hygiene kits, supporting the cleaning of schools after the flood.
- Coca Cola – distribute mineral water to the JPAM office.
- Rescue Bencana Malaysia – rescue and relief operation, in-kind distribution.
- 3rd Force – in-kind distribution and repair works.
- University student from Universiti Malaysia Terengganu and Universiti Sultan Zainal Abidin – helped in registration at evacuation centres and relief distribution.

As of 31 March 2020, there are no other NGOs or NPOs planning to organize response activities. The Government of Malaysia is planning to organize cash distribution for the affected population, however the details of the programme is yet to be finalized. MRCS has informed and coordinated with the local government and social welfare department about the MRCS target locations, beneficiaries to avoid duplication of efforts.

Needs analysis and scenario planning

Needs analysis

The floods forced more than 15,000 people across the affected districts to leave their homes and seek temporary accommodation in evacuation centers. The public authorities, supported by local non-governmental and aid organizations, have provided a range of services, such as water and food, to affected people in the relief centres. By 3 December 2019, the water level receded and people at the evacuation centers returned back home and some returned to their relative's homes. Therefore, MRCS will continue to provide support to affected people upon return to their houses.

The joint team of MRCS and IFRC were deployed to affected areas from 10-14 December 2019 and collected more detailed information on the needs of the affected population by randomly selecting 334 households, 194 from Kelantan and 130 from Terengganu. The needs assessment data was collected using the KoboToolbox mobile-data-collection tool and the outcomes indicated that the immediate needs of the population were mostly food, non-food items, the need of health and medical assistance, materials to repair their homes, access to financial service provider, livelihood recovery as most of the population rely on income from agriculture, farm and small family owned businesses.

The health department informed that there is little or no risk of communicable diseases following the flood as the water receded.

During the field mission held between 7-15 January 2020, MRCS had met with local stakeholders including the district office, Social welfare department, village leaders, village committee and community members. Detailed interviews, information sharing sessions with the community members were organized to receive feedback from the communities and confirm the needs analysis. The DREF operation is targeting 1,000 households from the worst affected 4 districts of Kelantan and Terengganu. The target area, number of households in each district is the following:

State	District	Number of HHs targeted
Kelantan	Kuala Krai	267 HHs
	Pasir Puteh	209 HHs
Terengganu	Hulu Terengganu	204 HHs
	Setiu	315 HHs

Selection criteria:

MRCS has received the list of affected households from the local Social welfare departments. The list has registered all the households affected during the flood and stayed in the evacuation centers for two or more days. Malaysian Red Crescent Society, in order to avoid conflict within the communities and ensure inclusive targeting, has used the Social welfare department list as a reference and through meetings organized with the target communities, were able to include non-registered, non-Malaysian, migrant households who were also affected by flood. Some of the households did not stay in evacuation centers because it was the first time that the flood had affected their community.

The DREF operation will cover all the flood affected households of target villages within the districts. MRCS will ensure to validate the beneficiary information with the village leader, village committee and community members to include flood affected households within the target communities.

Operation Risk Assessment

Overall security situation in the country is normal and currently there is no major threat which may directly hinder the implementation of the planned activities. To ensure safety and security of all people involved, adequate measures like staff tracking (e.g. via phone or Short Messages Service - SMS), pre-deployment security/safety briefs, situation monitoring, regular or ad hoc security/safety updates, contingency plans, WhatsApp group, and the completion of the respective IFRC e-learning courses (i.e. Personal Security, Security Management, Volunteer Security) are in place. Proper visibility of Red Cross and Red Crescent is maintained by the field teams. All the vehicles accommodated with the proper safety equipment like life jackets, first aid kit etc.

In order to avoid reputational risk of MRCS, the National Society is organizing information sharing sessions with the community members, setting up a feedback mechanism at the communities and informing the local authorities regarding the DREF operation.

As the Government of Malaysia has imposed a Movement Control Order in all the territory from 18 to 31 March in order to contain the COVID-19 outbreak and could be further extended, and these restrictions will delay the post distribution monitoring activities and the Lessons Learned Workshop, MRCS has requested a timeframe extension of the current operation to be able to address and adjust the activities as required.

