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Emergency Plan of Action Final Report

Malaysia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRMY004
Date of Issue: 11 December 2020	Glide number: FL-2019-000162-MYS
Date of disaster: 29 November 2019	
Operation start date: 7 December 2019	Operation end date: 30 July 2020
Host National Society: Malaysian Red Crescent Society	Operation budget: 133,844
Number of people affected: more than 15,000	Number of people assisted: 4,487
N° of National Societies involved in the operation: 1	

A. SITUATION ANALYSIS

Description of the disaster

Heavy rains continued in Malaysia since they 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.

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

The Pasir Mas district in Kelantan was the worst affected district with almost 2,000 families evacuated to evacuation centers. The district remained to be accessible only to watercrafts. The Malaysian National Security Council (NSC), the National Agency for Disaster Administration (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 Malaysian Civil Defense Force or 'Jabatan Pertahanan Awam Malaysia' (JPAM).

The water level receded and most of the evacuation centers were closed on 5 December 2019³. Since then, most of the families returned to their homes and some were living in their relative's houses.

Malaysian Red Crescent Society 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



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

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>

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

the affected communities to survive during the time, but the damages caused by the floods, left the communities in a critical situation with persisting needs and priorities for early recovery and returning to their day to day lives.

Summary of response

The Malaysian Red Crescent Society (MRCS) along with IFRC Asia Pacific Regional Office (APRO) closely monitored the situation and coordinating with the Government of Malaysia (GoM) at national and district levels. MRCS volunteers in branches throughout the affected areas were 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 setup three mass cooking units in three evacuation centres in Pasir Mas, Bachok and Kuala Krai. The mass cooking unit complemented 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 engaged in rescuing villagers from flooded areas and relocating them to evacuation centers.

On 10 December 2019, a joint assessment team of 19 from MRCS including 2 officers from IFRC Asia Pacific Regional Office (APRO) was 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.

MRCS 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 were active staff and volunteers appointed as focal persons for the DREF operation.

The team was divided into two areas: Kelantan and Terengganu and the team broke down according to states focus areas as follows:

State	Districts	Villages (Planned)
Kelantan	Kuala Krai	Kampung Bahagia
		Kampung Chuchuh Puteri
		Kampung Mambong
Terengganu	Hulu Terengganu	Kampung Bukit Tadok
	Setiu	Kampung Padang

Table 1: Areas for assessment

The joint team of MRCS and IFRC, 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 was little or no risk of communicable diseases following the flood as the water receded.

From 7 to 15 January 2020, MRCS together with 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.

Overview of Red Cross Red Crescent Movement in country

The IFRC Asia Pacific Regional Office (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 supported 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. 2 surge members (CEA and operations support/Cash) were 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 conducted evacuations, established emergency shelters, operationalized evacuation centers and continue to provide relief assistance to affected families. The authorities deployed the Special Malaysia Disaster Assistance and Rescue Team (SMART) in the affected areas to carry out search and rescue operations in highly inundated areas.

Furthermore, the relevant District Offices were 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 were 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 and NPOs 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 – distributed 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 students from Universiti Malaysia Terengganu and Universiti Sultan Zainal Abidin – helped in registration at evacuation centres and relief distribution.

As of 31 March 2020, there were no other NGOs or NPOs planning to organize response activities. Malaysian Red Crescent 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.

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 district office, Social welfare department, village leaders, village committee and community members. Detailed interview, 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 worst

affected four districts of Kelantan and Terengganu. The target area, number of households in each district is the following:

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

MRCS received the list of affected households from the local social welfare departments. The list was a registry of 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, 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 and 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 provided support to all the flood affected households of target villages within the districts. MRCS validated the information of people receiving support 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 that hindered the implementation of the planned activities. To ensure safety and security of all people involved, adequate measures like staff tracking (i.e. 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) were 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 organized information sharing sessions with the community members, setting up feedback mechanism at the communities and informing the local authorities regarding the DREF operation.

Security

To mitigate the security risks that may be present based on the assessments, adequate measures were 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.

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 due to COVID – 19. The operation was extended by two months (from 30 April until 7 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 planned activities in April. Those activities that delayed included a verification process of the beneficiaries registered, and those impacted to the delayed of the cash transfer to the beneficiaries. Due to the movement restriction, MRCS were also not able to do a Post-Distribution Monitoring (PDM) and a Lesson Learned workshop that was originally planned. Due to this new pandemic experience, MRCS was not prepared on the sudden movement restrictions, that impacted to the delays of the implementation. MRCS will take this experience as a lesson learned on how to deal with the similar situation during future responses.

B. OPERATIONAL 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 bank 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 most banks resumed their operations soon after the flood water receded. 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 was pivotal for those returning to their homes. Some of the villagers from the affected district are employed as informal workers and are paid on daily basis. Days spent at evacuation centres meant a considerable loss of income to them. The cash assistance enabled 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 Cash Transfer Program using direct bank transfer to beneficiaries' bank account. Surge deployed in country supported the operations and cash assistance for one month. Cash in emergencies toolkit was used throughout the operation.