Security

To mitigate the security risks that may be present based on the assessments, adequate measures will be put in place. In addition, both MRCS and IFRC has a Zero Tolerance policy against Corruption, Discrimination against gender or race, sexual harassment, sexual abuse, bullying and as mitigating measure of the above risk, staff member/volunteer will be oriented accordingly with the IFRC policy and guidelines. The National Society's and IFRC's security framework will apply to MRCS staff and volunteers throughout. All MRCS staff and volunteers are encouraged and will be supported to complete IFRC Stay Safe e-learning courses. Where the presence of personnel under IFRC Security responsibility is approved, the IFRC security framework, including the IFRC's Malaysia Security Regulations and contingency plans are applicable to those personnel.

B. OPERATIONAL STRATEGY

Proposed strategy

The primary objective of the operation is to meet the immediate needs of the 1,000 households in flood affected villages of Terengganu and Kelantan through unconditional multi-purpose cash grant via banks transfer.

Cash distribution process and rationale

The assessment results show that assistance preferred by the affected population is cash. Most of the affected population has bank accounts and the banks were not closed during the flood. People prefer to receive the assistance through bank transfer. The market is back to its full operation just after the flood. The community has access to the markets.

Cash assistance will be pivotal for those returning to their homes. Some of the villagers from the affected district are employed as odd-job workers and are paid on a daily basis. Days spent at evacuation centres meant a considerable loss of income to them. The cash assistance will enable families to fulfill their immediate recovery needs including purchasing of food, drinking water, hygiene products, repair materials for their houses etc. The cash grant is expected

to revive the local market as well, which will in turn create multiplier effects of increased livelihood opportunities and flow of money in the market.

MRCS has the required capacities to distribute cash assistance with the support of IFRC. MRCS has prior experience and capacity with the Cash Transfer Program using direct bank transfer to beneficiaries' bank accounts. RDRT deployed in the country is to support the operations and Cash assistance for one month. Cash in emergencies toolkit will be used throughout the operation.

Communication

The IFRC will support the communications team of the National Society to communicate with external audiences on the situation and the Red Cross Red Crescent humanitarian response, with the aim of generating visibility and support for the humanitarian needs and the Red Cross Red Crescent response. Close collaboration will be maintained between the IFRC regional communications unit, and the National Society to ensure a coherent and coordinated communications approach.

Community engagement and accountability

Community accountability and feedback mechanisms are integrated to relief operations to ensure that affected communities are in the center of the operation. In this DREF operation, MRCS has started to pilot and implement community engagement activities and mechanisms. MRCS was able to build trust and acceptance within the target communities and local authorities through coordination and information sharing sessions. MRCS also identified appropriate communication and feedback channels. Based on feedback from these mechanisms MRCS will share information on the nature and scope of services provided by MRCS and other topics the affected community asks about. It is important to incorporate sustainable behaviors and practices within this operation. Actions taken should cause no harm to the communities being supported. There is a CEA RDRT included in the DREF to support MRCS in this process. Staff and volunteers will be oriented and trained in CEA as part of the response.

Throughout the operation, MRCS is ensuring a regular flow of information between the community people, MRCS district units and departments at NHQ to maintain transparency and address the immediate needs of the most vulnerable people. The relief operation will maintain Red Crescent visibility in the field through appropriate branding such as banners, flags and clothing. Key messages for the cash assistance were developed with the community input and are being used for the IEC material development.

Staff and volunteers are sensitized on gender, age, disability specific needs and on how to communicate respectfully with persons with physical, sensory and intellectual disabilities, persons with mental health disabilities, and elderly. Female staff and volunteers were encouraged to organize the community information sharing sessions with a focus group of women in the communities.

Human resources

The MRCS branches in Kelantan and Terengganu have technical capacity and experience to deliver the interventions planned in this DREF-supported response but with substantial technical assistance from the national headquarters. Relief activities in Kelantan and Terengganu will be led and carried out by MRCS staff and volunteers at the branch level, with support of disaster management of the national headquarters, the IFRC project coordinator and two RDRT members. Two RDRT member with CASH and CEA profile is mobilized to support MRCS developing the CASH programming activities as a primary task for a period of one month while the CEA RDRT to support in developing the CEA component for MRCS for this response. To complete the DREF operation within the timeline, MRCS appointed focal persons for the DREF operation in each of the target states and Headquarter to mobilize its staff and engage volunteers as required and appropriate.