Communication

The IFRC supported 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 was maintained between the IFRC regional communications unit, IFRC country office / CCST 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 channel. 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 surge member included in the DREF to support MRCS in this process. Staffs and volunteers will be oriented and trained in CEA as part of the response.

Throughout the operation, MRCS ensured 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 is 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 staffs 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 was 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 surge personnel with CASH and CEA profile. The surge personnel were 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 assisted 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. Cooperation with Information Management (IM) and Program personnel to analyse data and evaluate actual beneficiaries requires 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 solution in field areas were advise and closely monitor with all the deployed volunteers.

Quality programming

PMER activities were rolled out to ensure quality of implementation throughout the operational management cycle. MRCS was responsible for the day-to-day monitoring of the operation, primarily at the branch/unit level. MRCS and IFRC monitoring teams, including the volunteers, visited 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, post distribution survey and lessons learned session were planned but could not be conducted due to restrictions of movement imposed by the government to respond to the COVID-19 pandemic.

All the activities done under the DREF operation adhered 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 were efforts made to ensure equitable balance of male and female staff and volunteers; as well as 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 worked closely to ensure the supply chain of cash towards the field. The operation relied on existing financial management and administration systems in MRCS and IFRC. Provisions were 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: 4,487

Male: 2,245

Female: 2,242

Indicators:	Target	Actual
#of targeted households that have enough <food, cash, income> to meet their survival threshold	1,000	950
# of households reached with cash for basic needs	1,000	950

Narrative description of achievements

MRCS began the cash transfer programme after conducting a 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 beneficiaries. The form was verified by the community leader or local authorities with supporting documents. Additional supporting documents such as a copy of Identification Card and bank account details were also required.

Many days were used in collecting information and verification of data of people to be reached. The National Society started the encashment on 17 February 2020. Before the distribution of cash, the team held a Community Engagement and Accountability activity, and the beneficiaries were invited to attend the sessions. 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	- 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	- 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	- 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	- Social Welfare Department of Hulu Setiu - Village Community Management Council of Hulu Setiu

From 950 beneficiaries, 845 of them attended the CEA session held by MRCS. MRCS National Headquarters had delegated the task of handling the session to MRCS Kelantan and Terengganu State. This enabled the engagement of volunteers at district level with the community.



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, however some delays in the encashment occurred due to the Movement Control Order implement by the Malaysian Government since 18 March 2020 to address the COVID-19 situation in the country. The restrictions included prohibition of public movements and gatherings throughout the country, travel restrictions and closing of all governmental and private premises, among others.

Challenges

- It was difficult to get involvement from local authorities and agencies during community engagement programme.
- The beneficiary registration and validation took longer than expected due to mismatch of beneficiary name and bank account, or data entry to the beneficiary list template
- The late addition of a list of beneficiaries has resulted in further delays to update the final beneficiary list.
- Dormant or inactive account of the beneficiaries delayed the encashment process
- The impact of COVID-19 in Malaysia with Government ruling on Movement Control Order under the act of 342 and Act 344 since 18 March 2020 impacted the encashment plan for Terengganu which was targeted to be started from 15 March 2020 to 31 March 2020. Considering the difficulties to reach the communities and confirm some of the beneficiary's details, the encashment in this area was delayed, but finally conducted
- Due to the COVID-19 restrictions the post distribution monitoring activities and the lessons learnt workshop were not conducted.

Lessons Learned

- MRCS need to increase capacity on Community Engagement and Accountability (CEA). CEA is a key tool for cash programming and the National Society should strengthen its capacity to deliver comprehensive humanitarian assistance.
- Need to develop and disseminate nationwide cash voucher assistance (CVA) standard operation procedure that clearly define roles, responsibilities, tools and activities to conduct CVA programmes.
- Strengthen the CVA capacities at the branch level. All the State Disaster Response Teams should have CVA trained personnel and focal point. Further training of volunteers is needed to enhance the capacities at the local level and increase the technical skills in CVA programme. Although there is a CVA team with trained volunteers in different branches, further training and activities are needed to enhance and refresh their knowledge in CVA.
- Make use of technological/digital solutions to improve and speed-up the encashment process, as well as to develop online/virtual options to conduct PDM activities and lessons learnt workshops.
- Pre-positioned essential relief items for branches to be able to respond quickly to humanitarian needs in cases where the markets are disrupted. The NS should consider a multi-hazard approach for preparedness, response and recovery activities, in order to be able to address in the future similar situations (CVA activities in the midst of a pandemic).
- Develop Business Continuity Plan for the National Society that will mitigate the impact by situation like COVID – 19 to the operation.



Inclusion and Protection

People reached: 4,487

Male: 2,245

Female: 2,242

Indicators:	Target	Actual
The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services.	Yes	Yes
# of NS that ensure improved equitable access to basic services considering different needs based on gender and other diversity factors	1	1
Narrative description of achievements		
<p>MRCS 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.</p> <p>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.</p>		
Challenges		
<p>The undocumented migrants who are affected by floods, do not hold a bank account. Therefore MRCS was not able to transfer the cash assistance to their bank account. However, considering the small number of affected migrants, postal service was used as an alternative to deliver the assistance to them. The village leader is the most respected and trusted community member and provided full support for this operation.</p>		
Lessons Learned		
<ul style="list-style-type: none"> In order to be able to reach the most vulnerable, it is important to define clear procedures for registration, encashment and monitoring of migrant communities, particularly, undocumented migrants, that do not have access to bank account. As part of the CEA activities, define strategies to reach migrant communities and address their needs. Consider the use of different languages, and address fear that some might face. The need for database that record the feedback and complaint mechanism. 		

International Disaster Response

Indicators:	Target	Actual
# of NS branches that are well functioning in the operation	2	2
# of volunteers involved in the operation provided with briefing/orientation	50	50
Does the operation demonstrate evidence of effective and coordinated international disaster response?	Yes	Yes
# of national appeal launched	1	No
# of lessons learned workshop conducted	1	No
Narrative description of achievements		
<p>Since the beginning, including the planning process, the Kelantan and Terengganu branch of the Malaysian Red Crescent was involved in the operation and were 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 surge personnel were deployed in the country. Two surge personnel (CEA and Operations support/CASH) were deployed in the country on 1 January to support the operation. The CEA RDRT was</p>		

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.

Challenges

MRCS has been planning to organize the Post Distribution Monitoring (PDM) in Kelantan on the first 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. However, due to the COVID-19 situation in Malaysia MRCS had to cancel the program.

Similarly, the lessons learned workshop was also planned for the operation. However, this workshop was cancelled due to the extended movement restrictions that was put in place in Malaysia.

Lessons Learned

- MRCS needs improve its capacity in implementing remote post distribution monitoring and online/virtual lessons learned workshop. The activities were not implemented due to the travel restrictions for COVID – 19.
- Develop Business Continuity Plan for the National Society that will mitigate the impact by situation like COVID – 19 to the operation.

D. THE BUDGET

The actual expenditure for this DREF Operation is 70.9 per cent (CHF 94,954) of the CHF 133,844 DREF amount requested. Balance from this operation, CHF 38,890, will be returned to the DREF pot.

The major donors and partners of the Disaster Relief Emergency Fund (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 National Society, would like to extend thanks to all for their generous contributions.

Full financial report is attached at the end of this report.

Contact information

Reference documents



Click here for:

- [DREF Operation](#)
- [Operations Update No. 1](#)
- [Operations Update No. 2](#)
- [Operations Update No. 3](#)

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How we work

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

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



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



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



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

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/12-2020/7	Operation	MDRMY004
Budget Timeframe	2019-2020	Budget	APPROVED

Prepared on 07/Oct/2020

All figures are in Swiss Francs (CHF)

MDRMY004 - Malaysia - Floods

Operating Timeframe: 07 Dec 2019 to 07 Jul 2020

I. Summary

Opening Balance	0
Funds & Other Income	133,844
DREF Allocations	133,844
Expenditure	-94,954
Closing Balance	38,890

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	79,875	85,270	-5,395
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	79,875	85,270	-5,395
SFI1 - Strengthen National Societies	36,822		36,822
SFI2 - Effective international disaster management	12,780	9,683	3,097
SFI3 - Influence others as leading strategic partners	2,130		2,130
SFI4 - Ensure a strong IFRC	2,237		2,237
Strategy for implementation Total	53,969	9,683	44,286
Grand Total	133,844	94,954	38,890

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/12-2020/7	Operation	MDRMY004
Budget Timeframe	2019-2020	Budget	APPROVED

Prepared on 07/Oct/2020

All figures are in Swiss Francs (CHF)

MDRMY004 - Malaysia - Floods

Operating Timeframe: 07 Dec 2019 to 07 Jul 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	75,000	68,195	6,805
Shelter - Relief	2,000		2,000
Other Supplies & Services		478	-478
Cash Disbursement	73,000	67,717	5,283
Logistics, Transport & Storage	13,100	1,946	11,154
Transport & Vehicles Costs	13,100	1,946	11,154
Personnel	20,575	10,844	9,731
International Staff		1,169	-1,169
National Society Staff		9,443	-9,443
Volunteers	20,575	233	20,342
Workshops & Training	3,000		3,000
Workshops & Training	3,000		3,000
General Expenditure	14,000	8,158	5,842
Travel	13,500	7,896	5,604
Information & Public Relations		157	-157
Office Costs		25	-25
Communications	500	64	436
Financial Charges		17	-17
Operational Provisions		14	-14
Operational Provisions		14	-14
Indirect Costs	8,169	5,795	2,374
Programme & Services Support Recover	8,169	5,795	2,374
Grand Total	133,844	94,954	38,890