Existing IFRC staff are assisting MRCS in terms of planning, coordination, information management, need assessment, etc. In addition, IFRC staff will provide technical support for operational management. With the support of IFRC APRO, additional technical surge capacities may be engaged when there is a need.

Information Technology and Information Management

For accurate, reliable and timely data collection, mobile data collection – kobo toolbox was used for the needs assessment. The same toolbox will be used to collect information from the beneficiaries on post-distribution monitoring after the encashment. Cooperation will be with Information Management (IM) and Program personnel to analyse data and evaluate actual beneficiaries required for assistance. WhatsApp group is in place for sharing regular operational information among the MRCS and IFRC. IFRC APRO IT & Telecommunication team is in Kuala Lumpur to provide technical support at any situation to the volunteers about any communication issues. IT facilitation ensures both the IFRC and MRCS ICT sections. IT complications and technical solutions in field areas will advise and closely monitor with all the deployed volunteers.

Quality programming

PMER activities will be rolled out to ensure quality of implementation throughout the operational management cycle. MRCS will be responsible for the day-to-day monitoring of the operation, primarily at the branch/unit level. MRCS and


IFRC monitoring teams, including the volunteers, will visit operation sites on a regular basis to measure the progress of the implementation and provide support for the better accomplishment of the proposed actions in the intervention areas. After the encashment, a post distribution survey will be conducted. The survey will enable the gathering of information about the impact of the assistance and other feedback from recipients of the relief. An internal lesson learned workshop is planned under this DREF to reflect the achievements, challenges and learnings from the operation.

There will be adherence to protection, gender and inclusion (PGI) measures, the collection of sex-age and disability disaggregated data, application of Minimum Standards on PGI in Emergencies through the project cycle (including monitoring and reporting). There will be efforts made to ensure equitable balance of male and female staff and volunteers; as well consideration made to promote the participation of women, men, girls and boys of all ages and backgrounds in the affected population, and of people with disabilities.

Administration and Finance

IFRC and MRCS operations and finance team will work closely to ensure the supply chain of cash towards the field. The operation will rely on existing financial management and administration systems in MRCS and IFRC. Provisions have been made for communication costs related to the operation as well as financial charges and general expenses.

C. DETAILED OPERATIONAL PLAN



Livelihoods and basic needs

People reached: 2,271
Male: 1,133
Female: 1,138

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

Indicators:	Target	Actual
# of targeted households that have enough <food, cash, income> to meet their survival threshold	1,000	467

Output 1.1: Households are provided with multipurpose cash grants to address their basic needs

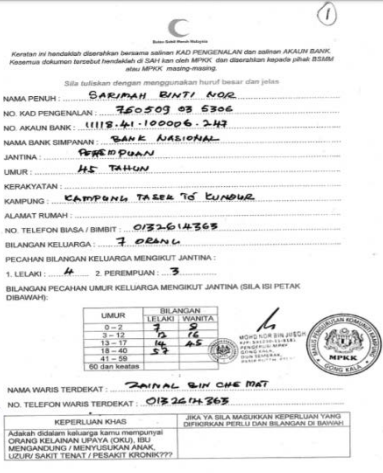
Indicators:	Target	Actual
# of households reached with cash for basic needs	1,000	467

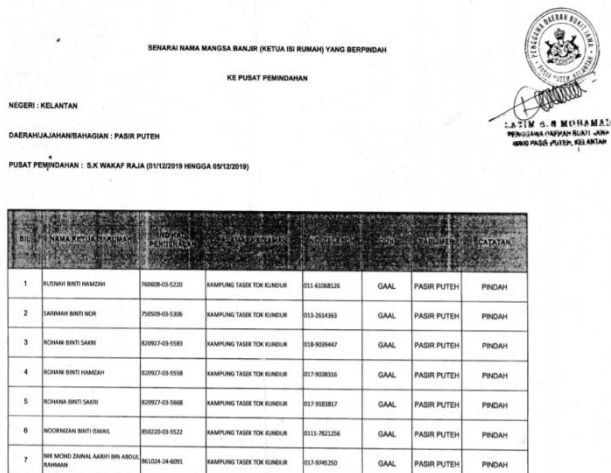
Progress towards outcomes

MRCS continued its operation on the Cash Transfer Programme after ending the session with community leaders of each village. MRCS realized the importance of registration of the beneficiaries and developed a registration form to be completed by the beneficiary. The form must be verified by the community leader or local authorities with supporting documents.

The additional documents needed are as follows:

- i) Copy of ID
- ii) Bank account





Many days have been used in collecting information and verification of beneficiaries' data. The beneficiaries were selected from the Social Welfare Department database of most affected people and confirmed with the community leaders. The National Society started the encashment on 17 February 2020. Before the distribution of cash, the team held a Community Engagement and Accountability Program and the beneficiaries have been invited to attend the program. MRCS also invited local authorities to attend the session.

Date of Program	Area	Number of Beneficiaries	Number of Attendance	Local Agencies attended
11 February 2020	Kuala Krai	266	211	<ul style="list-style-type: none"> - Social Welfare Department of Kuala Krai - Angkatan Pertahanan Awam, Daerah Kuala Krai - Land & District office of Kuala Krai
12 February 2020	Pasir Puteh	200	180	<ul style="list-style-type: none"> - Social Welfare Department of Pasir Puteh - Angkatan Pertahanan Awam, Daerah Pasir Puteh - Land & District office of Pasir Puteh
27 February 2020	Hulu Terengganu	204	179	<ul style="list-style-type: none"> - Land and District office of Hulu Terengganu - Social Welfare Department of Hulu Terengganu - Village Community Management Council of Hulu Terengganu
28 February 2020	Hulu Setiu	310	275	<ul style="list-style-type: none"> - Social Welfare Department of Hulu Setiu - Village Community Management Council of Hulu Setiu

From 980 beneficiaries, 845 of them had attended the CEA session held by MRCS. MRCS National Headquarters had delegates the task of handling the session to MRCS Kelantan and Terengganu State. This enable the engagement of volunteers at district level with the community. Post distribution monitoring activities will allow beneficiaries to provide feedback to MRCS.



CEA Session at Hulu Terengganu. (Photo: MRCS)



Beneficiary reading information material regarding the Cash Assistance – Pasir Puteh. (Photo: MRCS)

MRCS started the encashment plan for Kuala Krai on 17 February 2020 for 267 beneficiaries followed by beneficiaries in Pasir Puteh. The encashment plan in Hulu Terengganu and Hulu Setiu started in March 2020 and is in progress.

However, as of 31st March 2020, only beneficiaries from Kelantan received the cash grant considering that the operation has faced delays due to the Movement Control Order implement by the Government of Malaysia to address the COVID-19 pandemic⁴.

On 16 March 2020, the Prime Minister of Malaysia announced a Movement Order for the whole country starting from 18 March 2020 until 31 March 2020. The Movement Control Order covers the following five aspects:

1. Comprehensive prohibition of public movements and gatherings throughout the country. These include religious, sports, social and cultural activities.
 - To enforce this prohibition, all houses of worship and business premises must be closed except for supermarkets, public markets, convenience stores and convenience stores selling everyday necessities.
2. All restrictions on all Malaysians travel
 - Restrictions are imposed on Malaysians abroad.
 - For those who have just returned from overseas, they are required to undergo a health check and do quarantine (or self-quarantine) for 14 days.
3. Restrictions on the entry of all foreign tourists and visitors into the country
4. Closing of all educational inscriptions
 - The closure of the institution is carried out on all kindergartens, government and private schools including daily schools, boarding schools, international schools, tahfiz centers and other primaries, secondary and pre-university institutions.
 - The closure also involved all public and private higher education institutions (IPTs) and skill training institutes nationwide.
5. Closing of all government and private premises
 - The closure covers all government and private premises except those involved in essential services (water, electricity, energy, telecommunications, postal, transportation, irrigation, oil, gas, fuel, lubricants, broadcasting, finance, banking, health, pharmacy, fire, prison, harbor, airport, security, defense, cleaning, retail, and food supply).

It is important to note that these restrictions will possibly be further extended.

Challenges:

- MRCS has been forced to make tentative amendments to the CEA program in coordination with the Land and District Office.
- The confirmation of beneficiaries' information has taken longer than expected in some cases.
- Dormant or inactive account of the beneficiaries create delays in the encashment plan
- The current restrictions due to the COVID-19 pandemic have delayed the encashment process in Terengganu and the rest of the activities initially planned.

Although the encashment process will be finished by end of April, at the moment, is not clear when the post-distribution monitoring and lessons learned workshop, that where scheduled to happened in April, will be conducted. An extension of the current timeline will allow MRCS to conduct the pending activities in the upcoming months and adjusting them to the restrictions imposed if necessary.



Protection, Gender and Inclusion

People reached: 2,271


Male: 1,133

Female: 1,138

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
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⁴ <http://www.astroawani.com/berita-malaysia/covid-19-perintah-kawalan-pergerakan-meliputi-5-perkara-ini-233917>

<i>The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services.</i>	Yes	Yes
Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.		
Indicators:	Target	Actual
<i># of NS that ensure improved equitable access to basic services considering different needs based on gender and other diversity factors</i>	1	1
Progress towards outcomes		
MRCS has developed assessment forms and beneficiary registration templates that facilitate the capture of gender disaggregated data to inform this relief operation. MRCS deployed a number of female volunteers to conduct community meetings and information sharing sessions. Women from the communities were encouraged to participate in the information sharing sessions to share their thoughts and bring up questions of their concern regarding the operation.		
	During the CEA session in Kuala Krai, Pasir Puteh, Hulu Terengganu and Hulu Setiu, MRCS ensured that there is gender balance in the beneficiaries who attended the session as well as the volunteers involved in the session. MRCS also ensures the vulnerable group will be heard and assists in the program.	
MRCS female volunteers assisting during registration. (Photo: MRCS)	Challenges: The illegal migrants who are affected by flood, do not hold a bank account. Therefore, MRCS will not be able to transfer the cash assistance to their bank account. However, considering a small number of affected migrants, the community leader suggested to use Cash in Envelope modality.	

International Disaster Response		
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, competencies and capacities to plan and perform.		
Indicators:	Target	Actual
<i># of NS branches that are well functioning in the operation</i>	2	2
Output 1.1.4: National Societies have effective and motivated volunteers who are protected.		
Indicators:	Target	Actual
<i># of volunteers involved in the operation provided with briefing/orientation</i>	50	50
Outcome S2.1: Effective and coordinated international disaster response is ensured.		
Indicators:	Target	Actual
<i>Operation demonstrate evidence of effective and coordinated international disaster response</i>	Yes	Yes
Output 2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained.		
Indicators:	Target	Actual
<i># of RDRT deployed</i>	2	2
Outcome S3.1: The programmatic reach of the National Societies and the IFRC is expanded.		
Indicators:	Target	Actual
<i># of national appeal launched</i>	1	N/A
Output 3.1.1: Resource generation and related accountability models are developed and improved		
Indicators:	Target	Actual
<i># of lessons learned workshop conducted</i>	1	0

Progress towards outcomes

Since the beginning, including the planning process, the Kelantan and Terengganu branch of the Malaysian Red Crescent was involved in the operation and has been active. Total of 50 volunteers including the HQ and branches were oriented and deployed for the operation. MRCS has been working in close coordination with the IFRC APRO and 2 RDRT members are deployed in the country. Two RDRT members (CEA and Operations support/CASH) were deployed in the country on 1 January to support the operation. The CEA RDRT was deployed for a period of 18 days and the Operations support/CASH RDRT member was deployed for a period of one month until the end of January. A WhatsApp group has been set up among the operation team and volunteers for effective coordination of efforts. There is no plan to organize national appeal in Malaysia, due to the flood receding and the scenario evolved to a best case scenario.

The internal lessons learnt workshop is planned to be organized for 3 days from 5-8 March 2020, including the staff and volunteers of branches and headquarter directly engaged in the operation. IFRC PMER team will support the facilitation of the lessons learnt workshop.

Update:

MRCS has been planning to organize the Post Distribution Monitoring (PDM) in Kelantan on the 1st week of March 2020, the official letter has been issued to MRCS Kelantan for deployment of volunteers in Kuala Krai and Pasir Puteh. The Kobo tools will be used to collect the data in PDM activities. Due to the COVID-19 situation in Malaysia MRCS had to cancel the program.

D. Financial Report

The DREF Operation allocation for this operation is CHF 133,844. Detailed expenditure will be reported in the next reporting.

Reference documents



Click here for:

- [Information bulletin](#)
- [DREF Operation](#)

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

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Reference documents



Click here for:

- [Information bulletin](#)
- [DREF Operation](#)

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**.
